

Disability Access and Inclusion Plan 2018-2022



*Where
environment
lifestyle and
opportunity
meet!*

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This plan is available in alternative formats upon request including in large and standard print, in audio format on CD, electronically by email and on the City of Busselton website

From the Mayor

The City of Busselton acknowledges the traditional custodians, the Wadandi Bibbulmum people, on whose land we are living, and pay our respects to their Elders, past and present.

I am pleased to present the City of Busselton Disability Access and Inclusion Plan 2018-2022 (DAIP), a plan that meets the statutory requirements of the Western Australian *Disability Services Act 1993* and focuses on delivering the City of Busselton goal of *'a friendly and safe community with a strong community spirit'*.

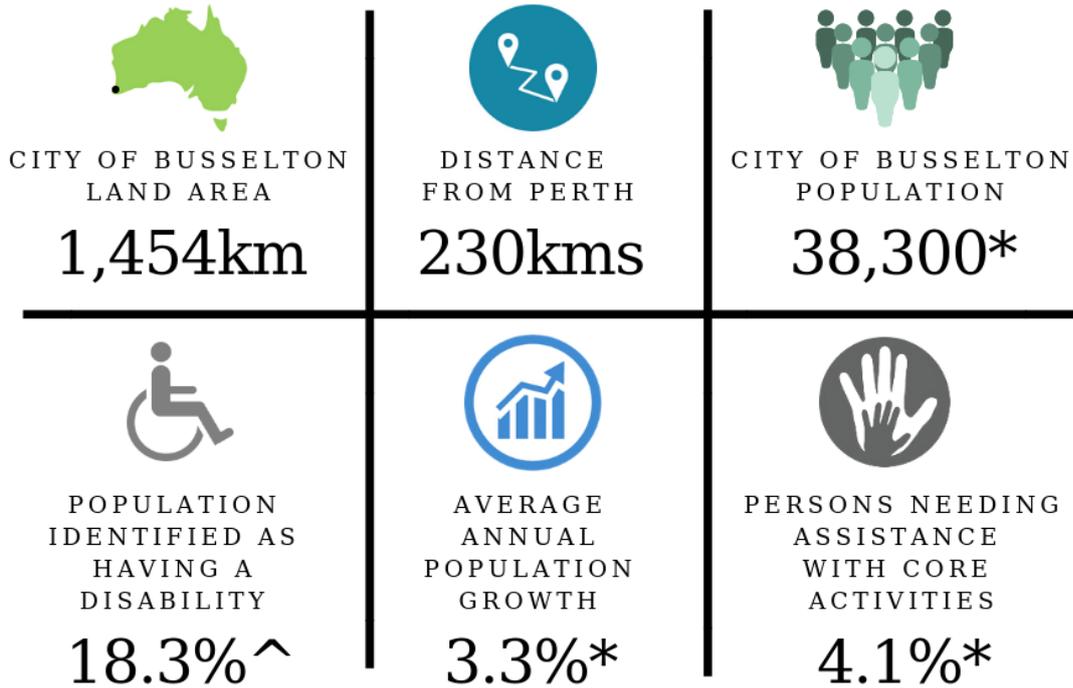
The City's population has grown by 21.7% over the past five years and is now around 38,000 with the population is expected to reach 55,000 by 2026. This makes the City of Busselton the fastest growing regional centre in the State. Council has a focus on ensuring the current and future population is engaged and connected within community irrespective of ability. Over the last five years, the City has made measurable outcomes in improving the capacity for people with a disability to access our services, facilities and information

The plan encompasses the thoughts, opinions and ideas from key stakeholders, City of Busselton DAIP Reference group and the community, collected in various workshops, open meetings and forums. The DAIP will assist the City to determine the strategies needed to enhance and promote services that facilitate opportunity and inclusion for people with a disability in our community.

The City will continue to explore and investigate opportunities to remove or reduce barriers to participation in a wide range of activities and functions, with the intention of making a difference in the quality of life for people with a disability who live, work and spend time in our community.



Our City



* Source, Australian Bureau of Statistics Busselton (LGA) (51260) ABS Regional data 29/5/18
[^] Australian Bureau of Statistics (ABS) Survey of Disability, Aging and Carers (2015)



Universal Access Ramp at Old Dunsborough Beach

Forward

The Western Australian Disability Services Act (1993) requires all local governments to develop a DAIP. The purpose of the DAIP is to provide strategic direction and framework for the City to plan and implement improvements to access and inclusion across seven outcome areas. The City's DAIP has been prepared in accordance with these requirements, and reflects the City's intention to partner with the community to achieve the improvements captured in the Plan.

