

CITY OF MELVILLE

DISABILITY ACCESS AND INCLUSION

PLAN

2017-2022

City of Melville
10 Almondbury Road, Booragoon WA 6154

General Telephone: 1300 635 845
Media Enquiries: (08) 9364 0245
TTY service: 133 677
National Relay Service: 1300 555 727

Email: melinfo@melville.wa.gov.au
Website: www.melvillecity.com.au

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Message from the Mayor

The City of Melville is proud to present the 2017-2022 *Disability Access and Inclusion Plan* (DAIP). This plan will continue to build on the successes of the last five year period which included improving access to facilities and information and promoting inclusion and equal opportunity for an accessible inclusive Melville.

Some of the City's accomplishments from the 2012-2017 DAIP included improvements and installation of accessible toilets and ramps across the City, training and education initiatives for staff, increased translation services such as AUSLAN at our public events and innovative community projects involving businesses to raise awareness and encourage local community supports for people living with dementia. These initiatives continue to make the City of Melville more age-friendly and accessible.

The City of Melville believes that a community that recognises and promotes its diversity and supports the participation and inclusion of all of its members makes for a richer community life and contributes to positive social justice outcomes. This new plan will continue to promote accessible outcomes for members of the community of all abilities and with disabilities.

I would like to thank the many people who have contributed to the development of the revised DAIP. We will continue to develop positive outcomes of this plan over the next five years.

Russell Aubrey
Mayor
City of Melville

Acknowledgements

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. The City also gives thanks to the individuals and groups in the community who have provided input and feedback which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

Executive Summary

Disability access and inclusion is critical to a sense of community where all people belong, are included and can enjoy equal opportunity in all areas of life. As a local government, the City is committed to ensuring that it fulfills its obligations to the community and also under law. It is a requirement of the WA Disability Services Act (1993) that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services. Other legislation of relevance and which underpin the outcomes and objectives of this plan include the WA Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act (1992). The human rights of people with disabilities are also enshrined internationally in the *United Nations Convention of the Rights of People with Disabilities* which aims to enhance the opportunities of people with disabilities in all areas of social and political life. This plan focuses on these outcomes in the City.

People with disabilities, their families and their carers have the same rights as other people to access services within our community. People with a disability have rights under both State and Federal legislation against discrimination based on disability.

This plan will outline the key strategies that will be adopted by the City to address each of the 'outcome' areas under the DAIP being:

1. Equitable access to services and events
2. Equitable access to buildings and facilities
3. Equitable access to information
4. Equitable access to quality customer service
5. Equitable complaints procedures
6. Equitable access to community engagement
7. Equitable access to employment and traineeship, and
8. Improved community awareness (of access and inclusion)

From an Australian Business Excellence Framework perspective, this Plan addresses all categories to some extent, particularly in respect to leadership and results and sustainable performance. The key principles that are addressed are:

- 1 Clear direction and mutually agreed plans enable organizational alignment and a focus on the achievement of goals
- 2 Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action.
- 3 Sustainable performance is determined by an organisations ability to create and deliver value for all stakeholders in an ethical, socially and environmentally responsible manner.

Based on community consultation, examination of corporate and organisational risks, corporate priorities and consultation with other local governments the following goals for a more *Accessible Inclusive Melville* have been determined as priorities for the City:

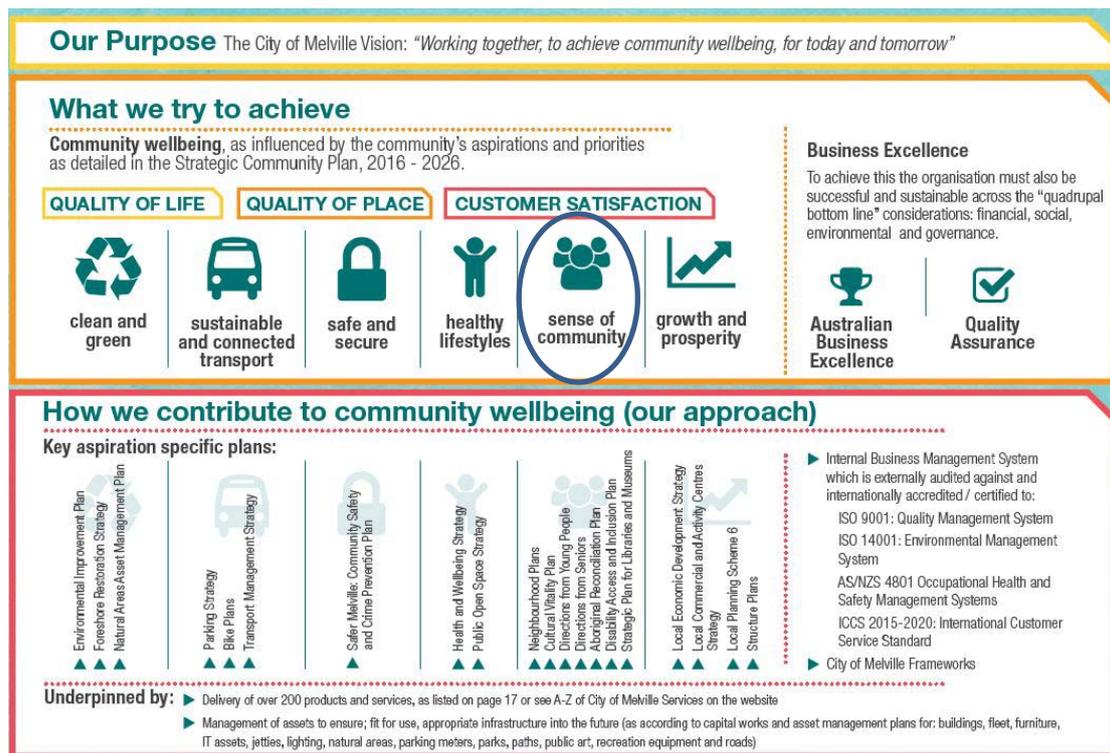
Goal	Objectives
Equitable access to Services and Events	People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Melville.
Equitable access to buildings and facilities	People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Melville.
Equitable access to 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.
Equitable access to quality customer service	People with disability receive the same level and quality of service from the staff of the City of Melville as other people receive from the staff of the City of Melville.
Equitable complaints procedures	People with disability have the same opportunities as other people to make complaints to the City of Melville.
Equitable access to community engagement	People with disability have the same opportunities as other people to participate in any public consultation by the City of Melville.
Equitable access to employment and traineeship	People with disability have the same opportunities as other people to obtain and maintain employment with the City of Melville.
Improved Community Awareness	The community are informed and educated by the City of Melville about access and inclusion, social justice and equal opportunity especially for people with disability.

