

City of Armadale

Access and Inclusion Plan

2021-2026



This Plan is available in alternative formats on request; including electronically, by email or through the website, audio format, hard copy, large print and braille.



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Acknowledgement

The City of Armadale acknowledges the contribution and input of the individuals, groups and organisations within the community, which has been invaluable in the preparation of this Access and Inclusion Plan.

Acknowledgement of Country

The City of Armadale would like to acknowledge the Traditional Owners of the land, the Whadjuk people of the Noongar nation and pay our respects to Elders past, present and emerging.

Table of Contents

A Message from the Mayor	2.
1 Introduction	3.
2 Statement of Intent.....	3.
3 Background	4.
3.1 City of Armadale Overview	4.
3.2 Disability Demographic Profile.....	7.
3.3 State Disability Strategy	10.
3.4 National Disability Strategy	11.
3.3 Functions, Facilities and Services.....	12.
3.4 Planning for Better Access.....	12.
4 Disability, Access and Inclusion	14.
4.1 Disability Defined.....	14.
4.2 Access and Inclusion Defined	16.
4.3 Other Areas for Access and Inclusion	17.
4.4 Barriers to Access and Inclusion	21.
5 City of Armadale Access and Inclusion Achievements 2016 - 2021	24.
6 Review of the Access and Inclusion Plan.....	27.
6.1 Consultation Process	27.
6.2 Findings of the Consultation	30.
6.3 Draft Access and Inclusion Plan 2021-2026 Feedback.....	40.
7 Health and Wellbeing.....	41.
8 Responsibilities.....	42.
9 Implementation Plan	45.
10 References	60.

A Message from the Mayor



I am pleased to present the 2021-2026 Access and Inclusion Plan.

The City of Armadale is a diverse community, and Council is committed to maximising the opportunities for people of all abilities to engage in everyday services as well as actively participate in the terrific events and activities that the City offers. We want people to have equal and dignified access to as many aspects of community life as possible. This includes social, business, employment, educational and leisure activities.

Throughout our lives we all become aware of the need for access. This could be as parents pushing a pram, through injury or illness, temporary or permanent impairment, or the process of ageing. We will all want to continue going to places and doing things that make up our lives.

The City takes its commitment to addressing the seven outcome areas within the Plan seriously. The Plan also explains the terms relating to access and inclusion, with the following three steps broadly outlining the ultimate aim of achieving an accessible and inclusive community:

Step 1: We have an inclusive culture

Step 2: Our facilities/services/events are accessible to everyone

Step 3: We have optimal participation

All sectors of our community have had the opportunity to provide meaningful input into the direction of the new Plan that will ensure that our services and facilities, where possible, are inclusive and accessible for everyone.

I would like to thank the many people who have contributed to the development of the Access and Inclusion Plan 2021 – 2026 and look forward to reporting on progress into the future.

Ruth Butterfield
Mayor



1. Introduction

Since 1995 it has been a requirement under the *Disability Services Act 1993* (amended in 2004) that all public authorities prepare and implement an Access and Inclusion Plan to improve access and inclusion outcomes for people living with disability.

The Plan is constructed around seven outcomes to ensure that people living with disability have the same opportunities as everyone else to access:

1. Services and Events
2. Buildings and Facilities
3. Information Services
4. Quality of Service
5. Complaints Process
6. Public Consultation
7. Employment
8. Social Inclusion

The City adopted its first Disability Services Plan in 1995 to address the barriers in the community for people living with disability. The Plan addressed both statutory requirements under the *Disability Services Act 1993* and obligations under the Commonwealth *Disability Discrimination Act 1992*. The City embraced the opportunity to address access, being the first Local Government Authority to lodge their plan with the Disability Services Commission.

Since the adoption of the initial Plan, the City has implemented initiatives and strategies to make progress towards ensuring the community is accessible and inclusive for everyone.

2. Statement of Intent

The City of Armadale will further the principles and outcomes of the *Disability Services Act 1993* through the Access and Inclusion Statement of Intent:

"The City of Armadale will strive to provide and promote access, inclusion and equity in services, facilities, programs and information for all members of the community.

This is consistent with the City's vision of being a livable City that is responsive to community values, appreciative of our natural environment, and provides a choice of lifestyle and work.

3. Background

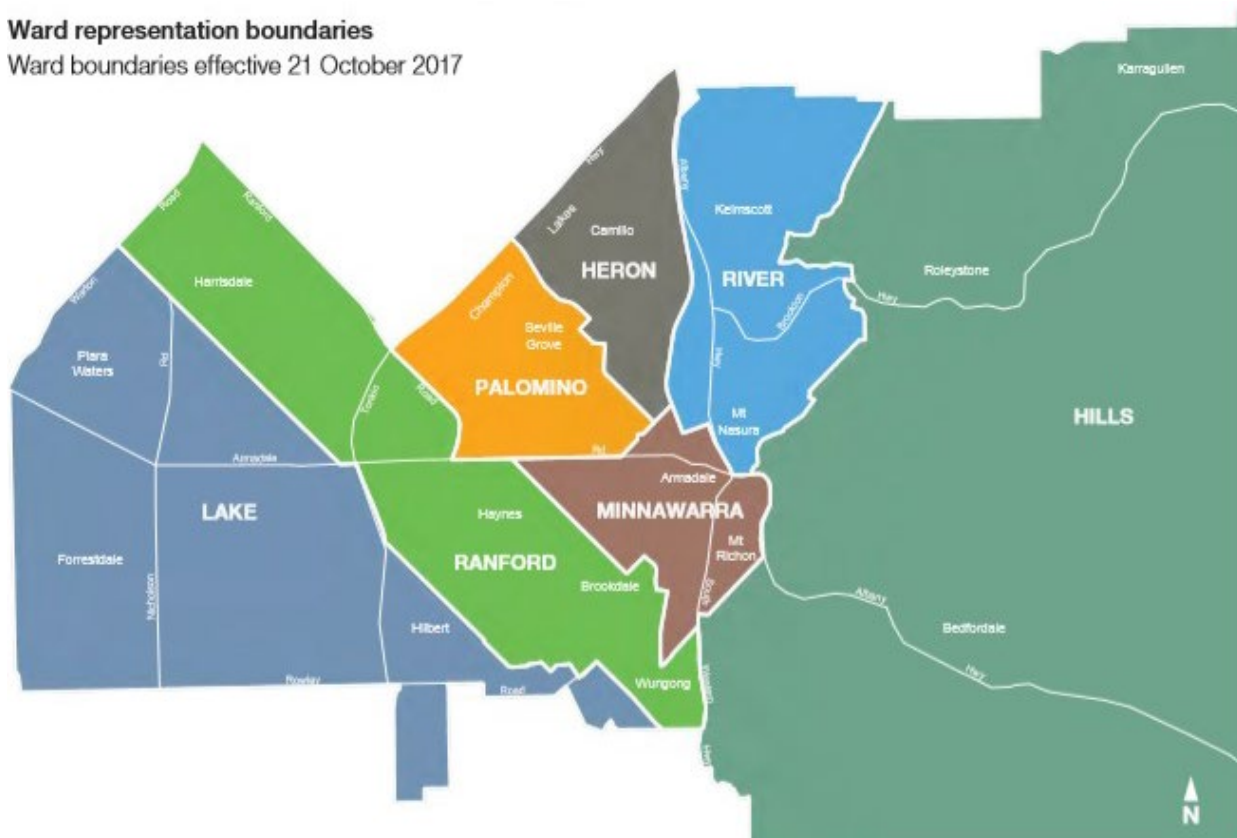
3.1 City of Armadale Overview

The City of Armadale is the fourth fastest growing local government in WA and the fifteenth in Australia. The population is approximately 91,000 and is expected to grow by 141,000 to 2036. The population is currently growing annually at 3.6%. This is more than three times the state average (1.1%) and more than twice the Australian average (1.5%). Not only is the population increasing rapidly, the demographic composition is also changing, and these changes differ across the 19 suburbs.

The City covers an area of 560 square kilometres, which includes 1431 hectares of parks and reserves. The City consists of 19 suburbs and localities, divided into seven wards. Armadale is bounded by the local government areas of Gosnells, Kalamunda, York, Beverley, Wandering, Serpentine Jarrahdale and Cockburn. The City is an important Strategic Metropolitan Centre, and is located 28 kilometres from the Perth CBD and is linked via the metropolitan rail and road network.

