



# Disability Access and Inclusion Plan

2012 to 2017



Town of Cottesloe



Town of Cottesloe

*Disability Access and Inclusion Plan*



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Photo: Tactile Tours 2012. Sculpture by the Sea & DADAA Inc. Photo by Matt Scurfield.  
Credit (L-R): DADAA Tour Guide Evi Ferrier, Julia Anne Lymath and the Disability Services Commission's David Broomfield.

## **Message from the Mayor**

### **Disability Access and Inclusion Plan - 2012 to 2017**

The Town of Cottesloe is pleased to present its Disability Access and Inclusion Plan 2012 – 2017 (DAIP). The plan embraces Council's philosophy that people with disabilities should not be disadvantaged on issues regarding accessibility to buildings, facilities and services, delivery of information and involvement in the decision making process.

In 2007 the Town undertook a review of its Disability Service Plan to develop their first Disability Access and Inclusion Plan. The 2012 to 2017 Plan builds on past achievements and embraces new strategies in meeting future access and inclusion for people with disabilities.



Town of Cottesloe

## *Disability Access and Inclusion Plan*

In keeping with Council's vision, this plan addresses access requirements for people with disabilities in order to enhance lifestyle and promote a sense of community. The DAIP more than fulfils the Town's obligation under the Disability Services Act (1993). The plan will be reviewed and updated annually to ensure that it meets the prevailing issues of access and inclusion in the local community.

The Town of Cottesloe looks forward to working in partnership with all key stakeholders and the local community to achieve the targets set out in the Plan.

Kevin Morgan  
Mayor



## **Overview**

A Disability Action and Inclusion Plan is an approach to improve Council procedures and practices to remove barriers that result in Cottesloe being an accessible and accepting environment, promoting participation amongst the community and visitors to the area.

## **Purpose**

The Town of Cottesloe is committed to achieving a local area that is fully accessible to all members of our community, both resident and visiting.

Disability Access and Inclusion Plans provide a purpose for the future; improving services, facilities, and participation within the community and creating universal access.

Each financial year the progress of the access and inclusion plan is documented and forwarded to the Disability Services Commission (DSC).

## **The Committee**

The DAIP is implemented in close consultation with the Disability Services Access Committee (DSAC) which comprises:

- Manager of Corporate & Community Services
- Elected member(s)
- Disability Services Commission Local Area Coordinator
- People with disabilities (both resident and visiting)



- Other community members or representatives of related community organisations

The DSAC meets quarterly or more frequently if required.

The DSAC, through community outreach strategy, aims to expand access and inclusion within the community. Linking up with the Disability Services Commission (DSC) Local Area Coordinator and Western Suburbs Newspapers to attract more members to the committee, the DSAC has a two-pronged approach inviting locals and visitors.

## **Definitions & Abbreviations**

*Access* is a person's ability to use resources and services essential to meeting their basic needs and improving their quality of life. It also refers to an individual's participation in the community and involvement in consultation regarding public decisions. The term access also refers to the ability to physically get into and out of a facility, removing any barriers to facilitate use.

*Inclusion* is the capacity in which every person who wishes to, can access and actively participate in an activity or service in the same way as any other member of the community.

DAIP – Disability Access and Inclusion Plan

DSC – Disability Services Commission

DSAC – Disability Services Advisory Committee

DADAA – Organisation providing access to arts and culture for people with disability or a mental illness.

BCA – Building Codes Australia

POS – Public Open Space

## **The Town**

The Town of Cottesloe has an area of 4 sq. kilometres and a population of over 7,900. The northern boundary extends from the coast along North Street; the eastern boundary extends from Servetus Street, along the railway line, down Parry Street, along Stirling Highway and Curtin Avenue; the southern boundary is just before the Vlamingh Memorial and the ocean is the western boundary.

The City of Nedlands is our northern neighbour, the Town of Claremont our eastern neighbour, the Shire of Peppermint Grove and the Town of Mosman Park are our eastern and southern neighbours (see Cottesloe Ward Boundary Map page 9).



## **Town of Cottesloe Services**

### **Development Services**

Those who wish to conduct commercial activity or build on/develop land within the Town are subject to development controls. Development Services process applications in accordance with Australian standards, State Government policies and Council planning schemes/policies.

### **Engineering Services**

The Engineering Services Department is responsible for infrastructure assets, works programs, application forms and permits, construction and maintenance of Town-owned buildings, roads, footpaths and cycle facilities.

### **Corporate and Community Services**

Provides essential services and governance such as; Finance, Rates, Community Development and Ranger Services. The Rangers responsibilities include parking, dog registrations, animal control, fire safety and sign control. Community Services include recreation and sporting facilities, beaches, library, parents and children's services, youth services, senior's services, events, and access & inclusion services.

