



Town of Cottesloe



# Disability Access and Inclusion Plan 2024-2029

This document replaces the Town of Cottesloe’s previous Disability Access and Inclusion Plan 2018-2023.

It is available in alternative formats upon request to the Town of Cottesloe.

Endorsed by the Universal Access and Inclusion Reference Group Date: <b>17 June 2024</b>	
Adopted by Council	Date: <b>27 August 2024</b>

### ACKNOWLEDGEMENT OF COUNTRY

The Town of Cottesloe would like to acknowledge the Whadjuk Noongar people, Traditional Custodians of the land on which we live, work and play, and pays respect to Elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples in our community.



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## A MESSAGE FROM THE MAYOR

The Town of Cottesloe is pleased to release its latest Disability Access and Inclusion Plan (DAIP), 2024 – 2029. The intention of this Plan is to address the ongoing barriers to access and social inclusion that people with disability and their carers face.

People with disability 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 disability and to make social inclusion part of our core business for all.

Over the past five years the Town has made steady progress with the implementation of many of the actions from the previous plan including streamlining the booking process for the beach wheelchairs; providing AUSLAN interpreters at events including Australia Day and ANZAC Day; ensuring Town events are wheelchair friendly (Carols by Candlelight); collaborating with Sculpture by the Sea event organisers on a disability friendly program of activities; and the launch of a new website for the Town with refreshed and easier to navigate content.

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 as we prepared the new DAIP. 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 creating an accessible society for all.

**Lorraine Young,  
Mayor  
Town of Cottesloe**



## INTRODUCTION

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

The 2024-2029 Town of Cottesloe Disability Access and Inclusion Plan (DAIP or the Plan) has been created with input from Town of Cottesloe staff, contractors, disability service providers, community clubs and organisations, and people with disability and their families. The DAIP follows on from the 2018-2023 Town of Cottesloe DAIP by incorporating lessons learnt and identifying reoccurring themes from the community to ensure the Plan is relevant, useful and achievable. This DAIP aims to improve access and inclusion for all and includes not just people with a permanent disability, but also their carers, parents with young children, the elderly and people from cultural and linguistically diverse backgrounds, as well as community members who have a temporary injury.

## DISABILITY ACCESS AND INCLUSION PLANS

It is a requirement of the WA Disability Services Act (1993) that all public authorities develop and implement a DAIP that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services. The DAIP must be lodged with the Department of Communities, reported on annually and reviewed at least every five years.

The DAIP supports a number of legislative and good practice initiatives that strive for human rights, equity and accessible and inclusive communities. Of particular relevance are the:

- [United Nations Convention on the Rights of Persons with Disabilities 2006](#)
- [Commonwealth Disability Discrimination Act 1992](#)
- [Western Australian Disability Services Act 1993](#)
- [State Disability Strategy 2020 – 2030](#)
- [Equal Employment Opportunity](#)
- [Building Act](#)
- [Standards Australia](#)
- [Centre for Universal Designs Australia](#)
- [Australian Building Codes Board](#)
- [National Construction Code](#)



**THE TOWN OF COTTESLOE**

The Town of Cottesloe (Town) is a coastal suburb covering an area of four square kilometres, located 12 kilometres from the Perth Central Business District. The main attractions in the Town are Cottesloe Beach, Cottesloe Civic Centre and the Cottesloe Town Centre. Local industry is concentrated in the retail, entertainment, restaurant and accommodation sectors. In 2021, Cottesloe’s population was 7,970 people, comprising 49.5% male and 50.5% female residents

The Town of Cottesloe employ 85 staff (55 full time equivalent), and the Town’s administration operates from the Civic Centre at 109 Broome Street, Cottesloe and the works depot, located on McCabe Street, Mosman Park.

**TOWN OF COTTESLOE COMMUNITY STATEMENTS**

**OUR VISION** - A vibrant coastal community with a relaxed lifestyle

**OUR MISSION** - To preserve and improve Cottesloe’s natural and built environment and beach lifestyle by using sustainable strategies in consultation with the community

At a local level, the DAIP supports our Council Plan (2023-2033) objectives:

- Our Community** – Connected, engaged and accessible.
- Our Town** – Healthy natural environs and infrastructure meeting the needs of our community.
- Our Prosperity** – A vibrant and sustainable place to live, visit and enjoy.
- Our Leadership and Governance** – Strategic leadership providing open and accountable governance.

## WHAT IS DISABILITY?

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 service.

