

# **Town of Cottesloe**

## **Disability Access and Inclusion Plan 2018 - 2023**



This Document is available in alternative formats, such as Braille, large print, digital (on disk or by email) and audio, upon request to the Town of Cottesloe.

This document replaces the Town of Cottesloe's previous *Disability Access and Inclusion Plan 2012-2017*.

	<b>Date</b>
Adopted by the Disability Services Advisory Committee	27 February 2018
Adopted by Council	24 April 2018

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## Message from the Mayor

The Town of Cottesloe is pleased to release its latest Disability Access and Inclusion Plan, 2018 – 2023.

The intention of this Plan is to address the ongoing barriers to access and social inclusion that people with disabilities and their carers face.

People with disabilities have a right to access services, buildings and events and to be treated with dignity and respect, which all people need in order to feel a sense of belonging and to live healthy productive lives.

Local governments play a crucial role in ensuring an accessible and inclusive community, given the number and diversity of services provided, from the development of roads and pavements to Library Services and Community Development. It is Council's responsibility to optimise equality for people with disabilities and to make social inclusion part of our core business for all staff and volunteers.

In order to demonstrate previous commitment to people with a disability in our local government, we have already made progress with the implementation of many of the actions of previous Plans. These include the provision of beach wheelchairs at Cottesloe and North Cottesloe Beach, the Grove Library's Books on Wheels service for people physically unable to visit the library, and the adoption of the Companion Card program allowing carers of disabled persons to attend events for free when accompanying a disabled patron.

I would like to thank all of the community members, service providers and staff who have contributed their time and ideas to our consultation and review process.

It has been a pleasure to see and hear about the energy and commitment in the focus group sessions and other forums.

The Town of Cottesloe looks forward to working and collaborating with our residents and community groups in the ongoing journey to an accessible society for all.

## Introduction

Local governments have unique personal knowledge and close connections with their communities. Interaction between ratepayers and council staff occur at many levels and in many modes of life and settings. This enables the actions of local governments to be closely guided by its community and conversely have direct impact on those who live within in.

The 2018-2023 Town of Cottesloe Disability Access and Inclusion Plan (DAIP or the Plan) has been created as a result of engagement with people who experience exclusion in community life. Conversations with Town of Cottesloe staff, contractors, disability service providers, community clubs, people with disability and their families has been essential in the development of the DAIP.

The DAIP follows on from the 2012-2017 Town of Cottesloe DAIP by incorporating lessons learnt and identifying reoccurring themes from the community to make the Plan relevant, useful and achievable.

The DAIP improves access and inclusion for all. This includes not just people with a permanent disability, but also parents with young children and prams, the elderly and people from cultural and linguistically diverse backgrounds as well as community members who have a transient injury.

## Legislation

The *Western Australian Disability Services Act (DSA) 1993* and amendments 2004, requires that all state and local government authorities implement a DAIP. The purpose is for the authority to ensure that people with disabilities have equal access to its facilities and services.

Other relevant legislation underpinning access and inclusion include:

- *WA Equal Opportunity Act 1984*
- *Commonwealth Disability Discrimination Act- Access to Premises/Buildings 2011*
- *United Nations Convention on the Rights of People with Disabilities*

The National Disability Insurance Scheme (NDIS) which will support a better life for Australians with a significant and permanent disability and their families and carers is also rolling out across Australia and will influence the disability landscape.

