Disability Access and Inclusion Plan

2021 – 2025



This plan is available in alternative languages and formats upon request. For further information please contact the Community Services team on 9461 3333. For language assistance please contact Translating and Interpreting Services on 131 450.

Acknowledgement

We acknowledge the Whadjuk Nyoongar people, Traditional Owners of the lands and waters where the City of Perth is today and pay our respects to Elders past and present.

Regular Feedback

The City of Perth actively seeks and encourages regular feedback on the progress of this Plan. Community members wishing to provide input should contact the City's Community Services Unit.

Copies of this Plan are available at www.perth.wa.gov.au

Lord Mayor's Foreword

I am honoured to present the City of Perth's sixth Disability Access and Inclusion Plan. This plan demonstrates the City of Perth's commitment to raising awareness and making life in the City as inclusive, safe, comfortable and accessible as possible.

People living with disability represent a vast proportion of our community who are often overlooked and largely underutilised in the creation and implementation of plans such as this.

It is estimated that there are approximately 405,500 Western Australians that have identified as living with disability.

As such, we strongly believe people living with a disability must have the same opportunities as all people to access buildings, facilities and events within the City of Perth. Equal access to employment, opportunities to have a say, make complaints and receive quality service from the City must be a priority.

With a collaborative spirit, the City of Perth will continue to strive to be an exemplar in ensuring access for people of all abilities.

I look forward to sharing the achievements of this plan with you on an annual basis.



City of Perth Lord Mayor Basil Zempilas

CEO's Message

I am excited to share with you the City's Disability Access and Inclusion Plan for 2021 - 2025. The Plan identifies the outcomes the City will achieve to further improve access and inclusion for people of all abilities.

Our plan contains realistic and achievable goals that provide clear direction over the next five years and confirm the principles of universal access are embedded within the City of Perth.

Since 1997, we have kept access and inclusion at the forefront of our decision-making processes.

Our latest Disability Access and Inclusion Plan outlines key actions to remove barriers that remain for people accessing facilities, information, services and programs across the city.

Extensive consultation was undertaken with internal and external stakeholders to develop this

plan, including the City of Perth's Access and Inclusion Advisory Group.

There is still work to be done, and I am confident that we're in a great position to continue to build a more accessible community where all people feel welcomed and are able to actively contribute to community life.



City of Perth Chief Executive Officer Michelle Reynolds



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Introduction

The City of Perth's Disability Access and Inclusion Plan 2021 - 2025, identifies the outcomes the City of Perth (the City) will achieve to improve access and inclusion for people of all abilities. Key actions will be implemented to reduce and eliminate barriers within our City and to advocate for equity of access for all

This Disability Access and Inclusion Plan (DAIP) complies with Commonwealth and State legislative requirements to ensure that access for all is at the forefront of all actions and developments within the City's boundaries.

The DAIP is informed by the below legislation:

- The Disability Services Act 1993 (amended 2004);
- Western Australian Equal Opportunity Act 1984:
- Commonwealth Disability Discrimination Act 1992 (DDA); and
- The Disability (Access to Premises Buildings) Standards 2010.

This plan contributes towards the City's strategic pillars:







The City is committed, through this plan and the iterations that follow, to ongoing consultation, collaboration and action with and for the community who visit, live and work in Perth.



Welcome to the City of Perth

The City of Perth sits on Whadjuk Nyoongar land and includes the suburbs of Crawley, Nedlands, East Perth, Northbridge, Perth CBD, West Perth. The City is the largest employment hub in Perth and home to international, national and local business head offices. The City's residential population is currently estimated to be 26,893 and is projected to grow to approximately 39,664 by 2036¹. A map of the City's boundaries is below:



Perth is the capital city of Western Australia and has many unique characteristics. On any given day, the city has a higher concentration of people than elsewhere in the State with 205,750 persons in the city² at noon. In addition to residents, this includes a workforce of no fewer than 124,679 persons³ and around 67,000 shoppers, tourists and others doing business⁴.