Ward representation boundaries

Ward boundaries effective 21 October 2017

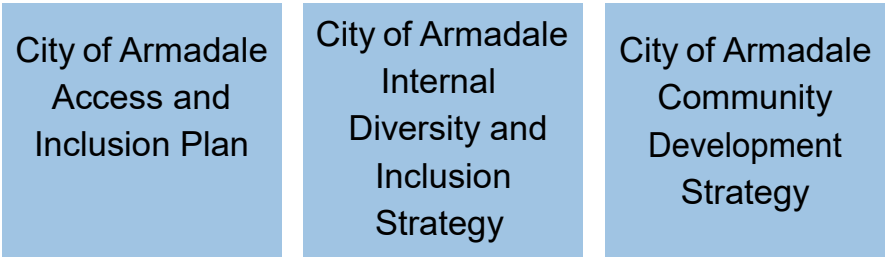


Strategic Alignment

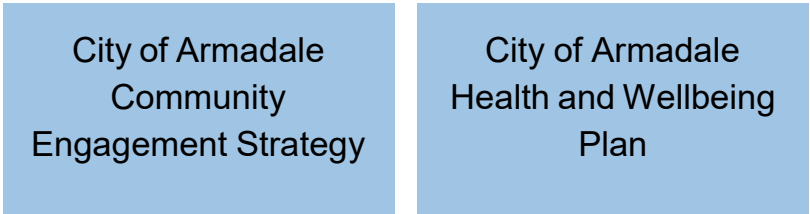
Overarching Plans and Strategies



Informs the BAP



Related Strategies & Plans



City of Armadale
Demographic Snapshot



POPULATION
91,000

POPULATION
GROWTH 
3.6%

SQUARE
KILOMETRES
560

MEDIAN
HOUSEHOLD
WEEKLY
INCOME
\$1,493



MEDIAN HOUSEHOLD
WEEKLY INCOME
LOWEST
Armadale South:
\$901

HIGHEST
Pirra Waters:
\$2,222

MEDIAN RESIDENT
AGE



33
years

MEDIAN RESIDENT
AGE

LOWEST SUBURB
BROOKDALE: 28 YEARS

HIGHEST SUBURB
MOUNT RICHON: 49
YEARS

2,035

RESIDENTS
IDENTIFY AS
ABORIGINAL OR
TORRES STRAIT
ISLANDER

34.6%




OF RESIDENTS
WERE BORN
OVERSEAS

9.9%

ARE UNPAID
CARERS ASSISTING
A PERSON WITH
DISABILITY, LONG
TERM ILLNESS OR
OLD AGE

3.8%



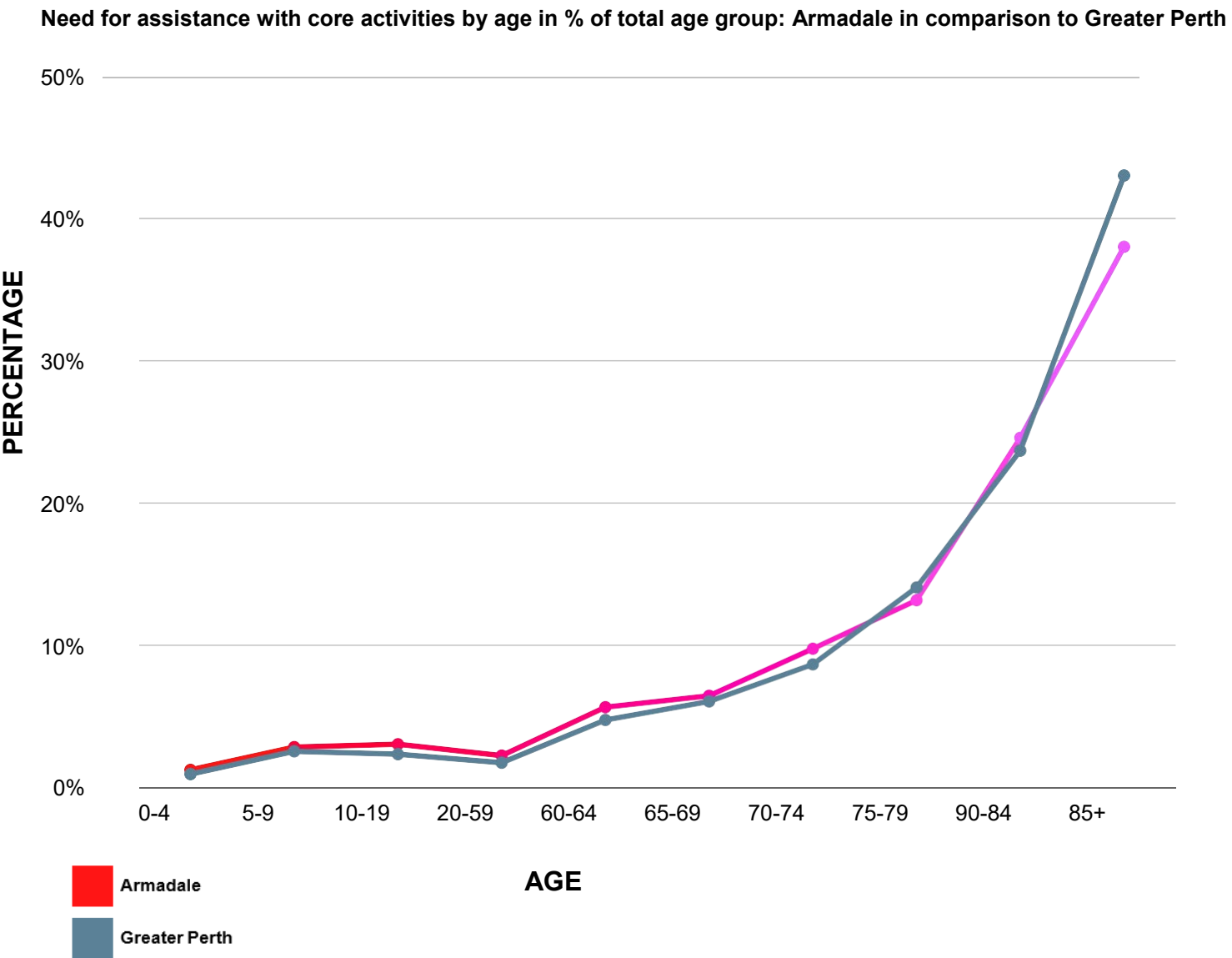
NEED HELP IN THEIR
DAY-TO-DAY LIFE
DUE TO DISABILITY

3.2 Disability Demographic Profile

Data from the 2018 Survey of Disability, Ageing and Carers estimated that 4.4 million Australians were living with disability (17.7% of the population). There were an additional 2.65 million carers, representing 10.8% of the population.

The prevalence of disability increased with age. One in nine (11.6%) people aged 0-64 years and one in two (49.6%) people aged 65 years and older had a disability. The disability prevalence was similar for males (17.6%) and females (17.8%). 5.7% of all Australians had a profound or severe disability.¹

Australian Bureau of Statistics data from 2016 identified that 3,006 people (3.8% of the population) in the City of Armadale reported needing help in their day-to-day lives due to disability.²



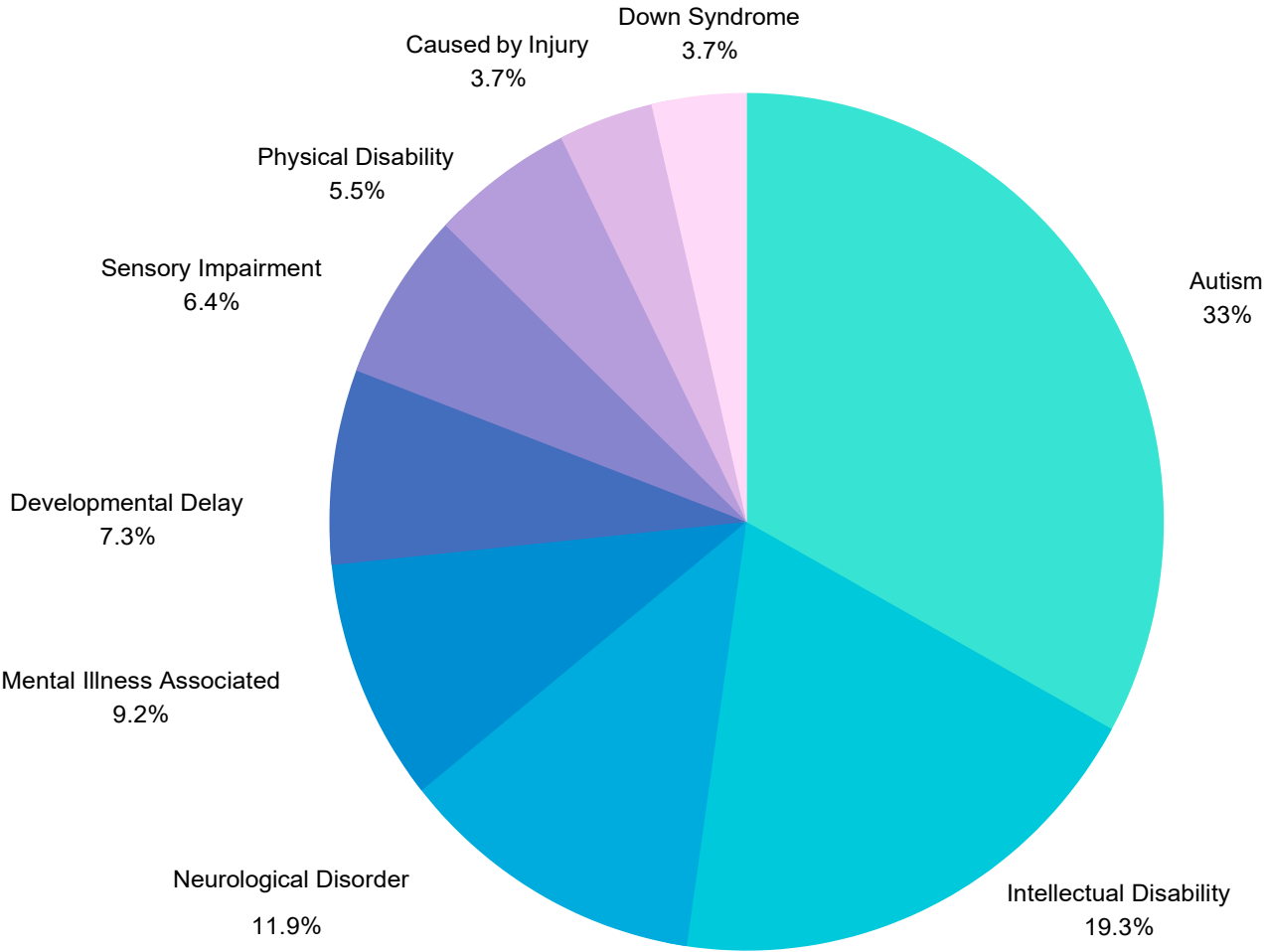
1. Australian Bureau of Statistics, *Disability, Ageing and Carers, Australia: Summary of Findings*, (2019).
2. Australian Bureau of Statistics, *2016 Census QuickStats*, (2016).

The NDIS (National Disability Insurance Scheme) have developed a Demand Map which provides a forecast of the NDIS demand by postcode across Australia. According to this map, 1,060 people in Armadale access the NDIS. Of this figure:

- 360 people live with autism
- 210 people live with an intellectual disability
- 130 people live with a neurological disorder
- 100 people live with a mental illness associated disability
- 80 people live with a developmental delay
- 70 people live with vision, speech, hearing or other sensory impairment
- 60 people have a physical disability
- 40 people have a disability caused by injury
- 40 people live with Down Syndrome

The total spent on NDIS services in Armadale in July 2018 - June 2019 was \$20,410,000. This included daily support in shared accommodation, therapy, assistance with community activities, personal care, high needs personal care, employment support, early childhood support and planning assistance. It is projected that by 2023, 1,786 people will be accessing the NDIS in Armadale.

NDIS Demand Map breakdown of figures



3. Australian Government, Department of Social Services, *Understand NDIS demand in your area*, (n.d.).

Disability in Australia Snapshot

1 in 5 people have
some form of
disability

2 in 5 people with
disability are 65
years or older

44.5% of people
with disability are
over 65 years

35.9% of
households
include a person
with disability

4.4% of people
with disability in
Australia use a
wheelchair

1 in 6 Australians
are affected by
hearing loss

45% of
Australians aged
16-85 experience
a mental health
condition in their
lifetime

3 million
Australians live
with depression or
anxiety

76.8% of people
with disability
reported physical
disability as their
main condition

10.3% of people
with disability are
unemployed

The likelihood of
living with
disability
increases with
age

Disability
discrimination is
the number 1
complaint to the
Human Rights
Commission

47% of adults with
disability have
experienced
violence after the
age of 15

48% of working-
age people with
disability are
employed

1 in 3 people with
disability have
severe disability

1 in 150
Australians has
Autism Spectrum
Disorder

24% of adults with
disability
experience good
or excellent health

1 in 11 people
with disability
experienced
disability
discrimination in
the last year

There are
currently 357,000
Australians who
are blind or have
low vision

58% of Aboriginal
and Torres Strait
Islander
Australians aged
55+ live with
disability

3.3 About the State Disability Strategy

The State Disability Strategy is about supporting the development of an inclusive community where everyone is engaged, empowered and enjoys rights on an equal basis.

One in five Western Australians live with disability. These people have strengths, abilities and contributions that can enrich our community. For this to happen, it is essential that the barriers and restrictions faced by people with disability are addressed.

The State Disability Strategy is underpinned by a human rights-based approach in line with the United Nations Convention on the Rights of Persons with Disabilities. This reflects an ongoing shift from approaches that defined people with disability as passive recipients of services, to a commitment to inclusion, equality and non-discrimination as essential rights, and fundamental to supporting the empowerment of the individual. The Strategy also links to the National Disability Strategy, relevant strategies under the National Disability Insurance Scheme and broader state government policies and initiatives.

The State Disability Strategy is a ten-year strategy spanning 2020 to 2030 that will support the inclusion of people with disability in all aspects of life. The strategy:

- Sets a vision for Western Australia, acknowledging and responding to the value of diversity within our community;
- Provides direction to enable all of us to create an inclusive community which celebrates and empowers everyone; and
- Sets out key priorities for change which will help provide the same opportunities for all.

The priorities of the strategy are based on what people with disability, their families and carers, service providers, business, local and state government have told the Department of Communities is most important to ensure change. Best practice, research and data have also been used to develop the strategy. The Strategy was co-designed by people with disability and this was core to its development and implementation.

Pillars for change are the essential foundation elements of the Strategy and these underpin the strategic intent and inform the objectives that drive the Strategy. These pillars are:

1. Rights and Equality;
2. Inclusive Communities;
3. Participate and Contribute;
4. Living Well.⁴

4. Government of Western Australia Department of Communities, *State Disability Strategy 2020 - 2030*, (2020).

3.4 About the National Disability Strategy

The National Disability Strategy sets out a ten year national plan for improving life for Australians with disability, their families and carers. The shared vision is for an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens. Each level of government has specific roles and responsibilities across the range of policies and programs that impact on people with disability, their families and carers.

The purpose of the National Disability Strategy is to:

- Establish a high level policy framework to give coherence to, and guide government actively across mainstream and disability-specific areas of public policy
- Drive improved performance of mainstream services in delivering outcomes for people with disability
- Give visibility to disability issues and ensure they are included in the development and implementation of all public policy that impacts on people with disability
- Provide national leadership toward greater inclusion of people with disability.

The Strategy plays an important role in protecting, promoting and fulfilling the human rights of people with disability. It helps to ensure that the principles underpinning the United Nations Convention on the Rights of Persons with Disability are incorporated into policies and programs affecting people with disability.