### **Customer Services**

Involves the provision of general information and administration to the public. Customer services also includes; payments of fees including rates and dog licences, infringement information, and lodging of applications.

### **Environmental Health**

The Town of Cottesloe provides a wide variety of Environmental Health Services including information on air pollution, pests, food safety and noise. You can also contact the Town for application Forms, Information Sheets relating to Environmental Health and the Town's Health Local Laws.

### **Sustainability**

The sustainability section focuses on a range of projects that aim to conserve water, encourage use of car-free travel and the carbon neutral project to achieve zero net emissions for Council by 2015. Ongoing community sustainability initiatives include Living Smart Courses, Sustainable September and the Native Plant Subsidy Scheme.

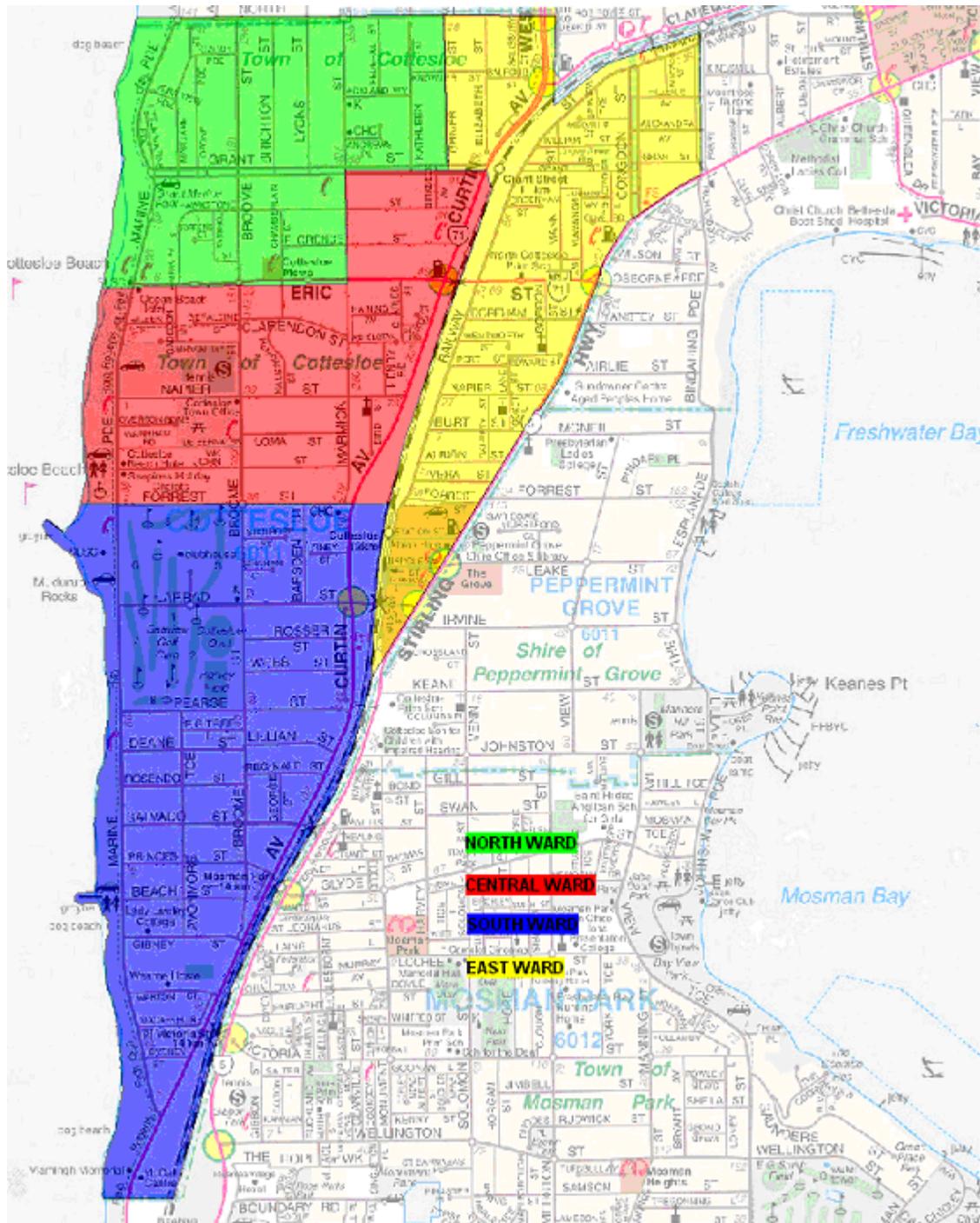
### **Governance**

Governance is primarily concerned with administering and managing Council's responsibilities, specifically in the area of compliance the Local Government Act 1995 (and other legislation) and policies that the Council adopt; with the primary objective to provide the community with ethical, transparent and accountable local government. Primary examples of governance related work in Local Government would include (but not limited to) the conduct of Council and Committee meetings, Local Law (creation, application and review of), Policy creation, application and review.