¹ id Forecasts

² City of Perth – Daytime Population Study 2016

³ REMPLAN, 2016, City of Perth Economic Profile

⁴ City of Perth – Daytime Population Study 2016



The City is undergoing high levels of growth and development of commercial property, which will add to the growth in the number of residents, workers and visitors to the city.

Perth is a young and constantly evolving city in comparison to other capital cities throughout the world. The community wants the city to be a beautiful and connected place that provides vibrant, diverse and friendly experiences. It is

the City of Perth's role to recognise, promote and enhance the social, environmental, economic and cultural uniqueness of the city for both now and into the future. To fulfil this role, the City takes an integrated approach to planning to ensure its operations are focused on delivering the best outcomes for the community.

What we do - Functions and Services

The City's DAIP applies to the functions and services provided by the City, including:

SERVICES TO COMMUNITY

- Provision and maintenance of parks and reserves including playgrounds
- Public library and information services
- Citizenship ceremonies
- Community, art and cultural events
- Services for seniors and people with disability
- Services for children, young people and families
- Community grants
- Business and economic development
- Advisory groups and working parties

REGULATORY SERVICES

- Ranger services
- Planning of sub-divisions and town planning schemes
- Planning and building approval for any construction, addition or alteration to a building
- Environmental health control
- Event and food applications

CUSTOMER SERVICE

- Provision of general information
- Lodging complaints
- Payment of rates notices and parking Infringements
- Dog and cat registrations
- · Community engagement

SERVICES TO PROPERTY

- Construction and maintenance of roads, footpaths and bicycle facilities
- Waste collection and disposal
- Litter control and street cleaning
- Planting and caring for street trees
- Street signs
- Maintenance and upgrading of City buildings and assets

PROCESSES FOR GOVERNMENT

- Election of council members
- Ordinary and special council meetings
- Council committee meetings

Many well-known precincts are situated within the City's boundaries but are managed by other authorities:

- UWA
- Yagan Square
- Queen Elizabeth II Medical Centre
- City Link

- Kings Park
- Riverside Perth
- Perth Arena
- Elizabeth Quay

Accessibility and Inclusion Needs

AUSTRALIA SNAPSHOT OF DISABILITY (2018)



17.7%
(4.4 million)
Australian live with disability



Of the 4.4 million, almost million people had a limitation with core activities



Among the 24.7 Australians

1 in every 6

(15.9%) was aged 65 years
and over

*Data from the survey of disability, ageing and carers 2018

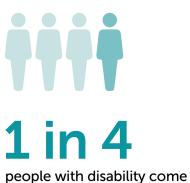
WESTERN AUSTRALIA SNAPSHOT OF DISABILITY (2016)



95,653
people reported living with a disability



By 2026 – estimated to increase by more than 210,000



from a non-English speaking



CITY OF PERTH SNAPSHOT (2016)



407

(1.6%) reported needing help due to disability



205,750

worker, shoppers, and tourists each day



Estimated that there are over

37,000

visitors with disability in the city each day.



9,683

non-English speaking residents



1,168

non-English residents reported difficulty speaking English



In 2016,

7084

people had arrived in Australia within the past 5 years

Our Commitment to an Accessible and Inclusive Community

The City is committed to encouraging best practice in access and inclusion in both public and private services, programs and development. The City is committed to working with businesses and community organisations to improve and promote the accessibility of their facilities and services and to increase their awareness of people with disability as important customers within the community.

The City's DAIP 2021 – 2025 will be implemented over the next four years and will be monitored and reported on an annual basis in accordance with the Disability Services Act 1993 (amended 2004). The City's DAIP is underpinned by the Western Australian Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992.

