



Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2020–2021

CITY OF MELVILLE



City of
Melville

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Your details

Name of public authority: **LGA; City of Melville**

Name of contact person: Amy Cleasby, Social Justice Advocate

Phone number: **9364 0864**

Email: access@melville.wa.gov.au

Outcome 1: General services and events

DAIP Outcome 1: Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

FRIENDLY NEIGHBOURS: The delivery of services and events at the City continued to be mindful of COVID-19 safe practices, whilst attempting to maintain community connections. Residents of Melville were provided with the opportunity to apply for 'Friendly Neighbourhood' funding (grants of up to \$200) to host neighbourhood street or verge parties, promoting the celebration of friendly neighbourhood diversity and inclusivity. This was supported by a 'Quenda Corner' writing / drawing competition, popular with primary school aged children. The program ran from Harmony Day in March to the end of June, providing hosts with flexible date options. Hosts were sent marketing materials including blank invitation templates and fun diversity quiz materials to support inclusive conversations. Nine neighbourhood events were held across the City and over 30 Quenda Corner submissions were received. The provision of flexible dates and event styles meant that this grant was available to all community members and not reliant on community leaders or staff to generate connecting activities.



COMMUNITY EVENTS: All City Events staff are briefed on Melville's "Accessible Events Checklist" on their induction. Each year a minimum of four public events held by the City are assessed for physical accessibility and inclusivity. Assessment outcomes are discussed with event organisers, enabling recommendations for future improvements. Melville's biggest event in 2020-21 was 'Songs for Freedom', an evening concert staged at Dyoondalup, Point Walter, attended by 3000 people. *Songs for Freedom* grew out of collaboration between the aboriginal people of Roeburne and Big hART, a community art development organisation. In regards to accessibility, Dyoondalup has permanent UAT infrastructure near the outdoor amphitheatre so viewing room was provided at the front and sides of the stage area to provide easy access for people with mobility aids. An extra portable UAT was provided backstage to provide toilet access for performers with mobility restrictions, ensuring the dignity of both performers and the audience.



CANT WAIT CARD: The City of Melville also reintroduced the "Can't Wait" card, supporting people with Crohn's and Colitis. Training has been provided to front counter staff and the card is displayed at all Melville libraries, community centres, LeisureFit Recreation centres and the Civic Centre. Melville is listed on the Australian website as being a venue for people holding a Can't Wait card: <https://www.crohnsandcolitis.com.au/cant-wait-card/>

c. Songs for Freedom - Linda Photography photo permission attached (appendix 1).

Outcome 2: Buildings and facilities

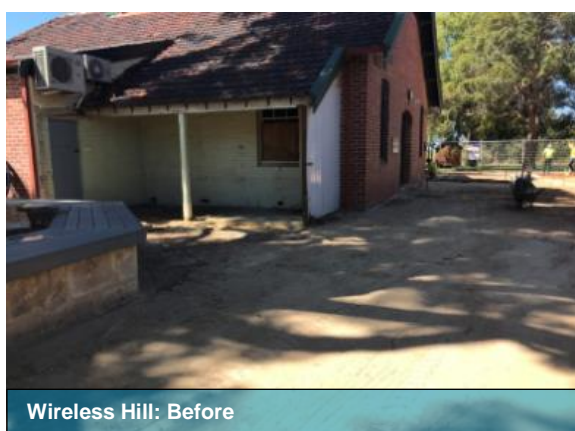
DAIP Outcome 2: Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

ACROD PARKING: The City of Melville was one of 25 local governments to take part in the state-wide *This Bay is Someone's Day* campaign to promote the appropriate use of ACROD parking bays. Rangers and Community Safety Officers have been provided training on this issue and now carry information for drivers regarding fines for the misuse of ACROD bays. Technical Services have a rolling program to upgrade ACROD Bays to the new national standard as carparks are refurbished, with the new bays being mapped to further promote locations .