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1 Linkages to the City of Melville Corporate Business Plan 2016-2020

Strategic Community Plan and Corporate Business Plan Integration



Our latest Strategic Community Plan ‘People, Places, Participation: A Strategic Community Plan for the City of Melville 2016-2026 outlines the community’s aspirations for the future of the City. The six community aspirations include:

- Safe and secure
- Healthy lifestyle
- **Sense of community**
- Clean and green
- Growth and prosperity
- Sustainable and connected transport.

This plan supports an improved ‘sense of community’ for the City – where the community is Accessible and Inclusive to all.

Alignment between Aspirations from the Strategic Community Key Priorities and Strategies from the City of Melville						
Document: People Place Participation 2016 - 2026	Key Aspirations	Clean and green Sustainable and connected transport Safe and secure Healthy lifestyle Sense of community Growth and prosperity	Clean and green Sustainable and connected transport Safe and secure Healthy lifestyle Sense of community Growth and prosperity	Clean and green Sustainable and connected transport Safe and secure Healthy lifestyle Sense of community Growth and prosperity	Clean and green Sustainable and connected transport Safe and secure Healthy lifestyle Sense of community Growth and prosperity	Sense of community
Document: City of Melville Corporate Business Plan 2016 - 2020	City of Melville Key Priorities	<p>Key priority: Restricted current revenue base and increasing/changing service demands impacts on rates</p> <p>Key strategies:</p> <ol style="list-style-type: none"> Explore opportunities for increased residential density and commercial investment in strategic locations, aligned to the local planning objectives and coupled with the exploration of special area rating Creating greater revenue from our current and potential land, property and facility holdings Pursue productivity and efficiency improvements 	<p>Key priority: Meeting the demand to provide fit for use/appropriate infrastructure into the future</p> <p>Key Strategies:</p> <ol style="list-style-type: none"> Optimise facilities to achieve 'fit for use' facilities for current and future beneficiaries. Includes amalgamation of like groups into hubs and shared use of facilities (private sector, State Govt., other LG and community groups) Review the standards and management model that we assess our asset gap against (the technical standards and from a customer perspective regarding their expectations) 	<p>Key priority: Urban development creates change in amenity (positive and negative)</p> <p>Key Strategies:</p> <ol style="list-style-type: none"> Ensure higher density developments in strategic locations, consistent with the local planning framework and structure plans, design guidelines for interface areas and ensuring measured change in established areas and consideration of parking and traffic issues Enhance amenity and vibrancy and enhancing community safety through streetscapes, public art, pedestrian and cycle paths, place making and creating well designed, attractive public spaces 	<p>Key priority: Degredation of natural resources within the City</p> <p>Key Strategies:</p> <ol style="list-style-type: none"> Holistic and integrated strategies for protection of the City's natural resources (includes urban forest, foreshore protection, public open space and streetscapes) Ameliorate loss of vegetation from private property development Explore with current and potential partners the next generation waste treatment technology and implement 	<p>Key priority: The challenge of meeting community expectations regarding community engagement</p> <p>Key strategies:</p> <ol style="list-style-type: none"> Improve communication mechanisms to make information easy to access regarding community engagement, including improving website, addressing misinformation in the community and optimising use of social media Continue participatory budgeting that involves the community (such as Project Robin Hood) and then taking it further Improve engagement with the business community

The strategies and initiatives of this DAIP align with the overall strategies from the Strategic Community Key Priorities and the City's Corporate Business Plan 2016-2020 by:

- Recognising the importance of social outcomes for a 'sense of community' by pursuing productivity, efficiency and improving communication across the organisation on disability related upgrades, improvements and initiatives.
- Optimising the City's facilities, services, events and buildings for best possible infrastructure use and possible upgrades.
- Enhancing the vibrancy and accessible use of outdoor streetscapes, paths and public open spaces.
- Ensuring ongoing improvements to communication mechanisms such as the website and social media by producing information in alternate formats.

Introduction

The City of Melville is located in the South West Metropolitan region, approximately eight kilometres from Perth and has an estimated population of 102 363 (June 30th 2016 - City of Melville statistics) people living in the following suburbs:

Applecross, Alfred Cove, Ardross, Attadale, Bateman, Bicton, Booragoon, Brentwood, Bull Creek, Kardinya, Leeming, Melville, Mt Pleasant, Murdoch, Myaree, Palmyra, Willagee and Winthrop.

The aim of this DAIP is to ensure that all members of our community including those with disabilities are able to also enjoy these aspirations in an accessible and inclusive way.

Functions, Facilities and Services

The City of Melville is responsible for a wide range of functions, facilities and services. This includes services to properties and the environment, the community, regulatory services, general administration and processes of local government such as Council meetings.

Purpose: Objectives and Desired Outcomes

The key purpose of this plan will continue to achieve one of the City's key identified priorities under the Strategic Community Plan of a 'sense of community' by working together to achieve access and inclusion for all in Melville. The purpose of this plan is to ensure that there are strategies and initiatives in place to continually improve outcomes for people with disabilities, their families and their carers. Having a DAIP in place also ensures that people with disability have the same rights as other people to access services by the City.

This plan will outline the key strategies that will be adopted by the City to address each of the 'outcome' areas under the DAIP being:

1. Equitable access to services and events
2. Equitable access to buildings and facilities
3. Equitable access to information
4. Equitable access to quality customer service
5. Equitable complaints procedures
6. Equitable access to community engagement
7. Equitable access to employment and traineeship, and
8. Improved community awareness (of access and inclusion)

Background

The City of Melville has been committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services for many years.