Town of Cottesloe

### Cottesloe Ward Boundaries Map





## **Background of Disability Access and Inclusion Plan**

The Western Australian Disability Act 1993 states that people with disabilities have the right to be respected for their human worth and dignity and have the same human rights as other community members, regardless of the degree and nature of their disabilities.

A disability is any continuing condition that restricts everyday activities. The Disability Services Act (1993) defines disability as a condition that:

- is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent; and
- may or may not be episodic in nature.

Disabilities can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible.

The Act requires Local and State Government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities can access services provided by Local Governments in Western Australia. These services should facilitate increased independence opportunities and inclusion for people with disabilities in the community.

The Disability Access and Inclusion Plan provides a means of ensuring that people with disabilities have the:

- Same opportunities as other people to access the services of, and any events organised by, the relevant public authority;
- Same opportunities as other people to access the buildings and other facilities of the relevant public authority;
- Receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it;
- Receive the same level and quality of service from the staff of the relevant public authority as other people receive from that authority;
- Have the same opportunities as other people to make complaints to the relevant public authority;
- Have the same opportunities as other people to participate in any public consultation by the relevant public authority.

In 2007, the Town of Cottesloe developed and implemented an Access Inclusion Plan, as a follow up to this document; the 2012-2017 plan has been presented. Amongst other things, this document includes an action plan outlining how the Town of Cottesloe intends to promote disability equality and mainstream it into its policies and functions.



## **Review Process**

In May 2010 the Town of Cottesloe began preparations for the development of the updated DAIP. The DAIP outlines the Town 's plans to ensure that people with a disability can access the facilities, services, events, information, complaints and public consultations offered by the Town of Cottesloe or their agents and contractors. Good access and inclusive practices benefit all members of the community and are contributors to the sustainability of a community.

The DAIP process was presented to the DSAC and it was advised that the project deliverables would include:

- The preparation of a report outlining the findings of the review and consultation, with recommendations for the further development of access and inclusion in the Town of Cottesloe; and
- The preparation of a revised Disability Access and Inclusion Plan (DAIP) for the Town of Cottesloe.

The Community Development Officer would operate as the community consultant and communicate and collaborate with key organisations, services and community members from the Town of Cottesloe throughout the project.

## **Process**

The process was in accordance with the legislative requirements for DAIPs and good practice in engaging people with a disability. It included the following stages with research and consultation focused on the six desired outcomes of the DAIP. The project research and consultation component, with an approximate timeline of 6 months (varying according to the collation and preparation of the report), before being reviewed by the DSAC and submitting to the DSC.

After the DAIP has been submitted to the DSC, it will be made available to the public in alternative formats listed on page 12. The public will also be able to comment on the plan or access issues within the community by using the Feedback Form on Appendix 3, page 36.

## **Background research**

The Community Development Officer reviewed the Town's existing DAIP in light of the 2004 amendments to the WA Disability Services Act (1993), the development of Standards as a result of the Disability Discrimination Act (1993) and related changes to the Building Code of Australia (BCA). Any relating Town of Cottesloe documents as well as contemporary practice and developing trends in access and inclusion.

## **Consultation**

In 2011 the Town began the process of reviewing its DAIP and as part of this review the Town of Cottesloe encouraged feedback from the community on



disability access issues. The Town of Cottesloe identified key stakeholders from a diverse and broad section of the community including key staff members, key agents and contractors, Disability Access and Inclusion Plan Advisory Committee members, disability service providers and other appropriate individuals and groups in the community.

A strategy was prepared and included information collected through a range of methods such as:

For external customers:

- Written surveys – promoted and/or distributed in the local newspaper, available at the Town's offices and online on the Town's website. The **Access and Inclusion Survey was made available from the 9<sup>th</sup> April 2011 to the 19<sup>th</sup> May 2011** through the Council's website with several format options available. The survey details and where to access the document was advertised in local newspapers. Surveys were also distributed through the DSC local area coordinator;
- Consultation (telephone, email or face to face) with local service providers e.g. disability, seniors, children. On the **29<sup>th</sup> of July 2011** the Town held a workshop in the **War Memorial Hall** to discuss progress made under the current Access and Inclusion Plan which was also advertised and the DSAC advised;
- Face-to-face meetings with community members including the use of service providers to host small group sessions.