## What is Disability?

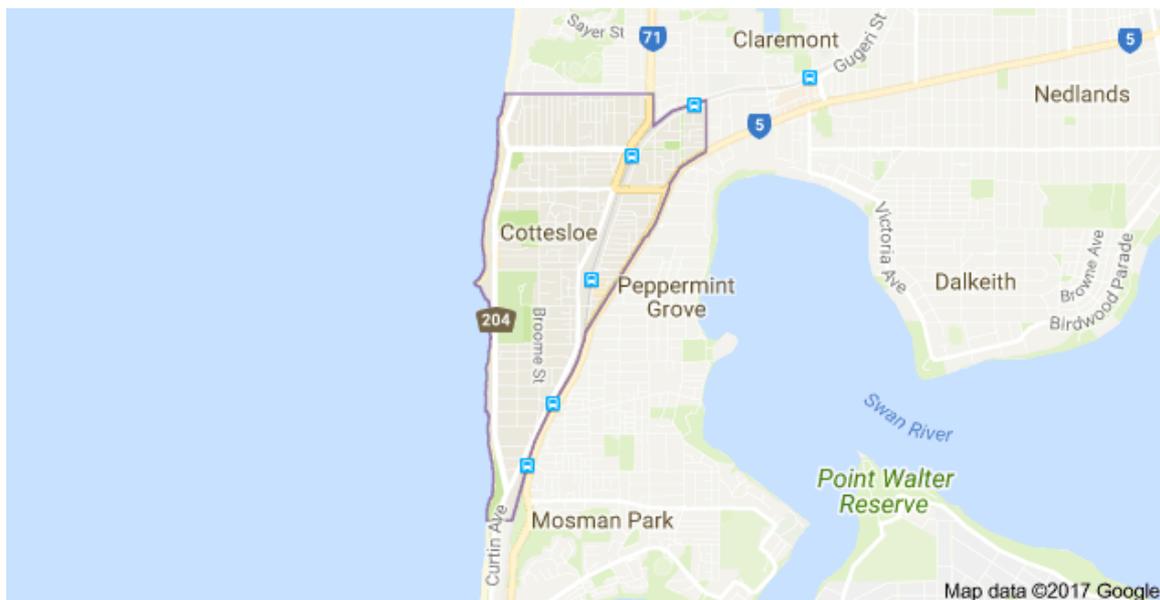
A disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* defines 'disability' as something:

- Which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments.
- Which is permanent or likely to be permanent.
- Which may or may not be of a chronic or episodic nature.

- Which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

### Information about the Town of Cottesloe

The Town of Cottesloe comprises an iconic beachside location in the western suburbs of Perth. Its boundaries are bordered by the City of Nedlands to the north, the Town of Claremont to the east and the Shire of Peppermint Grove and Town of Mosman Park to the east and south. The Town of Cottesloe covers approximately four km<sup>2</sup> and is predominantly single residential in nature with discreet pockets of medium density housing and apartments.



### Environment (Natural and Built)

The Indian Ocean foreshore is a key geographical component of the Town. There are few other foreshores in Perth where the land slopes to the sea. The interaction of elevated lawn terraces at Cottesloe beach provides a unique outlook and area for passive recreation. This unique topography also presents access challenges.

Separation between the ocean and the community is minimal with generally uninterrupted beach access along the western boundary of the local authority. The connection between the beach and the community is not interrupted by a major road system and this serves to reinforce the physical sense that the beach is actually part of Cottesloe.

Cottesloe also has a variety of parks, recreation reserves, and public transport connections through rail and bus nodes as well as neighbourhood centres providing a variety of retail offerings.

The Town of Cottesloe also has significant heritage buildings, vegetation and landmarks. Civic buildings such as the Cottesloe Civic Centre were built prior to accessibility compliant regulations. Balance is needed between access and heritage.

## Community Statements

### Town of Cottesloe Community Vision Statement

*An Iconic coastal community with a relaxed lifestyle.*

### Town of Cottesloe Mission Statement

*To preserve and improve Cottesloe's natural and built environment and beach lifestyle by using sustainable strategies. Members of the community will continue to be engaged to shape the future for Cottesloe and strengthen Council's leadership role.*

Community aspirations:

- The visible presence of people going about the Town.
- Exercising or relaxing at the beach or foreshore.
- Belonging to local clubs, groups.
- Redevelopment should result in more choices in housing style and size.
- The landscape setting of the foreshore will remain.
- Improved connection between east and west Cottesloe.
- A relaxed, well planned beachfront.

