

CITY OF SOUTH PERTH
DISABILITY ACCESS AND INCLUSION
PLAN
2006 - 2010

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.



CONTENTS

Foreword by Mayor	3
1.0. BACKGROUND	4
1.1 The City of South Perth	4
1.2 Functions, facilities and services provided by the City of South Perth	5
1.3 People with disabilities in the City of South Perth	7
1.4 Planning for better access	7
1.5 Progress since 1995	7
2.0. DISABILITY ACCESS POLICY	10
3.0. ACCESS AND INCLUSION POLICY STATEMENT	11
4.0 DEVELOPMENT OF THE DAIP	12
4.1 Responsibility for the planning process	12
4.2 Community Consultation Process	12
4.3 Findings of the Consultation Process	14
4.4 Responsibility for Implementing the DAIP	15
4.5 Communicating the plan to staff and people with Disabilities	15
4.6 Review and evaluation mechanisms	15
5.0. REPORTING ON THE DAIP	15
6.0. STRATEGIES TO IMPROVE ACCESS AND INCLUSION	17

APPENDIX OF RESOURCES

A. Principles to be furthered in disability access and inclusion plans developed under the Disability Services Act 1993 (amended 2004)

B. Objectives to be met in disability access and inclusion plans developed under the Disability Services Act 1993 (amended 2004)

C. Australian Standards relevant to access

D. State Government Access Guidelines for Information, Services and Facilities

E. Principles of Universal Design

Foreword by the Mayor

The City of South Perth is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.

The interpretation of being an accessible and inclusive community is ensuring that all Council venues, facilities and services, both in-house and contracted, are openly accessible to people with disabilities. This ensures that all have a quality enjoyed by all other people in the community.

It is important that the City recognises that people with disabilities have the opportunity to make their own contribution that has an impact upon the social, economic and cultural life in the City. This means that our principal goal of connecting the community does not have any constraints for people who have a disability. The extension of this is to engage the carers, families and all support agencies that enable people with disabilities being able to remain in the community of their "choice" - in this instance, the City of South Perth.

Consultation is essential in any vibrant community and, therefore, no barriers should exist to prevent the consultative process being available to those involved with the disability community.

As a City we are committed towards ensuring that all changes of contractors and partnerships with local community groups and businesses facilitate inclusion of people with disabilities - particularly when making decisions that impact community access. The City is committed to achieving the six desired outcomes of the Disability Access and Inclusion Plan, plus two non obligatory outcomes.

In closing, I would like to thank the stakeholders, organisations and community members who are involved in the development of this Plan and made valuable contributions to it. Actions speak louder than words and therefore the implementation of this Plan is essential towards ensuring our goals are inclusive of the needs of people with disabilities, as well as their families and carers.



Mayor John Collins JP

1.0. BACKGROUND

1.1 The City of South Perth



The City of South Perth covers an area of 20 square kilometres, bordering the Swan and Canning Rivers on three sides. It is an established, primarily residential, older inner city medium sized local government authority situated 4km south of the Perth CBD. Its picturesque foreshore and peninsula overlook the Swan and Canning Rivers.

Incorporating the suburbs of South Perth, Como, Kensington, Manning, Salter Point, Karawara and Waterford, the area has a bustling, cosmopolitan atmosphere for its approximately 38,000 residents. Its population size is predicted to remain fairly constant with only a slow growth forecast. The population socio-economic characteristics could be described as highly educated, small, middle income households comprised of young adults or retirees without dependent children. Currently a diverse mix of housing exists with the highest proportion of rental to private dwellings of any local government in the metropolitan region.

Significant local events include: City of South Perth Fiesta and Australia Day Celebrations, ANZAC Day and Remembrance Day Commemorations and the Pioneer Lunch.

Tourism plays a major role in the City. Popular tourist attractions include: Old Mill Theatre; Perth Zoo; Sir James Mitchell Park and Waterford Wetlands.

Other local industries in the City include: professional offices; private colleges; hotels; restaurants and sporting facilities.