The City adopted its first Disability Service Plan (DSP) in 1995. In 2003 - 2004 the City undertook a comprehensive review of its DSP and subsequently developed an updated Disability Access and Inclusion Plan. The City's latest plan was the DAIP 2012-2017.

By way of review, the following is a summary of key achievements and initiatives by the City over the years including under its most recent DAIP 2012-2017:

- The City continued to facilitate and run the highly successful *Access Advisory Panel* (membership by community members and advocates who provide recommendations and feedback on a range of projects before they are finalised). Meetings are held every 3 months and the panel continues to provide important consultation and feedback on the City's projects and programs.
- Training and education programs are run internally annually to ensure staff have adequate skills and knowledge on disability access and inclusion. Increasingly projects, programs and activities within the City focus on understanding accessibility broadly which encompasses invisible disabilities such as mental health. The City is committed to programs and initiatives such as Act Belong Commit.
- The *Activelink* program has provided subsidised opportunities for people experiencing barriers and disadvantage in the local community to participate in sport and recreational activities. Support has now extended to a range of community activities including art classes and library school activity programs.
- City events such as the Point Walter Concert at Point Walter and Sculpture Walk, Deep Water Point provided disability friendly access features such as areas for people with mobility devices to access the concert stage and sculptures. These events also provided specific AUSLAN interpreting both during the concert and specialist tours of sculptures at Point Walter.
- The City has been committed to improve relationships and engagement with the local community about access and inclusion. DAIP related outcomes are marketed as AIM (Accessible Inclusive Melville) with a new banner which promotes a commitment to inclusion for all. Further the City has:
 - A dedicated e-newsletter called 'Accessible Inclusive Melville' with over 4000 subscribers providing news and information on activities and programs in the City and through local community groups.
 - A topic page and forum on the City's community engagement website *Melville Talks* promoting access and inclusion issues.
- A number of the City's public toilets have been upgraded to be accessible including a project for a 'changing place' at Deep Water Point.
- The City's *Disability Access and Inclusion Directory* is available in a range of formats such as large font. Other formats are available on request.
- The City's website has now incorporated a functionality which allows users of the site to alter text size. A new website is being designed based on feedback from people with disabilities and older users. The website is being re-developed and went through a thorough consultation process with people with disability and older to ensure the new features will be inclusive.
- Accessible formats of information such as large font and Braille has been created and made available to members of the community as required.
- A new brochure *Accessible Careers @Melville* invites people with disability to apply for positions within the City. Internal training resources have been updated and new relationships and networks made with Disability Employment Service providers.
- Community Partnership Funding is provided to a number of organisations in the area that support people with a disability such as Interchange and Edge Employment for example.

- The City has led innovative community projects with a number of stakeholders such as through *the Melville Age-Friendly Accessible Businesses* (MAFAB) network to support those in the community living with dementia and promote awareness and education among businesses and the community on access and inclusion. Other projects have included running a disability expo in collaboration with community groups, a disability friendly flash mob in Garden City shopping Centre and an all-inclusive kite-making festival.
- Every two years the City conducts a Community Wellbeing Survey. The latest survey results in 2015 showed that in achieving the aspiration of 'access and inclusion', 89.5% of those surveyed found that everyone could access the City's services and resources. 79.5% also reported feeling that they "belonged" in the community.

City of Melville Disability Access and Inclusion Policy

The 'Disability Access and Inclusion Policy CP-084', reviewed in 2015, relates to all staff and Elected Members and contractors providing services on behalf of the City and all City buildings and facilities. This policy promotes and specifies the Council's commitment to ensure people with disabilities have equal opportunities of access and community inclusion to Council services, products, facilities and information. It ensures that consultation is appropriate and meaningful way for full participation. The policy is available on the City's website.

Scope

This DAIP applies to the City of Melville as a public authority, its officers, employees, agents and contractors and sets out the objectives, strategies and initiatives to make continual improvements across the 8 outcome areas set out under this plan. The plan will be in place from 2017-2022.

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a whole of organisational responsibility that is coordinated by the City's Social Justice Advocate. This includes the responsibility of ensuring that the plan is rolled out throughout the organisation. The Implementation Plan is integrated within the City's reporting processes with the relevant officers and business unit responsible for ensuring each action is completed. Reports are prepared twice a year to monitor progress and report on outcomes.

Risk

The risks identified are that:

- the key initiatives set out in the plan are not achieved
- there is insufficient resources or budget to meet the requirements or feedback of the community



- the aims or objectives of the DAIP are not understood by staff or agents and contractors
- The level of satisfaction reported by the community as identified by surveys such as the City's well-being survey (conducted every two years) will decrease if accessible inclusive objectives are not met satisfactorily.

These risks are mitigated by planning and through strategies such as:

- ensuring that the DAIP implementation is monitored and reported on internally throughout the year and a report produced for the Disability Services Commission each financial year to track progress
- communication and planning with all areas and officers responsible for implementation under the plan
- providing staff awareness and training of the DAIP and access and inclusion.

Strategic Context

Legislative Context

Disability access and inclusion is critical to a sense of community where all people belong, are included and can enjoy equal opportunity in all areas of life. As a local government, the City is committed to ensuring that it fulfills its obligations to the community and also under law. It is a requirement of the WA Disability Services Act (1993) that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services. Other legislation of relevance and which underpin the outcomes and objectives of this plan include the WA Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act (1992). The human rights of people with disabilities are also enshrined internationally in the *United Nations Convention of the Rights of People with Disabilities* which aims to enhance the opportunities of people with disabilities in all areas of social and political life. This plan focuses on outcomes in this City.

City of Melville

The residential population of the City of Melville is approximately 103 767. According to the 2015 Survey of Disability, Ageing and Carers (SDAC), 18.5% of Australians identify themselves as having some form of disability. Based on the population estimates, it is estimated that there are around 19,197 people with disabilities living in the City.

