



City of
Melville



Disability Access and Inclusion Plan

2017-2022 - Summary



Mayor's Message

I would like to thank the many individuals and groups in the community who have contributed to the development of our revised Disability Access and Inclusion Plan (DAIP) 2017-2022. Your input and feedback has been invaluable.

This plan aligns with the City's Strategic Community Plan - *People, Places, Participation 2012-2022*, which sets out our community's aspirations for the future, and our vision of "working together, to achieve community wellbeing, for today and tomorrow".

In particular, the DAIP supports the City's outcome to achieve "a sense of community" through social connectedness and belonging and by working together to achieve access and inclusion for all in Melville. A safe, friendly and vibrant city recognises that all people are born with equal rights. The actions outlined in our DAIP will enable people of all abilities to receive equal treatment and participate fully in all aspects of community life.

The plan will continue to build on the successes of previous years, which include; the installation of accessible toilets and ramps across the City; training and education for staff; the Activelink voucher program, providing opportunities for those experiencing barriers to enjoy community participation; and innovative community projects involving businesses to raise awareness about inclusion and people living with dementia. These initiatives continue to make the City of Melville more accessible, welcoming and age-friendly.

Our new DAIP will ensure we continue to focus on improving access to information, services, events and facilities, increase participation and employment opportunities, and overall create a more accessible inclusive Melville for all.

Mayor Russell Aubrey
City of Melville



Acknowledgement

The City of Melville acknowledges the Bibbulmun people as the traditional owners of the land on which the City stands today and pays its respect to the Whadjuk people, and Elders both past and present.

Useful definitions

Access – the means or opportunity to approach or enter a place

Accessible – able to be easily obtained or used, easily understood, and/or able to be reached, entered or used by people with disability

Inclusion – the action or state of including or being included within a group or structure

Inclusive – not excluding any section of society or any party involved in something.

Ref Oxford Dictionaries

En.oxforddictionaries.com



Carawatha Park Inclusive Playspace

What is a Disability Access and Inclusion Plan? Why do we have one?

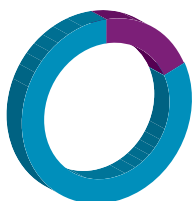
A Disability Access and Inclusion Plan (DAIP) is a commitment to identify and address barriers to participation – physical, emotional, social and economic – to enhance the life choices for people with disability.

It is a plan that supports an accessible and inclusive city, in which all people feel valued and celebrated for who they are, and confident that their human rights are respected. Disability access and inclusion is critical to a sense of community.

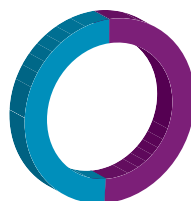
Our DAIP is a plan that applies to all areas of Council business, and is a way for us to measure what we are doing and how well we are doing it. The plan ensures that we continue to include everyone in everything we do.

Our plan is an active document which considers the future impact of the National Disability Insurance Scheme (NDIS) and allows for potential new priorities and emerging needs to be considered.

Having a plan to keep improving is required by the WA Disability Services Act (1993) and helps us meet our legislative requirements.



According to the 2015 Survey of Disability, Ageing and Carers (SDAC), 18.5% of Australians identify themselves as having some form of disability



51% of people aged over 60 years identified themselves as living with disability due to needing assistance to manage health conditions or cope with everyday activities

What is “disability” and why is it important to understand?

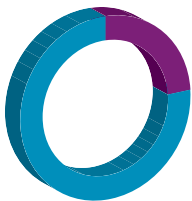
Everyone in our community has equal rights and the same need for belonging and social connection. We all have different abilities and disabilities.

A disability can be described as a physical or mental condition that affects a person's mobility, senses or activities. A disability may be visible or 'invisible'. Some of us may live with depression and anxiety, or use a wheelchair, have an acquired brain injury or have vision impairment, for example.

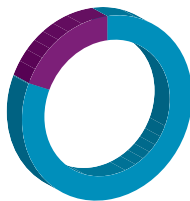
Disability can also be caused by the way society is organised, rather than a person's impairment or disability.

