

City of Kwinana

Disability Access and Inclusion Plan 2022 - 2027



*Community members attending Kwinana
In Transition, Neighbour Day Event*

Alternate Formats

This Disability Access and Inclusion Plan is available in alternative formats upon request and includes:

- In electronic format;
- Email;
- Hard copy;
- Both large and standard print;
- In audio; and
- On the City's website www.kwinana.wa.gov.au/daip.

Please contact Customer Service on [\(08\) 9439 0200](tel:0894390200) to request.

Translating Services

The City can provide access to our services for non-English speaking residents.

Interpreting and translating services are available via the Translating and Interpreting Service (TIS). The service provides language interpreting in 160 languages.

To use this service, please phone TIS on [13 14 50](tel:131450) or ask a City of Kwinana staff member for assistance.

The National Relay Service (NRS)

The NRS can contact the City of Kwinana on your behalf:

- TTY/voice calls [133 677](tel:133677)
- Speak and Listen [1300 555 727](tel:1300555727)
- SMS relay 0423 [677 767](tel:677767)

Contents

What is Disability, Access, and Inclusion?	5
Introduction	6
Community and Stakeholder Engagement	9
Key achievements	10
Review and Reporting	13
Disability Access and Inclusion Plan	14



Mayor Carol Adams and Cr Michael Brown with Auslan Stage Left interpreters at the City's Light up the Square Event 2021.

What is Disability, Access, and Inclusion?

Disability

A disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* defines disability as being:

- Attributed to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- Permanent, or likely to be permanent;
- May or may not be of an episodic nature; and/or
- Results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

Access

Access in this context refers to an individual's physical ability to get to, into, and around facilities and services. Access is created by removing structural barriers and including mechanisms to enable structural access.

Inclusion

Inclusion in this context refers to an individual's ability to participate as fully as possible in programs and services provided by organisations in an integrated and holistic manner that does not ostracise, embarrass, or humiliate an individual.

Discrimination

Discrimination is defined as treating people with disability less favourably than people without a disability would be treated under the same circumstances.

Acknowledgement of Country

City of Kwinana kadij kalyakool moondang-ak kaaradj midi boodjar-ak ngala nyininy, yakka wer waabiny, Noongar moort.

Ngala kadij baalap kalyakoorl nidja boodjar wer kep kaaradjiny, baalap moorditj nidja yaakiny-ak wer moorditj moort wer kadij Birdiya wer yeyi.

City of Kwinana acknowledges the Traditional Custodians of the land on which we live, work and play, the Nyoongar people. We recognise their connection to the land and local waterways, their resilience and commitment to community and pay our respect to Elders past and present.

Thank You

The City would also like to acknowledge and thank all individuals, community groups, and organisations who have provided input and feedback. Your help has been instrumental in the development of this Disability Access and Inclusion Plan.

Young Aboriginal Dancer

Introduction

Disability Access and Inclusion Plan's (DAIP) assist public authorities to plan and implement improvements to access and inclusion across seven outcome areas addressing:

- Services and events
- Buildings and facilities
- Information
- Quality of service
- Complaints
- Consultation processes
- Employment.

In addition, the City has included an eighth outcome area addressing capacity building and advocacy.

These plans help ensure all people have access to, and are included in, the City's services, facilities, and events, and benefit people with disability, the elderly, young parents and people from culturally and linguistically diverse backgrounds.

The development of the Disability Access and Inclusion Plan is guided by the *Disability Services Act 1993 (Amended 2004)*. The Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan. This helps ensure that people with disability have equal access to facilities, services, and employment opportunities.

Other legislation underpinning access and inclusion includes the *Equal Opportunity Act 1984 (WA)* and the *Disability Discrimination Act 1992*. Both of which ensure discrimination on the basis of a person's disability is unlawful.

Our Approach

The City recognises the social model of disability. We are committed to looking at ways to remove barriers to access and inclusion that may restrict a person's abilities. The City is committed to actively promoting environments and services in which all people are valued and have the choices to live their best lives.