In addition to the human rights and social imperatives for action, the Strategy acknowledges the economic imperative. Projected demographic change will see a progressively older Australian population and a more urgent need to maximise the potential of all Australians. For the benefit of everyone, the barriers to the contributions that can be made by people with disability, their families and carers need to be removed.

The Strategy covers six policy areas:

1. Inclusive and accessible communities;
2. Rights protection, justice and legislation;
3. Economic security;
4. Personal and community support;
5. Learning and skills; and
6. Health and wellbeing.

A national effort is needed to make the necessary changes to transform the experience of people with disability and demonstrate the benefits for all Australians of more inclusive communities. Australians with disability have significantly worse life outcomes compared to others or to people with disability in similar countries. People with disability are more likely to experience:

- Relatively poor health;
- Lower levels of participation in education, training and employment;
- Social exclusion;
- Lack of access to goods, services and facilities; and
- Ongoing discrimination.⁵

5. Australian Government Department of Social Services, *A new National Disability Strategy*, (2020).

3.5 Functions, Facilities and Services

The City of Armadale provides a range of services and support to the community broadly defined as:

Services to Property:

For example, construction and maintenance of council owned buildings, footpaths and roads; street lighting; waste management collection and disposal, litter control and street cleaning, and asset management.

Services to the Community:

This includes provision of passive and active reserves including playgrounds, parks and reserves; provision of recreation centres and swimming pools; public events, workshops and seminars; library and information services, community and Aboriginal development, and events.

Regulatory Services:

This includes planning of road systems and sub-divisions; building approvals for construction, additions and alteration to buildings; Ranger services, parking and animal control.

General Administration:

This includes the provision of general information to the public, the lodging of the complaints, and payment of fees including rates and dog licenses, human resources, information technology, tenders and contract management.

Processes of Government:

This includes ordinary and special council meetings, electors meetings and election of council members; and community consultations.

3.6 Planning for Better Access

Planning for better access for people of all abilities has become an increasingly important area of focus for decision-making authorities at all levels of government. It is a requirement of the *Disability Services Act 1993*, that local government authorities develop and implement an Access and Inclusion Plan that outlines the ways in which the authority will ensure that people with disability have equal access to its services, facilities, events and information. This is governed through the City's overarching Strategic Community Plan, which provides the vision for all work undertaken within the City. The Access and Inclusion Plan is one of the many plans that informs the Corporate Business Plan and clarifies how the business of the City is to be delivered.

The City of Armadale adopted its first Disability Services Plan in 1995 to address the barriers in the community for people with disability. The plan addressed both statutory requirements under the *Disability Services Act* and obligations under the Commonwealth *Disability Discrimination Act*.

The City will actively work to identify and implement current good practices by ensuring that it:

- Complies with all relevant disability legislation;
- Considers relevant access and inclusion standards, codes and guidelines; and
- Maintains ongoing network contact with relevant groups and individuals including the major disability advocacy organisations.

Access and Inclusion Plans provide an effective framework for meeting the needs of all people in the community. This includes not just people with disability, but also parents with young children and prams, older people, and people from culturally and linguistically diverse backgrounds.



Diversity is being invited to the party; inclusion is being asked to dance
- Verna Myers

4. Disability, Access and Inclusion

Access and inclusion is the consideration and incorporation of the needs of all people within a community regardless of ability. Within access and inclusion, there are several terms to understand and apply.

3 Steps to Access and Inclusion

Step 1: We have an inclusive culture

Step 2: Our facilities/services/events are accessible to everyone

Step 3: We have optimal participation

4.1 Disability Defined

The *Disability Services Act 1993* defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory impairment or combination of those impairments;
- Is permanent or likely to be permanent;
- May or may not be episodic in nature;

And results in:

- A substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
- A need for continuing services.

The individual experience of disability is significantly influenced by an individual's physical environment, their support networks and their sense of inclusion.⁶



6. Government of Western Australia Department of Communities Disability Services, *What is Disability*, (n.d.).

Physical Disability

A physical disability includes, but is not limited to a wheelchair user, amputee, an individual with reduced or restricted physical mobility, dexterity and control. The key issues impacting on access and inclusion for persons with physical disability include public attitudes, communication, assistance techniques, and mobility in the environment.

Vision Impairment

A vision impairment includes but is not limited to total blindness, legal blindness, and low or restricted vision conditions. The key issues impacting on access and inclusion for persons with a vision impairment include public attitudes and understanding, communication, assistance techniques, independent safe mobility, and information provision.⁹

Psychosocial Disability

Psychosocial disability is a term used to describe a disability that may arise from a mental health issue. A psychosocial disability may restrict a person's ability to be in certain types of environments, concentrate, interact with others, manage stress, cope with time pressures and multiple tasks, and have enough stamina to complete tasks. Someone with a psychosocial disability may require support to overcome barriers to social inclusion. Key issues impacting access and inclusion for persons with a psychosocial disability include public attitudes and understanding, communication, assistance techniques, and information provision.¹¹

Hearing Impairment

A hearing impairment includes but is not limited to deafness and reduced hearing conditions. The key issues impacting access and inclusion for persons with a hearing impairment include public attitudes and understanding, communication, assistance techniques and information provision.

Intellectual Disability

An intellectual disability involves problems with general mental abilities that affect functioning in two areas. These are intellectual functioning (learning, problem solving and judgement) and adaptive functioning (communication and independent living). Key issues impacting access and inclusion for persons with an intellectual disability include public attitudes and understanding, communication, assistance techniques, and information provision.¹⁰

Autism Spectrum Disorder

Autism spectrum disorder is a developmental disorder that affects communication and behaviour. People with ASD have difficulty with communication and interaction with other people, restricted interests and repetitive behaviours, and symptoms that affect the person's ability to function in school, work and community. Key issues impacting access and inclusion for persons with ASD include public attitudes and understanding, communication, assistance techniques and information provision.¹²

7. Achieve Australia, *What is a Physical Disability*, (n.d.) .

8. Erica Johnston, *Hearing Impairment*, (n.d.) .

9. Vision Australia, *Blindness and Vision Loss*, (n.d.) .

10. Achieve Australia, *What is an Intellectual Disability*, (n.d.) .

11. NSW Government Health, *What is a Psychosocial Disability*, (2020).

12. Autism Spectrum Australia, *What is Autism*, (n.d.) .

4.2 Access and Inclusion Defined

Access refers to the removal or reduction of barriers to participate in the community. Access includes providing infrastructure such as footpaths, ramps, ACROD parking bays and accessible toilets. It also includes making information available in formats to meet individual needs such as large print, audio and braille.

Physical Access

Examples of improving physical access include ramps, kerbs, toilets, parking, footpaths, gradients, doors, handrails and desk heights.

Immovable barriers refer to facility infrastructures such as doorways and floor/terrain. Movable barriers refer to obstacles that get placed within a frequented area.

Visual Access

Examples of improving visual access include tactile tiles, lighting, alternative formats of information, contrasting colours, fonts and text size and signage.

Audio Access

Examples of improving audio access include hearing loops, information provided in audio format, and interpreters.

Cultural Access

Cultural access refers to ensuring that needs can be met with plain English text and speech, universal icon signage, providing a welcoming environment, information in languages other than English, providing information in Braille and providing Auslan interpreters.

Inclusion means that all people, regardless of abilities have an equal opportunity to participate in the community, in City services, programs, events, consultation/engagement and employment. People with disability are able to engage and participate fully in all aspects of an activity or service in the same ways as any other member of the community.

Social Inclusion refers to all people, regardless of abilities, having the resources, opportunities and capabilities to participate in education and training; participate in employment, unpaid or voluntary work including family and carer responsibilities; connect with people, use local services and participate in local, cultural and recreational activities; and influencing¹³ decisions that affect them.

Inclusive society is defined as a society for all, in which every individual has an active role to play. Such a society is based on fundamental values of equity, equality, social justice, and human rights and freedoms, as well as on the principles of tolerance and embracing diversity.- UNESCO

13. Australian Human Rights Commission, *Social Inclusion and Human Rights in Australia*, (2013).

4.3 Improving access and inclusion for disability within all groups of people

To make the City of Armadale truly accessible and inclusive for all people, different approaches are required to assist individuals with disability from specific groups. These groups include:

- Aboriginal and Torres Strait Islander People
- Culturally and Linguistically Diverse People
- LGBTQI+ People



Aboriginal and Torres Strait Islander Australians with disability

Aboriginal and Torres Strait Islander people with disability are among the most disadvantaged members of the Australian community. They often face multiple barriers to participation in their own communities as well as wider community.

The prevalence of disability among Aboriginal and Torres Strait Islander people is significantly higher than in the general population. The proportion of the Australian Indigenous population 15 years-and-over reporting a disability or long-term health condition was 37% (102,900 people). This measure does not include people with a psychological disability. The prevalence of disability among the Aboriginal and Torres Strait Islander population is approximately twice that of their non-Indigenous counterpart.¹⁵

The high prevalence of disability occurs in Aboriginal and Torres Strait Islander communities for a range of social reasons; including:

- Poor health care
- Poor nutrition
- Exposure to violence and psychological trauma
- Substance abuse
- The breakdown of traditional community structures.¹⁶

In order to improve access and inclusion for people with disability within this group, collaborative and respectful initiatives are required through cultural understanding and reconciliation.



15. National Disability Services, *Perspectives of Aboriginal people on disability*, (2015).

16. AbSec, *Supporting Aboriginal People with Disability*, (n.d.).

Culturally and Linguistically Diverse People with disability

People from Culturally and Linguistically Diverse (CaLD) backgrounds, who also have a disability, face multiple barriers and are under-represented in service utilisation.

These barriers include:

- Language and a lack of well translated information
- Translated information may be expensive and difficult to negotiate
- The use of family members and non-professional interpreters can lead to confusion and misunderstanding
- Competing cultural and religious expectations
- Lack of transport and knowledge of how to get around
- Cost of activities and programs
- Lack of confidence
- Lack of family encouragement to participate
- Cultural and religious barriers
- Racial and cultural discrimination
- Lack of awareness of services and programs
- Reluctance to accept formal services
- Poor cultural relevance of services ¹⁷



The National Disability Insurance Agency has released a Cultural and Linguistic Diversity Strategy which states their commitment to working alongside people with disability from CaLD backgrounds to achieve access to, and outcomes from their National Disability Insurance Scheme (NDIS) Plan on an equal basis with the broader population. This Strategy will drive increased participation in the NDIS by people from culturally diverse backgrounds through making information about the Scheme more accessible, along with increasing the capacity of providers to service CaLD communities. ¹⁸



17. Lynn Selepak, *Challenges Facing People with Disabilities from Culturally and Linguistically Diverse Backgrounds*, (2008).

18. NDIS, *Culturally and Linguistically Diverse Strategy*, (2020).

LGBTQI+ People with disability

LGBTQI+ people with disability face additional barriers. These barriers include:

- LGBTQI+ people with disability experience higher rates of crime and victimisation than LGBTQI+ people without disability
- Trans and gender diverse people with disability experience greater discrimination when accessing services
- LGBTQI+ people with disability are at increased risk of family violence and violence from carers and support workers
- LGBTQI+ people with disability experience discrimination from within both LGBTI+ and disability communities, compounding their sense of social marginality and isolation and contributing to their increased risk of mental health problems
- LGBTQI+ people with disability have twice the rates of anxiety and psychological distress than LGBTQI+ people without¹⁹

Improvements to access and inclusion for individuals with disability within this community include awareness training to create safe and inclusive environments, as well as the use of inclusive language in information and promotion.

19. Victoria State Government Health, *Working with LGBTI people with disabilities*, (n.d.).

4.4 Barriers to Access and Inclusion

People with disability face several barriers to access and inclusion. It is important that these different barriers are understood and how they impact people with different disabilities and take these into account. These barriers can be categorised into three broad types: ²⁰

Attitudinal Barriers

Attitudinal barriers refer to a misunderstanding of what it means to have disability and how this disability might impact someone. These are behaviours, perceptions and assumptions that discriminate against a person with disability. Attitudinal barriers can be characterised by negative stereotypes and assumptions about a person's capacity, abilities and entitlement to belong and participate in all aspects of the community. These barriers often emerge from a lack of understanding which can cause people to ignore, judge or have misconceptions about people with disability. In order to reduce this barrier, an increase in awareness is needed through education and training programs.