## DISABILITY DEMOGRAPHICS - COMMUNITY SNAPSHOT

The Town of Cottesloe's estimated resident population is 7,970. Based on the results from the most recent Australian Bureau of Statistics survey<sup>1</sup> approximately 1,411 (17.7%) residents will have a disability. Of those approximately 462 (5.8%) are likely to need assistance with core activities such as self-care, mobility or communication<sup>2</sup>. Approximately 861 (10.8%) of residents will be providing unpaid support to a family member or friend<sup>3</sup>. In developing the DAIP, it is important to recognise that Cottesloe is a destination for many people outside of the local community who utilise the foreshore, parks, commercial and civic buildings, and their access needs should also be considered in the DAIP.

1. Survey of Disability, Ageing and Carers, 2018
2. Disability and Carers: Census, 2021
3. Survey of Disability, Ageing and Carers, 2018



## OUR JOURNEY AND PARTNERSHIPS

The Town is looking forward to building on past and current initiatives to support access and inclusion. Some examples of initiatives actioned during the past 5 years include:

<p><b>2018 - 2023</b></p>	<p><b>Improving access to services and events</b></p>	<ul style="list-style-type: none"> <li>• Collaboration with Sculpture by the Sea event organisers to include beach matting and low sensory viewing times.</li> <li>• Greater use of subtitles for movies/music events.</li> <li>• Auslan interpreters at Town events.</li> <li>• Allocated wheelchair seating areas at various events.</li> <li>• Seniors Week morning tea held at an accessible venue, with bus transport and service information being distributed.</li> <li>• 'Walk in Walk out' residential waste service available on application.</li> </ul>
	<p><b>Improving access around the Town</b></p>	<ul style="list-style-type: none"> <li>• An accessibility map of the Town developed in collaboration with the Universal Access and Inclusion Reference Group.</li> <li>• The Town's beach wheelchairs added to the Space2Co for a streamlined platform to make the booking process to encourage greater usage.</li> <li>• Easy-to-read ACROD parking plans in development for distribution and on the Town's website.</li> </ul>
	<p><b>Improving access to information</b></p>	<ul style="list-style-type: none"> <li>• Improvements to the Town's website – content clearer and easier to navigate.</li> <li>• Large print and audio resources at the Grove Library, plus a home delivery service (Books on Wheels).</li> </ul>
	<p><b>Improving communications with people with disability</b></p>	<ul style="list-style-type: none"> <li>• Partnerships with disability and aged care service providers to build capacity and enable inclusive services.</li> <li>• Continued support for the Universal Access and Inclusion Reference Group which oversees the DAIP and includes members with lived experience or their families, service providers, as well as Elected Members and staff.</li> </ul>
	<p><b>Increasing employment opportunities for people with disability</b></p>	<ul style="list-style-type: none"> <li>• A commitment to increasing the employment and retention of people with disability by the Town's People and Culture team.</li> </ul>

## DEVELOPING THE DAIP 2024-2029

As part of the review and development of the DAIP, consultation was undertaken with Town of Cottesloe staff and community members (via a survey) to identify barriers to access and inclusion, as well as potential strategies to be incorporated into the new DAIP.

The opportunity was advertised in the local POST newspaper, on the Town's website and social media, and directly to stakeholders in the community with an interest in disability. Utilising 'Engage Cottesloe' (online portal), a total of 45 surveys or submissions were received during the consultation period in October - November 2023.

The key themes identified in the consultation were:

- Accessible events – continue to provide these and advocate for more accessible external events.
- Collaboration and co-design – draw on the expertise of people with lived experience, service providers and professionals.
- Safe and equitable access for all/universal access – consider access in planning and design, and specific suggestions made to improve access to beaches, pathways, toilets and play spaces.
- Skills and knowledge – develop the skills and knowledge of Town staff and Elected Members so they can better support access and inclusion.
- Communication – provide easier ways for community members to communicate with the Town and access information.

All the information gathered during the consultation period was then reviewed and the proposed actions for the new DAIP were developed in collaboration with key stakeholders ensuring that the main identified themes and legislative requirements were met.

## IMPLEMENTING THE DAIP

Implementing the DAIP is the responsibility of all Town staff, with deliverables being allocated to specific business units and/or roles. The Universal Access and Inclusion Reference Group (**UAIRG**) will monitor the implementation of the DAIP at their quarterly meetings.

The Town will promote the availability of the DAIP through the local POST newspaper, on the Town's website and social media, plus directly to staff and stakeholders in the community with an interest in access and inclusion. Town and contractors will be informed about their obligations through procurement and contractual documentation.

The Town will report annually on its progress implementing the DAIP to the Department of Communities and in the Town's Annual Report.