This DAIP outlines the City's key strategies to address each of the outcome areas of the Disability Access and Inclusion Plan:

1. People with disability have the same opportunities as other people to access City services and events;
2. People with disability have the same opportunities as other people to access City buildings and other facilities;
3. People with disability receive information in a format that will enable them to access the information, as readily as other people are able to access it;
4. People with disability receive the same level and quality of service from City staff as other people receive;
5. People with disability have the same opportunities as other people to provide feedback to the City;
6. People with disability have the same opportunities as other people to participate in any public consultation;
7. People with disability have the same opportunities as other people to obtain and maintain employment with the City; and
8. The City will build community capacity and advocate for the inclusion of all people including those with disability.

About the City of Kwinana

The City of Kwinana is the second fastest growing local government area in the State. To prepare for a near doubling of the City's population over the next thirty years the City is planning for the provision of shops, schools, parks, playgrounds, and community buildings. To support our larger population the City is also working with industry and the State Government to grow employment opportunities in the area and ensure the availability of key services, including medical practitioners, while striving for sustainability and protection of the environment.

The City of Kwinana is responsible for a range of functions, facilities and services including:

- Property and environment
- Community
- Regulatory services
- General administration.

You can find out more about the City's functions and services by visiting the City of Kwinana website (www.kwinana.wa.gov.au).

Access and Equity Policy

The City of Kwinana aims to maintain and improve the quality of life of its residents by creating an accessible community in which information, services, facilities, programs, decision-making processes, and other activities are open and available to all residents in an effort to provide equal opportunities, rights and responsibilities, and the equitable distribution of resources according to need.

To view the full policy please see:

www.kwinana.wa.gov.au/council/documents,-publications-and-forms/policies



Accessible park and exercise equipment.

Links to Strategic Community Plan

The City's *Strategic Community Plan (SCP)* outlines the vision, aspirations and objectives of the community over the next ten years. It's a strategic roadmap of where the community want to go and what it will look like when we get there. From the SCP we develop our strategies, like the Social Strategy. These identify detailed priorities within focus areas.

The DAIP sits as one of the City's action plans. These have specific actions to address the priorities in our strategies and Strategic Community Plan. Implementing the DAIP will help the City to deliver the vision outlined in our Strategic Community Plan 2021 - 2025 and compliments the City's Social Strategy and associated action plans.



Community and Stakeholder Engagement

The DAIP was open for consultation from 9 March 2021 to 23 April 2021 and advertised through:

- The community newspaper;
- The City's website, online engagement hub, and social media;
- 'The Spirt' Newsletter;
- The community engagement stakeholder list (engagement network);
- Mandurah Kwinana Rockingham Access and Inclusion Network (MKRAIN);
- City networking groups; and
- Local schools and education support centres.

Feedback could be provided by attending one of three community workshop or via electronic or hard copy surveys, as well as the City's 'Love My Kwinana' online engagement platform. Support was offered to complete surveys via phone, or attendance at the City Admin Building. The City also ran a series of internal engagements to highlight and identify meaningful strategies that could be met by the organisation.

Development of the Disability Access and Inclusion Plan also took into consideration previous community consultations; including feedback provided during the City's Strategic Community Plan engagement, and the City's Social Strategy workshops.

What you told us

The consultation identified the City has made many notable advancements in the areas of access and inclusion, but there were also areas for improvement:

- Collaborate with other organisations to facilitate and advocate for events and activities that are accessible and inclusive;
- Better promote and advertise mainstream services, activities, and events that are accessible and inclusive of people with disability;
- The need for more ACROD parking in high density areas;
- Upgrade facilities, parking areas, footpaths, and curbs in older areas;
- Ensure appropriate signage at City facilities and recreation areas e.g. plain language, bigger text and pictures;
- Ensure information is provided in multiple formats and provide easy read communications that the whole community can understand;
- Address any stigma within community and the organisation and provide disability awareness training to staff;
- Build greater awareness within the disability community of the City's complaints process and encourage feedback;
- Build awareness of engagement opportunities and create consultation methods that are fully accessible and inclusive;
- Build stronger relationships with stakeholders and ensure targeted consultation includes people with a disability;
- Create a more inclusive employment application process by removing stigma, and create awareness of the benefits of employing a person with disability, and create job opportunities that are tailored to people with disability.