We can help remove disabling barriers that are obstacles to an accessible inclusive community.

We know there are many people living with disability.



24% of City of Melville residents are over 60



Based on City of Melville's population of 98,083, over 18,000 people with disability are living here



City of Melville has the second highest number of people living with dementia in WA

What have we been doing to improve access and inclusion?

As a result of our earlier DAIPs, a number of improvements have occurred to enhance the lives of people with disability.

The City seeks feedback and advice on access issues from our Access Advisory Panel. This panel is made up of community members and advocates who provide feedback on new and existing buildings, planning applications, the river foreshore, signage and other access and inclusion matters. Established in 2013, the panel meets quarterly.

Our Accessible Inclusive Melville enewsletter has more than 4000 subscribers – residents, service providers and interested community members. It shares information about forthcoming events, funding, workshops and other matters of interest.

Enhanced cultural opportunities and experiences have been provided at significant City events, including easy access to the stage area and AUSLAN interpretation at Point Walter Concert, an accessible tour through the sculptures at Deep Water Point, and monthly Heathcote art talks (HAT) for seniors and people living with dementia.

MAFAB – Melville's Age Friendly and Accessible Businesses Network. In collaboration with Garden City Shopping Centre, businesses have been supported to welcome older shoppers or those with disability, to provide a more welcoming and inclusive shopping experience. In addition, a Memory Café, which meets monthly at a coffee shop in the centre, was launched for people living with dementia and their carers



Memory Cafe
at Coffea,
Garden City
Shopping
Centre

Changing Places – a change facility at Deep Water Point has been developed in partnership with Disability Services Commission. It creates a safe and welcoming changing place for people with disability to use after enjoying all the river foreshore has to offer.

For young ones, playground improvements have resulted in many of our play spaces becoming more accessible. In 2017, Piney Lakes Sensory Playground was upgraded and a new play space was created at Wireless Hill Park. Kadidjiny Park continues to excite and stimulate young people.



How did we develop our new plan?

We've worked with the community to develop our new Disability Access and Inclusion Plan 2017-2022.

Who did we speak to?

- people with disabilities, their carers, family and friends
- service providers
- interested community members
- businesses
- Melville's Access Advisory Panel
- Council staff

including the Strategic Community Plan survey 2015 and CaLD Neighbourhood Development survey 2017

How did we do it?

- community surveys (hard copy and electronic)
- one to one conversations
- telephone interviews with Activelink program users
- three public workshops
- staff workshops
- meetings with service providers
- other surveys and feedback

What did we learn?

Based on the input and feedback we received, and the legislative requirements for the plan, we will be focusing on actions in the following eight areas:

1. services and events
2. buildings and facilities
3. information
4. customer service
5. complaints processes
6. community engagement
7. employment and traineeships
8. raising community awareness of equality, access and inclusion



AUSLAN interpreter accompanies the MC and Mayor at Pt Walter Concert 2017



DADAA workshop participants creating artwork for Piney Lakes Sensory Playground

Let's look at the eight themes, and at some of the actions included in our new DAIP...

1. Improving Access to Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Melville.

We will -

- ✓ provide more opportunities for participation through use of AUSLAN and other supports at major public events
- ✓ offer information in alternate formats
- ✓ provide information and support to community groups on incorporating access and inclusion
- ✓ maintain accurate information on our website
- ✓ promote Accessible Inclusive Melville enewsletter



DADAA workshop participant

2. Improving Access to Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Melville.

We will -

- ✓ continue to upgrade public toilets at parks, reserves and City buildings to make them more accessible
- ✓ provide up to date information about the accessibility of buildings, facilities, parks and playgrounds
- ✓ seek funding for additional accessible infrastructure such as 'changing places' or other upgrades
- ✓ provide ongoing staff training
- ✓ deliver sports programs at Leisurefit Centres that have an element of disability access and cater for a variety of abilities
- ✓ promote our Activelink assistance program to residents
- ✓ ensure our libraries and museums have equipment and stock using accessible technology and materials e.g. books with larger font



3. Accessible and Inclusive Information

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

We will -

- ✓ provide information in a variety of formats
- ✓ explore the use of alternative technologies and formats for one project/publication each year
- ✓ continue to improve the information on our website and documents
- ✓ provide staff training in alternative communication strategies

4 and 5. Customer Service and Complaints/ Feedback

People with disability receive the same level and quality of service from the staff of the City of Melville as other people receive.