## OBJECTIVES

The following objectives reflect the Town's commitment to access and inclusion and address the outcomes mandated in the WA Disability Services Act (1993).

### 1. SERVICES AND EVENTS

<b>OUTCOME ONE - People with disability have the same opportunities as other people to access the services of, and any event organised by, the Town of Cottesloe.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>1.1 Provide and advocate for more accessible events</b>	Monitor available opportunities and apply for disability access grants for Town services and events. Advise local clubs and associations about grant opportunities.	Ongoing	Community Development Officer/Events Coordinator
	Provide simple content and examples of best practice and mandatory requirements for external event providers, focused on access and inclusion.	Ongoing	Community Development Officer/Events Coordinator
	Engage with external providers delivering major events e.g. 500+ people to ensure they meet DAIP requirements. Include a checklist of requirements and a link to the Town's DAIP in the application form.	Ongoing	Manager Community and Customer Services/Events Coordinator
	Continue to provide Auslan interpreters at Town events.	Ongoing	Events Coordinator
	Deliver an event for Carers week and International Day of People with Disability.	Annually	Community Development Officer/Events Coordinator
	Review the Town's Event Policy in terms of access and inclusion.	Year 1	Community Development Officer/Events Coordinator
<b>1.2. Expand services available to support people with disability</b>	Explore Surf Lifesaving WA allocating specific times/days to assist people to access the water.	Year 1	Manager Community and Customer Services/Community Development Officer
	Promote services available for people with disability in the Town/locally e.g. on the Town's website.	Ongoing	Community Development Officer/Senior Communications and Marketing Coordinator

## 2. BUILDINGS AND FACILITIES

<b>OUTCOME TWO - People with disability have the same opportunities as other people to access the buildings and other facilities owned by the Town of Cottesloe.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>2.1 Provide accessible and inclusive community spaces and facilities</b>	Consider universal access in the planning and design of Town buildings and community facilities.	Ongoing	Engineering
	Provide and maintain beach access paths where possible, including beach matting at peak times.	Ongoing	Engineering
	Ensure that Town buildings and facilities meet the standards for access and any demonstrated additional need. Prioritise buildings based on usage and feedback from DAIP consultation and UAIRG.	Ongoing	All
	Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Year 1/Ongoing	Development & Regulatory Services/Engineering
	Identify and prioritise pathways for improvement including dual use paths to ensure an accessible and safe network in Cottesloe.	Year 1/Ongoing	Engineering
	Ensure access is considered in all public open space upgrades including playground equipment i.e. inclusive/all ages and abilities.	Ongoing	Engineering
	Survey and upgrade as required lighting around beach areas e.g. pathways, parking, seating areas.	Year 2/3	Engineering
	Audit and improve signage on Town buildings and at Cottesloe main beach, drawing from the Australian Standard on wayfinding (AS 1428.4.2).	Year 2/3	Engineering
	Renewal works to be undertaken on the access ramp at Cottesloe groyne.	Year 1	Engineering

**OUTCOME TWO - People with disability have the same opportunities as other people to access the buildings and other facilities owned by the Town of Cottesloe.**

Strategy	Deliverable	Timeline	Responsibility
2.2 Collaborate with people with expertise in accessible and inclusive design	Advocate with and support local businesses to create and provide accessible places and spaces.	Ongoing	Corporate and Community Services
	Draw on the expertise of people with lived experience, service providers and professionals (e.g. UAIRG, accredited access consultants) at conception and design phase of new projects.	Ongoing	Corporate and Community Services / Engineering



### 3. INFORMATION

<b>OUTCOME THREE - 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.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>3.1 Improve access to information</b>	Audit the Town’s website to ensure it meets contemporary best practice and implement the findings.	Year 1/2	Community Development Officer/Senior Communications and Marketing Coordinator
	Place all disability access information under one heading on the Town’s website, including a link to the accessible beaches website and ACROD parking locations.	Year 1/2	Senior Communications and Marketing Coordinator/Community Development Officer
	Promote access and inclusion initiatives on various media platforms.	Ongoing	Senior Communications and Marketing Coordinator/Community Development Officer
	Investigate other communication formats for Civic Centre reception e.g. communication boards, Braille signage.	Year 2	Manager Community and Customer Services/Team Leader Customer Service
	Expand online services and information dissemination methods for people who are unable to visit the administration building.	Year 3/4	Director Corporate & Community Services/Senior Communications and Marketing Coordinator