This feedback, and that from the Social Strategy and Strategic Community Plan, directly informed and helped to shape the strategies found below.

Key achievements

Outcome Area 1 – Services and Events

“We have been at the Kwinana Recquatic Swim school for 7 years now and have all 3 kids enrolled in the swimming program. Our experience has been nothing but positive, the Staff have always gone above and beyond to meet each child’s individual needs. My daughter Ruby is 8 years old, is legally blind, with an intellectual disability.”

“Ruby is in the SAIL program, the instructors have helped her to become confident in the water, improve muscle development and for her to generally have so much fun on every lesson that she doesn’t want to leave. Staff have always worked with our therapist to find new ways to encourage her and communicate. We couldn’t be happier with the service and our experience, we thank the team so much.”

Outcome Area 2 – Buildings and Facilities

The City’s *Parks for People* project is part of the City’s parks upgrade strategy and is incorporated into the City’s long-term financial plan. Accessibility is always considered throughout the development and completion of these upgrades. Morrit Park in Parmelia and Harrison Park in Calista were selected in 2019 - 2020. City staff consulted internally, and with community members living locally to these areas. The engagement included identifying areas to improve accessibility. The upgrades to Morrit Park (Parmelia) and Harrison Park (Calista) have now been completed. Accessible picnic setting, paths and ramps were included in the park upgrades allowing greater access for people with disability.



Ruby enjoying her swimming lesson with SAIL program instructor.

Outcome Area 3 - Information

The City launched its new website in late 2020. It has been developed in line with the Web Content Accessibility Guideline (WCAG) 2.0 AA standards. Aligned with the launch of the new site several City officers were provided with document optimisation and accessibility training. This training teaches staff how to create and set up documents in word and PDF that make certain they can be easily read by assistive technology such as screen readers. This ensures that documents uploaded to the City’s website are accessible to people who may be blind, illiterate and/or have learning disability. These standards have been incorporated into the City’s Style Guide.

Outcome Area 4 – Quality of Service

The City has continued to provide training to employees to ensure the best customer service for all community members. In line with the City’s *Customer Experience Improvement Strategy* staff are provided with training to support a high level of quality of service. In addition to this, and where identified staff have access to additional training to support their roles and to improve the customer experience. Staff are also provided with information pertaining to the City’s DAIP during the initial HR inductions.

Outcome Area 5 – Complaints and Feedback

“My name is Dario, I live in the City of Kwinana and enjoy daily walks throughout the local bush lands and reserves. I have an acquired brain injury and find myself fatigued while walking the trails. I submitted feedback through the City’s general enquires, feedback and complaints portal suggesting that the City install a couple of bench seats along the trail. Staff accompanied me on one of my daily walks to gain a better understanding of my experience, City staff were very helpful and responsive to my needs they installed two new bench seats. These seats make a huge difference to people such as myself, and sitting amongst the bushland upon the route throughout the estate is very enjoyable, as well as providing me with a much-needed rest stop. “



Dario sitting on the new bench seat.

Outcome Area 6 – Public Consultation

The Mandurah, Kwinana & Rockingham Access and Inclusion Network (MKRain) is an example of effective collaboration between neighbouring local governments. The network brings together stakeholders working across all three local government areas to support people with disability and their families. MKRain came about through a meeting between the Access and Inclusion Officers at each of the respective local governments who identified that many organisations are supporting people and families across a broader region that is not confined by local government boundaries.

MKRain provides a valuable avenue for service providers to access relevant and timely information to share with people with disability and their support networks. The network also supports engagement of key stakeholders in consultation processes implemented by each of the local authorities, while also providing a platform to promote networking and collaboration between community organisations. A Terms of Reference is in place to support the ongoing operations and sustainability of the network.