In addition, the City's residential population has an above average number of persons 60 years and over (23%). This is consistent with the overall ageing trend of the WA population, where by 2041, 25% of the population will be over the age of 60. Currently it is estimated that 51% of people aged over 60 years have identified themselves as having a disability due to needing assistance to manage health conditions or cope with everyday activities. Importantly the City of Melville has the 2nd highest number of people living with dementia in WA. (Based on Australian Bureau of Statistics 2011 and Access Economics Report "Projections of dementia prevalence and incidence in WA 2010-2050"). It is important therefore that this DAIP is responsive to and reflects the needs of our local community.

Our latest Strategic Community Plan 'People, Places, Participation: A Strategic Community Plan for the City of Melville 2016-2026 outlines the community's aspirations for the future of the City. This plan supports an improved 'sense of community' for the City – where the community is Accessible and Inclusive to all.

The strategies and initiatives of this DAIP align with the overall strategies from the Strategic Community Key Priorities and the City's Corporate Business Plan 2016-2020 by:

- Recognising the importance of social outcomes for a 'sense of community' by pursuing productivity, efficiency and improving communication across the organisation on disability related upgrades, improvements and initiatives.
- Optimising the City's facilities, services, events and buildings for best possible infrastructure use and possible upgrades.
- Enhancing the vibrancy and accessible use of outdoor streetscapes, paths and public open spaces.
- Ensuring ongoing improvements to communication mechanisms such as for example the website and social media channels by focusing on accessibility and inclusion through producing information in alternate formats.

The following plans and strategies are also relevant to the ongoing implementation of this DAIP:

- Age-Friendly Melville – Directions from Seniors 2013 – 2017
- Health and Wellbeing Strategy 2014 – 2017
- Neighbourhood Plans 2017-2021
- Directions from Young People 2017-2020
- Directions from Aboriginal Communities 2016 - 2019
- Safer Melville Plan 2017-2021

Being Age-Friendly and Accessible

One of the key achievements of the last few years has been a growing collaborative approach to the City's Age-Friendly and the DAIP. The City of Melville has been a member of the World Health Organisation (WHO) Global Age-Friendly Communities Network since 2010 and has continued to be a leader in creating a world that is accessible and age-friendly. There are now almost 50 local governments in WA endorsed as Age-Friendly communities. This fulfills the City's overall objective of leading and working collaboratively with many stakeholders to achieve accessible inclusive outcomes.

Goals and Objectives

Based on community consultation, examination of corporate and organisational risks, corporate priorities and consultation with other local governments the following goals for a more *Accessible Inclusive Melville* have been determined as priorities for the City:

Goal	Objectives
Equitable 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.
Equitable 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.
Equitable access to 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.
Equitable access to quality customer service	People with disability receive the same level and quality of service from the staff of the City of Melville as other people receive from the staff of the City of Melville.
Equitable complaints procedures	People with disability have the same opportunities as other people to make complaints to the City of Melville.
Equitable access to community engagement	People with disability have the same opportunities as other people to participate in any public consultation by the City of Melville.
Equitable access to employment and traineeship	People with disability have the same opportunities as other people to obtain and maintain employment with the City of Melville.
Improved Community Awareness	The community are informed and educated by the City of Melville about access and inclusion, social justice and equal opportunity especially for people with disability.

Stakeholder Consultation and Data Analysis

A detailed stakeholder engagement plan was completed in preparation for the development of this DAIP.

A wide engagement process was carried out to identify potential strategies to be incorporated into the new Plan. Community members including people with disabilities, their families and carers, local businesses and service providers contributed feedback as well as City of Melville staff members.

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

This DAIP and review process was advertised and promoted widely:

- Through the local newspaper.
- Through the City's publication, *Mosaic*.
- On the City's website and online digital engagement platform, Melville Talks.
- To individuals and groups through e-mail and phone conversations.
- The City's 'Accessible Inclusive Melville' e-newsletter (with over 4000 subscribers)
- Promoted at Council facilities and community events.

The various engagement methods used included:

- Community survey (hard copy and electronic) – 33 surveys received.
- Consultation with the Access Advisory Panel containing a range of representation of people with disability, advocate and community service organisations and local area coordinators from the Disability Services Commission
- Telephone interviews with 'Activelink' program users (community members with disability and their carers that use City of Melville services)
- Three public workshops – the workshop topics were:
 - Visual Access and Inclusion
 - Mental Health and Invisible Disabilities
 - Culture, Disability and Aboriginal Communities
 - Consultation and Review with: Access Advisory Panel
- Internal staff consultation and feedback was also received through email feedback, workshops and meetings.
- Other surveys and feedback such as the Strategic Community Plan survey results in 2015 and the CALD Neighbourhood Development Survey 2017.
- Face to face meetings with key members of the community such as with a member of the GLBTIQ community experiencing access/signage issues at recreation centre change rooms.

Feedback and Results – Workshop Consultation

Consultation and Review with the City's Access Advisory Panel – 8 March 2017

10 panel members present representing both people living with disability and advocate groups.

Summary of feedback:

- The ageing population needs to be considered as this is likely to become an issue. There are higher expectations and these should be met for the community.
- Strategies that work for communication include simple language and appropriate formats that are accessible. A variety of tools is required.
- Consider in more detail the role of the Access Advisory Panel and ways the panel can help achieve DAIP outcomes.
- A range of alternate print options should be included including more Easy English and/or simplified language resources. It is important to consider the needs of culturally and linguistically diverse communities with disabilities that require information that they can more easily understand.
- It important to consult with people with disabilities to ensure that they are being asked what they require.

Visual Access and Inclusion Workshop – 17 March 2017

11 Participants attended this workshop. The workshop was facilitated by an external consultant with lived experience of visual access needs. Participants included local residents, educators from a local school and members of disability and community organisations.

Summary of feedback:

- It is important for a DAIP to acknowledge and support better inclusion for people of all visual access needs.
- Local governments tend to speak about physical disabilities but there are also hidden/invisible disabilities (acquired brain injuries for example) and there should be an investment in training for staff to better understand these issues.
- In terms of employment outcomes, flexibility in jobs is important including work from home options, traineeships and access to alternative adaptive technologies and formats.
- Gaining access to adaptive technologies and alternate formats can also be challenging when undertaking voluntary work as it is not always available.
- The City should consider other broader partnerships and opportunities for collaborating and improving access and inclusion with stakeholders such as local universities.