1.2. Functions, Facilities and Services

The City of South Perth is responsible for a range of functions, facilities and services including:

Services to Property

- Construction and maintenance of council owned buildings
- Construction and maintenance of roads, footpaths and cycle facilities
- Land drainage and development
- Waste collection and disposal
- Litter control and street cleaning
- Planting and caring for street trees
- Numbering of buildings and lots
- Street lighting
- Environmental Management
- Fire and emergency management

Services to the community

- Management of the City's Community Arts & Events Program, including the annual City of South Perth Fiesta
- Management of the City's facilities, i.e. George Burnett Leisure Centre, Collins Street Centre, Manning Hall and Civic Halls, South Perth Senior Citizens Centre, Manning Senior Citizens Centre, Community Bus, Liberty Swing and casual Reserve hire
- Management of the City's Community Funding Program
- Management of the City's Youth Programs
- Management of the City's Recreation Program
- Management of the City's Safer City Program
- Management of the City's Consultation Strategies
- Provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups
- Public library and information services
- Citizenship ceremonies

Regulatory Services

- Planning of road systems, sub-divisions and town planning schemes
- Building approvals for construction, additions or alteration to buildings
- Ranger services, including dog control and the development, maintenance and control of parking.

- Food and water control
- Accommodation and Building Control
- Swimming Pool Water Control for public/semi public pools
- General Public Health
- Complaint and Nuisance Investigation/Resolution
- Heritage preservation

General Administration

- The provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licenses.
- Rating and property services and administration
- Tenders and contract management
- E-Services Coordination
- Human Resources management
- Technology management

Processes of Government

- Ordinary and special council meetings; electors meetings and election of council members; community consultations.

1.3. People with disabilities in the City of South Perth

The residential population of the City of South Perth is 38,511 (based on Estimated Residential Population 2005 from City Profile ID 2006). According to the Australian Bureau of Statistics (ABS) Survey of Disability, Aging and Carers (2003), 20.6% of Australians or more than 1 in 5 people identify themselves as having some form of disability. Based on the population estimate and these findings, it is estimated that there are around 7,933 people with disabilities living in the City.

In addition, there are significant numbers of persons aged 60 years and over who can be deemed as needing assistance to manage health conditions or cope with everyday activities. The City's residential population has an above average number of persons 60 years and over, 17.6% as compared to 17% for the total population. The number of persons 60 years and over living within the municipality is 6,778. Currently it is estimated that 41% of people aged over 60 years, or 2,779 persons, have identified themselves as having a disability due to needing assistance to manage health conditions or cope with everyday activities. (Based on synthesised data from Estimated Residential Population 2005 from City Profile ID 2006 and Disability, Ageing and Carers: Summary of Findings ABS 2003).

1.4 Planning for better access

It is a requirement of the Disability Services Act 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 underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission helps to reduce the City's exposure to disability discrimination risk .

1.5 Progress since 1995

The City of South Perth is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the City adopted its first DSP in 1995 to address the barriers within the community for people with disabilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992).

The City's DSP was reviewed annually from 1997 to 1999 in compliance with the existing requirement to review progress and submit status reports to the Disability Services Commission.

In 2002 the City undertook a review of its DSP which involved consultation with customers, community representatives, other government departments and the City's own staff. Following the review, the City produced its 2003 Disability Service Plan, entitled "Access for Everyone".

Since the adoption of the initial DSP, the City has implemented many initiatives and made steady progress towards better access.

The following is a sample of the City's progress and achievements under the relevant DSP outcome headings in improving access for people with disabilities.

Outcome 1. Improved access to services.

- the development of a fortnightly library delivery service for people who cannot get to the library,
- a priority bin collection scheme,
- accessible portable toilets at events such as the Fiesta and the Skyshow
- The City has supported a school holiday respite program for students with disabilities at Carson Street School in East Victoria Park for a number of years.

Outcome 2. Improved access to buildings and facilities.