For internal customers:

- Meetings with key staff and others;
- Face to face or telephone interviews with key staff and others;
- An email survey of all Town staff.

Consultation took place with the community including representatives who have a disability, their families and carers, staff and other identified key stakeholders in relation to:

- The Town's achievements in improving access in recent years;
- Difficulties and barriers community members still experience with the Town's facilities, buildings, events and services;
- Possible outcomes, objectives and strategies for inclusion in the DAIP; and
- Priorities for the DAIP.

Information gained from the survey process was then collated and analyzed with background research and workshop information to create a report with recommendations for the development of an updated Disability Access and Inclusion Plan.



On the basis of the information collected and evaluated in the previous two steps a report was then developed which outlines achievements made, existing and potential access and inclusion issues, and recommendations for a new DAIP.

### **Promotion**

The Community Development Officer presented this report to Town of Cottesloe staff, and DSAC members to confirm the recommendations for the DAIP. The updated DAIP Plan is then submitted to the Disability Services Commission for approval and made available to the public **in alternative formats:**

- (a) on request, at the offices of the authority –
  - i. in an electronic format;
  - ii. in hard copy format in both standard and large print; and braille
  - iii. in an audio format on cassette or compact disk;
- (b) on request, by email; and
- (c) on the Town of Cottesloe website

The availability of the new DAIP will be advertised in local newspapers and public notices and also internally within the organisations intranet site. The DAIP is available in alternative formats upon request.

As part of the DAIP updates, the employee induction will also change to include access and inclusion information.

### **Informing Agents and Contractors**

A yearly progress report must be made to the DSC by the Town of Cottesloe and any agents and contractors in relation to achieving the seven desired DAIP outcomes. Strategies implemented by the Town of Cottesloe to inform its agents and contractors of its DAIP include:

- The mail out of current DAIP to agents and contractors with updates of yearly report;
- Community education, providing suggestions for improvements to access and inclusion, to be distributed to agents and contractors.

### **Monitoring and Reviewing**

The Disability Services Advisory Committee will analyse progress in implementing the DAIP and provide a report to Council on progress and recommended changes to the implementation plan annually.

- The DAIP will be reviewed and submitted to the Disability Services Commission in 2017. The report will outline what has been achieved under Town of Cottesloe DAIP 2012-2017.



### **Reporting on the DAIP**

The Disability Services Act requires the Town of the Cottesloe to report on the implementation of its DAIP in its annual report outlining:

- Progress towards the desired outcomes of its DAIP
- Progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies used to inform agents and contractors of its DAIP.

The Town of Cottesloe is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year. A copy of the Submission Requirement is at appendix 2.

### **Achievements to Date**

Achievements to date have been taken from the strategies and tasks set out in the 2007-2011 DAIP. Part of the strategy was to ensure that all buildings and facilities meet the standards for access and any demonstrated additional need, identifying access barriers to buildings and facilities.

Using the 2006 Access Audit for the Town of Cottesloe by Mr Brian Kidd, Architect “Enabling Environments” various improvements were prioritised and costed and have been completed gradually with over half of the items planned in the yearly budgets from 2007-2011. Some of these projects are shown below, along with other positive developments to access within the community.

### **Beach Wheelchair**





The North Cottesloe Beach Wheelchair is located at 151 Marine Parade, Cottesloe. Access to club facilities has been improved and bookings can be made to use the beach wheelchair through the North Cottesloe Surf Life Saving Club Administration on 9284 2626.

The type of chair available is the Hippocampe Beach Wheelchair (pictured below) and beach matting is installed from the bottom of the ramp to the water each summer from November through to March.

### **Beach Access**

Access path from south to north has been established under Barchetta restaurant with a 1:14 gradient. Previously the only way to get to the toilets underneath the restaurant involved steps which was completely inaccessible.

Council currently investigating signage for disabled access toilet facilities on Marine Parade.





In addition to these improvements the Town applied for a \$200,000 Lotterywest Grant to build a universal access ramp to the beach which has been approved, the Town are contributing \$100,000 to the project.

The Town is undertaking new developments at the North Cottesloe Surf Life Saving building which will include a new pathway to the North with a 1:14 gradient to Australian standard.

**Access to buildings and facilities has been improved.**

Programmed works from the list of the comprehensive access audit from the Town of Cottesloe have been ongoing, with currently just over 50% of the work completed and with further items planned for 2012.

**Pedestrian Crossings and Footpaths**

Improvements have been made to west side of Charles Street, with a 1.5 metre extension and ramps where footpath meets the road.

Grant Street and Broome/Marmion have footpath and road crossings with tactile paving and hand rails. Broome/North and Napier/Railway also have handrails and tactile paving on the pedestrian crossing island.