In addition to the City's DAIP, the following legislation assist in guiding the delivery of services and facilities, including;

- Western Australian Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992 (DDA)
- Disability (Access to Premises Buildings) Standards 2010

Background

What is Disability?

The *Disability Services Act (1993)* defines 'disability' as meaning a disability:

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments
- which is permanent or likely to be permanent
- which may or may not be of a chronic or episodic nature
- which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services

Previous Access & Inclusion Plans

The City of Busselton has had an Access & Inclusion Plan since 2006. Initially the plan reflected a broader consideration of inclusion including cultural diversity, however following the adoption of the City's Social Plan in 2012 the 2014 DAIP specifically focused on disability access and inclusion and the wide range of functions, facilities and services within the district that the City provides.

Key Achievements - Disability Access and Inclusion Plan 2014-2018

The City's previous DAIP was finalised in 2014 and reflected contemporary trends and best practice in the area of Disability Access and Inclusion. The Plan has provided direction for the City to implement improvements for inclusion and accessibility in a range of functions, facilities and services within the district.

The City's achievements under the previous Disability Access and Inclusion Plan 2014-2018 include:

- Universal Access Ramp at Old Dunsborough Beach
- Universal Access Ramp at Bunker Bay
- Update and Reprint of the 'Need a Hand' support services directory
- Audit of ACROD parking spaces in the Busselton and Dunsborough City Centre
- Disability awareness training for new staff
- Numerous upgrades to footpaths and ramps completed in the Busselton and Dunsborough towns centre
- Universal Access Viewing platform in the location of Abbey
- Universal Access Viewing platform in Point Picot
- Fully enclosed fencing of Rotary Playground



Busselton Jetty Swim

Development of the 2018-2022 DAIP

Review

In preparing the City's DAIP, a review of the Disability Access & Inclusion Plan 2014 was undertaken to provide commentary on the progress against each key action and to determine relevant or ongoing strategies that might be carried forward into this Plan.

In order to investigate contemporary trends and best practice in the area of access and inclusion, a review of DAIPs from various other local governments was completed. It was also necessary to examine other City plans and reports, in particular the *Strategic Community Plan (2017)* and the *Social Plan (2015- 2025)*.

Engagement

In developing the *DAIP 2018-2022*, the following sectors of the community were engaged to share their thoughts, ideas and experiences:

- City of Busselton Disability Access & Inclusion Reference Group
- Agencies and organisation working with or supporting people with disability or aged and their carers who live or work in the City of Busselton.
- People with disability or aged and their carers who live or work in the City of Busselton.
- Residents and ratepayers of the City of Busselton.
- City of Busselton Staff

Comment was sought on the City's *DAIP* by way of written submissions, public workshops or by appointment. The opportunity to comment on the City's *DAIP* was promoted through media releases, public notices in the Busselton Dunsborough Mail, the City's website and direct mail to identified stakeholders.

Council Policy

The City of Busselton Council has a formally adopted Access and Inclusion Policy which articulates the City's position and demonstrates the outcomes desired for access and inclusion within its community:

"The City of Busselton is committed to creating and encouraging universally accessible and socially inclusive services, facilities and functions for all people within the community"

The purpose of this policy is to recognise that people from diverse backgrounds are equally valued members of society and make a unique and valuable contribution to community wellbeing, community vibrancy and way of life.

This policy acknowledges the varied needs and expectations of individuals and demonstrates the City’s commitment to providing equal access to services and facilities, regardless of their background, beliefs or abilities.



Geographe Community Landcare Nursery Volunteers

The underpinning principles and values of this policy are:

- A commitment to access and inclusion for all citizens in the delivery of services through leadership by adapting, changing and proactively seeking new opportunities;
- A commitment to the progressive removal of physical and emotional barriers to access and inclusion in the following areas: physical access, communication, service provision and participation achieved through partnerships and communication;
- A commitment to being accountable and in touch with relevant community matters by consulting and engaging people with differing physical and intellectual abilities, carers, advocacy groups, culturally and linguistically diverse groups and service providing agencies in the community.

Realisation of this Policy will be achieved throughout the City’s operations, broadly through the City’s Social Plan, and specifically through the strategies outlined in the City’s DAIP.

Outcomes

Achieving improvements in access and inclusion means different things to different people, depending on background, experiences and the barriers faced by people with different types of disability. To provide a structured framework to identify and overcome the challenges faced in all aspects of access and inclusion, the Disability Services identifies the following seven outcomes:

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

These outcomes represent the various areas of challenge to accessibility and inclusiveness that are relevant to the City of Busselton, and provide the framework by which the City's DAIP recommends strategies to improve in relation to each particular aspect.