Physical Barriers

Physical barriers are structural obstacles in an environment that prevent or block mobility or access. Physical barriers limit a person's ability to move independently in an environment in a safe and dignified manner. Examples of this include sidewalks and doorways that are too narrow for a wheelchair, scooter or walker to move through, desks that are too high for a person using a mobility device, poor lighting that makes it difficult to see for a person with low vision or a person who lip-reads, and door knobs that are too difficult to grasp. In order to reduce this barrier, infrastructure needs to be designed, built and maintained in a way for people with all abilities to access it.

Procedural Barriers

Procedural barriers are policies, procedures or practices that unfairly discriminate and can prevent a person from participating fully in a situation. These barriers are often put into place unintentionally. Examples of this barrier include holding meetings in office hours, conducted in person only and having poorly defined objectives. In order to reduce this barrier, access and inclusion needs to become integrated into the mainstream way of doing things.

20. Disability and Health Promotion, *Common Barriers to Participation Experienced by People with Disabilities*, (2020).

Barriers Affecting Different Groups and Demographics

Barriers affecting the lives of people with disability are greater when those people are from minority and intersectional groups.^{21 & 22}

People who live in regional and remote areas

Barriers faced by this group of people include the shortage of services and supports available, reduced access to safe and affordable transport to facilities in the community, increased attitudinal barriers and lack of access to advocacy.

Aboriginal and Torres Strait Islander People

Barriers faced by this group include increased intersectional discrimination based upon racism, difficulty accessing basic supports and income to support day-to-day living and the higher cost of living in some remote communities. Many Aboriginal people do not identify as carers - they see supporting family members with disability as part of their role and responsibility within the family.

People from CALD backgrounds

Barriers faced by this group include a lack of access to information about disability supports available and about their rights in the community. Therefore additional work may be undertaken to improve the way information is communicated, for example, in multiple languages. A stigma of disability can exist in communities where disability is less understood or accepted which may prevent people from identifying and seeking support for their disability. New arrivals and humanitarian entrants can be particularly at risk.

Children and young people

Barriers faced by this group include a lack of action to ensure schools are inclusive, a poor understanding of some children's disabilities, appropriate housing, and ensuring they are empowered and given opportunities early on to be able to achieve what they want in life.

People aged over 65

Barriers faced by this group include not being able to access the NDIS and the feeling of reduced access to supports, the experience of additional discrimination, and less access to opportunity in the workforce.

Women

Barriers faced by this group include safety as a result of increased vulnerability, access to employment and having financial security.

People who identify as LGBTQI+

Barriers faced by this group include a lack of understanding of intersectional issues, increased exclusion from both communities, and additional barriers in gaining employment and accessing healthcare.

21. Australian Government Department of Social Services, *The Experience of People with Disabilities and their Families in Australia*, (2012).

22. World Health Organisation, *Disability and Health*, (2010).

People from lower socio-economic backgrounds

Barriers faced by this group include increased disadvantage as they are unable to access money for daily expenses and for assistive technology, to participate in social activities or to access medical supports.

5. City of Armadale Access and Inclusion Achievements 2016 - 2021

**Armadale
Highland
Gathering / Perth
Kilt Run
Accessible 2.5km
route**

**Development of
internal Diversity
and Inclusion
Strategy**

**3 New Accessible
Events**

**Armadale District
Hall Accessible
Upgrades**

**Armadale Fitness
and Aquatic
Centre Accessible
Features**

**Accessible
Website
Updates**

**Skeletal Path
(footpath)
Upgrades**

**3 Park Accessible
Upgrades**

**CBD Wayfinding
Signage**

In the past five years, the City of Armadale has strived to achieve the seven outcome areas of the 2016 - 2021 Disability Access and Inclusion Plan through projects and initiatives that aimed to improve access and inclusion. Examples of these projects and activities are listed below under each outcome.

Outcome 1: General services and events

- Following community consultation, a review of the Armadale Highland Gathering and Perth Kilt Run was undertaken. As a result, the 2.5km route was reviewed and a more accessible route was confirmed.
- The City introduced three new accessible events in 2018 - the Armadale Bush Arts Trail, Pub Choir, and Musical Bingo.
- Auslan interpreters hired to sign the stage program at the Carols by Candlelight event
- Skeletal Path Upgrade - this program assessed the need to construct new or upgrade footpath sections. This program resulted in approximately \$450,000 of new and upgraded footpath sections in the City for the 2017/18 financial year, and \$600,000 for the 2018/19 financial year.

Outcome 2: Buildings and facilities

- The Armadale Fitness and Aquatic Centre opened in 2019, following a \$26 million upgrade. This upgrade included a fully accessible year round indoor pool; accessible ramp and handrail installed; wheelchair viewing points cut into the grandstand; accessible exercise equipment; accessible changing places; concession rates and companion cards available; and aquatic wheelchairs available for use.
- The Armadale District Hall was redeveloped in 2019. Redevelopments and accessible features include a platform lift to the stage area, ramp access to all areas, additional Universal Accessible Toilets, all door openings increased, dementia-friendly finishing, contrasting strip to the expanse of frameless glazing, luminance contrast, handrails and tactile warning markers for any change in flooring levels.

- Three access ramps were installed in the 2019/20 financial year - John Dunn Pavilion, Armadale Rifle Club, and Springdale Pavilion.
- Three parks received extensive upgrades to include accessible features - Memorial Park, Benbecula Park, and Migrant Park. Features included soft-fall surfacing, an all abilities see-saw, sensory activity equipment and a slide with platform and rail.
- Accessible barbecues have been installed at Rossiter Playing Fields; and accessible picnic tables have been installed at Frye Park.

Outcome 3: Information and communication

- The City's website was updated and re-launched in 2020. The City strives to ensure that information published on the website is accessible to all users including older people, as well as people with visual, hearing, cognitive or motor impairments, and that the technology does not interfere with or deny any users from accessing information.
- The City developed an Older Persons Directory aimed at supporting service providers and community groups to increase awareness of their services in addition to increasing community engagement and participation levels. The Directory is aimed at the City's older residents, people who are carers and residents living with accessibility issues.
- The City's Tourism department undertook a project in Wayfinding signage throughout the CBD. This is a unified series of related informative, advisory and direction aids to help people move about successfully, safely and with confidence.

Outcome 4: Quality of service

- Information on access and inclusion has been included within the City's Customer Service Charter.
- Customers having difficulty accessing the City's services, due to disability or with English as a second language, will be provided AUSLAN interpreters and language translators.
- The City undertakes Community Engagements in order to identify focus areas for the Community Development Team. 5% of respondents from the engagement identified as living with disability, which captures the demographic proportionately well.

Outcome 5: Complaints and safeguarding

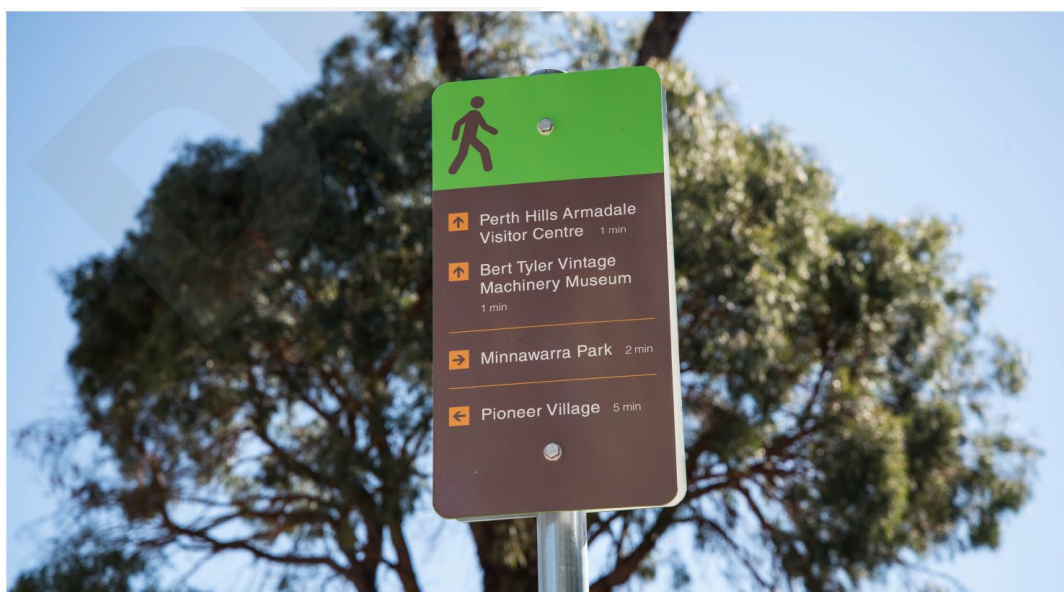
- A guide has been developed to address multiple avenues to provide feedback. Feedback can be provided in writing, verbally, in person, by electronic lodgement, translation services, and the City has hearing loops in the Administration Centre.

Outcome 7: Employment, people and culture

It is compulsory that all staff commencing employment with the City of Armadale undertake Equal Employment Opportunity in-house training.

Outcome 6: Consultation and engagement

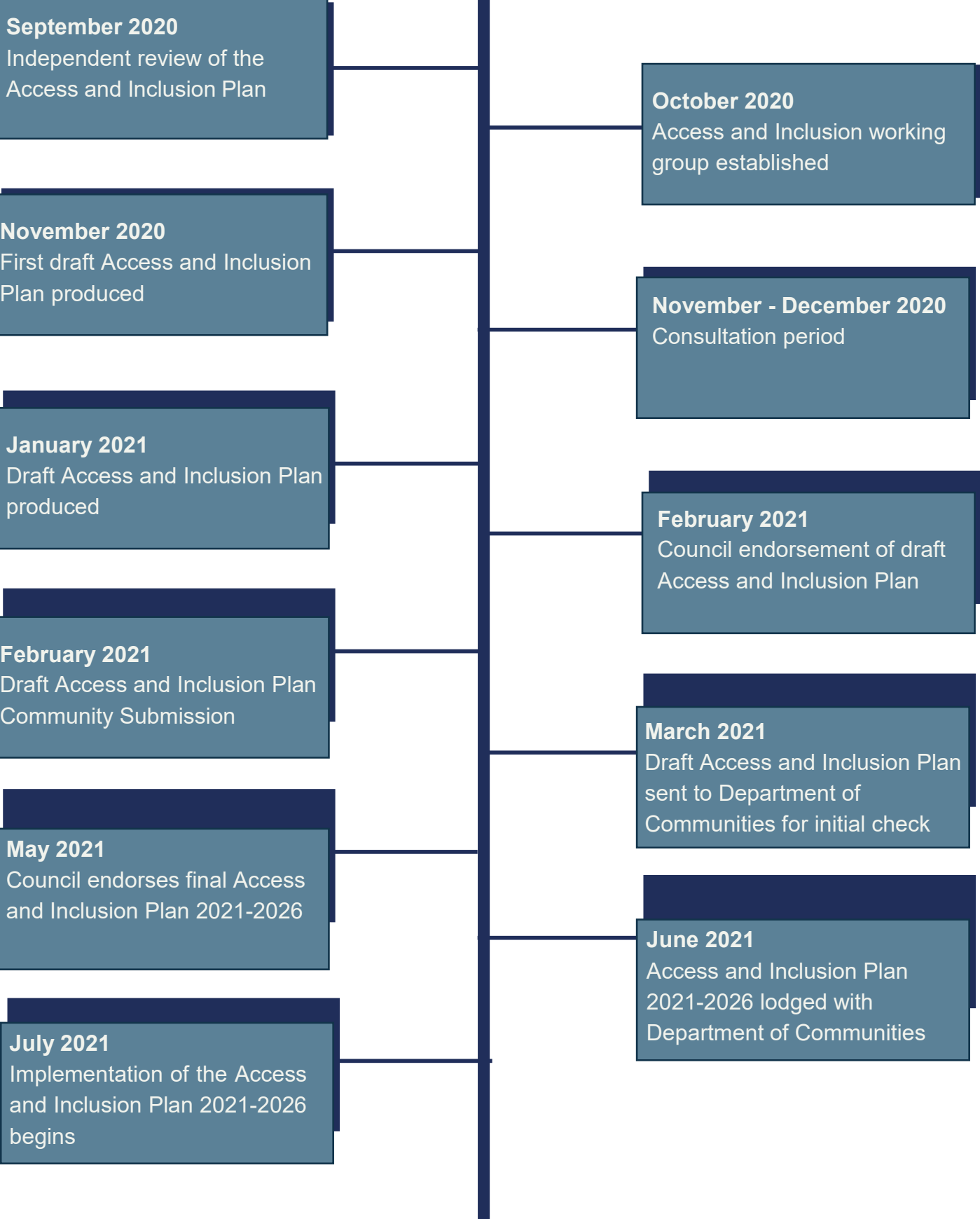
- The City supports an Access and Inclusion Reference Group. The group has representation from a variety of professions, people with disability, leading disability advocacy services, and Council. City Officers are encouraged to seek advice from this group for access and inclusion matters.