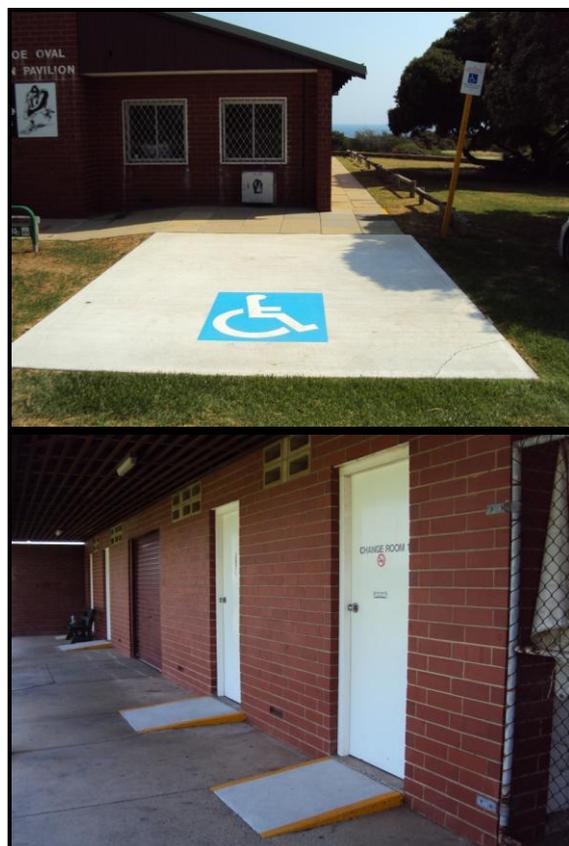
Improvement of round-a-bouts in Cottesloe has been achieved either by the introduction of handrails or tactile pavers and many locations have both handrails and tactile pavers.





**Anderson Pavilion & Rugby Club**

Both the Anderson Pavilion and Rugby Club have been improved with ACROD bays and ramp to change rooms and toilet facilities. In addition to these upgrades, accessibility improvements to the toilet facilities will be scheduled in the future.





### **Library**

The combined Councils library collections at The Grove have expanded to include a range of alternative format resources, such as talking books and DVDs as well as adult literacy collections. Signage inside the libraries has been improved. Continuation of home book deliveries and an On-line selection of books for home deliveries.

Building design architects worked to ensure that all access requirements were met for the proposed new library. The improvements made within new building/grounds are listed below:

- Ramp at entrance
- Disabled parking under cover near lift
- Lift to gain access from the undercover carpark
- Wide isles within the library
- Disabled toilet for customers and staff
- Low shelves in the Library
- Disabled OPAC for searching the catalogue
- Disabled PC station for disabled people
- Larger collection of talking books
- Downloadable talking books from library website
- Website assessment for disability access
- Larger collection of large print books
- Audio loop in Council Chambers and Community Centre
- Tactile indicators on footpaths and around building
- Accessible playground





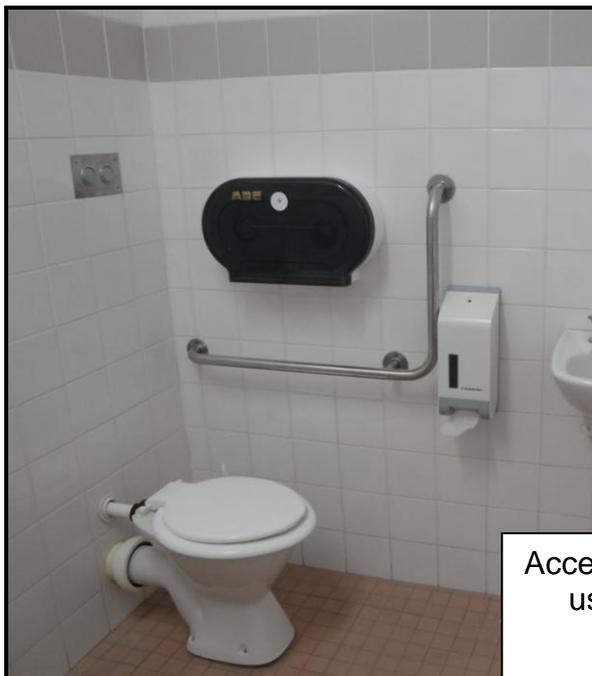
**Civic Centre**

The Civic Centre building practice is to complete any works to blend with the existing structure as best as possible. Most of our disabled ramps are made of Aluminium and are independently fitted so not to damage existing Heritage works, but at the same time serve adequate access.

Ramp access to Sunken Lawn, often used for wedding receptions.



Ramp access to Lesser Hall



Accessible toilets in War Memorial Hall used for wedding receptions and events.