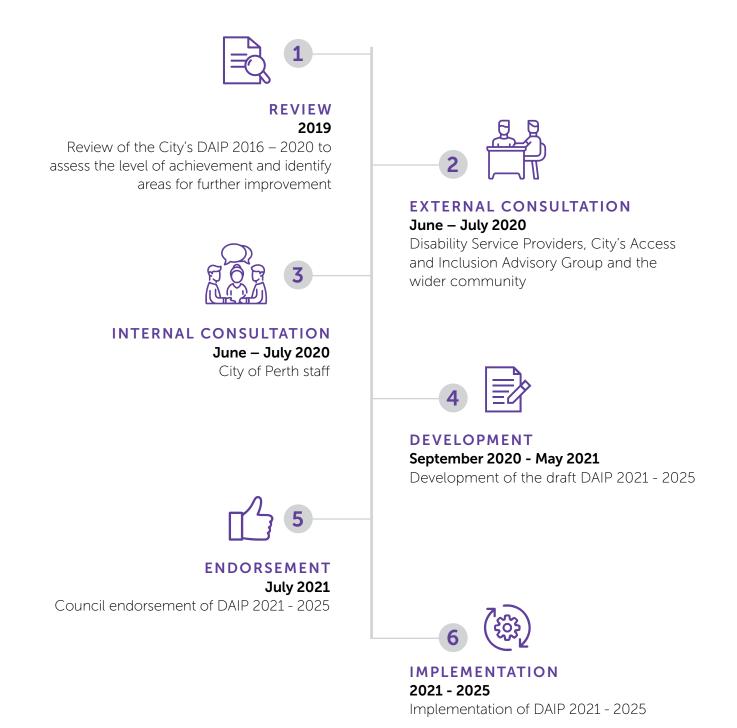
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The City of Perth is committed to the following seven access and inclusion outcome areas included in the Disability Services Act:

- 1. People with disability have the same opportunities as other people to access the services of, and any events organised by the City of Perth.
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Perth.
- 3. People with disability receive information from the City of Perth 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 the City of Perth staff as other people receive.
- 5. People with disability have the same opportunities as other people to make complaints to the City of Perth.
- 6. People with disability have the same opportunities as other people to participate in any public consultation by the City of Perth.
- 7. People with disability have the same opportunities as other people to obtain and maintain employment with the City of Perth.

Development of the Disability Access and Inclusion Plan 2021-2025

REVIEW AND CONSULTATION PROCESS



Consultation was promoted via:

- The City's website and community engagement tool, Engage Perth;
- The City's Facebook and LinkedIn accounts;
- Targeted emails to local service providers and members of the community;
- Postcards randomly delivered to residents throughout the City of Perth, local businesses and city facilities i.e. Citiplace Community Centre; and
- The City's intranet.

Feedback has been analysed and used to develop the strategies detailed in this plan. The City has responded to participants detailing how their comments have contributed to furthering the DAIP.



FINDINGS FROM THE CONSULTATION

Feedback from the review of the Disability Access and Inclusion Plan 2021 – 2025 consultation indicates achievements in improving access and inclusion. City staff and community members reported a range of improvements to events, City services and building and facilities.

While the City is continuing to make good progress to improve access and inclusion to create a cohesive community, there are always opportunities to do things better. Through the consultation process, the community requested improvements in the following:

- Availability of ACROD parking and drop off areas at events;
- · Communication methods utilised for events;
- Buildings which are labelled accessible not being accessible;
- Ramps not being clearly marked;
- · City website not being accessible;
- Extent of verbal content in City videos;
- Gaps in awareness of services offered e.g. alternative formats:
- Information provided not passed on to relevant City staff;
- Unclear feedback processes for people with hearing impairment;
- Lack of information about submitting feedback via social media:
- Lack of information about the Access and Inclusion Advisory Group;
- Difficulty understanding and navigating the different and changing platforms, especially for older people;
- Increasing representation of Aboriginal people and people with disability in consultations; and
- Improving celebration or appreciation of diversity.

IMPLEMENTATION

The City has developed an internal Implementation Plan with actions, performance indicators, timeframes and responsibility areas that will deliver the plan. The purpose of the Implementation Plan is to guide the practical execution of the DAIP, translating the strategic document into operational delivery.

The Implementation Plan is a live document which can be amended upon annual review. This includes adding new action items as they are identified or amending actions to ensure we deliver on community expectations. This

document will ensure all practical measures by City officers, agents and contractors are taken to adhere to the 2021 -2025 DAIP.