Mental Health and Invisible Disabilities – 21 March 2017

7 participants attended this workshop facilitated by an external consultant. Participants were of varied backgrounds and provided perspectives from both professional and lived experience. Members of the local community who identified as living with mental health were present.

Summary of feedback:

- Bring in people with expertise in mental health to review building and facility design to ensure equitable access.
- Invite groups and organisations with knowledge and experience on mental health to advise appropriately when the City is planning events.
- Libraries may wish to consider hosting guest speakers, forums, and making mental health a more prominent issue in the local community.
- The City should consider holding more events on specific areas i.e. mental health, ageing, disabilities to promote awareness.

Culture, Disability and Aboriginal Communities - 24 March 2017

4 participants attended this workshop which was facilitated by the City's Community Development Officer – Aboriginal Engagement. Participants were of varied backgrounds offering both lived experience and professional expertise in the issues affecting the local aboriginal community.

Summary of feedback:

- Literacy issues among local aboriginal communities coupled with cultural barriers and language means any information on disability access and programs needs to be clear and easy to understand.
- Building relationships face-to-face is the preferred method to communicate most effectively with the local community.
- There are currently challenges being faced by the local aboriginal community to fully accessing online resources. Alternative promotional methods should be considered when promoting disability access and inclusion information such as for example Nyoongar radio, information at community centres or directly by letterbox drop.

Online Survey Results

The overall feedback was a positive community satisfaction in disability access and inclusion in the City over the last 5 years. However, there were suggestions for further improvement. These included:

- More responsive customer service with information in alternative formats to be more readily available such as information in large print and braille for example.
- Increased accessible outdoor structures and wheelchairs particularly improved paths and access to more parts of the City's outdoor reserves and parks.
- A more responsive complaints process particularly with follow up on how feedback and suggestions have been taken into account.



- Greater direct involvement and communication between people with disability and the City on strategic issues, activities and public meetings.
- The importance of our ageing population in Melville and the need to include and focus on this as well as disability (particularly the issues of dementia and physical access needs such as greater access to parking and transport).
- A continued focus on providing people with disability employment and traineeship opportunities at the City.
- Informing and educating the community about access and inclusion and social justice particularly working with local businesses.
- Ensuring all components of 'disability' are taken into account when planning strategies for better services including a focus on visual, hearing/interpreting access, mental health and other 'invisible disabilities'. Social issues such as barriers that may be faced by particular groups including people of different language/cultural backgrounds, local aboriginal communities, people on low incomes and homelessness were also raised as important matters to continue advocacy and awareness.

Strategies and Actions to Improve Access and Inclusion: 2017-2022

The City of Melville has developed a detailed Implementation Plan that will be used to track the date of implementation and responsible officer against the following strategies and actions. This table will be used for the purposes of reporting progress each financial year as required under the Disability Services Act (1993) to the Disability Services Commission.

7.1 DAIP 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 Melville.

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
1.1 Access and Inclusion are a part of the way City of Melville plans and evaluates events, including festivals, meetings and consultations.	A) Review the Accessible Events Checklist, including the provision of temporary accessible parking at all events, the provision of Auslan and other interpreters as required and the promotion of Act, Belong, Commit each year for any relevant updates.	Social Justice Advocate	May Annually	New
	B) Four public events will be 'spot checked' for review and check regarding access and inclusion requirements each year. Any outcomes of these reviews will be used for continuous improvement by the City.	Social Justice Advocate	Four reviews Annually	New

	C) Provision of interpreting services such as AUSLAN will be made available wherever possible at major public events such at the Point Walter Concert.	Community Events Officer / Coordinator Cultural Development	Annually	New
	D) A separate 'social inclusion' budget will be maintained and inclusion projects planned accordingly each year in Cultural Development.	Coordinator/Cultural Development	Annually	New
	D) All new staff are made aware of the tools and supports available to anyone requesting alternate formats or arrangements for meetings and consultations through yearly internal checklist updates and promotion via tool box, team brief and through staff presentations (for example – AUSLAN interpreting, hearing loop or information in alternate formats)	Social Justice Advocate	Jan Annually	New
1.2 Accessibility information to be clearly communicated with all marketing of City of Melville events including festivals, meetings and consultations where applicable.	A) Internal staff will be trained and guidelines produced to ensure all City of Melville events will be actively marketed in print and through social media as 'Accessible' and any relevant accessible features will be advertised including City of Melville community languages.	Community events Officer / Relevant City of Melville Staff organising events / Coordinator Marketing and Communications	2017-2018	Ongoing
1.4 External agencies/communities to consider Access and Inclusion	A) Ensure the Accessible Events checklist information sent out as part of the Events Package is reviewed each year for any	Social Justice Advocate / Booking and Events Officer	Annually	New

in the planning of events and services in the City of Melville.	relevant updates.			
	B) Provide all recipients of the Community Partnership Funding with a list of ways to improve access and inclusion including how to hold an accessible event as an ongoing action. Ensure that this process is continuously reviewed.	Coordinator Customer Relations	November Annually	Ongoing
	C) Ensure all recipients of Community Partnership Funding complete a questionnaire regarding how they are consistent with the City of Melville's Disability Access and Inclusion Plan (DAIP). Ensure that this process is continuously reviewed.	Coordinator Customer Relations	November Annually	Ongoing
	D) A comprehensive list of special needs groups within the community is included with the City's emergency contact information and Local Emergency Management Arrangements. This will be reviewed for any relevant updates each year.	Social Justice Advocate / Coordinator Neighbourhood Amenity (Ranger Services)	May Annually	Ongoing
1.5 Ensure up to date information and clear communication of services and	A) Update the City's Access and Inclusion Directory yearly and advertise and promote that it is available in alternate formats.	Social Justice Advocate	November Annually	Ongoing

events	B) Maintain accurate information on the City's website and on the City's Melville Talks community website that helps residents connect online that includes information on Access and Inclusion such as the State Government Access Guidelines.	Social Justice Advocate	November Annually	Ongoing
	C) Continue to promote and maintain database of subscribers to the Accessible Inclusive Melville e-news. Complete an evaluation of effectiveness each year.	Social Justice Advocate	2017-2018 November Annually (complete evaluation)	New
1.6 Community members are aware of interpreting supports and national relay service options when communicating with Customer Service or staff	A) Staff in a Customer Service role are trained and supported in promoting and using interpreters and the National Relay Service (NRS) when providing services to the community both face-to-face and over the telephone.	Social Justice Advocate / Customer Service Team Leader	January Annually	Ongoing