## Demographics

Key data from the 2016 Australian Bureau of Statistics census are listed below:

Town of Cottesloe Population: 7,851

	Town of Cottesloe	National Average
Median Age	41.3 years	37.2 years
% individuals needing assistance for core activities	3.3	5.6

A simple analysis of this data suggests that the population of the Town of Cottesloe is older than the national average, however, the percentage of individuals identifying that they require assistance for daily activities is below the national average.

In developing the DAIP, consideration needs to be given that Cottesloe is a destination for many people outside of the local community. As such there needs to be awareness that many people from Perth and beyond utilise the foreshore, parks, commercial and civic centres.

## What Facilities and Services are provided by the Town of Cottesloe?

The Town of Cottesloe provides the normal functions of a local government including:

- Asset management. e.g. Footpaths, roads, buildings, playgrounds 
- Ranger 
- Parking 
- Sustainability 
- Events 
- Community Development 
- Waste 
- Environmental Health 
- Building and planning approvals 

This diversity of activities needs to be considered when developing an effective DAIP. The Town of Cottesloe employs the equivalent of 40 full time equivalent positions across its organisation and engages with a significant number of external contractors.

## Disability Services Advisory Committee

The Town of Cottesloe has established a Disability Services Advisory Committee (DSAC).

This group meets bi-monthly and is made up of Elected Members, internal staff, community members and service providers working in the area of disability and access.

The Disability Services Advisory Committee is responsible for the following activities in accordance with its Charter adopted by Council;

To support and recommend to Council, action and policies relating to the provision of services to persons with disabilities in the Cottesloe community.

- To advise Council on matters effecting persons with disability generally.
- To oversee the implementation, regular reviews and evaluation of the Town of Cottesloe Disability Access Inclusion Plan and make recommendations to the Council on matters relation to the plan.
- Assist Council with the implementation of the Disability Access and Inclusion Policy and review the Policy at regular intervals to ensure its ongoing accuracy and relevance.

### **Annual Implementation Plan**

The Disability Services Advisory Committee will every April prepare an Implementation Plan to identify DAIP priorities for completion in the next financial year.

This Plan will be submitted to Council for consideration as part of the annual budget adoption process.

The Plan will be used by the Committee to monitor progress towards achieving the identified priorities and be included in the Agenda for the Committee's bi-monthly meeting.

### **Monitoring and Reporting on the DAIP**

The Community Development Department at the Town of Cottesloe is responsible for monitoring and reporting on the DAIP through annual updates to Department of Communities - Disability Services (DoC). The multidisciplinary approach to the DAIP means that each business unit of the Council will have actions that they are best suited to report on.

The Disability Services Act requires the Town of Cottesloe to report on the implementation of its DAIP in its annual reporting. This needs to include information about:

- Progress towards DAIP outcomes.
- Progress from contractors and agents engaged to provide goods or services.
- Strategies used to inform contractors and agents of the DAIP.

The Disability Services Advisory Committee will monitor progress towards achieving the DAIP's objectives at the bi-monthly committee meeting. A standing Agenda Item at these meetings will be an update on the status of the Annual Implementation Plan.

### **Strategies Used to Promote the Disability Access and Inclusion Plan**

In order to promote the DAIP and its objectives, Council will undertake various activities, including but not limited to:

- DAIP listed on Council website.
- Regular Facebook posts.
- Regular articles in the monthly 'Cottesloe Post' Council newsletter.
- Reminders to staff about the DAIP and its objectives.
- An advertisement will be placed in the Local Newspapers, The Post and the Western Suburbs Weekly to advise the community that the final DAIP is available on the Town of Cottesloe website.

### **Strategies Used to Inform Agents and Contractors**

Information included in the yearly reports to Department of Communities – Disability Services need to include information on how contractors have met the requirements of the DAIP. This process has generally included email, phone and face to face information gathering.