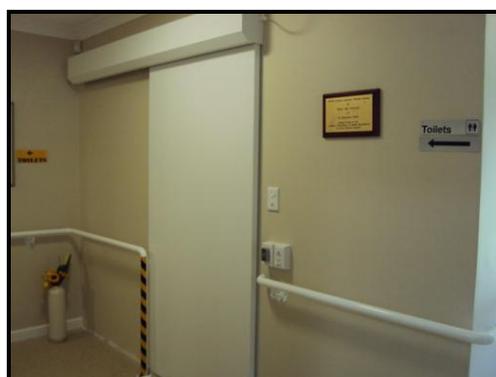
**The Aged Persons Support Service (TAPSS)**



The TAPSS building has undergone changes to its front entrance and now contains improved ramp access leading to the reception area. In addition to the benefits for people accessing the reception area, the shaded courtyard has also gained greater access and can be used for outdoor activities such as physiotherapy sessions, as pictured on the following page.



The toilet and bathroom facilities have also been upgraded, introducing widened doorways and automatic doors. Handrails have also been included to improve access along the hallway surrounding the bathroom facilities.





## Objectives and Outcomes

The Town of Cottesloe aims to provide better access for a range of people, including not only those with disabilities but the whole community; affecting seniors, people with prams and people with injuries. Community inclusion and removing barriers for those with disabilities is paramount, as demonstrated in the Town of Cottesloe Access and Inclusion policy statement.

### Access and Inclusion Policy Statement

The Town of Cottesloe:

- is committed to ensuring that the community is accessible for and inclusive of people with disabilities, 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 disabilities as other people in the community.
- recognises that people with disabilities are valued members of the community who make a variety of contributions to local, social, economic and cultural life.
- is committed to consulting with people with disabilities, their families and carers and, the community in general to ensure that barriers to access and inclusion are addressed appropriately.
- is committed to working in partnership with local community groups and other relevant organisations to facilitate the inclusion of people with disabilities through access to information, services and facilities in the community.
- is committed ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- is committed to achieving the seven desired **outcomes** of its DAIP to be implemented by staff and its agents and contractors. These are:
  1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by the Town of Cottesloe.
  2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Town of Cottesloe.
  3. People with disabilities receive information from the relevant 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 disabilities receive the same level and quality of service from the staff of the Town of Cottesloe.
  5. People with disabilities have the same opportunities as other people to make complaints to the Town of Cottesloe.



6. People with disabilities have the same opportunities as other people to participate in any public consultation by the Town of Cottesloe.
7. People with a disability have the same opportunity as other people to access employment at the Town of Cottesloe.

## **Action Plan**

The implementation Plan details the tasks, timelines and responsibilities for each broad strategy to be implemented in 2012/2017 to progress the Disability Access and Inclusion Plan.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all strategies over the duration of the five year plan.

## **Scope**

The following plan applies to many responsibilities in the Town of Cottesloe and recommends ways in which access and inclusion awareness and involvement can be improved.

This plan is not a complete schedule or detailed recommendation, it is however an outline for further development of policies, processes, and procedures that impact on levels of access and inclusion.

## **Barriers and Constraints**

While evaluating the Access and Inclusion Plan, barriers and constraints were identified that inhibit the progress of actions related to access and inclusion strategies. Four major constraints below were identified and help to determine what is feasible:

- Lack of Human Resources to negotiate tasks.
- The Cottesloe area has many older buildings and heritage guidelines which can create barriers particularly at the Civic Centre.
- Budget constraints.
- Physical access to public buildings and other iconic public areas such as Cottesloe beach are part of ongoing major improvements that require input from a number of stakeholders.

## **Opportunities**

Although some constraints have been identified, there are also many opportunities for improvements to access and inclusion in the Cottesloe area.

The possibility of outreach to local business and community groups to improve access and inclusion is a concept that has been in the background of previous plans.



Town of Cottesloe

## ***Disability Access and Inclusion Plan***

Access to resources and inclusion in community events have also been difficult to maintain with the focus predominantly on improvements to physical structures due to the age of many Cottesloe buildings and facilities.

The new plan addresses any outstanding or recent physical barriers but also drives a new focus to the barriers that may not be visible such as improving avenues for information and communication.



