

Town of East Fremantle
Disability Access and Inclusion Plan
2020 - 2025



TOWN *of*

EAST FREMANTLE

This plan is available upon request in alternative formats such as large print or can be sent as an attachment to an email

Introduction

It is a requirement of the Disability Services Act that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). A DAIP may also satisfy the DDA's requirements for Action Plans.

The 2016 Census records the resident population in East Fremantle as 7,376. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and carers (2003), 20.6% of Australians or more than 1 in 5 people, identify themselves as having some form of disability. It is estimated that there are around 1,519 people with disability living within the Town. The ABS survey also confirmed that around half of people aged over 60 identified themselves as having a disability.

The Town of East Fremantle has the following percentage population by the following age groups:

- Persons 55-64 years – 14.4 %
- Persons 65-74 years – 8.8 %
- Persons 75-84 years – 5.3 %
- Persons 85 years and over – 2.3 %

This constitutes 30% of the total population, or 2,212 persons.

Disability Access and Inclusion Policy Statement

The Town of East Fremantle:

- is committed to ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.
- interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.
- recognises that people with disability are valued members of the community who make a variety of contributions to local, social, economic and cultural life. The Town believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.
- is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- is committed to achieving the seven desired outcomes of its Disability Action and Inclusion Plan which are:
 1. People with disability have the same opportunities as other people to access the services of and any events organised by a public authority.
 2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
 3. People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.
 4. People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.
 5. People with disability have the same opportunities as other people to make complaints to a public authority.
 6. People with disability have the same opportunities as other people to participate in any public consultations by a public authority.
 7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Progress since Disability Access and Inclusion Plan 2016 - 2020

1. Existing functions, facilities and services are adapted to meet the needs of people with disability.

The Town has greatly improved their communication services since 2016 demonstrated by:

- The renovation of the Town's administration building has assisted with face to face enquiries for people with disability with a new front counter.
- A new lift in the building allows access to Council meetings.
- Council maintains and continually improves the Town's website www.eastfremantle.wa.gov.au.
- All Council documents including Council and Committee Agendas and Minutes, Council services and contacts and an enquiry page are available on the website.
- Council continues to utilise social media including Facebook, e-newsletters, a printed Christmas newsletter, e-rates and , more recently Instagram.
- People with disability are able to participate at public meetings, functions, Council meetings and in local government elections.

The Public Health Plan 2018-2022 was adopted by Council in October 2018. Key Area 1: Healthy People and Community states "A resilient, inclusive and happy community" with the following action plans:

- Deliver programs that support access and inclusiveness.
- Deliver programs for Seniors
- Promote positive mental health and well being
- Facilitate a partnership with Act Belong Commit.

In 2019, Council partnered with Injury Matters to deliver a Falls Prevention Program with 12 regional residents over an 8 week period. The Program was proven to have increased strength and balance, improving the mobility of the participants therefore reducing the likelihood of falls.

Changes to Neighbourhood Link

At the Council Meeting held on 16 June 2020, Council endorsed funding agreements for the provision of Home and Community Care program services for the 2020/21 financial year and Commonwealth Support Home Support program services for the 2020/21 and 2021/22 financial years. The Town is now an approved provider to continue to provide the following CHSP services, whilst ceasing Domestic and Home Maintenance Services:

- Centre Based Day Care, including summer programs
- Centre Based Meals
- Centre Based Transport, including social support outings and summer holiday outings program
- Centre Based Respite

- Flexible Respite
- Social Support – Individual
- Social Support – Group

Please see Council's website for a detailed description of Neighbourhood Link Services on www.eastfremantle.wa.gov.au

2. Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision making processes.

The following processes and practises were introduced in the last four years:

- Information about planning processes, electoral processes, council meetings and complaints processes is provided in clear and precise language and made available in alternative formats upon request.
- Municipal elections voting are held in accessible buildings and postal voting via the Australian Electoral Commission was introduced in 2014.
- Following the introduction of e-rates in 2015, the Town continues to increase its online services for various payments.

3. Access to buildings and facilities is improved.

The Town's footpaths were maintained to improve access for people with disability, wheelchairs and with prams. Pram ramps which are also wheelchair friendly were installed in conjunction with footpath renewal.