Each action will be monitored as it is delivered and will be evaluated against intended outcomes. All actions will be reported on a six monthly basis. The City will provide a progress report annually to the Department of Communities - Disability Services on the progress of all listed actions.



Actions to Improve Access and Inclusion in Perth from 2021 - 2025

OUTCOME 1: People with disability have the same opportunities as other people to access the services of, and any event organised or approved by the City of Perth.

OUR OBJECTIVE: All people have equitable access to City services and events.

i REF	STRATEGY	ACTIO) ON	DELIVERY
	Improve accessibility for events including	1.1.1	Develop an accessible events checklist for external event permit holders in the City of Perth.	1
	expectations of event holders and mechanisms to check and improve event delivery.	1.1.2	Implement a process to ensure the DAIPs are reviewed prior to any large event or service and provide information to event organisers on accessible events.	3/4
		1.1.3	Improve the detail of documentation submitted by event organisers for City to review compliance of infrastructure at events.	1
		1.1.4	Build capacity of external event organisers to hold accessible events through educational workshops.	1/2
		1.1.5	Debrief between City of Perth and external event holders with inclusion of accessibility on the agenda.	1/2/3/4
		1.1.6	Encourage event organisers to engage with an access consultant when planning large scale City facilitated events. (Large scale events as outlined in the City's Event Guidelines).	1/2/3/4





1.2







REF STRATEGY

ACTION

1.1.7	Encourage event organisers to consult with the City's Access and Inclusion Advisory Group prior to City facilitated large scale events.	1/2/3/4
1.1.8	Annual review of the City's event guidelines issued to external event organisers.	1/2/3/4
1.1.9	Encourage external event holders to advertise and promote accessible aspects of their event.	1/2/3/4
1.1.10	Support accessible events and services in the City's facilities by providing Accessible Events Checklist to hirers.	1/2/3/4
1.1.11	L Include Seeing Eye Dog toileting areas at City facilitated events.	1/2/3/4
1.2.1	Implement adequate ACROD bays to meet event attendance for City events.	1/2/3/4

Increase the availability

events in the City.

of accessible parking for









REF	STRATEGY	ACTIO	ON CONTRACTOR OF THE PROPERTY	DELIVERY
1.3	Ensure information about the accessibility of events	1.3.1	Improve the event listings on the 'Visit Perth' website with accessibility information to support people in the community to attend City events.	1/2/3/4
	is readily available.	1.3.2	Promote events and services to disability and CaLD organisations.	1/2/3/4
		1.3.3	Improve the City's social media policy and update to reflect accessibility considerations (i.e. accessible hashtags).	1
		1.3.4	Investigate the possibility of audio descriptors and closed captions at digital screenings owned by the City.	2
1.4	Strive to achieve best practice when delivering	1.4.1	Advocate to Transperth to increase public transport within, in and out of the City, including service times.	1
	city services.	1.4.2	Work with the Public Transport Authority to ensure boarding areas constructed on footpaths are DDA compliant to ensure access to bus shelters.	1/2/3/4

OUTCOME 2: People with disability have the same opportunities as other people to access the buildings. **OUR OBJECTIVE:** All people have equitable access to buildings and facilities.

i REF	STRATEGY	ACTIO	N	DELIVERY
2.1	Improve access in the public realm and	2.1.1	Undertake an access audit of jetties and piers which the City is responsible for and identify improvement opportunities.	1
	availability of accessible public amenities.	2.1.2	Consider universal access when providing advice for development applications for public art commissions, for both internal projects and private developers (existing action).	1/2/3/4
		2.1.3	Implement a schedule of works to deliver on recommendations of the accessibility audit of the City of Perth buildings and facilities.	2 (Audit)
		2.1.4	Undertake an access audit in all City of Perth car parks and develop a prioritised schedule of work.	3/4 (Works)
			2.1.5	Improve bookable spaces page on the City's website to include accessibility information.
		2.1.6	Seek representation from the Chamber of Commerce Industry WA on the Access and Inclusion Advisory Group.	1
		2.1.7	Review existing tactile paving in CBD and Northbridge.	2 (Audit) 3/4 (Works)