- The City conducted a comprehensive disability access audit of Council buildings and facilities in November 1997. Some of the access recommendations identified in that report have been implemented.
- Another comprehensive access audit of 73 buildings and facilities was undertaken in 2005 to establish the current status of physical access in the City.
- All new buildings have been designed and constructed to provide better access for people with disabilities.
- Major renovations are currently under way at the Administration and Civic Centre. These have been planned and developed to provide full access for people with disabilities. For example there is an audio loop in the Council Chambers, a lift has been installed, and external access has been enhanced through the installation of a ramp and tactile ground surface indicators.
- Outdoor environments have been planned and developed in accordance with access standards.
- public toilets have been upgraded or replaced with accessible facilities, including three fully accessible Exeloos.
- An "Access for All" playground was built at Sir James Mitchell Park and a Liberty Swing later installed at the site.
- Footpaths and access ramps are being progressively upgraded and traffic management strategies include consideration of pedestrians with disabilities.

Outcome 3. Improved access to information.

- The City's website was improved in 2003, and the website can be used to make payments, lodge complaints or provide comment on City plans and strategies.

- The City's library services have been very responsive to the needs of people with disabilities through the development of collections in alternative formats and some assistive technology.

Outcome 4. Improved staff awareness and skills in assisting people with disabilities.

- Disability awareness training has been held for City staff.

Outcome 5. Improved access for people with disabilities to complaints mechanisms and consultation processes.

- People can provide comment or make complaints using the website.

Employment

- A number of people with disabilities are employed in the plant nursery at the City, through a partnership with Rocky Bay Inc.
- The City has also had a long standing arrangement to provide work experience for students with disabilities from South Kensington School.

2.0. CITY OF SOUTH PERTH DISABILITY ACCESS POLICY



Strategic Plan Goal
Goal 2:Community Enrichment

POLICY P207
Disability Access

Relevant Management Practice
Nil

Relevant Delegation
Nil

Rationale

The City of South Perth recognises that people with disabilities, their families and carers comprise a significant and important part of the Community. The City is committed to compliance with the Western Australian Disability Services Act 1993 and the Commonwealth Disability Discrimination Act 1992 and will ensure that its services, facilities, practices and planning strategies are accessible to, and include, people with disabilities.

Policy

The City of South Perth will meet its commitments under the Disability Services Act through the adoption, implementation and annual review of a Disability Services Plan that ensures the organisation will aim to achieve the following outcomes.

- Existing functions, facilities and services are adapted to meet the needs of people with disabilities;
- Access to buildings and facilities is improved;
- Information about functions, facilities and services is provided in formats which meet the communication requirements of people with disabilities;
- Staff awareness of the needs of people with disabilities, and skills in delivering advice and services are improved; and
- Opportunities for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes are provided.

Other in Force Documents

City of South Perth Disability Services Plan
Commonwealth Disability Discrimination Act 1992.
Western Australian Disability Services Act 1993.
AS 1428 Design for Access and Mobility
Building Code of Australia

Other Policies that are Relevant

P401: Footpaths - Provision and Construction

Stakeholders

South Perth Disability Services Advisory Group
Persons with a disability in the community

This Policy was last reviewed March 2005

3.0. ACCESS AND INCLUSION STATEMENT OF COMMITMENT TO PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS

The City of South Perth is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.

The City of South Perth interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The City of South Perth recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The City of South Perth believes that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The City of South Perth is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The City of South Perth is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The City of South Perth is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.

The City of South Perth is committed to achieving the six desired outcomes of its DAIP, plus two non obligatory outcomes.

4.0. DEVELOPMENT OF THE DAIP

4.1 Responsibility for the planning process

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a core function of the Community Development area which sits in the Community Culture and Recreation Department. This includes responsibility for ensuring that the plan is rolled out throughout the organisation and that actions are integrated into the business plans of relevant departments. Monitoring of the DAIP will be a standard agenda item for meetings of the City's ASAP (A Sustainability Action Plan) Committee which has been established as a cross departmental group to facilitate responses to initiatives affecting the entire organisation.

4.2 Community Consultation Process

In 2006, the City undertook to review its DSP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The City contracted an independent disability consultancy firm, E-QUAL, to conduct the consultation and draft a DAIP for the City.

The process included:

- examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other council documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- an information presentation on the planned review methodology to members of the City's Executive Management Team, Operational Management Team and ASAP Committee.
- consultation with City staff; and
- consultation with the community;

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.