**APPENDIX 1**

**Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

Guiding Principle;

The Town of Cottesloe is committed to working to create an inclusive community that is aware of, and provides for the access needs of all its members, inclusive of people with disabilities.

| Strategy   | Task  | Timeline    | Responsibility  |
|--|---|-------------|---|
| Attract more representatives with a disability to the DSAC.  | Through community outreach, educate citizens on the Committee and how they may become involved (eg. Via Town of Cottesloe community news in newspapers).  | Ongoing     | Community Development Officer.                        |
| Ensure that people with disabilities are provided with the opportunity to comment, with a feedback mechanism for all services.     | Make general feedback form and have the IT department link it to each services page on the website.   | 2012 - 2013 | Community Development Officer & IT.                   |
| Monitor Council progress in meeting goals through annual list of achievements, as part of DAIP annual progress report requirement. | Check off list of achievements each year.   | 2012 - 2016 | Community Development Officer & Conservation Officer. |
| Increase links between disability access grants information and the engineering and planning department.                           | Report any grants relating to engineering and planning to department managers. Investigate possible funding sources for increasing access to event locations to improve use for the disabled and elderly. | Ongoing     | Community Development Officer                         |
| Ensure that events are accessible to people with disabilities.   | An accessible events checklist to be created using the Disability Services Commission checklist.  | 2012 - 2013 | Community Development Officer                         |
| Ensure that Council's staff and agents are aware of the relevant requirements of the Disability Services Act.                      | A flyer to be developed providing the general public and local businesses with disability awareness and education.  | 2012 - 2013 | Community Development Officer                         |
| maps and pamphlets for accessibility   |   |             |   |



|  |  |                |  |
|--|--|----------------|--|
| <p>Ensure that signs and signals are carefully designated to inform all users.</p> | <p>Using code requirements from the BCA and Australian Standard Design for Access and Mobility AS1428.1. Ensure clear, directional signage including international symbols of access and Braille. Improvements to event signage and beach signage, particularly informing of beach wheelchair in area.</p> | <p>Ongoing</p> |  |
| <p>Ensure that there are adequate parking spaces for people with disabilities.</p> | <p>Assess current parking options and monitor illegal use of parking bays issuing infringements to vehicles that do not display the appropriate ACROD sticker.</p>   | <p>Ongoing</p> |  |



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

Guiding Principle;

The Town of Cottesloe is committed to ensuring that its buildings and facilities are accessible to all community members, including people with disabilities, their families and carers.

| Strategy  | Task   | Timeline    | Responsibility  |
|---|--|-------------|---|
| Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.  | Involve an experienced Disability Officer or consultant to monitor and educate businesses on how to improve access.  | 2012 – 2016 | Community Development Officer and Consultant                      |
| Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.   | Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities. Ensure that key staff are trained and kept up to date with the legal requirements. | Ongoing     | Manager of Engineering Services                                   |
| Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.  | Asses the number of ACROD bays in high use areas such as the beachfront and investigate options available.   | 2012 – 2016 | Community Development Officer and Manager of Engineering Services |
| Advocate to local businesses and tourist venues and community groups the requirements for, and benefits flowing from, the provision of accessible venues. | Increase information on Access and Inclusion to local businesses, tourist venues and community groups. Develop educational flyer and promotion of the Your Welcome website.                            | 2012 – 2013 | Community Development Officer                                     |
| Ensure a continuous, unimpeded accessible pathway linking facilities in Cottesloe.  | Footpath Plan includes disability access checklist. Ensure trees and shrubs in public places do not impede access.   | Ongoing     | Manager of Engineering Services                                   |
| Ensure access is included in all POS upgrades.  | Identifying and implementing park access as POS upgrades are undertaken (including seats, bubblers, kerb ramps, gate openings)   | Ongoing     | Manager of Engineering Services                                   |
| Ensure that signs and signals are carefully   | Using code requirements from the BCA   | Ongoing     | Manager of Engineering  |



|                                 |  |  |          |
|---------------------------------|--|--|----------|
| designated to inform all users. | and Australian Standard Design for Access and Mobility AS1428.1. Ensure clear, directional signage including international symbols of access and Braille. Improvements to event signage and beach signage, particularly informing of beach wheelchair in area. |  | Services |
|---------------------------------|--|--|----------|



**Outcome 3: People with disabilities 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.**

Guiding Principle;

The town of Cottesloe is committed to ensuring that information about its functions, facilities and services is provided in a clear and concise language, and is available in formats that meet with the needs of all people, including people with disabilities.