**OUTCOME THREE - 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	Deliverable	Timeline	Responsibility
<b>3.2 Raise staff awareness about providing accessible information</b>	Provide training for customer service/contact staff on ensuring information and communications with stakeholders are suitable and inclusive.	Year 1/2/Ongoing	Manager People and Culture/Community Development Officer
	Explore apps used by other local governments for communication e.g. about events, access issues etc.	Year 1/2	Community Development Officer
	Draw on the expertise of people with lived experience, service providers and professionals in reviewing the accessibility of information.	Ongoing	Community Development Officer



#### 4. QUALITY SERVICE

<b>OUTCOME FOUR - People with disability receive the same level and quality of service from the staff of the Town of Cottesloe as other people receive.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>4.1 Further develop the skills and knowledge of staff and Elected Members</b>	Include disability awareness training as part of the induction process for new staff plus refresher training for all staff.	Ongoing	Manager People & Culture/Community Development Officer
	Provide general disability awareness training for Elected Members.	Ongoing	CEO/Governance
	Raise awareness of staff about services provided by community organisations for people with disability.	Ongoing	Community Development Officer
	Maintain disability awareness with staff e.g. during staff meetings/toolbox meetings, guest speakers; OHS/HR focus on staff mental health and disability.	Ongoing	Manager People & Culture/Management Team
<b>4.2 Celebrate the contributions of people with disability in the Cottesloe community</b>	Promote and encourage celebration of key dates e.g. Carers week, International Day of People with Disability.	Annually	Community Development Officer/ Senior Communications and Marketing Coordinator
	Share stories of community or staff members with disability (e.g. in Town publications or social media) to build respect and awareness of people's capacity for contribution and strategies to overcome access barriers.	Ongoing	Community Development Officer/Senior Communications and Marketing Coordinator

## 5. FEEDBACK AND CONSULTATION

<b>OUTCOME FIVE - People with disability have the same opportunities as others to make complaints and participate in public consultation conducted by the Town of Cottesloe.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>5.1 Reduce barriers to people providing feedback</b>	Implement live streaming of Council meetings.	Year 1	CEO/Governance
	Empower and support the Customer Service team to provide assistance to those who need it, when giving feedback, completing a survey or making a complaint.	Year 1/2	Team Leader Customer Service/Manager Community & Customer Services
	Review the Town’s communication plan/strategy to ensure accessible and inclusive communications.	Year 1	Senior Communications and Marketing Coordinator
<b>5.2 Strengthen the relationships with people with disability and providers in the community</b>	Raise staff and community awareness of the UAIRG including their role, how to get involved and outcomes of their meetings.	Ongoing	Community Development Officer
	Create a youth (with disability) advisory pathway as part of the Youth Inclusion Strategy and consider how this might link to the current UAIRG.	Year 2/3	Manager Community and Customer Services/Community Development Officer
	Encourage community members with disability or who care for someone with a disability, to register on the Town’s website to receive information about events, services and programs.	Ongoing	Community Development Officer
	Encourage the inclusion of people with disability on all Town committees and reference groups (not just the UAIRG).	Ongoing	CEO/Governance

## 6. EMPLOYMENT

<b>OUTCOME SIX- People with disability have the same opportunities as other people to obtain and maintain employment with the Town of Cottesloe.</b>			
<b>Strategy</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
<b>6.1 Support a culture where people are comfortable to disclose their disability</b>	Provide line managers with training, skills and expertise in recruitment, unconscious bias and managerial practices to support staff with disability.	Year 2/Ongoing for all staff	Manager People & Culture
	Assess need and allocate funding where feasible to improve access in and to the main administration building.	Assess year 2/allocate funding based on need & budget cycle	Management Group/Engineering
<b>6.2 Improve employment outcomes for people with disability</b>	Establish partnerships with disability organisations for collaboration, employment, traineeships and volunteering with the Town.	Year 2 /Ongoing	Manager People & Culture/Community Development Officer

## GLOSSARY

DAIP – Disability Access and Inclusion Plan

UAIRG – The Town’s Universal Access and Inclusion Reference Group support the DAIP and provide input to Town projects. The UAIRG includes members with lived experience or their families, plus service providers, Town staff and Elected Members.

## REFERENCES

Survey of Disability, Ageing and Carers, 2018

[Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](#)

Disability and Carers: Census, 2021

[Disability and carers: Census, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](#)

Key legislation and supporting initiatives:

[United Nations Convention on the Rights of Persons with Disabilities 2006](#)

[Commonwealth Disability Discrimination Act 1992](#)

[Western Australian Disability Services Act 1993](#)

[State Disability Strategy 2020 – 2030](#)

[The Town of Cottesloe Council Plan 2023-2033](#)



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