7.2 DAIP Outcome 2 - People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Melville.

Strategies	Actions/ Measures of Success	Responsibility	Timeframe	Status
2.1 Infrastructure Planning and refurbishment of Buildings and Facilities to incorporate access and inclusion requirements	B) The Emergency Evacuation Plan developed by the City includes safeguards and management of people with disabilities on all levels of the Civic Centre building. This forms the basis of internal training and will be reviewed yearly for any updates.	Workplace Health & Safety Coordinator	June Annually	New
	C) Accessible upgrades to toilets at public parks, reserves and buildings to be undertaken each year in accordance with business planning schedules and any identified community feedback. This includes actively looking for grants or other project supports to facilitate additional accessible infrastructure such as 'changing places' or other upgrades.	Social Justice Advocate/ Building Services Coordinator	2018-2019 (new grant applications) 2020-2022 (implementation)	Ongoing
	D) A Disability Access Consultant is engaged for significant infrastructure planning and refurbishment of buildings. The Access Advisory Panel is utilised and promoted to staff to obtain feedback.	Manager Strategic Planning / Manager Asset Management	As required	Ongoing

	G) Annual Budget allocation of \$30 000 will be applied each year for access upgrades through the DAIP.	Facilities/Asset Coordinator	Annually (in accordance with internal budget cycles)	Ongoing
2.2 Continuous Improvement of external infrastructure including, pathways, access ways, parking, transport, playgrounds, streetscapes and public open spaces	A) As part of the Capital Works programme accessibility will be considered during development and upgrade of public open space including the infrastructure within those spaces.	Manager Parks and Environment	As required	New
	B) Update the evaluation process to raise the priority of accessibility issues, both direct and indirect, in the new footpath development process and access ways.	Asset Management Coordinator	Dec 2018 Annually reviewed	New
	C) The 'Capital Works Forward' plan will be used to plan upgrades and address any accessibility issues identified in customer requests.	Asset Management Coordinator	2017-2019	Ongoing
	D) Staff in specific service areas to participate, where identified, in specific disability related training that covers current legislation and best practice. Social Justice Advocate to recommend available training courses/resources each year.	Manager Statutory Planning / Manager Strategic Urban Planning / Manager Asset Management / Manager Natural Areas & Parks	Training to be completed as required. Social Justice Advocate to recommend courses/resource annually	Ongoing

2.3 Updated information is available to residents about the accessibility of buildings, facilities, parks and playgrounds.	A) Ensure that City of Melville Website and Your Welcome Website are updated with access upgrades and developments on an annual basis.	Social Justice Advocate	Bi-Annually	New
	B) Access upgrades to be promoted through the Mosaic, media releases and Melville Talks.	Social Justice Advocate	Nov Annually	Ongoing
2.4 Recreation Centres to provide activities, programs and equipment that is accessible and inclusive.	A) Sports programs at the Recreation Centres have an element of disability access and cater for a variety of abilities.	Leisure Facilities Coordinator	Annually	New
	B) Maintain and provide accessible features and equipment e.g. wheelchairs, accessible parking and change facilities.	Leisure Facilities Coordinator	Annually	Ongoing
	C) The <i>Activelink</i> program is to be coordinated and promoted to eligible residents to encourage greater participation in sport, recreational and other activities. The program is reviewed each year.	Social Justice Advocate	May Annually	Ongoing
2.5 Libraries and museums equipment and stock include accessible technology and materials e.g. larger font/ captions/ subtitles.	A) Library services to continue to grow its alternative format resources such as Large Print and Talking Book collections and build working relationships with organisations such as <i>Visibility</i> and the <i>State Library</i> .	Coordinator Library Services	2017-2019	Ongoing

	B) Libraries to investigate ways of providing current technology and/or programs or services to assist people with disabilities, particularly vision impairments, and train staff to support and promote use.	Learning & Outreach Librarian / Coordinator Library Services	2017-2019	Ongoing
	C) New library and museum infrastructure and layout will take community access and inclusion requirements and feedback into account in planning and design.	Coordinator Library Services	2017-2019	Ongoing
	D) Staff to participate in specific disability related training that covers current legislation and best practice.	Coordinator Library Services / Coordinator Cultural Development	August - September Annually	Ongoing
	E) Libraries to investigate ways to further engage and involve 'isolated and housebound' library users.	Coordinator Cultural Development / Community Development Officer – Seniors	June 2019	New
	F) Healthcote Cultural Precinct to develop precinct programs and tours each year for people living with dementia in collaboration with <i>Centre for Attitudinal Healing</i> .	Coordinator Cultural Development	2017-2019	Ongoing
	G) Cultural Services to investigate opportunities for events and family activities that are 'autism' friendly for children and	Coordinator Cultural Development	2018-2020	New

	families. Programs will be planned and reviewed annually.			
2.6 City of Melville sites/buildings/outdoor spaces will be pro-actively and regularly inspected for access and inclusion issues and for opportunities to improve.	A) City of Melville sites/buildings/outdoor spaces will be inspected in accordance with a planned schedule (or if identified in feedback or complaint) at least every 2 months to proactively check and report on any access issues.	Social Justice Advocate	Every 2 months	New

