

## Access and Inclusion Plan 2022 – 2027

### What is the Access and Inclusion Plan?

The Town of Victoria Park community includes many groups that face accessibility and inclusion challenges. The Access and Inclusion Plan has been developed for 2022 – 2027 to address these challenges. This plan aims to support the community's access and inclusion needs. It guides what we will work on over the next five years and how we measure our progress.

### How did we write this plan?

We have created this plan based on feedback from the community. In total, we received 159 submissions with ideas and suggestions. To gather this feedback, we utilised various tools, including online surveys for the community and children, an online ideas board, a "Tell Your Story" activity, and workshops with our internal staff, our Access and Inclusion Advisory Group, and targeted engagement with disability service providers and community groups.

### What are the social outcomes?

Social outcomes refer to the positive changes in the knowledge, skills, awareness, behaviour, level of functioning, or status experienced by various stakeholders such as community

members with disabilities, their families and carers, employees of the Town of Victoria Park, and businesses/organisations in the town with 20+ employees. These changes are a result of their participation in planned activities.

### Our Goals

Five key goals have been identified for the Access and Inclusion Plan 2022 – 2027, based on the findings of the community and stakeholder engagement, which are reflected in the action plan:

- Customer Experience
- Physical Access
- Active Citizenship
- Employment
- Governance and Impact

### Our Focus areas

#### Events and Services

People with disability have equal access to services and events organised by the Town of Vic Park.

#### Information

People with disability have access to information from the Town in a format that is compatible with their needs.

#### Quality Customer Services

People with disability are entitled to the same level and quality of customer service as other people in the community.

#### Buildings and Facilities

People with disability have equal access to buildings and facilities in the Town.

#### Complaints

People with disability have the same opportunities as other people in the community to raise issues and concerns with the Town.

#### Consultation

People with disability have the same opportunities to participate in public consultation and engagement projects.

#### Employment

People with disability have the same opportunities as other people to obtain and maintain employment with the Town.

#### Fact!

**Do you know we have an Access and Inclusion Advisory Group that meets every three months to provide feedback? If you are interested in getting involved, please feel free to get in touch with the Inclusion Officer.**

To see the full version of the Access and Inclusion Plan, please visit: [access-and-inclusion-plan-2022-2027 \(victoriapark.wa.gov.au\)](https://www.victoriapark.wa.gov.au) This plan is also available in alternative formats here: [Strategies and Plans » Town of Victoria Park](#)