6. Review of the Access and Inclusion Plan

6.1 Consultation Process

Timeline



Consultation Strategy

The consultation process was designed to maximise input from organisations, services and residents who are most likely to be affected by, or have an interest in the Access and Inclusion Plan. The process included developing a contact database of key stakeholders, a community survey, an internal staff survey, disability service provider interviews and workshops, and community forums.

A consultation strategy was developed, which involved information being collected through a range of methods including:

- Surveys: four surveys were developed: an internal survey for City of Armadale staff, an internal survey for City of Armadale Councillors; a community survey for community members; and a survey for stakeholders and service providers. The surveys were available online, in hard copy, and in alternative formats upon request.
- Small group meetings
- Telephone interviews
- E-mail communication
- Group forums

The community consultation was aimed at identifying:

- The City's achievements in improving access and inclusion in recent years;
- Difficulties and barriers that community members still experience with the City's services and events, buildings and infrastructure, customer service, information, complaint mechanisms, consultation processes and employment;
- Possible outcomes, objectives and strategies for improved access and inclusion; and
- Priorities for the revised Access and Inclusion Plan.

The review process included input from a range of internal and external stakeholders including:

- City of Armadale staff and contractors
- City of Armadale Councillors
- City of Armadale Executive Leadership Team
- People with disability, their family and carers
- Residents, ratepayers and visitors to the City
- Disability advocacy groups
- Disability service providers
- The local community and general public

The professional relationships and knowledge from the City's Disability Access and Inclusion Reference Group and Access and Inclusion Network were utilised to inform the Access and Inclusion Plan strategies.

The consultation process commenced in November 2020 and continued through to February 2021, and was promoted through:

- Public notice in 'The Examiner' newspaper
- Armadale Alive
- City Views
- Library Displays (Armadale, Kelmscott, Seville Grove)
- Displays in the Armadale Perth Hills and Visitor Centre
- Displays in the City's Administration Centre
- Displays at the Armadale Arena
- The City's website
- The City's social media platforms
- Direct email to networks and community groups
- Eventbrite

Access and Inclusion Plan Survey

The Access and Inclusion Plan survey was conducted from 02 November to 11 December 2020. The survey was available on the City's website and was promoted in The Examiner newspaper, City Views, the City's social media platforms, and emailed directly to stakeholders. The survey was promoted as being available in other formats upon request. The intention of this community survey was to obtain community responses to inform the new Access and Inclusion Plan.

Community Forums

The City held two community forums, where residents were given the opportunity to provide further information. Participants discussed the seven access and inclusion outcome areas, identify barriers in these areas, and what the City can do to improve and overcome these barriers. Participants were also provided with a feedback form to provide further individual comment.

Disability Service Provider Interviews

Disability Service Providers were invited to provide comment on access and inclusion in the City of Armadale. Service Providers were asked to provide information and examples for the following questions:

- What is the City doing well in regard to access and inclusion?
- What difficulties and barriers to access and inclusion are present in the City - please consider all seven access and inclusion outcome areas (general services and events, buildings and facilities, information and communication, quality of service, complaints and safeguarding, consultation and engagement, and employment)?
- How can the City improve access and inclusion within the community?
- What are some possible outcomes, objectives and strategies for improved access and inclusion the City could implement; and
- What should the City's access and inclusion priorities be?

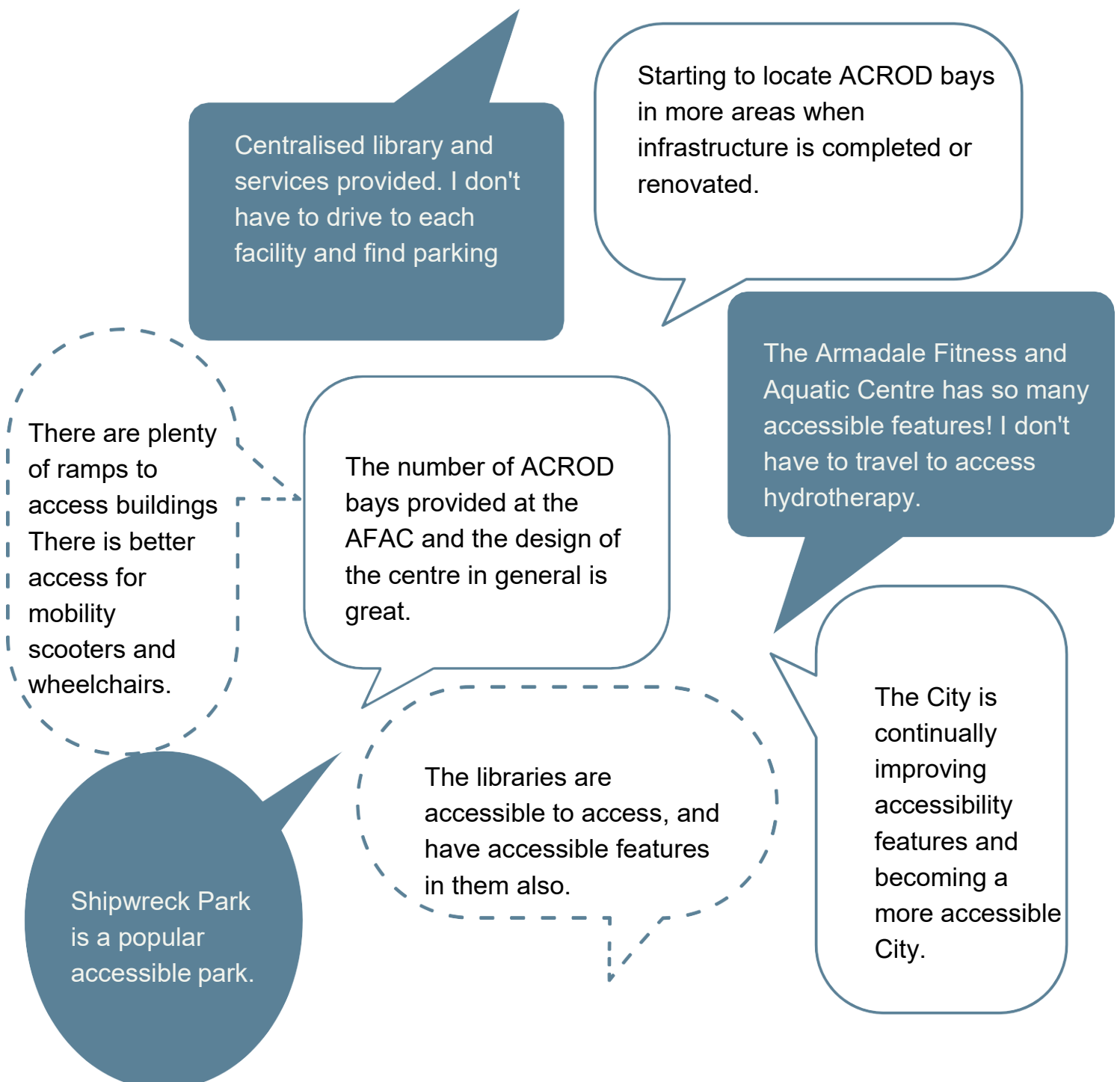
6.2 Findings of the Consultation

Community Survey

Feedback from the community engagement process reflected areas the City does well regarding access and inclusion, in addition to identifying areas for improvement and future focus.

Improvements in the Disability Access and Inclusion Space

47.83% of respondents have noticed improvements the City has made in access and inclusion over the last five years. The following comments reflect the improvements noticed by the community.



The table below outlines the issues raised during community consultation.

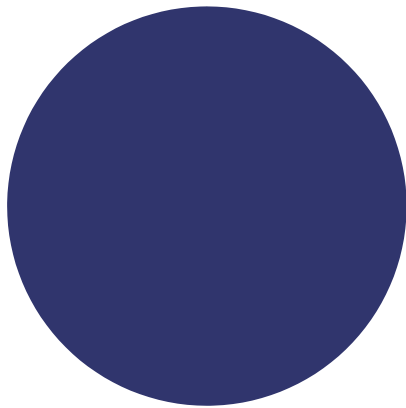
Topic	Issues
Community Events & Services	<p>Lawn areas are not user friendly to those in mobility devices</p> <p>A spot designated to sensory needs would be nice</p> <p>Spreading out the event space could help with preventing sensory overload</p> <p>Not enough ACROD bays are provided</p> <p>Offer more programs for people with disability and their families</p>
Information	<p>Information should be in easy read English</p> <p>Provide easy to understand information about services and what they do</p> <p>Make available easy read instructions around using library and council services</p> <p>Email subscription service providing residents with up to date information</p> <p>Ensure appropriate font style, size and colour contrast for all written material</p> <p>Include closed captioning on all videos and TV screens</p> <p>Provide information in alternative formats upon request</p>
Physical Access	<p>Light poles are often in the way of walk ways</p> <p>Ensure footpaths are level</p> <p>Ensure lighting is sufficient and working</p> <p>Ensure entrances are flat and smooth</p> <p>Ramps need to be non-slip stone and not sealed</p>
Parking	<p>There are not enough ACROD parking bays in the City</p> <p>Many ACROD bays are on slopes and are very difficult to navigate</p> <p>The ACROD parking available is difficult to access</p> <p>Ensure that ACROD bay signage meets Australian Standards</p>
Seating	<p>Make seating available if there is a queue for entrance</p> <p>Seating should be available both inside and outside</p> <p>Seats require hand rests to assist in getting up/down</p>

Topic	Issues
Employment	<p>People with disability are not given the same opportunities to employment. It would be great to see local business and the City offering employment and training opportunities for people with disability</p> <p>Ensure the recruitment and selection processes are accessible</p> <p>Conduct meetings in venues that are physically accessible</p> <p>Allow for workplace modifications and adaptations where necessary</p> <p>Consider job customisation and job carving opportunities</p>
Buildings & Infrastructure	<p>Require ambulant toilet at every facility and major park</p> <p>Install accessible toilets that are push button operation</p> <p>Not all facilities/reserves are accessible</p> <p>Uneven and sloped footpaths</p> <p>Crossings are not well-aligned</p>
Quality of Service & Complaints	<p>Customer Service Staff have limited training and disability awareness</p> <p>All staff at the City should receive disability training</p> <p>Some customers feel as if their complaint is dismissed</p> <p>Offer a subscription service for people with disability to register to receive targeted information</p>
Consultation	<p>Maintain relationships with major disability advocacy organisations</p> <p>Establish a database of people who are interested in participating in ongoing DAIP actions</p> <p>Conduct consultations in accessible venues and locations</p> <p>Ensure all information is accessible and offered in alternative formats upon request</p> <p>Ensure staff conducting the engagement can communicate with and assist people with disability appropriately</p>

City of Armadale Councillor Survey

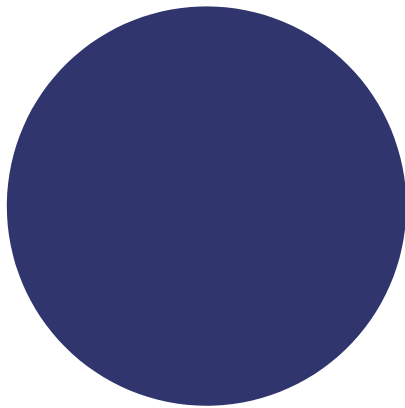
The City's Councillors were surveyed in this consultation process. A summary of responses is below.