DELIVERY

REF

STRATEGY

ACTION

•••••		2.1.8	Conduct an audit of the public toilets in the City and implement the recommendations for accessibility.	1 (Audit) 2/3/4 (Works)
		2.1.9	Develop the Kerbside Review and include a policy/guideline for ACROD parking for on street and off street parking.	1
		2.1.10	Review hoarding and traffic management signage used in the City to ensure it is compliant.	1/2/3/4
		2.1.11	Deliver on recommendations outlined in the audit of footpaths and pram ramps in the City of Perth.	1
		2.1.12	Review Public Toilet Plan.	2
2.2	Accessible design expectations need to	2.2.1	Review the Universal Design Checklist.	1/2/3/4
	be communicated and considered early in the planning for renewal or development of any infrastructure.	2.2.2	Ensure the new City Planning Scheme 3 incorporates best practice requirements for Universal Access.	1
		2.2.3	Ensure access and inclusion requirements are communicated in pre-application meetings.	1/2/3/4









DELIVERY

REF STRATEGY

ACTION

2.2.4	Annually review the Building Code Universal Access Checklist for use by building surveyors in the assessment of building permits and building certificates.	1/2/3/4
2.2.5	Develop a checklist and procedure ensuring City Urban Designers are consulted prior to installation of infrastructure by external parties.	1
2.2.6	All replacement and renewal projects are reviewed and upgrades to buildings and playgrounds meet access requirements.	1/2/3/4
2.2.7	Review the City's signage policy and ensure building numbers and names are included in the appropriate format as part of the approvals process.	2
2.2.8	Deliver on recommendations outlined in the access audit for Lime Street and Royal Street.	2
2.2.9	Investigate the provision of wider pram ramps at high pedestrian intersections.	3/4
2.2.10	Create a concept design and deliver on recommendations outlined in Access Audit for the City's Parks.	ТВС
2.2.11	Rectify non-compliant outdoor dining areas (as per the Local Law) and link to Economic Development's small business grants.	1/2
2.2.11	Development's small business grants.	1/ 2









REF	STRATEGY	ACTIO	N	DELIVERY
2.3	Promote accessible facilities and public spaces	2.3.1	Ensure accessibility information is included on the Community Facilities promotional material and website.	1/2/3/4
	to community.	2.2.2	Annually update and distribute the Access Maps publication.	1/2/3/4
		2.3.3	Improve the Personal Emergency Evacuation Plans process.	1
2.4	Advocate for better access considerations in heritage and private buildings or facilities.	2.4.1	Advocate for access audits of jetties and piers owned by other bodies and seek action for recommendations with the report.	1
		2.4.2	Build capacity of hoteliers for understanding of accessibility requirements.	2/3
		2.4.3	Approach developers and builders to improve accessibility (via educational workshops) during retro-fits of private buildings.	1/2/3/4

OUTCOME 3: People with disability receive information from the City of Perth in a format that will enable them to access the information as readily as other people are able to access it.

OUR OBJECTIVE: All people have equitable access to information.

i	*****				
REF	STRATEGY	ACTIO	N .	DELIVERY	
3.1	Investigate and implement new and improved practices in the provision of accessible information.	3.1.1	Develop Accessible Public Information Guidelines and link to the City's style guide.	1	
		3.1.2	Investigate Easy English versions of key documents and communications.	1	
		3.1.3	Collate and share the accessible resources available at the City of Perth Library and share widely with the community.	1	
		3.1.4	Make Access and Inclusion Advisory Group agendas and minutes available on the City's website.	1/2/3/4	
			3.1.5	Build the capacity of community to access services available through the NDIS and other key initiatives on the City's website.	1/2/3/4
			3.1.6	Promote Access and Inclusion initiatives and projects to the community.	1/2/3/4
		3.1.7	Provide opportunities to connect with the Cultural Heritage Collections through alternative formats and engagement methods.	2/3/4	
		3.1.8	Engage the services of DADAA or similar organisations for public events and programs.	1/2/3/4	