7.3 DAIP Outcome 3 - 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.

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
3.1 Information is available in alternative formats.	A) "Available in alternative formats" is included on marketing and other external communications. Social Justice Advocate to develop guidelines for staff use.	Marketing & Communications Coordinator	2017-2018	Ongoing
	B) <i>Melville Talks</i> is the City's new community engagement website. This website contains a specific section on Accessibility and Inclusion and people can elect to receive information specifically on this topic (with capacity for mail out to people who have indicated an interest in this topic). Content and information to be reviewed and updated bi-annually.	Social Justice Advocate / Stakeholder Engagement Coordinator	November and March Bi-Annually	New
	B) Produce large font and accessible information for seniors as part of Melville's <i>Age-Friendly</i> initiatives and review materials each year for improvement and conversion.	Social Justice Advocate / CDO – Seniors	November Annually	New
	C) Investigate alternate technologies and formats and complete one project/publication conversion each year to raise community awareness and increase staff education on accessible formats (eg. Braille, easy English)	Social Justice Advocate	August Annually	New

<p>3.2 Continuous improvement to the accessibility of the City of Melville website and documents.</p>	<p>A) The City uses appropriate certified and tested versions of corporate software applications including Windows and Microsoft Office. Reviews of the website experience occur on a regular basis and updates are included in the annual business planning processes specifically to ensure improvements to accessibility and usability for both staff and customers of the City.</p>	<p>Manager, Information and Communication Technology</p>	<p>Annually</p>	<p>Ongoing</p>
	<p>B) A new website is being created and upgrades are in line with appropriate W3C WCAG 2.0 International Standards. A review of the current site's accessibility has been carried out and any further feedback from the community on accessibility will be reviewed each year.</p>	<p>Manager, Information and Communication Technology</p>	<p>Sept 2017 Review 2018 Annually</p>	<p>New</p>
	<p>C) City of Melville staff will be trained on accessibility and creating accessible online content.</p>	<p>Digital Communications Advisor</p>	<p>Annually</p>	<p>New</p>
<p>3.3 Marketing is consistent with accessibility standards for information.</p>	<p>A) That the City of Melville Style Guide is to be consistent with best practice in accessible information and this guide will be reviewed each year for any relevant updates.</p>	<p>Social Justice Advocate / Marketing and Communications Coordinator</p>	<p>Dec Annually</p>	<p>New</p>

<p>3.4 Staff are trained in alternative communication strategies.</p>	<p>A) The Customer Service Guide refers specifically to accessibility and inclusion for all customers and the Customer Service Level 2 training for staff covers accessible communication strategies including information on using interpreters and the National Relay Service. This content will be reviewed and updated as relevant annually.</p>	<p>Social Justice Advocate / Customer Relations Coordinator</p>	<p>Dec Annually</p>	<p>New</p>
	<p>B) An internal guide is produced to assist staff where a request for alternative formats or communication is made by a customer. The guide will be reviewed each year for relevant updates and made available on the staff intranet.</p>	<p>Social Justice Advocate</p>	<p>June 2018 Annually</p>	<p>New</p>

7.4 DAIP OUTCOME 4 - People with disability receive the same level and quality of service from the staff of the City of Melville as other people receive from the staff of the City of Melville.

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
4.1 Disability Awareness Training is continuously improved.	A) All Staff Disability Awareness Training package to be developed and deployed as part of the Corporate Training Calendar with an emphasis on the DAIP as a whole of the organisation responsibility.	Social Justice Advocate	2017-2018 Review Annually	New
	B) Social Justice Advocate contributes and is a member of Trainers Network Team (TNT) to ensure training outcomes for disability awareness is delivered across the organisation in a coordinated approach.	Social Justice Advocate	2017-2018 Review Annually	New
4.2 Information and resources are readily available to staff on Access and Inclusion.	A) Update Access & Inclusion resources on the Intranet for staff annually.	Social Justice Advocate	November Annually	Ongoing
	B) Social Inclusion Officer is available as a resource to staff on access and inclusion issues. One lunch-time information session to be organised and delivered each year to staff to highlight a topic/issue on access and inclusion.	Social Justice Advocate	June Annually	Ongoing

	C) Information on DAIP outcomes and achievements will be provided in the organisation's team brief bi-annually.	Social Justice Advocate	May and November Bi-Annually	New
4.3 Staff Induction and Orientation includes Access and Inclusion.	A) The DAIP and the Access and Inclusion is incorporated into the Orientation and Induction process and the content reviewed each year for any updates.	Social Justice Advocate	Dec 2017 Annually	New
4.4 Feedback received through complaints and compliments forms continuous Improvement.	A) Review any feedback received through complaints and compliments regarding access and inclusion bi-annually as a mechanism for reporting on DAIP outcomes and also to improve on any internal processes/services.	Social Justice Advocate	May and November Annually	New

7.5 DAIP OUTCOME 5 - People with disability have the same opportunities as other people to make complaints to the City of Melville.

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
<p>5.1 Complaint mechanisms and feedback systems are regularly reviewed and maintained to ensure people with disabilities have equal rights to make complaints</p>	<p>A) A complaint to the City of Melville may be lodged in writing, in person, online using e-pathway or by email, by telephone (national TTY/Speech Relay/translation services are available). The City also has social media as a communications tool where feedback / information may be provided including on the process to make complaints. The City also engages with the community through the new <i>Melville Talks</i> website. These processes will be reviewed each year.</p>	<p>Manager Community Development</p>	<p>Dec Annually</p>	<p>Ongoing</p>
<p>5.2 Staff are provided training and support when responding to complaints and feedback on access and inclusion.</p>	<p>A) All staff to be trained in Customer Service Level Three training which incorporates how to receive and respond to a complaint. The Social Justice Advocate role provides internal ad-hoc support and guidance to staff if there are any specific or more complex matters raised. A register will be maintained of issues raised for annual disability awareness training (as case studies and training/learning opportunities)</p>	<p>Social Justice Advocate / All staff</p>	<p>Annually</p>	<p>Ongoing</p>

7.6 DAIP Outcome 6 - People with disability have the same opportunities as other people to participate in any public consultation by the City of Melville.