Are you aware the City has a DAIP?



Yes
100%

Have you read a version of the City's DAIP?



Yes
100%

- The City should post on social media when different actions and milestones are achieved.
- The City should post an end of year progress report on what was accomplished in the area of access and inclusion - this could be released on International Day of People with Disability.
- Universal Accessible Toilets with push button access should be installed when building or upgrading City facilities.
- If an 8th outcome was added to the Access and Inclusion Plan, it would be good to see this being legislation around ACROD Bay design, location and fines being specific to local governments.
- The priority outcome for the City should be City facilities and services, and the path of travel.
- It would be great to see the City take a deep dive on each outcome for 6 months per outcome.
- The specific area that could be aligned with the City's strategic documents well would be kerbs -making streets flatter where possible and partnering with developers and Main Roads where necessary.

City of Armadale Staff Survey

**94
Responses
were
received**

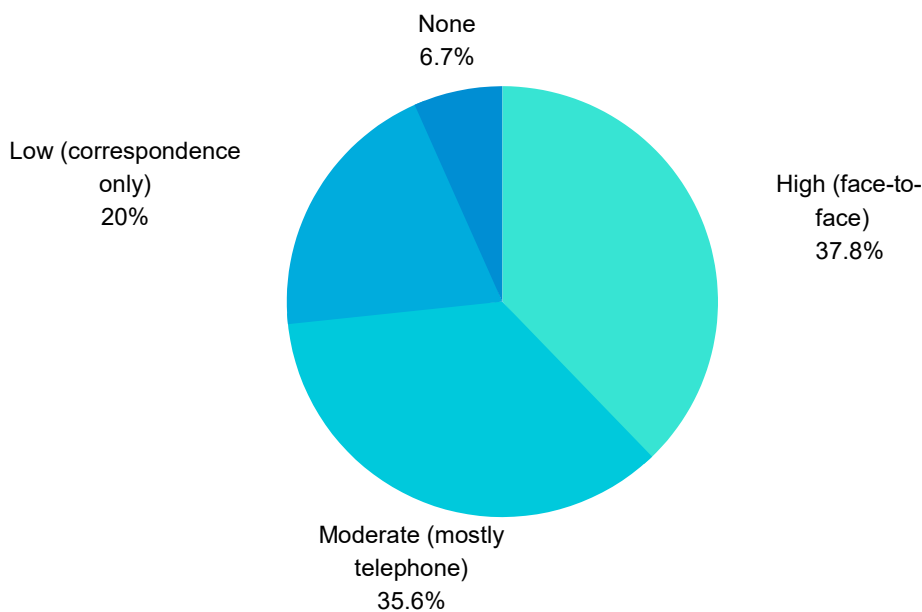
**66.6% of staff
have direct
experiences
with people
with disability
in their duties**

**84.27% of staff
are aware that
the City has a
DAIP**

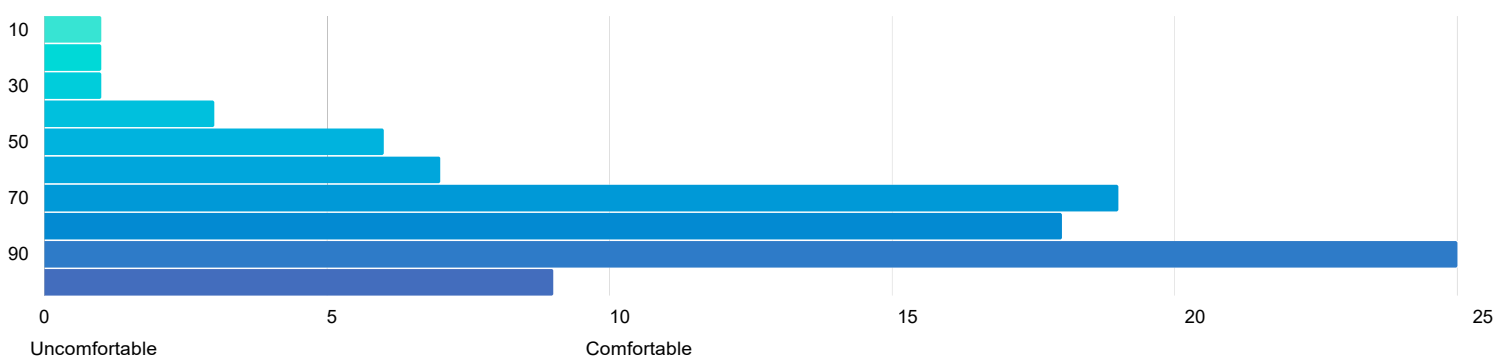
**46% of staff
have
undergone the
City's
Disability
training**

**84% of staff
think more
disability
training would
be useful**

What level of contact/engagement do you have with the community?



How comfortable do you feel in the way you communicate with people with disability?



Why do you feel uncomfortable in the way you communicate with people with disability?

- Covid screens make hearing customers difficult
- Worried to appear condescending
- Lack of feedback from people with disability to determine if their needs were met
- I only feel unsure if the disability is not obvious and I am not sure how to help someone
- Making sure to get terminology correct
- Sometimes you can overcompensate and that can seem belittling

Are you aware of barriers for people with disability in accessing services provided by the City?

41.1% of staff said 'Yes' they are aware
58.9% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to services?

- Provide information at a variety of levels, more pictures and less text
- Public workshops to consider accessibility in relation to being held
- Provide more options for visually impaired customers to access documents
- More education and awareness for the public for input and feedback
- Home help services
- More/better wayfinding signage
- Offer low sensory options
- Add Browsealoud to the website which has accessibility and multicultural features
- Maintain a good level of face to face and telephone services
- More staff training

Are you aware of barriers for people with disability in accessing community events and programs?

36% of staff said 'Yes' they are aware
64% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to events and programs?

- Introduce a quiet hour or quiet zone in the event
- When advertising an event ensure that accessibility is clearly stated
- Co-design the event process
- Provide a shuttle bus to collect people with no other means to travel
- Use appropriate organisations for assistance
- AUSLAN interpreters at events
- Vehicle access closer to the event
- Engage in community consultation
- Transport services with external agencies

Are you aware of barriers for people with disability in accessing City buildings?

34.48% of staff said 'Yes' they are aware
65.52% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to buildings?

- Evacuation procedures do not cater for Orchard House as lifts would not be in use
- Conduct an audit of all buildings to assess accessibility
- Regular inspections of buildings and funding designated to this
- Have a compliance accessibility checklist
- A structured plan for upgrading facilities
- Administration Centre ramp is very steep for wheelchair access
- Involve people with disability in the building design stage
- Improved clear signage
- Automatic doors and accessible toilet

Are you aware of barriers for people with disability in accessing information about City services, facilities, programs and events?

33.73% of staff said 'Yes' they are aware
66.27% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to information?

- The colour and font choices for flyers
- The website, information flyers, rates notices, brochures, forms don't cater to people that have visual impairments
- Flyers and marketing collateral and the website don't always meet accessible standards
- Physical barrier of brochure stand being too high for people in wheelchairs
- Send notices and information via SMS
- Ensure webpages are web reader compatible
- Alternative languages available
- Audio aid at Recreation facilities

Are you aware of barriers for people with disability to participate in the City's engagement activities?

16.28% of staff said 'Yes' they are aware
83.72% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to engagement?

- The set-up of a workshop is typically targeted at people without a disability
- Results of engagements do not reflect their presentation in the community
- Extensive use of online surveys
- There are communication and awareness barriers
- Send surveys to service providers and leaders in the space
- Hold engagements specifically for people with disability, not tailoring general engagements

Do you think the City has made improvements to access and inclusion in the last 5 years?

78.87% of staff said 'Yes' they do
21.13% of staff said 'No' they do not

Please share these improvements:

- More inclusive events in the community
- Footpaths and ramps with tactile strips
- Interpreter services available at Main Administration
- New community buildings consider disability access
- More diverse accessibility features including YouTube and navigation links
- Armadale Fitness and Aquatic Centre has multiple accessible features
- Libraries have good customer access provisions
- Universal Access Toilets at some facilities
- Staff training has increased

Are you aware of barriers for people with disability to apply for or obtain employment?

37.04% of staff said 'Yes' they are aware
62.96% of staff said 'No' they are not aware

Do you have any suggestions to improve access and inclusion in regard to employment?

- Forms may impede dyslexic applicants
- Orchard House is not an accessible building
- Offer internships or have an employment quota
- Job carving opportunities
- Create awareness of the benefits of hiring people with disability

Is there anything you would like to see included in the City's new 5 Year Access and Inclusion Plan?

- Initiatives towards training and development opportunities
- Inclusion more broadly - include LGBTQ+, CaLD and ATSI inclusion
- Training to raise awareness of mental health issues
- Online engagement tools and more wayfinding signs
- DAIP training to be mandatory in all inductions
- Enhance the role of the Reference Group
- Funding dedicated to the implementation of the DAIP initiatives
- Work more with external service providers who work directly with people with disability
- Offer traineeships for people with disability

Service Provider Survey

The City of Armadale works very closely with local service providers working in the disability sector and values these working relationships. This is reflected through the City's Access and Inclusion Reference Group, and Access and Inclusion Network.

The City utilised these contacts during this consultation and evaluation by:

1. Service Providers completing the Service Provider Survey;
2. Service Providers distributing the Community Survey to clients and customers; and
3. Service Providers assisting with the planning process.

Comments and feedback from Service Providers included:

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 Armadale

- The City of Armadale provides a range of opportunities for people with disability to engage within their community through their many major events where access and inclusion is a high priority.
- The City can improve in regard to access and inclusion through understanding barriers towards participation that people with disability experience within the City of Armadale and identifying solutions that increase community and economic participation for all people with disability.
- While the City offers many major events which are inclusive of people with disability, there is room for work to be done around day to day activities and programs within the City and how they are inclusive of people with disability.
- The City should prioritise providing support and guidance to community organisations within the City to be more inclusive and increase opportunities for inclusion and community participation for people living with a disability.

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

- The City should prioritise working with community organisations and individuals with disability to ensure maximum accessibility.
- There is no way for a support person to remain in the change rooms at the Armadale Fitness and Aquatic Centre and be able to change with privacy. The person they support will have to wait outside the change rooms to allow the support worker to change in privacy. This is not always a safe or viable option for people. A suggestion to overcome this is to install curtains/screens to allow a support worker to safely supervise their clients and be able to change with privacy.
- The City should seek to improve the current standard of ACROD parking bays and investigate the quantities, locations and compliance of these bays.
- A recommendation to improve access and inclusion within the City would be to conduct an audit of City facilities, maintaining a register of works to be done to ensure accessibility standards are met and exceeded.
- The City should investigate the feasibility of installing changing places at popular public parks.

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

- The City should investigate alternative formats of information at public events, such as braille and audio.
- City websites should contain an easy to navigate page regarding accessibility and the accessible features offered.

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

- Staff disability training should be conducted and lead by people with disability.

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

- A variety of ways to complain should be made available to all residents of the City.

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

- The City hosts the Disability network meeting which gives opportunity for people with disability, their families and carers, service providers and other interested parties an opportunity to network and share resources to eliminate barriers for people with disability in the community.
- There are not enough consultations with people with disability for events/activities. The City should aim to consult more with people with disability.
- A suggestion for the improvement of access and inclusion within the City is to establish a working party of people with disability.
- Survey sites and questions should be accessible for people with vision impairment.