To ensure contractors comply with the requirements of the DAIP, they will be provided with a copy of the Plan prior to commencing work. The Plan will also be provided to event organisers who are hosting events within the Town of Cottesloe.

## **Achievements during the 2012-2017 DAIP**

### **Objective 1: Improved access to services and events**

- Promotion of local service providers for example Shine Community Services and Lady Lawley Cottage.
- 'Words on Wheels' home delivery service.
- Accessible events checklist used by the Community Development Officer for internal Council events, and other relevant Officers involved in event approvals.
- Digital Inclusion Program for seniors commenced at The Grove Library.
- Beach wheelchair funding for surf life saving clubs.
- AUSLAN interpreter available for events such as Children's 'Storytime' session during Disability Awareness week 2016.
- Affiliate member of the 'Companion Card' program.

### **Objective 2: Improved access to buildings and facilities**

- Cottesloe Foreshore Redevelopment Project, including plans to extend the universal access path at Cottesloe Beach.
- ACROD parking bay audit for Cottesloe completed in 2014/2015.
- Council building Disability Access Audit Report 2016 carried out by PlanOT.
- Building upgrades to Cottesloe Civic Centre.
- Accessible upgrade to playground- 'Birds Nest swing'.

### **Objective 3: Improved access to information**

- Ongoing support of the Disability Services Advisory Committee.
- Alternate formats of website information available on request.
- Electronic stakeholder database initiated to assist with information distribution.

### **Objective 4: Improved staff awareness and skills in assisting people with disabilities**

- Promotion of Shine Community Services and Lady Lawley Cottage.
- Targeted customer service training provided to staff which covers disability and access issues in 2014/2015.

### **Objective 5: Improved access for people with disabilities to complaints mechanism**

- Ongoing support of the Disability Services Advisory Committee.
- Feedback/Contact Us section added to the Disability Access and Inclusion page on the Town's website.

### **Objective 6: Improved access to consultation process**

- Ongoing support of the Disability Services Advisory Committee.

- Engagement with people with disabilities in Cottesloe Foreshore Renewal Strategy 2017.

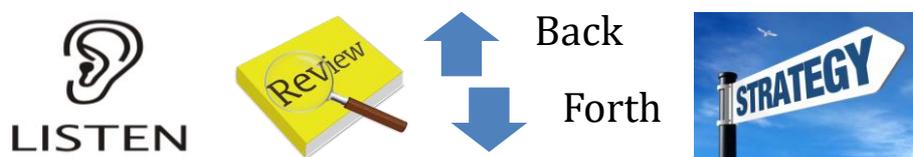
#### Objective 7: Improved access to employment opportunities

- The Grove Library continued to employ a young person with a disability under a 'traineeship'.
- Investigation within Engineering Services begun on establishing connections with services that support people with disabilities.

### Development of the Town of Cottesloe 2018-2023 Disability Access and Inclusion Plan

The Town of Cottesloe undertook a specific community engagement and consultation process to create the new DAIP over several months (July-December) in 2017. This engagement resulted in a variety of feedback from community members and key stakeholders and formed an integral part of a continual feedback process for inclusion awareness and improvement.

These four steps were undertaken to develop the Town of Cottesloe 2018-2023 Disability Access and Inclusion Plan, namely:



#### Step 1- Listen

**Consultation** - Development of a Consultation and Communications Plan identifying key stakeholders and best methods to engage including:

- Face to face, phone and electronic conversations.
- Workshops held at the Town of Cottesloe, Lady Lawley Cottage, and Cottesloe Tennis Club involving the community, staff, elected members and DSAC members.
- Community Survey, online and hard copies.

**Communication** - Identifying a variety of methods needed to spread the word and seek community understanding of the DAIP as per strategies outlined in the Consultation and Communications Plan. This included:

- Word of Mouth.
- Advertising on Council website.
- Distribution through electronic networks.
- Advertising in local newspaper (The Post & Western Suburbs Weekly).