Outcome Area 7 - Employment

The City has taken part in AccessAbility Day - an Australian Government initiative that encourages employers to connect with jobseekers who have disability (participants). This initiative offers awareness for both employees and employers to see the potential of people with disability being included in the workplace. This allowed the City to explore the concept of employing a jobseeker with disability, while also providing an opportunity for participants to gain an insight into the particular job or type of work they are interested in.

The City worked in partnership with Disability Employment Service Provider Matchworks and hosted a young lady in the library for a day. This experience gave staff greater insight into the needs and capabilities of people with disability, and actively promoted a culture of inclusion in the workplace.

Community members in Wandl enjoying a local Neighbour Day Event.



Review and Reporting

The Disability Services Act requires the DAIP be reviewed at least every five years. Whenever the Plan is amended a copy must be lodged with Disability Services. The Plan can be updated more frequently if desired. The next review of the City of Kwinana's DAIP will take place prior to March 2027. However, specific actions outlined in the implementation plan will be reviewed annually by the City's Disability Reference Group.

The Community Engagement team will have responsibility for review of the DAIP and will collect data from senior staff and provide information on inclusion in the City of Kwinana Annual Report and to the Department of Communities.

The report will outline:

- Progress towards the desired outcomes of the Disability Access and Inclusion Plan;
- Progress of the City's agents and contractors towards meeting the eight desired outcomes; and
- The strategies used to inform agents and contractors of the Disability Access and Inclusion Plan

Outcome 1: Services and Events

STRATEGY

- 1.1 Maximise physical accessibility and social inclusivity.
- 1.2 Facilitate, support, and promote a diverse range of services, events and activities that meet the needs of the community.

Outcome 2: Building and Facilities

STRATEGY

- 2.1 Ensure that all new City infrastructure and re-development works are designed to enhance opportunities for access and inclusion.
- 2.2 Ensure the location, quantity and quality of footpaths and ACROD parking, are accessible and meet the needs of the community.
- 2.3 Ensure that tender and contract documentation include the Disability Access and Inclusion Plan and that contractor requirements are met as per legislative requirements.

Outcome 3: Information

STRATEGY

- 3.1 Provide information in alternative formats on request.
- 3.2 Use diverse informing methods to improve community awareness of programs, events services infrastructure and information available.
- 3.3 Ensure the City provides online information in accessible formats.

Outcome 4: Quality of Service

STRATEGY

- 4.1 Provide training and resources to City Staff so they have the knowledge, skills, and confidence to deliver quality service to all individuals and organisations.

Outcome area 5 Complaints and feedback

STRATEGY

- 5.1 Ensure that complaints and feedback methods are promoted effectively and are accessible for people with disability.
- 5.2 Ensure that complaints and feedback are responded to as per the City's complaint and feedback process.

Outcome area 6 Public Consultation

STRATEGY

- 6.1 Facilitate opportunities to build and maintain relationships with community and key stakeholders that can guide and support the work of the City.
- 6.2 Provide opportunities for people of different abilities and their advocates to engage in public consultation using a variety of tools and methods.

Outcome area 7 Employment

STRATEGY

- 7.1 Employ people at the City of Kwinana that reflect our diverse community.
- 7.2 Foster a workplace culture that is inclusive and welcoming for people of different abilities and backgrounds.

Outcome area 8 Capacity Building

STRATEGY

- 8.1 Support residents to access information regarding services including the National Disability Insurance Scheme and Mental Health supports.
- 8.2 Work with local businesses, services, and organisations to enhance accessibility of facilities, including parking and pathways.
- 8.3 Support local groups, clubs, and organisations to Increase their capacity to be more inclusive.



Administration

Cnr Gilmore Ave and Sulphur Rd,
Kwinana WA 6167
PO Box 21, Kwinana WA 6966

Telephone 08 9439 0200

customer@kwinana.wa.gov.au

www.kwinana.wa.gov.au