DELIVERY

REF STRATEGY

ACTION

		3.1.9	Increase accessible features on future artwork and heritage plaques for people with a disability.	1/2/3/4
		3.1.10	Undertake review of existing artworks and plaques and identify remediation works to make more accessible, where practical.	2
3.2	Review the accessibility of the City's website and	3.2.1	Achieve AA compliance in alignment with the World-Wide Consortium (W3C) standards.	3
	associated platforms and implement improvements to make the sites easily accessible for a variety of users.	3.2.2	Prioritise improvements to the website and communicate improvement timeframes to the community.	2
		3.2.3	Develop and promote guidelines for translating information into alternative formats.	1
3.3	Improve staff awareness about the provision of accessible information.	3.3.1	Review the style guide to ensure inclusion of accessibility information, provide training to employees and regularly promote style guide.	1
		3.3.2	Promapp the process for responding to social media enquiries in the organisation to include consideration of access and inclusion.	1

OUTCOME 4: People with disability receive the same level and quality of service from the staff of the City of Perth as other people receive. **OUR OBJECTIVE:** All people have equitable level and quality of service.

i REF	STRATEGY	ACTIO	N	DELIVERY
4.1	Provide further training and other opportunities for staff at all levels about providing accessible and inclusive services to people with a disability.	4.1.1	Undertake an annual access and inclusion training needs assessment.	1/2/3/4
		4.1.2	Participate in the WA Access and Inclusion Network (WAAIN).	1/2/3/4
		4.1.3	Review Auslan Training for employees.	183
		4.1.4	Regularly update the register of staff who use Auslan and speak languages other than English.	1/2/3/4
		4.1.7	Review the DAIP working group and their role in the delivering the DAIP.	1/2/3/4
		4.1.8	Develop and implement a reporting system for implementation of the DAIP.	1

OUTCOME 5: People with disability have the same opportunities as other people to make complaints to the City of Perth. **OUR OBJECTIVE:** All people have equitable opportunity to make complaints.









5.1 Develop a process to respond to access issues identified by the

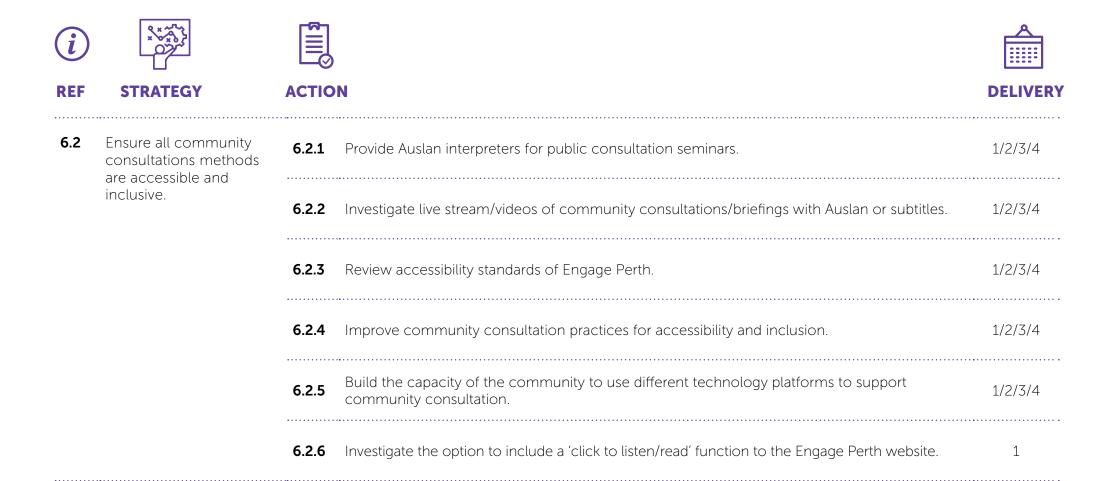
community.