A universal public toilet complex was installed in Glasson Park. The complex includes 1 unisex toilet and 1 universal access toilet. Features include external hands free hand basin, timed lockable doors, sensor lights and automatic hand dryer. Concrete pathways assist in easy access.

The proposed node work in John Tonkin Park with universal access principles has been completed allowing access to the river, the Park and cultural heritage information.

The Town collaborated with St John Ambulance WA and a number of sporting clubs and public buildings to ensure an even spread of defibrillators in external locations throughout the town. The community first responder program is a free service that aims to get defibrillators to cardiac arrest victims in the vital first minutes

DAIP Review Process 2020

The process included the following steps:

- Review of the Disability Access and Inclusion Plan 2016-2020 and subsequent review reports to see what has been achieved and what further work is required;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with the Operations Co-ordinator in respect of the external environment, Executive Manager Regulatory Services in respect of the built environment, Executive Manager Corporate and Community Services in respect of IT matters, HR Manager for disability training, and Community Services Officer with regard to services provided to people with disability in the Town of East Fremantle.
- Consultation with the community and in particular, residents with disability occurred on 1 April 2020 with surveys closing on 30 May 2020. The community was informed through an advertisement in the local newspaper, The Herald, referring interested parties to Council's website to feedback to the Town. Residents of the Town of East Fremantle were asked to complete a survey to inform the amendment of the Town's Disability Access and Inclusion Plan. Surveys were available on-line or in hard copy. Neighbourhood Link clients were surveyed via telephone. A total of 36 completed responses were received.
- The MARKYT Community Scorecard data provided an analysis of results from people who have disability or impairment. The Scorecard was produced as part of the Community Perceptions Survey undertaken in March 2019 by Catalyse Pty Ltd.
- Once endorsed by Council, the Draft DAIP 2020-25 will be published on Council's website for 21 days to seek community feedback which will be utilised to inform the Plan.
- **Access Barriers**

Consultation to date has identified a range of barriers. These access barriers included:

- Suitable parking for people with disability may not be meeting the needs of this growing demographic;
- ACROD parking bays require additional work to bring them up to standard.
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability;
- People with disability may not be aware of consultation with the Town;
- The Town facilities that need most focus to improve access for those with a disability include footpaths, bus shelters and retail premises within the Town.

Responsibility for Implementing the DAIP

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

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

Communicating the plan to staff and people with disability

- The Draft DAIP will be published on Council's website and the community notified per newspaper advertisement and social media.
- Following endorsement by the Department of Communities and the Council, copies of the plan will be available to the community upon request and in alternative formats if required.
- The finalised DAIP will be published on council's website, the draft DAIP removed and the community notified in a newspaper advertisement

Review and evaluation mechanisms

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

- Council's Executive Group meets on a weekly basis and are able to consider matters of disability access and inclusion on a case by case basis.
- The review of the Town's DAIP will be included in the DAIP 2020-2025 which will be submitted to the Department of Communities in 2020. The report will outline what has been achieved under the Town's DAIP 2016-2020
- The Principal Environmental Health Officer will prepare a progress report each year on the implementation of the disability access and inclusion plan.

Evaluation

Once a year prior to 31 July, the Town provides a progress report on the DAIP to Department of Communities. This informs further implementation of the plan.

- As part of the evaluation process, staff and councillors will be surveyed on how they think the DAIP is working and ideas for improvement may be submitted.

Reporting On the DAIP

Council will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Department of Communities by 30 June each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the seven desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP which are (listed – e.g. through tender documentation, through contract or contract variation, by email or by correspondence).

Strategies to Improve Access and Inclusion

As a result of the consultation process and in support of the following overarching strategies the Town of East Fremantle will undertake to improve access to its services, buildings and information from 2020-2025.

The seven desired outcomes provide a framework for improving access and inclusion for people with disability in the Town of East Fremantle.

OUTCOME 1: PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE SERVICES OF, AND ANY EVENTS ORGANISED BY, A PUBLIC AUTHORITY.

Strategy	Timeline ONGOING
Ensure that people with disability are provided with an opportunity to comment on access to services.	Ongoing
Continue to monitor the Town’s Access and Inclusion policy to ensure it supports equitable access to services by people with disability.	Ongoing
Continue to support the City of Fremantle to upgrade the library technology as accessible as possible.	Ongoing.
Continue to align Council plans and strategies with the DAIP principles.	Ongoing
Council will ensure that any events are organised using the DAIP planning proforma so that they are accessible to people with disability.	Ongoing

OUTCOME 2: PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE BUILDINGS AND OTHER FACILITIES OF A PUBLIC AUTHORITY.