BUILDING ACCESS UPGRADES: The City's DAIP Building Upgrade program continues to roll out, after completing an audit of building access barriers 2018/19. 51 buildings have been triaged for accessibility upgrades based on stakeholder needs, frequency of use and community benefit. Committed to a \$4million spend over 5 years, an architectural firm specialising in DAIP refurbishments has been commissioned to start works on triage level 1 buildings including the heritage listed Tivoli Theatre, various halls used by Scouting and Girl Guide groups, the Mt Pleasant Bowling Club and the Blue Gum Community Centre. Accessibility upgrades that have been completed in the last financial year include:

- Yagan Mia, Wireless Hill - installation of UAT facilities; paths, ramps and other external accessible features
- Bull Creek Library and Community Centre - internal upgrades to increase interior access and access to UATs.
- Willagee Community Centre – external and internal upgrades to increase interior access and access to UATs.
- Bert Jeffery Reserve - upgrades include new UATS, ACROD parking bays and high contrast building colours supporting a dementia friendly approach.



2c. ACROD *This Bay is Someones Day* event – photo permission attached (appendix 2)

Outcome 3: Information and Communication

Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

ACCESSIBLE COMMUNICATIONS: A review of the City's "Work Instructions for Alternative Communications" led to it being replaced by a broader document titled 'Accessible Communications Guide' which now includes details on types of communication channels that may be required by customers living with disability, ensuring empathetic and tailored customer service is provided.

Removing the word 'alternative' also symbolises the approach of not 'othering' people who require different formats, for whatever reason. Customer Service staff have updated their Translating and Interpreting Service (TIS) membership to ensure it's accessible for use by all Customer Relations staff. Along with the Rangers and Community Safety Service team, Customer Relations will undergo role-play training in July with the Social Justice Advocate on communication options for customers with hearing, sight, verbal and cognitive differences.

Vision Impaired

For customers who have poor or limited eyesight, or who identify as Blind.

- [Audio description services](#) - Supplier: Vision Australia. Call 1300 847 466
- For translation to/from [Braille](#) - Supplier: Vision Australia. Call 1300 847 466
- For [Large print](#) and print accessibility options - Supplier: Vision Australia. Call 1300 847 466
- Audio Loops - available at Civic Centre & Operations Customer Service Counters; Libraries; Community Centres; Museums; LeisureFit Rec Centres; Council Meetings.

BILINGUAL REGISTER: The City of Melville also encourages staff to register with it's internal "Bilingual Register" enabling customer service staff to call on other staff to help communicate with customers who may speak another language other than English. Being able to speak with a City staff member, rather than relying on TIS Interpreter services provides a more holistic customer experience and is more inclusive in general. TIS services are used when official written documents require translating or if a common language cannot be found.

AIM E-NEWS: The City develops and distributes a monthly e-newsletter "Accessible, Inclusive Melville" (AIM) which promotes socially inclusive and physically accessible activities and events for residents. With over 900 subscribers AIM e-news also promotes social justice and broader engagement opportunities ensuring people living with disabilities are engaged with the wider community.



ACCESSIBLE VENUE MAPPING: Motivated by the closure of the Access WA "You're Welcome" website the City is undertaking a mapping project of all its UATs, Changing Places and ACROD parking bays. This involves collaboration with IT, GIS and Technical Services within the City and will be undertaken every three years to ensure accuracy. Displayed on the City's external facing Intramaps site, residents can use the map to plan journeys and check for accessible services and venues.



Outcome 4: Quality of service

Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

SEEING EYE DOG REGISTRATIONS: The City has updated its registration process for residents with Assistance Animals, primarily seeing-eye dogs. Seeing-eye dogs are provided with a lifetime registration by the service dog provider (i.e., Vision Australia), owners are not required to pay for an annual council registration, however this was not known by the Rangers service, until raised via a customer complaint in Sept 2020. This complaint was the catalyst for a new process which now involves the resident asking their Service Provider to communicate directly with the City. Once this contact is complete, Rangers give a follow up phone call to let them know registration has been processed and the dog's registration tag will be placed the mail. This saves the frustration of vision-impaired residents having to deal with unnecessary paperwork whilst maintaining proper registrations. The City has 12 assistance animals registered, nine of them being seeing-eye dogs, so this personalised approach is not a burden on administrative systems or staff.