People with disability have the same opportunities as other people to make complaints to the City of Melville.

We will -

- ✓ ensure information and resources on access and inclusion is readily available to staff
- ✓ incorporate DAIP and access and inclusion information into staff orientation and induction
- ✓ review feedback and use information received through complaints and compliments to improve service
- ✓ provide staff training on responses to complaints and feedback on access and inclusion
- ✓ provide alternative ways to provide feedback and make complaints using social media and Melville Talks website
- ✓ offer support and guidance to staff through the Social Justice Advocate role

6. Accessible Community Engagement

People with disability have the same opportunities as other people to participate in any public consultation by the City of Melville.

We will -

- ✓ continue to use our Access Advisory Panel to gain feedback on access and inclusion matters
- ✓ use a range of techniques to seek feedback, including making online content more accessible and age-friendly
- ✓ seek community feedback about access upgrades to buildings, new or redeveloped facilities, equipment or programs using social media and Melville Talks website

7. Accessible Careers at Melville

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

We will -

- ✓ provide relevant training to ensure inclusive recruitment practices
- ✓ identify work opportunities that may be possible for people with disability within different departments in the City
- ✓ establish and maintain a database of contacts and links with disability employment services



welcome	2
career opportunities	4
work experience	6
volunteering	7
contact	8

**Inclusive Careers @
Melville**





8. Advocate, Educate and Improve Awareness

The City will take a leadership role in ensuring the community is informed and educated about access and inclusion, social justice and equal opportunity, especially for people with disability.

We will -

- ✓ encourage more businesses to join Melville Age-Friendly Accessible Business Network to make our community more accessible, inclusive and age-friendly for people living with dementia
- ✓ promote examples of good practice by businesses, clubs and community groups
- ✓ refer access issues that are not the responsibility of the City to relevant organisations
- ✓ promote equal opportunity, social justice and disability access and inclusion to businesses, clubs, schools and community groups
- ✓ raise awareness of mental health as a type of “invisible” disability and develop resources, projects and information to encourage greater understanding and awareness of this form of disability

For a complete list of actions included in our DAIP 2017-2022 please review the full plan on our website, www.melvillecity.com.au/daip or request a copy from our Customer Relations Team.

How do we monitor and report?

Progress updates of the DAIP are reported in the City of Melville Annual Report and on the City of Melville website, and are reported annually to the Disability Services Commission.

Performance is measured by percentage of actions achieved annually over the life time of the plan.

How can you be involved?

This plan is an active document that is reviewed annually and can be updated during its lifetime to include new key actions as identified.

If you would like to be involved in ongoing conversations and participate in discussions on access and inclusion in the City of Melville, please join Melville Talks **www.melvilletalks.com.au/DAIP**

You can also subscribe to the City's Accessible Inclusive E-newsletter to keep up to date with DAIP news. **www.melvillecity.com.au/enews**

How do we collect feedback?

The City of Melville strives to provide quality services and uses customer feedback to improve its products and services. Feedback can be given in the form of compliments, complaints and/or suggestions at **www.melvillecity.com.au/feedback**



Piney Lakes Sensory Playground Launch



City of
Melville

10 Almondbury Road, Booragoon WA 6154
Po Box Locked Bag 1, Booragoon WA 6954
Tel 1300 635 845
www melvillecity.com.au

National Relay Service (hearing/speech impaired)
Tel 133 677 (TTY) 1300 555 727 (speech relay)
www relayservice.com.au

Copies of this document are available to people with a disability in an alternative format upon request.
Please call 1300 635 845 and quote the publication name.