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

- There are not enough employment opportunities within the City of Armadale for people with disability.
- There is the opportunity for the City to take a leading role to create opportunity for people with disability to take on work experience roles, volunteer roles, and paid roles within the City to develop pathways towards economic participation and increase rates of employment among people with disability.



6.3 Draft Access and Inclusion Plan 2021-2026 Feedback

Process for public comment

The three-week public comment period was from 24 February to 19 March 2021. To maximise the potential for feedback from the community, community groups and disability organisations, the City advertised the public comment period as follows:

- An advertisement in the Examiner
- On the City's website under the 'Out of Comment' section
- On the City's Facebook page
- Copies of the draft Access and Inclusion Plan 2016-2026 distributed to peak organisations.

A copy of the draft Access and Inclusion Plan 2016-2026 was available:

- On the City's website
- From the City's Main Administration Building and Orchard House

Submissions about the proposed review could be lodged via:

- Post to the City of Armadale
- Email or phone call

No submissions were received by the public comment closing date of 19 March 2021.

7. Health and Wellbeing

Health and wellbeing is becoming increasingly important to people with disability, and is being considered and included in State and National Disability Strategies. This is based on the importance of health and mental health for living well; having meaningful relationships; having connections in your local community to overcome social isolation; and having a sense of belonging and enjoyment of life.

The City of Armadale considers health and wellbeing to be important, and aims to address this City-wide, including giving special consideration to the health and wellbeing of people with disability. The Community Survey included the question "What would you like to see in the City of Armadale to support your health and wellbeing?"

Feedback from this question included:

- Keep on top of the latest needs of Armadale residents and lobby government agencies to make sure these needs are met
- Offer more mental health services and services specific to people with autism
- Provide more public water fountains - medications often cause my mouth to dry and I need to drink lots of water
- A drop in centre for people with disabilities and older people who need help but don't know who to contact
- Better access to hydrotherapy and more time slots available to do this
- Increased opportunities for community participation
- Offer more accessible group fitness classes at the gym
- Hold more community events with the aim of connecting people

The *Public Health Act 2016* requires all local governments to develop a local Public Health Plan. A Public Health Plan outlines actions to improve community health and wellbeing. Local governments contribute to community health and wellbeing in many such ways as maintaining walking and cycling paths, managing health problems, and ensuring safe food is provided.

8. Responsibilities

Responsibility for implementing the Plan

It is a requirement of the Disability Services Act that the City must take all practical measures to ensure that the Access and Inclusion Plan is implemented by its officers, employees, agents and contractors. The City understands this obligation to mean that all staff have a shared responsibility to implement the Plan. Each department of Council is responsible for planning, implementation, monitoring and reporting within its own area. The Community Development Department plays an advisory, support and coordination role.

The City's Access and Inclusion Plan will be implemented over the next five years. Access and Inclusion strategies will drive the development of a detailed Implementation Plan that will identify projects and initiatives to support progress in each of the outcome areas.

The Access and Inclusion Implementation Plan will outline:

- Key tasks under each strategy;
- Timeline for completion of these tasks; and
- Service areas responsible for completing the tasks.

Responsibility for reporting on the Plan

The *Disability Services Act 1993* sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans. The City of Armadale will report on the implementation of its Access and Inclusion Plan in Councils Annual Report and to the Department of Communities - Disability Services by the end of June each year, outlining:

- Progress towards the outcomes of its Access and Inclusion Plan
- Progress of its agents and contractors towards meeting the seven outcome areas
- The strategies used to inform its agents and contractors of its Access and Inclusion Plan

Responsibility for monitoring and reviewing the Plan

The *Disability Services Act 1993* requires that Access and Inclusion Plans be reviewed at least every five years. The City will review the Access and Inclusion Plan and annual progress report each year to ensure strategies and tasks remain relevant and implementation is progressing as planned.

Community Development Officers will continue to liaise with the Access and Inclusion Reference Group, Access and Inclusion Network and relevant managers to review to progress of the Implementation Plan.

The City will ensure that people with disability, their families and carers are invited to and able to participate in City engagements and consultations. A notice about consultation processes will be placed in the local newspaper, posted on the City's website, posted on the City's Facebook page, and circulated to community members and disability service providers.

The City will offer a range of ways for people to provide ongoing feedback, and feedback during consultation processes such as phone, face-to-face meetings, social media and written form.

Responsibility for agents and contractors

A requirement of the *Disability Services Act 1993* is that agents and contractors of the public authority conduct their business in a manner consistent with the Access and Inclusion Plan of the public authority. The City therefore seeks to encourage agents and contractors to consider the needs of the community. The public authority must take all practical measures to ensure that all people with disabilities have opportunities to access all buildings, facilities, events, and receive high level and quality of service from all of the Principal's officers, employees, agents and contractors.

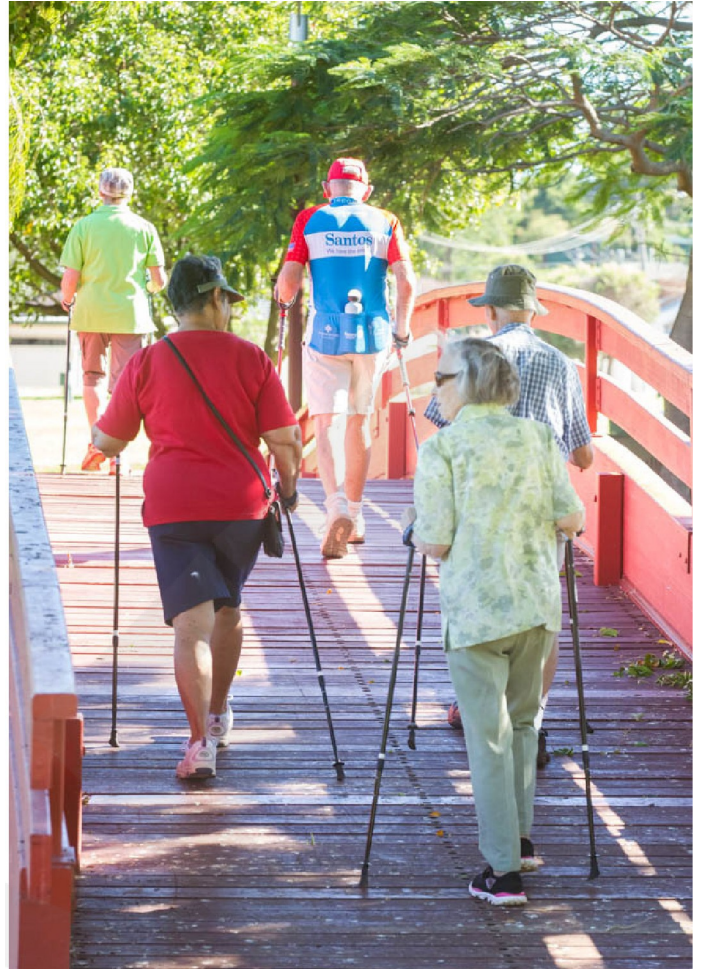
Responsibility for communicating the Plan

Following endorsement of the Access and Inclusion Plan by Council and Disability Services, the Plan will be promoted to staff and the community by the following methods:

- The City of Armadale's website.
- The City of Armadale's social media pages.
- The City of Armadale Newsletter (City Views).
- A notice in the local newspaper.
- Through established networks of local service providers.
- Hard copies at various City locations (Administration Centre, Orchard House, Libraries, Champion Centre).
- Notification to staff via internal methods, intranet and at relevant staff meetings.
- New staff members are provided with an Access and Inclusion Plan and must undergo Access and Inclusion training as part of their initial induction.
- Copies of the Plan made available to the community upon request and in alternative formats if required.
- A clause has been included in all contract and tender documents advising contractors of their obligation to implement the City's Access and Inclusion Plan wherever practicable and report annually on their compliance with the Plan.

Managers, Coordinators and Team Leaders will work with the City's Community Development Officer on the identification, implementation and evaluation of Action Plan items listed in the Implementation Plan. The specific tasks and responsibilities of each business unit will be communicated to the Officers by their supervisor.

In accordance with the *Disability Services Act 1993*, any amendments to the Access and Inclusion Plan will be advised to the Disability Services Commission, City of Armadale staff and the community.



The one argument for accessibility that doesn't get made nearly often enough is how extraordinarily better it makes some people's lives. How many opportunities do we have to dramatically improve people's lives just by doing our job a little better?
- Steve Krug

9. Implementation Plan

As a result of the review process, a series of overarching Access and Inclusion strategies for each of the outcome areas have been identified. These strategies will guide the development of individual tasks in the Implementation Plan and provide a framework for improving access and inclusion for people with disability in the City of Armadale.

These overarching strategies are:

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

- 1.1 Access and inclusion are a part of the way the City of Armadale plans and evaluates events.
- 1.2 External groups to consider access and inclusion in the planning of events and services in the City of Armadale.
- 1.3 Ensure current information and clear communication of services and events.

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

- 2.1 Infrastructure planning and refurbishment of buildings and facilities to include access and inclusion requirements.
- 2.2 Continuous improvement of external infrastructure.
- 2.3 Updated information is available to residents about the accessibility of buildings, facilities and parks.
- 2.4 Recreation Centres to provide accessible and inclusive activities, programs and equipment.
- 2.5 Libraries to offer accessible equipment, technology, and materials

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

- 3.1 Information is available in alternative formats.
- 3.2 Continuous improvement to the accessibility of the City of Armadale website and documents.
- 3.3 Marketing is consistent with accessibility standards for information.
- 3.4 Accessible information and methods of communication are available in a range of formats.

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

- 4.1 Disability Awareness Training is continuously improved.
- 4.2 Information and resources are readily available to staff regarding access and inclusion.
- 4.3 Staff induction includes access and inclusion.
- 4.4 Feedback forms continuous improvement.

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

5.1 Complaints can be lodged through multiple means.

5.2 Complaint mechanisms and feedback systems are regularly reviewed to ensure that people with disability have equal accessibility to lodge complaints.

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

6.1 Consultation is sought on strategic issues regarding access and inclusion as required.

6.2 A range of consultation techniques are utilised.

6.3 Consider access and inclusion in the planning, design and delivery of consultation.

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

7.1 Recruitment practices ensure equal opportunity of employment.

7.2 Opportunity for work experience and employment of people with disability is promoted and supported.

7.3 Continue to invest in building and promoting an inclusive workplace culture.

7.4 Support external microenterprise where feasible.

8. Provide information, opportunities and encouragement to the community regarding social inclusion for people with disabilities.

8.1 Promote positive community attitudes towards social inclusion for people with disabilities within specific groups.

Following the consultation process, the City of Armadale has developed a detailed Implementation Plan to guide tasks and projects concerning access and inclusion over the five year period that the Access and Inclusion Plan covers. The seven outcome areas provide a framework for improving access and inclusion for people with disability in the City of Armadale. An eighth outcome area has been included which addresses the social inclusion of individuals with disability within specific groups in the community.

These strategies were then used to form the detailed Implementation Plan, which lists specific actions to undertake; the relevant department to carry out these actions; and a time frame of implementation and completion. This Implementation Plan can be found on the following page of this document.



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 Armadale.