ACTION Improve customer experience and response to access and inclusion issues reported to the City. 1/2/3/4 Provide options to appeal parking fines at the City. 5.1.2 1/2/3/4 Investigate opportunities for complaints in alternative formats, develop process and check 5.1.3 1/2 compliance in court of law. 5.1.4 Review the City's progress, implementation and adherence to customer service charter. 1/2 Consistency of information sharing formats between complainant, service units and customer 5.1.5 1/2 service. Supply touchscreens to provide complaints/feedback at various city facilities - video option. 5.1.6 1/2 Promote ways people can submit feedback to the City. 1/2 5.1.7 Advocate to the Department of Communities to change terminology to 'feedback' and 5.1.8 improvement on Outcome 5.

OUTCOME 6: People with disability have the same opportunities as other people to participate in any public consultation by the City of Perth. **OUR OBJECTIVE:** All people have opportunities to participate in public consultation.

(i) REF	STRATEGY	ACTIO	DN	DELIVERY
6.1	Ensure access and inclusion is considered in all the consultative processes of the City of Perth.	6.1.1	Hold a minimum of four AIAG meetings per annum.	1/2/3/4
		6.1.2	Utilise the AIAG to consult at early planning and design stage, and throughout implementation, as required.	1/2/3/4
		6.1.3	Ensure people with a disability are represented in the Customer Service community survey.	1/2/3/4
		6.1.4	Update Stakeholder Engagement Framework/Approach to include consultation with Culturally and Linguistically Diverse Communities (CaLD).	2
		6.1.5	Promote Engage Perth to the AIAG to increase opportunities to participate in community consultation.	1/2/3/4

OUTCOME 6 CONTINUED.



OUTCOME 7: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Perth. **OUR OBJECTIVE:** All people have opportunities to obtain and maintain employment.

(i)	****			<u> </u>
REF	STRATEGY	ACTIO	N .	DELIVERY
7.1	Implement recruitment and employment practices.	7.1.1	Develop an Employment Strategy and accommodate it in the Workforce Plan to improve employment outcomes for people with a disability i.e. traineeship program.	2
		7.1.2	Include a statement 'available in alternative languages and formats on request' in all recruitment advertisements.	1/2/3/4
		7.1.3	Build partnerships and relationships with Disability Employment Services.	1
7.2	Ensure workplace infrastructure and systems are adequately provided to support new and on-going employment for all people.	7.2.1	Review the Emergency Management Plan and develop a procedure for evacuating staff with mobility issues during emergency situations.	1
		7.2.2	Train Wardens on their responsibilities in relation to Personal Emergency Evacuation Plans (PEEP).	1/2/3/4
		7.2.3	Conduct an accessibility audit of the City's Depot and plant and equipment.	2
		7.2.3	Provide accessible parking for employees returning from injury as part of return to work.	1/2/3/4
		7.2.4	Conduct an access audit on the City's Intranet and associated links.	2

OUTCOME 7 CONTINUED.









REF STRATEGY

ACTION

7.3 Educate and raise awareness about of people with a disability.

7.3.1 Engage an Access Consultant to review Citylearn platform and DAIP Induction. 2

1/2/3/4

7.3.2 Celebrate International Day of People with Disability with staff.

OUTCOME 8: That access and inclusion be considered in all City of Perth's strategies, policies and procedures to foster a strong organisational culture and lead as a Capital City.

OUR OBJECTIVE: Develop an organisation that is passionate about access and inclusion.

(i)	*****				<u> </u>
REF	STRATEGY	ACTIO	N Company of the comp		DELIVERY
8.1	Ensure access and inclusion is considered when purchasing goods and services.	8.1.1	Include procurement of Disability Enterprises or businesses that support employment of people with a disability in the purchasing policy.	1	
		8.1.2	Integration of the DAIP Agent and Contractor reporting in the new Supplier Portal and investigate report format suitable for Disability Commission.	2	
		8.1.3	Develop a process and procedure for the engagement of Access and Inclusion consultants.	2	
8.2	Implement a volunteer program.	8.2.1	Develop a Corporate Volunteer Program and include opportunities for lived experience.	1/2/3/4	
8.3	To promote Perth as an accessible and inclusive destination of choice.	8.3.1	Bid for the 2027 Special Olympics to be held in Perth.	4	

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