DISABILITY AWARENESS TRAINING FOR VOLUNTEERS: 20 Community Centre Volunteers undertook Disability Awareness training in May 2021, facilitated by Rocky Bay. The training aimed to provide Volunteers (mainly Seniors) with a sense of confidence in their abilities and was inspired by the need for a shared understanding of inclusive language and practices. The volunteers fed back that they appreciated being upskilled and felt more empowered and confident when working with people with disability.

Outcome 5. Complaints and safeguarding


Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

CUSTOMER SERVICE OPTIONS: The City commenced development of an Easy Read (Easy English) brochure to ensure people with lower levels of English comprehension or reading skills can understand the customer service channels and all the options available to them. The brochure will be available for distribution in the new financial year.

How to use this brochure



The City of Melville wrote this brochure. When you see the word 'we', it means The City of Melville.



We wrote this brochure in an easy to read way.
We use pictures to explain some ideas.

ACCESSIBLE COMPLAINTS CHANNELS: The City promotes its complaints channels, aiming for transparency and accessibility. These channels are also included in the Accessible Communications Guide for staff and the Easy Read brochure for residents.

Lodge a Complaint

Home | Our City | Online Services | Lodge a Complaint

We are committed to delivering quality customer service and communicating effectively with our community.

Outcome 6: Consultation and engagement

Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes, recommenced**

ACCESS ADVISORY PANEL: The City of Melville's Urban Planning department hosts a quarterly "Access Advisory Panel", made up of community members with lived experience of disability and community stakeholders involved in disability support services. Lunch is provided and AUSLAN interpreters also attend.

The Panel is provided with building plans and venue concepts of new builds and refurbishments so they can inform planners about potential access issues and to ensure a universal design approach. The Panel is unique in that it is driven by Urban & Strategic Planning department rather than the standard community development team approach, meaning Panel members have the opportunity to provide authentic input into the built environment, helping Planners and Architects make changes to designs to increase physical access, as well as consideration of spaces that are dementia friendly and inclusive of all abilities. In the last year agenda items have included: community centre and library floor plans to ensure accessibility; discussions on dementia-friendly architecture and interior design and public road and pathway designs.



STAKEHOLDER ENGAGEMENT APPROACHES: The City of Melville has a dedicated Stakeholder Engagement team that undertakes contacts in person at events, through customer service operations and now online, increasing accessibility for all residents.



ABILITY HEROES: A Melville resident (and member of the City's Access Advisory Panel), Adam Hewber, has developed an accessible prototype website "Ability Heroes" aimed at providing information on accessible venues, events and activities for the general public and people living with disabilities. There is a growing need for this type of platform as the Access WA site has closed down (due to lack of maintenance), and as people with disabilities are increasingly welcomed at mainstream events and venues. Ability Heroes provides a platform for individuals, local councils and service providers to upload information as well as provide feedback on their services and locations. Designed to be as inclusive (and visually accessible) as possible, the team have had very positive feedback from community groups, University leaders and the Honourable Don Punch (MLA) Minister for Disabilities, Fisheries, Innovation & ICT, Seniors and Aging. They are at the business development stage of applying for funding and modeling governance strategies to sustain and grow their platform into a not-for-profit business. Melville's Social Justice Advocate has been providing capacity building support to help them get their product to market. To explore the test site: <https://abilityheroes.com.au/home>



Outcome 7: Employment, people, and culture

Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

PEOPLE SERVICES: The Community Development team has pursued conversations with Melville’s People Services Team to explore the issues around employing people with disability and meeting the local government target of 5% of employees with declared disabilities.