Strategies

The seven desired outcomes provide a basis for improving access and inclusion for people with disability in the City of Busselton. The following strategies will guide tasks, reflected in the Implementation Plan, that the City of Busselton will undertake from 2018-2022 to improve access to its services, buildings and information.

Outcome 1 - People with disability have the same opportunities as other people to access the services of, and any events organised by the City of Busselton

Strategy

- | | |
|-----|--|
| 1.1 | Coordinate a Disability Access and Inclusion Plan Reference group to guide the implementation of the Disability Access and Inclusion Plan strategies |
| 1.2 | Promote and encourage events that are organised to accommodate people with a disability |
| 1.3 | City services are delivered in an accessible and inclusive manner |

Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Busselton

Strategy

- | | |
|-----|--|
| 2.1 | Ensure where appropriate and practical, that all buildings and facilities are physically accessible to people with disability |
| 2.2 | Continue to provide and maintain public spaces and pedestrian walkways to meet universal access requirements |
| 2.3 | Advocate to local business and tourist venues the requirements for the provision of accessible venues |
| 2.4 | Include in all new and redeveloped playgrounds, design features that consider accessibility and inclusion for children with disability |
| 2.5 | Ensure the location and quantity of ACROD parking spaces meets the needs of people with disability and relevant statutory planning standards |

Outcome 3 - People with disability receive information from the City of Busselton in a format that will enable them to access the information as readily as other people are able to access it

Strategy

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|-----|---|
| 3.1 | Improve community awareness that City information can be provided in alternative formats upon request |
| 3.2 | Ensure all promotional materials and documentation regarding services, facilities and customer feedback are in an accessible format using clear and concise language wherever possible. |

Outcome 4 - People with disability receive the same level and quality of service from the staff at City of Busselton as other people receive from the staff at the City of Busselton

Strategy

4.1	Improve staff awareness of access and inclusion issues
4.2	Provide training for staff and Councillors to have the knowledge, skills and confidence to be able to offer quality customer service to people with disability
4.3	Ensure that people with a disability are provided with an opportunity to comment on access to services
4.4	Monitor the City's Disability Access and Inclusion Policy to ensure it supports equitable access to services throughout the various functions of the City of Busselton

Outcome 5 - People with disability have the same opportunities as other people to make complaints to the City of Busselton

Strategy

5.1	Ensure that current grievance mechanisms are accessible for people with disability
5.2	Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability

Outcome 6 - People with disability have the same opportunities as other people to participate in public consultation by the City of Busselton

Strategy

6.1	Provide opportunities for people of all abilities to comment on facilities, services and events delivered by the City of Busselton
6.2	Promote consultative processes by the City of Busselton to the community

Outcome 7 - People with disability have the same opportunities as other people to obtain and maintain employment with the City of Busselton

Strategy

7.1	Implement the City of Busselton's Equal Employment Opportunity Management Plan 2015-2018
7.2	Fostering an organisational culture that values and is responsive to the diversity of the City's staff and councillors
7.3	Implementing fair and inclusive management and administrative practices that enable broader and more diverse participation in employment
7.4	Provide support for employees with a disability

Implementation and Review

Annual DAIP Implementation Plan

An internal working document (DAIP Implementation Plan) outlining the actions to deliver the strategies identified for each of the outcomes is developed annually with the assistance of the City of Busselton Disability Access and Inclusion Reference Group. This plan will allow the City to monitor progress and actions within City of Busselton Disability Access and Inclusion Plan 2018-2022. The Implementation Plan will be reviewed and amended annually

DAIP Reference Group

The Disability Access and Inclusion Plan Reference Group meet on a bi-monthly basis. As part of each meeting, the group will initially develop and then review the progress of the annual implementation plan and any associated issues. The group will be comprised of the following City and community representatives:

- At least one (1) Councillor
- At least one (1) staff member from each Directorate.
- Up to three (3) Community members
- Up to three (3) Community Organisation members

Annual Reporting

The *Disability Services Act (1993)* describes the minimal reporting requirements for public authorities in relation to the City's DAIPs as:

1. Submitting an annual progress report to the Disability Services using the supplied template; and
2. Reporting on the implementation of the City's DAIP in the City's Annual Report.
3. The strategies used to advise agents and contractors employed by the City of Busselton is via email and reference in contracts.

Review Frequency

This plan will be reviewed in accordance with the DAIP requirements. At the end of each financial year the progress of the Disability Access and Inclusion Plan is documented in each local government's Annual Report and this is forwarded to the state government.

Legislation outlines that Disability Access and Inclusion Plans (DAIP) will be reviewed at least every five years, a copy of the plan must be lodged with the Disability Services.

Once endorsed by Council, an advertisement will be put in the local newspaper advising the community, that a copy is available from the City's website and available in alternative formats upon request.



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