Strategies	Actions	Responsibility	Timeframe	Status
6.1 Consultation is sought on strategic issues regarding disability access and inclusion as required.	A) Seek feedback from community members regarding access upgrades to buildings, new or redeveloped facilities, equipment or programs through online engagement tools such as social media and the new <i>Melville Talks website</i> . The City has social media as a communications tool where feedback / information may be provided including on the process to make complaints. The <i>Melville Talks website</i> meets WCAG 2.0 W3C accessibility guidelines. Online content is aimed to be accessible and age-friendly through responsive design, the ability to tab through content on the site and colour contrast for good visibility and captioned online videos.	Project team members / Stakeholder Engagement Coordinator	2017-2019 Review Annually	New
	B) Continue to facilitate and run the City's <i>Access Advisory Panel</i> (membership by community members and advocates who provide recommendations and feedback on a range of projects before they are finalised). Meetings are held every 3 months.	Strategic Urban Planner / Social Justice Advocate	Quarterly	New

6.2 A range of Consultation techniques are employed where appropriate.	A) Consultation documents are available on the website in accessible formats and in alternative formats on request. Review and consultation with Social Justice Advocate each year.	All Project Teams	2017-2018 for website information as per upgrades Review Annually	Ongoing
	B) Where undertaking a Stakeholder Engagement Strategy, a variety of methods of consultation such as online, by telephone, in person is required to be planned – in templates and other supporting planning documentation. Social Justice Advocate to develop guidelines for staff.	All Project Teams	2017-2018 Review Annually for relevant updates	Ongoing

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

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
<p>7.1 Recruitment Practices ensure equal opportunity of employment.</p>	<p>A) The City of Melville values diversity and promotes equal opportunity. In line with this and the commitment to the Disability Inclusion and Access Plan, the City recognises that people with disability bring a unique perspective and range of skills to the workplace. Employee Services will review employment practices to ensure they are transparent and support diversity each year.</p>	<p>Employee Services Coordinator</p>	<p>Annually</p>	<p>Ongoing</p>
	<p>B) Employment practices and relevant training for managers are reviewed yearly and information on recruitment is marketed and promoted to all including people with disability such as through the development of a new brochure “Inclusive Careers @ Melville”. Brochure to continue to be marketed and promoted to the disability community.</p>	<p>Employee Services Coordinator / Social Justice Advocate</p>	<p>2017-2019 Review Annually</p>	<p>New</p>

7.2 Opportunity for work experience and employment of people with disability is actively promoted and supported.	A) All job vacancies are promoted via supported employment network. Any additional contacts by the Social Justice Advocate will be communicated to Employee Services regularly.	Employee Services Coordinator	2017 Review annually	Ongoing
	B) Provide opportunities and traineeships for local students with disabilities where possible.	Employee Services Coordinator	2017-2019	New
	C) Explore the work opportunities that may be possible for people with disability within different departments in the City.	Employee Services Coordinator	2017-2018 develop opportunities 2018-2020 Implementation	New
	D) Continue to establish, maintain and create a database of contacts and links with disability employment services and utilise knowledge, expertise and feedback regarding employment of people with disabilities. Any additional contacts by the Social Justice Advocate will be communicated to Employee Services regularly.	Social Justice Advocate/ Employee Services Coordinator	June 2018 Review Annually	New

7.8 DAIP Outcome 8 - The community are informed and educated by the City of Melville about access and inclusion, social justice and equal opportunity especially for people with disability.

Strategies	Actions / Measures of Success	Responsibility	Timeframe	Status
8.1 Promote positive community attitudes towards disability.	A) Establish and promote the <i>Melville Age-Friendly Accessible Business Network</i> project (in partnership with Garden City Shopping Centre) to encourage local businesses to join a network committed to making the City a more accessible, inclusive and age-friendly for people living with dementia.	Social Justice Advocate / CDO – Seniors	June 2019	New
	B) Promote examples of good practice by businesses, clubs and community groups through media and <i>Accessible Inclusive Melville</i> and <i>Business Matters</i> e-news each year for <i>Disability Awareness Week</i> .	Social Justice Advocate	Dec Annually	New
8.2 Raise community awareness of disability access and inclusion which encourages inclusive communities.	A) Refer access issues that are not the responsibility of the City to relevant parties, such as shopping centre managers, State departments and local businesses. Develop a process with guidelines.	Social Justice Advocate	2017-2018 Develop process for referrals Advocacy as required	Ongoing

	B) Seek opportunities to promote equal opportunity, social justice and disability access and inclusion to businesses, clubs, schools and community groups. Promote opportunity via Social Justice marketing and communications plan reviewed annually but in particular at Harmony Day and Disability Awareness Week each year.	Social Justice Advocate	2018-2020 Establish promotion opportunities and links	New
8.3 Encourage people to improve positive mental health and wellbeing.	A) Continue to partner with Mentally Healthy WA to facilitate the Act, Belong, Commit program to encourage people to take action to improve their mental health and wellbeing in collaboration with Healthy Melville Coordinator.	Coordinator Health and Wellbeing	As required for all relevant projects	Ongoing
	B) Actively promote 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.	Social Justice Advocate	December 2018 Develop resources and promotion. Apply for relevant funding. 2018-2020 Implement and evaluate specific projects Review annually	New

Review and Monitoring

Action	Responsibility	Timeframe	Status
A report will be prepared each year on the implementation of the disability access and inclusion plan.	Social Justice Advocate	June Annually	Ongoing
Once a year prior to 31 July the City of Melville will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies and identify any additional barriers. This will inform the further implementation of the plan.	Social Justice Advocate	June Annually	Ongoing
The City of Melville will offer a range of ways for people to provide feedback on this plan each year such as by phone, face to face meetings, email and written feedback.	Social Justice Advocate	Annually	Ongoing
Elected members of council and council officers will also be requested to provide feedback on how well they believe the strategies are working each year and to make suggestions for improvement.	Social Justice Advocate	Annually	Ongoing
The DAIP 2017-2022 document will be promoted via advertisement in the local newspaper and via the City's website. The results of the City's progress will be reported each financial year.	Social Justice Advocate	Annually	Ongoing