Working with the People Services team the Community Development Business Support Team Coordinator undertook workshops with Lighthouse Employment Services and drafted a new position description “Support Assistant” to enable the future employment of people living with intellectual disabilities. The outcome of this was that in the last financial year the Business Support team provided two fixed-term contracts for two employees living with cognitive and physical differences, one of which attends work with a support worker. This will be reviewed later in the year, with a view to build on learnings to inform the organisation’s ongoing work in this area.



Agents and Contractors

Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? **Yes**

EXPECTATIONS OF CONTRACTORS: Melville provides a comprehensive “Contractor, Safety, Health, Environment and Quality” (SHEQ) Induction Pack, most recently updated in January 2021. The DAIP has been included in the induction pack since 2013. This ensures contracted services and products are accessible to people living with disabilities. Melville provides a hard copy summary of our 2017-2022 DAIP to all Contractors, along with the contact details of the Social Justice Advocate to help clarify any queries.

General questions about your approach to access and inclusion

Area of our organisation leads the implementation of our DAIP.

Corporate Services	
Service delivery – Customer Relations Team	Y
Office of Director General/Chief Executive Officer	
Infrastructure Planning – responsible for the City’s Access Advisory Panel; consulting with community members on the accessibility of the built environment	Y
Policy	
Other – Community Development team.	Y

Mechanisms assisting our organisation respond to new and existing access and inclusion issues.

DAIP Implementation plan	Y
Internal working group or committee – Community Development – People Team	Y
External working group or committee – West Australian Access and Inclusion Networking Group	Y
Community feedback and/or co-design mechanisms - Access Advisory Panel hosted by Urban Planning and Community development teams	Y
Other	

Strategies adopted within our organisation to raise awareness of our DAIP, access and inclusion.

All new staff receive a copy of the DAIP	N
Workshops/seminars/training/events – Training for Rangers, Community Safety Team and Customer Relations team on inclusive approaches for customers who are living with disabilities. Lighthouse Employment Services. Disability Training – Neighbourhood Development (Community Centre) volunteer staff	Y
DAIP is referenced in internal policies and procedures	Y
DAIP planning is integrated into other organisational commitments- Age Friendly Melville plans; Urban Planning co-design; Customer Service training; Events Planning; Stakeholder Engagement	Y
Other – biannual presentations to Organisational and Management leadership teams	Y

In 2020-2021, did your organisation plan activities in your disability access and inclusion plan which were not implemented? **Yes**

What were the main reasons?

- Change in staffing capacity
- Other – COVID-19 restrictions

As manager of your agency's plan, please provide any observations about how well your plan and its implementation relate to the following:

Is informed by internal and external stakeholders	Yes
Is relevant to the values of the organisation	Sometimes
Works together with other organisational strategies	Mostly
Generally, has some form of assessment or evaluation of its strategies	Mostly
Is reinforced within the organisation as a 'living' document.	Sometimes

General feedback

Reconciliation: Without constitutional reform and conscious acts supporting reconciliation through trust and relationship building, the traditional owners of the land will continue to experience discrimination and exclusion. Aboriginal people continue to experience a lack of access and inclusion across all facets of community life. Specific targets for access and inclusion of First Nations people living with disabilities could be drafted to drive change.

Access WA website shutdown: The removal of the Access WA website and data currently means that people with disabilities have no single place to gain information on the built environment. This will impact daily routines, holiday plans and self-efficacy. Plus as Melville's own 'accessibility facilities' webpage information is linked directly from the Access WA site, we currently cannot provide our residents with information about accessible venues. Ideally a replacement product should have been delivered prior to the closure of the Access WA site, to ensure continuity of service provision for people living with disabilities and their Carers.

Intersectional inclusivity: When aiming for best practice in enhancing access and inclusion for all, the intersectionality of aging, sexuality and ethnicity issues for people living with disabilities cannot be ignored. An expansion of the "DAIP" to developing and delivering a broader "AIP" would be considered appropriate progress for the City of Melville.

END DOCUMENT

Thank you for completing the 2020-2021 DAIP Progress Report.

You're welcome!