**Step 2- Review**

- Assessment of the past five year annual updates to Department of Communities - Disability Services.
- Analysis of survey information.
- Analysis of workshop, one to one and individual comments.

**Step 3- Back and Forth**

Draft DAIP reviewed by internal staff, DSAC, community members, Elected Members and Department of Communities - Disability Services.

**Step 4- Strategy**

The creation of the 2018-2023 Town of Cottesloe Disability Access and Inclusion Plan.

## Strategies to Improve Access and Inclusion for People with Disability

**Outcome 1: People with disability have the same opportunities as other people to access the services of, and any event organised by the Town of Cottesloe.**

Strategy	Task
<b>Attract more representatives with disability and carers to the DSAC.</b>	<p>Through community outreach, educate citizens on the Committee and how they may become involved. (i.e. word of mouth, advertising, community networks)</p> <p>Hold one committee meeting per year at a Cottesloe disability service agency.</p>
<b>Increase links between disability access grants information and the engineering and planning department.</b>	Engineering department to register with Dept. of Communities (Disability Services) grants E-newsletter.
<b>Ensure that events are accessible to people with disability.</b>	<p>Include accessible events checklist in paperwork required for external event bookings and approvals.</p> <p>Implement access advice into Sculpture by the Sea, including whether beach matting on their Access Days could be made available after hours for Lady Lawley Cottage clients to utilise.</p> <p>Investigate beach matting priority areas and procedures for Cottesloe beaches.</p> <p>External contracts identified as high priority access will receive copy of DAIP at contract confirmation time.</p>
<b>Ensure all events are compliant with relevant legislation</b>	Review the Town's current event approval process to identify any areas of improvement and any gaps.
<b>Ensure that Council's staff and agents are aware of the relevant requirements of the Disability Services Act.</b>	Incorporate into disability awareness training.
<b>Ensure that signs and signals are carefully designated to inform all users.</b>	Signage for significant projects such as Cottesloe Foreshore Renewal to be reviewed by DSAC.
<b>Ensure that there are adequate parking spaces for people with disability.</b>	<p>Continue to assess parking options and monitor illegal use of parking bays; issuing infringements to vehicles that do not display the appropriate ACROD permit.</p> <p>Conduct an ACROD audit.</p> <p>Make available temporary ACROD parking event passes.</p>

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

Strategy	Task
<p><b>Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.</b></p>	<p>Implement high priority recommendations from 2006 &amp; 2016 Disability Access Audit reports.</p> <p>Liaise with the Cottesloe Surf Life Saving Club and Seaview Golf Club regarding access improvements.</p> <p>Investigate steps towards the Department of Communities Changing Places grants.</p>
<p><b>Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.</b></p>	<p>Assess the number of ACROD bays in high use areas such as beachfront, shopping centres and disability service providers. Prioritise a program of implementation.</p> <p>Establish appropriate ACROD size bays and implement at suitable locations.</p>
<p><b>Advocate to local businesses and tourist venues and community groups the requirements for, and benefits flowing from, the provision of accessible venues.</b></p>	<p>Invite ProCott representative to DSAC meeting.</p>
<p><b>Ensure a continuous, unimpeded accessible pathway linking facilities in Cottesloe.</b></p>	<p>Ensure footpath plan includes disability access; to be reviewed by DSAC.</p> <p>Beach access is prioritised at Cottesloe, North Cottesloe and in front of Wearne (South Cottesloe).</p> <p>Bike plans to be reviewed by DSAC.</p>
<p><b>Ensure access is included in all POS upgrades.</b></p>	<p>Identifying and implementing park access as POS upgrades are undertaken (including seats, bubblers, kerb ramps, gate openings).</p>