Strategy	Timeline ONGOING
Ensure all buildings and facilities are accessible to people with disability in accordance with the “Access to Building Standards” and the Building Code of Australia.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability in accordance with the “Access to Building Standards” and the Building Code of Australia.	Ongoing
Ensure all premises and other infrastructure related to transport facilities are accessible.	Ongoing
Review existing and plan for additional ACROD parking to meet the demand of people with disability in terms of quantity and location. Continue to ensure all relevant private developments include ACROD parking.	Ongoing
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues, highlighting that this was identified as a priority through the consultation process, and that premises may be promoted as “You’re Welcome” on www.access.wa.gov.au	Ongoing

Strategy	Timeline ONGOING
Ensure that parks and reserves are accessible, by using the concept of Universal Design in all new facilities and amendments to existing facilities.	Ongoing
Increase the number of accessible playgrounds.	Ongoing
Improve access to the Swan River and foreshores for people using wheelchairs and other disability accessibility aids. Implement the East Fremantle Foreshore Master Plan. Riverside Road development will assist in this.	Ongoing
Ensure that all new and redeveloped public toilets meet the associated accessibility standards. New toilet opened in Glasson Park 2019.	Ongoing
Promote the public facilities that are disability friendly on the Town's website	Ongoing
Footpath audits completed and renewal program instigated on an annual basis.	Ongoing

OUTCOME 3: PEOPLE WITH DISABILITY RECEIVE INFORMATION FROM A PUBLIC AUTHORITY IN A FORMAT THAT WILL ENABLE THEM TO ACCESS THE INFORMATION AS READILY AS OTHER PEOPLE ARE ABLE TO ACCESS IT.

Strategy	Timeline ONGOING
<p>Improve community awareness that Council information can be made available in alternative formats upon request.</p> <p>The Town as part of its Communications and Engagement Strategy is:</p> <ul style="list-style-type: none"> • Commissioning videos to update the community about major events and projects – these are all subtitled to enhance accessibility • Publishing all Council publications in alternative formats upon request • Adapting the Town's website following a functional review in July 2020 which revealed that it is not performing as it should to enable optimal accessibility for all users according to the Web Content Accessibility Guidelines (WCAG). Changes are being implemented which will optimise the Town's web content including the ability to adjust colour contrast and font size, using descriptive text for links and alt text for images, and the use of a screen reader to ensure that menus, content items and links are easy to access and understand. It is expected that this work will be completed within the current financial 	Ongoing

Strategy	Timeline ONGOING
year (2020/21). Our aim is to be certified by WCAG with a rating of AA or better.	
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats. This will be done through induction training.	Ongoing
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	Ongoing
Work with existing partners to develop a register including services available for those with a disability.	Ongoing

OUTCOME 4: PEOPLE WITH DISABILITY RECEIVE THE SAME LEVEL AND QUALITY OF SERVICE FROM THE STAFF OF A PUBLIC AUTHORITY AS OTHER PEOPLE RECEIVE FROM THE STAFF OF THAT PUBLIC AUTHORITY.

Strategy	Timeline
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing

OUTCOME 5: PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO MAKE COMPLAINTS TO A PUBLIC AUTHORITY.

Barrier	Timeline
Ensure that current grievance mechanisms are accessible for people with disability.	Ongoing
Improve staff knowledge so they can facilitate the receipt and resolution of complaints from people with a disability.	Ongoing
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability.	Ongoing

OUTCOME 6: PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO PARTICIPATE IN ANY PUBLIC CONSULTATION BY A PUBLIC AUTHORITY.

Strategy	Timeline
Sustain community awareness about consultation processes in place.	Ongoing
Sustain monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing
Improve access for people with disability to the established consultative process of Council.	Ongoing
Be receptive to a broad range of views on disability and access issues from the local community.	Ongoing

OUTCOME 7: PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO OBTAIN AND MAINTAIN EMPLOYMENT WITH A PUBLIC AUTHORITY.

Strategy	Timeline
Continue to adopt inclusive recruitment practices in our position applications.	Ongoing