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
1.1 Access and Inclusion are a part of the way the City of Armadale plans and evaluates events.	The Accessible Events Checklist will be reviewed by engaging in a co-design process with the Access and Inclusion Reference Group. .	Arts and Major Events		●			
	Two major City events will be 'spot-checked' for review regarding access and inclusion requirements each year. Any outcomes of these reviews will be used for continuous improvement by the City.	Community Development/ Access and Inclusion Reference Group	●	●	●	●	●
	Provision of interpreting services such as AUSLAN will be made available wherever possible at major public events.	Arts and Major Events	●	●	●	●	●
	Sensory friendly activities will be included in major City events.	Arts and Major Events	●	●	●	●	●
	Major events will include accessible features and information (e.g. Braille Song Books for the Carols by Candlelight Event).	Arts and Major Events	●	●	●	●	●
	City services and events will continue to be conducted in venues that are physically accessible to people with a disability	All Relevant Departments	●	●	●	●	●
	The transport needs and ease of access will be considered when planning events and delivery of services, including the clear communication of options.	All Relevant Departments	●	●	●	●	●
1.2 External groups to consider access and inclusion in the planning of events and services in the City of Armadale.	All community managed events will include information and requirements regarding accessibility on the application form.	Community Development	●	●	●	●	●
	The Community Grant Application and Acquittal process will require applicants to consider accessibility.	Community Development	●	●	●	●	●

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
	All recipients of the Community Grant Funding will be provided with a list of ways to improve access and inclusion.	Community Development	●	●	●	●	●
	All recipients of Community Grant Funding will be required to complete a survey regarding how they included Access and Inclusion aspects.	Community Development		●	●	●	●
1.3 Ensure current information and clear communication of services and events.	Accurate information will be maintained on the City's website, newsletter and social media that helps residents connect online and access information regarding access and Inclusion.	Communications and Marketing	●	●	●	●	●

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

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
2.1 Infrastructure planning and refurbishment of Buildings and Facilities to include access and inclusion requirements	All new buildings and facilities will meet the Building Code of Australia Vol. 1 2019.	City Projects/ Community Planning	●	●	●	●	●
	The Emergency Evacuation Plan of City Buildings and Facilities currently includes safeguards and management of people with disabilities	Fire Warden		●			
	Accessible upgrades will be made to toilets requiring replacement or installation at public parks, reserves and buildings where possible	Parks Services/ City Projects	●	●	●	●	●
	The City's Access and Inclusion Reference Group will continue to be consulted on building and upgrade plans	Access and Inclusion Reference Group	●	●	●	●	●
	All City buildings, facilities and reserves will be inspected in accordance with a planned schedule or if identified in feedback or complaint to proactively check and report any access issues.	Recreation Services/ Parks Services		●	●	●	●
	All newly installed public ACROD bays will be compliant with Australian Standards, and existing bays will be made compliant (the latter: signage and painted ground symbol).	Technical Services	●	●	●	●	●
	Accessible upgrades to heritage buildings will adhere to the BCA.	City Projects/ Community Planning	●	●	●	●	●
2.2 Continuous improvement of external infrastructure.	Accessibility will be considered during development and upgrade of public open space, including the infrastructure within those spaces.	Parks Services	●	●	●	●	●

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
	Development and upgrades to parks and playgrounds will meet Australian Standards Design for Access and Mobility.	Community Development All relevant departments	●	●	●	●	●
	Communication boards for non-verbal residents will be installed at City playgrounds.	Parks Services		●	●		
	The City of Armadale website will be updated with access upgrades and developments.	Communications & marketing	●	●	●	●	●
2.3 Updated information is available to residents about the accessibility of buildings, facilities and parks.	Access upgrades will be promoted through the City's social media, newsletter and media releases.	Communications & marketing	●	●	●	●	●
	All City buildings, facilities and parks will be listed on the City's website citing accessibility features.	Recreation Services/ Parks Services	●	●	●	●	●
2.4 Recreation Centres to provide accessible and inclusive activities, programs and equipment.	The classes offered at the City's Active Armadale Recreation Centres will continue to have an element of disability access and cater for a variety of abilities.	Recreation Services	●	●	●	●	●
	Accessible features and equipment e.g. change places, accessible parking and aquatic wheelchairs will be provided and maintained.	Recreation Services	●	●	●	●	●
	Maintain and provide accessible gym equipment in the City's Active Armadale Recreation Centres	Recreation Services	● ●	● ●	● ●	● ●	● ●
	Offer free entry to all Companion Card holders as per the Companion Card conditions.	Recreation Services					
	Provide up to date accessibility information on the City's website regarding City's Active Armadale Recreation Centres	Recreation Services	●	●	●	●	●

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
2.5 Libraries offer accessible equipment, technology, and materials.	Libraries to continue the availability of the desktop magnifier allowing patrons to magnify text.	Library Services	●	●	●	●	●
	Libraries to continue to grow its alternative format resources such as Large Print, Talking Book collections and electronic resources with multiple accessibility options.	Library Services	●	●	●	●	●
	Library Services to continue to build working relationships with organisations such as the State Library and Visibility.	Library Services	●	●	●	●	●
	Libraries to offer accessible programs, such as their tech Buddies, Computer Classes, 1:1 assistance, and Dementia Friendly programs.	Library Services	●	●	●	●	●
	New library and museum infrastructure and layout will take community access and inclusion requirements and feedback into account in planning and design.	Library Services	●	●	●	●	●
	Library Services staff are to participate in specific disability related training that covers current legislation and best practice.	Library Services	●	●	●	●	●
	Library Services to investigate ways to further engage and involve 'isolated and housebound' library users.	Library Services	●	●	●	●	●

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

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
3.1 Information is available in alternative formats	Alternative formats or arrangements will be made available to anyone requesting these.	All Relevant Departments	●	●	●	●	●
	"Available in alternative formats" will be included on City documents, marketing, and communications.	All Relevant Departments	●	●	●	●	●
3.2 Continuous improvement to the accessibility of the City of Armadale website and documents	The website will be regularly reviewed experience and update as required, specifically to ensure improvements to accessibility and usability.	Information and Communication Technology	●	●	●	●	●
	The City's website will be in line with appropriate Web Content Accessibility Guidelines International Standards.	Information and Communication Technology	●	●	●	●	●
	All staff will be trained on accessibility and creating accessible online content.	All Relevant Staff		●	●	●	●
3.3 Marketing is consistent with accessibility standards for information.	The City of Armadale Style Guide will be consistent with best practice in accessible information. This guide will be reviewed annually for updates.	Communications and Marketing	●	●	●	●	●
	The City's Social Media Policy and processes will comprise inclusive and accessible standards.	Communications and Marketing	●	●	●	●	●
3.4 Diversify accessible information and methods of communication.	The City's Access and Inclusion Plan will be presented in Easy English to encourage the participation of people with low literacy.	Community Development	●				
	The City's Access and Inclusion Plan will be available in a variety of formats including Braille, Large Print, and audio.	Community Development	●				

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
	The City's Access and Inclusion achievements will be showcased using a range of communication methods, including graphics, large print, and hard copy formats.	Community Development/ Communications and Marketing	●	●	●	●	●
	All City videos and screens will include closed captioning.	Communications and Marketing	●	●	●	●	●

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

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
4.1 Disability Awareness Training is continuously improved.	All staff are to continue to complete Disability Awareness Training.	All Relevant Departments					
	Disability Awareness Training will be offered to staff quarterly, using specialist providers and people with lived experience of disability.	Human Resources	●	●	●	●	●
4.2 Information and resources are readily available to staff regarding access and inclusion.	Access and inclusion resources on the City's Intranet will be updated annually.	Community Development	●	●	●	●	●
	A Community Development Officer will be available as a resource to staff on access and inclusion matters.	Community Development	●	●	●	●	●
4.3 Staff Induction includes access and inclusion.	The Access and Inclusion Plan will be provided to all new staff, and all new staff are invited to complete Disability Awareness Training.	All Relevant Departments	●	●	●	●	●
4.4 Feedback forms continuous improvement.	Feedback, both through complaints and compliments, regarding access and inclusion will be reviewed regularly as a mechanism for reporting on Access and Inclusion Outcomes, and to allow for the improvement of internal processes.	Community Development	●	●	●	●	●
	A feedback form will be attached the Access and Inclusion Plan, allowing for ongoing direct feedback.	Community Development	●	●	●	●	●

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

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
5.1 Complaints can be lodged through multiple means.	Complaints will continue to be lodged in writing, in person, online using e-mail, and by telephone. Complaints can also be made through the City's social media channels. All staff will be made aware of these processes.	All Relevant Departments supported by Customer Service	●	●	●	●	●
	All premises offered for the lodgement of complaints will physically accessible.	Customer Service	●	●	●	●	●
	The City will investigate complaints about access and inclusion in an appropriate way and communicate the resolution in an accessible way.	Customer Service	●	●	●	●	●
5.2 Complaint mechanisms and feedback systems are regularly reviewed to ensure that people with disability have equal accessibility to lodge complaints.	The means of complaints and processes will be reviewed regularly and updated as needed.	Customer Service	●	●	●	●	●

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

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
6.1 Consultation is sought on strategic issues regarding access and inclusion as required.	Feedback from community members will be sought when appropriate regarding access upgrades to buildings, facilities and reserves.	All Relevant Departments	●	●	●	●	●
	Continue to facilitate and run the City's Access and Inclusion Reference Group (membership by community members and advocates who provide feedback on a range of projects). Meetings are held every two months.	Community Development	●	●	●	●	●
6.2 A range of consultation techniques are utilised.	A variety of methods of consultation will continue to be used - online, by telephone, in person, via hard-copy documents, through focus groups and interviews	All Relevant Departments	●	●	●	●	●
6.3 Consider access and inclusion in the planning, design and delivery of consultation.	Access and inclusion will be embedded in the community engagement planning process.	Community Planning	●	●	●	●	●
	Guidance and resources will be provided to support internal staff to facilitate accessible and inclusive consultations.	Community Development	●	●	●	●	●

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Armadale.

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
7.1 Recruitment practices ensure equal opportunity of employment.	The City of Armadale values diversity and promotes equal opportunity. The City recognises that people with disability bring a unique perspective and range of skills to the work place. The Human Resources Department will review employment practices to ensure they are transparent and support diversity.	Human Resources	●	●	●	●	●
7.2 Opportunity for work experience and employment of people with disability is promoted and supported.	Employment opportunities for local young people with disabilities will be considered where possible.	Human Resources		●	●	●	●
	Work opportunities will be explored for people with disability that may be possible within different departments in the City.	Human Resources		●	●	●	●
	A database of contacts and links with disability employment services will be established, maintained and created to utilise the knowledge, expertise, and feedback regarding employment of people with disabilities.	Community Development	●	●	●	●	●
7.3 Continue to invest in building and promoting an inclusive workplace culture.	The workplace design and ergonomics will be monitored to enable reasonable adjustment for staff with disability.	Property Services		●	●	●	●
7.4 Support external microenterprise where feasible.	Where possible, the services of a person with disability will be utilised via a microenterprise to provide services (e.g. catering, MC, paper shredding).	All Relevant Departments		●	●	●	●
	Engaging disability focused enterprises when procuring goods and services for the City will be considered						

Outcome 8: Provide information, opportunities and encouragement to the community regarding social inclusion for people with disabilities.

Strategies	Actions	Responsibility	Time Frame				
			2021/22	2022/23	2023/24	2024/25	2025/26
8.1 Promote positive community attitudes towards social inclusion.	The facilitation of the Armadale Access and Inclusion Network will be continued, committed to making the City more inclusive and accessible.	Community Development	●	●	●	●	●
	The City will work with organisations in the disability sector working with Aboriginal and Torres Strait Islander people with disability to ensure that all the City's events and programs are accessible from a cultural perspective for those individuals with disability	Community Development	●	●	●	●	●
	The facilitation of the City of Armadale Multicultural Advisory Group will be continued to identify and address the specific challenges experienced by Culturally and Linguistically Diverse People with disability	Community Development	●	●	●	●	●
	The specific challenges experienced by LGBTQI+ People with disability will be identified and strategies considered at the Armadale Access and Inclusion Network.	Community Development	●	●	●	●	●

10. References

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- Achieve Australia, *What is a Physical Disability*, n.d.
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11. Feedback






The City of Armadale welcomes your feedback at any time. If you would like to comment on the Access and Inclusion Plan or make suggestions for the improvement of access and inclusion, please complete this form or alternatively contact the City directly by one of the methods below.

General Feedback

Feedback on Access and Inclusion Plan Strategies

Strategy	Comment

Return your Feedback:

	By post	City of Armadale, Locked Bag 2, Armadale Western Australia, 6992
	In person	City of Armadale, Administration Centre, 7 Orchard Avenue, Armadale WA 6112
	By fax	Fax number: 9394 5184
	By email	info@armadale.wa.gov.au
	Assistance	Telephone number: 9394 5000