In June 2006 the community was informed through the local newspaper, on the City's website, on Information Radio 6RPH, via email notice to peak WA disability organisations and via the Disability Service's Commission's Local Area Co-ordinators for

the district, that the City was developing a disability access and inclusion plan to address the barriers that people with disabilities and their families experience in accessing council functions, facilities and services.

The community was advised that they could provide input into the development of the plan by taking part in a community consultation during June 2006.

The various consultation methods offered included:

- A community survey form. This was available in hard copy at various locations around the City including the City of South Perth Civic Centre, Sir Walter Murdoch and Manning Libraries, and the South Perth and Manning Senior Citizens Centres. Survey forms could be mailed or faxed direct to the consultant or placed in a collection box at these venues. Respondents were asked to identify any problems they had using services, accessing information, contributing to council decision making processes, making complaints, physically accessing council facilities, and generally getting around and being included in the community. 13 completed survey forms were received, from people with disabilities, family members, carers and local service providers.
- The survey form was available on the "Out for Comment" section of the City's website in Word format, to enhance its accessibility for people with vision impairments. 3 completed surveys were received by email.
- Telephone interviews – One community member chose to contact the consultant to provide input by phone.

In addition, the consultant attended:

- A meeting with Disability Services Commission Local Area Co-ordinators.
- A meeting of community members and service providers at the City's Community Services Forum, where a presentation was given and feedback gathered. Present at the meeting included representatives from the Rainbow Project, WADSA, Recreation and Sport Network, South Perth Church of Christ, Bethany Homes and DSC.

A consultation with City staff included:

- Face to face interviews and telephone interviews with managers and other key staff who provided information on progress, achievements, issues and plans relating to disability access in their areas.
- An e-mail survey of Council staff. The staff e-mail survey sought staff input on access issues and also included questions relating to their awareness of disability and access and their training needs in this area. The staff who completed the survey provided a valuable "coal face" staff perspective regarding a very wide range of issues 14 surveys were returned.

4.3. Findings of the consultation

The consultation provided a variety of views on access and inclusion in the City of South Perth.

The City of South Perth's previous plans have provided a useful guide for staff and the City has made steady progress in improving access for people with disabilities across all DAIP Outcome areas since 1995. However, the existing 2003 Plan does not fully comply with the requirements of the amended Disability Services Act. A new plan is required in order to meet the new requirements and to ensure currency and relevance.

The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of ongoing legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

Access Barriers

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress. These access barriers include:

- Council policy to guide and inform access and inclusion activities may not reflect legislative requirements and contemporary values and practice;
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic;
- Some buildings and other infrastructure such as outdoor environments may not be accessible to people with disabilities;
- Elements of the City's website may require improvement to best meet the needs of people with disabilities;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities; and
- There is a need for increased and ongoing consultation with the community on issues around disability, access and inclusion.
- Processes of Council may not be as accessible as possible;
- The City's recruitment and employment practices may not be optimising the employment of people with disabilities; and
- A lack of awareness shown by many non-Council organisations in the community, reflected in the existence of many access barriers outside Council's jurisdiction.

The identification of these barriers informed the development of strategies in the DAIP Implementation Plan.

4.4. Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of council. Some actions in the Implementation Plan will apply to all areas of council while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

4.5 Communicating the plan to staff and people with disabilities

- In December 2006 the City of South Perth sent copies of the draft disability access and inclusion plan to all those who contributed to the planning process including council officers, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. In **April 2007** the plan was finalised and formally endorsed by council.
- The City of South Perth has advised, through the local media – newspaper and radio, and on its website that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the council website.
- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

4.6 Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The City's DAIP will be reviewed at least every 5 years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

- The ASAP (A Sustainability Action Plan) Committee will review progress on the implementation of the strategies identified in the disability access and inclusion plan. The DAIP will be a fixed agenda item for this committee.
- The review of the City's DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the City's DAIP 2006-2010.

- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to council. These reports will be formally endorsed by council.
- A community network will be developed to assist with the review and monitoring of the DAIP and provide ongoing strategic input regarding disability, access and inclusion.
- The City of South Perth will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year prior to 31 July the City of South Perth will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.
- A notice about the consultation process will be placed in the South Perth Community newspaper, posted on the City's website, announced on Information Radio and circulated to disability service providers.
- In seeking feedback the City of South Perth will also seek to identify any additional barriers that were not identified in the initial consultation.
- The City of South Perth will offer a range of ways for people to provide feedback such as phone, face to face meetings, email and written feedback.
- Elected members of council and council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The Implementation Plan will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by council.

5.0. REPORTING ON THE DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The City of South Perth will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP.

6.0. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the City of South Perth will undertake from 2006-2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the City of South Perth.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of South Perth.

Strategy
Establish the DAIP as a fixed agenda item for the ASAP Committee, to monitor, guide and report on the implementation of DAIP activities.
Promote community awareness of the range of services available and ensure that people with disabilities are provided with an opportunity to comment on access to services.
Ensure that all of the City's policies and management practices meet current legislative requirements, are consistent with the DAIP and support equitable access to services by people with disabilities throughout the various functions of the Council.
Develop the links between the DAIP and other Council plans and strategies, including departmental Business Plans.
Ensure that all events are organised so that they are accessible to people with disabilities.
Support the development of services to meet the needs of people with disabilities, their families and carers.
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.
Develop strategic partnerships with key agencies to maximise access to services for people with disabilities eg DSC Local Area Coordination, ACROD Companion Card Scheme, DSC "You're Welcome" Program.
Continue to ensure the provision of and improve the accessibility of library services, collection and technology.
Continue to improve the accessibility of sport and leisure services.
Ensure access requirements are integral to all E-business initiatives.

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of South Perth.

Strategy
Ensure all buildings and facilities are accessible to people with disabilities.
Work to improve signage and enhance wayfinding throughout buildings, facilities and outdoor environments.
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.
Ensure all infrastructure related to transport facilities is accessible.
Ensure that Council staff and agents and contractors are aware of the relevant statutory requirements.
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.
Ensure the accessibility of streetscapes.
Ensure that parks, reserves and foreshores are accessible.
Increase the number of accessible playgrounds.
Ensure that public toilets meet accessibility standards.

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

Strategy
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.
Review and amend the Style guide for documentation and promotional material to ensure access requirements are met
Improve the community's awareness that Council information can be made available in alternative formats upon request.
Improve staff awareness of accessible information needs and how to obtain information in other formats.
Investigate and facilitate the use of interpreters to improve the availability Council meetings to people with a hearing impairment.
Ensure that the City's website meets contemporary good practice.
Investigate and implement the use of technology to assist people with disabilities access information.

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the City of South Perth as other people receive from the staff.

Strategy

Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.

Improve the awareness of new staff and new Councillors about disability and access issues.

Identify and utilise existing staff skills and competencies to enhance customer service to people with disabilities.

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the City of South Perth.

Strategy

Ensure that current complaints mechanisms are accessible for people with disabilities.

Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.

Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.

Promote accessible complaints mechanisms to the community.

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the City of South Perth.

Strategy

Review the City's community participation processes to ensure equal opportunities and support for access and participation by people with disabilities, their families and carers.

Ensure people with disabilities, their families and carers have improved access to the established consultative processes of Council.

Develop community based advisory support to monitor and guide the City's strategic direction on access and inclusion.

Improve community awareness about existing consultation processes in place.

Outcome 7: People with disabilities are employed by the City of South Perth.

Strategy

Continue to provide employment and work experience opportunities for people with disabilities in partnership with disability agencies and schools.

Develop and maintain relationships with disability employment agencies to maximise access to employment for people with disabilities.

Work to create more accessible and safer workplaces for people with disabilities.

Ensure recruitment practices are accessible.

Outcome 8: Provide information, opportunities and encouragement to raise the awareness of the community regarding disability, access and inclusion.

Strategy

Investigate and implement ways of encouraging and supporting access and inclusion in the community.

Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.

Provide information, advice and training opportunities to businesses, clubs, schools and community groups.

Provide information received in community consultations regarding non-Council access barriers to the relevant organisation.

Promote and acknowledge examples of good practice in access in the community.