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

Strategy	Task
<b>Ensure that the community is aware that the Council information is available in alternative formats upon request.</b>	<p>Homepage includes information regarding alternate formats.</p> <p>Major public documents to include information regarding alternative formats on request.</p>
<b>Improve employee awareness of accessible information needs on how to provide information in other formats.</b>	<p>Train administration staff on how to provide alternative formats and provide a guidelines sheet to all new staff as part of staff induction.</p> <p>Identify important public documents to be made available in other formats.</p> <p>Update website to identify accessibility and inclusion services available for community service information.</p>
<b>Ensure that the Council's website meets contemporary best practice.</b>	<p>DSAC to trial website for user-friendliness and provide feedback.</p>
<b>Access Information is readily and easily available to the community.</b>	<p>Develop a user friendly Cottesloe access map (electronic and hard copy).</p>

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

Strategy	Task
<b>Ensure Elected Members and employees are aware of access needs and can provide appropriate services. Raise awareness of these services amongst the community.</b>	<p>Ensure the DAIP is prioritised as a strategic document.</p> <p>Advertise accessible services in the Cottesloe Post Newspaper monthly page.</p>
<b>Improve community awareness of disability and access issues.</b>	<p>Participate in partnership with recreation or businesses in Disability awareness week and Come and Try Days.</p>
<b>Foster an organizational culture that recognizes the special needs of customers, especially those with disability.</b>	<p>Provide targeted customer service and Elected Member training to cover disability access issues.</p> <p>Support Cottesloe sporting clubs to implement inclusion programs.</p> <p>Promote Carer’s Week and Disability Awareness Week.</p>
<b>Dedicated services in the community: Raise awareness of other current services provided by community organizations.</b>	<p>Partner with service providers to support and promote Disability Awareness Week.</p>
<b>Greater awareness of ageing population.</b>	<p>Provide Ageing Well training for all staff.</p> <p>Develop partnerships with Aged care services.</p>

**Outcome 5: People with disability have the same opportunities as other people to provide feedback or make complaints to the Town of Cottesloe.**

Strategy	Task
<b>The community is aware of feedback mechanisms.</b>	<p>Advertise feedback mechanisms on webpage, and other mediums, print and electronic.</p> <p>Ensure access and inclusion resources are budgeted for in annual budget.</p>
<b>Customer service staff have appropriate skills.</b>	<p>Prioritise disability awareness training for customer service staff.</p>

**Outcome 6: People with a disability have the same opportunities as other people to participate in any public consultation by the Town of Cottesloe.**

Strategy	Task
<b>Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.</b>	Email annual DAIP update to disability stakeholder list.
<b>Ensure that people with disability are aware of and can access other established consultative processes.</b>	All major consultation projects to be included on DSAC agenda.  Email disability stakeholder list as part of any consultation plan.
<b>Reduce barriers to public consultation</b>	Hold public consultation at a variety of accessible community locations.  Hold public consultation during periods of high stakeholder engagement.

**Outcome 7: People with disability have the same opportunities as other people to access employment at the Town of Cottesloe.**

Strategy	Task
<b>Develop strategies to improve the attraction, recruitment and retention of employees with disability.</b>	Develop disability employment policy & procedure.  Establish meetings with Disability Employment Service providers.
<b>Provide a non-discriminatory work environment.</b>	Develop and implement programs and policies to actively support staff with a disability.  Obtain request for quotes from disability specific contractors.  Investigate opportunities for volunteer positions for Town of Cottesloe.

## References

*Cottesloe Strategic Community Plan 2013-2023*  
Australian Census Data  
*WA Disability Services Act 1993*  
Cottesloe Enquiry by Design Report 2009  
*Planot Building Audit Report 2016*  
Brian J Kidd Building Audit Report 2006  
*Cottesloe Foreshore Renewal Masterplan 2016*  
*Cottesloe Foreshore Renewal Summary Strategy 2017*  
*Cottesloe Workforce Plan 2014-2018*