| Strategy  | Task  | Timeline    | Responsibility                       |
|---|---|-------------|--------------------------------------|
| Ensure that the community is aware that the Council's information is available in alternative formats upon request. | A notice on the home page of the website stating alternative formats are available and the contact person for arranging this. This notice should also be reiterated on any important public interests, eg: meeting minutes and agendas, policies and local laws.  | 2012 – 2013 | Community Development Officer        |
| Improve employee awareness of accessible information needs on how to provide information in other formats.          | Train administration staff on how to provide alternative formats and provide guidelines sheet to all new staff.<br>Review documents to ensure they are written in Plain English.<br>Identify important public documents that would be helpful to be made available in other formats.<br>Update website to identify the services available for community service information.<br>Advise the Australian Electoral Commission to provide information in a range of formats and inform people of accessibility of each polling place. | 2012 – 2013 | Community Development Officer        |
| Ensure that the Council's website meets contemporary good practice.   | Using the checklist from the Disability Services Commission website, which is based on the Web Content Accessibility Guidelines, to update the website accordingly and distribute to all officers   | 2012 – 2013 | Community Development Officer and IT |



|   |   |         |  |
|---|---|---------|--|
|   | involved with improvement and maintenance.  |         |  |
| Ensure Communication and providing information. | Council information, publicity, advertisements, to provide the option of contacting Council by fax and email.<br>Keep staff updated on alternative formats for resources. | Ongoing |  |



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

**Guiding Principle;**

The town of Cottesloe is committed to ensuring that services are provided by skilled and competent staff and that Councillors and staff are aware of the needs of all community members including people with disabilities, their families and carers.

| <b>Strategy</b>   | <b>Task</b>  | <b>Timeline</b>         | <b>Responsibility</b>   |
|---|--|-------------------------|---|
| Ensure Elected Members and employees are aware of access needs and can provide appropriate services. Raise awareness of these services amongst the community. | Induction to involve access and inclusion information.<br>Develop strategies to promote available services.  | To be completed by 2016 | Community Development Officer and Executive Assistant (Human Resources) |
| Improve community awareness of disability and access issues.  | A community education flyer should be used to improve this situation.  | 2012 – 2013             | Community Development Officer   |
| Foster an organizational culture that recognizes the special needs of customers, especially those with a disability.  | Provide targeted customer service training which covers disability access issues.  | As needed.              | Manager of Corporate and Community Services                             |
| Ensure residents with a disability are aware and have access to waste management of mobile waste bins.  | Place information for waste services on website.   | Ongoing                 | Principal Environmental Health Officer                                  |
| Dedicated services in the community.  | Provide links to the library's accessible resources including large print books, audio and other services.<br>Raise awareness of other current services provided by community organizations. | Ongoing                 | Community Development Officer   |



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

Guiding Principle;

The Town of Cottesloe is committed to ensuring that all community members are able to participate in feedback mechanisms.

| <b>Strategy</b>  | <b>Task</b>   | <b>Timeline</b>         | <b>Responsibility</b>                        |
|--|---|-------------------------|--|
| Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon. | A specific feedback section for access and inclusion to be established on the website with other formats available. This will also include an internal 'item resolved' section. | To be completed by 2016 | Community Development Officer                |
| Customer service inquiry desk to be accessible for people in wheelchairs.                        | Keep customer bell within easy access of desk.  | Ongoing                 | Manager of Corporate and Community Services. |



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

Guiding Principle;

The Town of Cottesloe is committed to ensuring that all community members are able to participate in public consultations, the Town’s decision making processes and related processes.

| <b>Strategy</b>  | <b>Task</b>  | <b>Timeline</b>         | <b>Responsibility</b>         |
|--|--|-------------------------|-------------------------------|
| Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes. | Networking with groups from other suburbs to get feedback from visitors to the community.  | To be completed by 2016 | Community Development Officer |
| Ensure that people with disabilities are aware of and can access other established consultative processes.               | Minutes and Agendas can be provided on alternative formats upon request but this option needs to be promoted on the Council’s Website.   | To be completed by 2016 | Community Development Officer |
| Create partnerships with other authorities’ community groups, and businesses to create a more accessible locality.       | Raise the profile of disability needs and access issues within the Cottesloe area.<br>Reward local businesses that provide accessible premises beyond the minimum required.<br>Provide education on Disability Discrimination. | To be completed by 2016 | Community Development Officer |



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

Guiding Principle;

The Town of Cottesloe is committed to ensuring that all community members are able to access employment opportunities.

| Strategy  | Task   | Timeline                | Responsibility  |
|---|--|-------------------------|---|
| Develop strategies to improve the attraction, recruitment and retention of employees with disability. | Research the actions of other councils in this area and develop strategies within human resources. | To be completed by 2016 | Community Development Officer and Executive Assistant (Human Resources) |
| Provide a non-discriminatory work environment.  | We will develop and implement programs and policies to actively support staff with a disability.   | Ongoing                 | Community Development Officer and Executive Assistant (Human Resources) |



## APPENDIX 2

### DAIP Submission Requirement

| Action                                 | Submission requirement   |
|--|--|
| 1 <sup>st</sup> submission of the DAIP | <ul style="list-style-type: none"> <li>• The finalised DAIP is to be submitted to the Disability Services Commission by <b>31 July 2017</b>; and</li> <li>• any subsequent amendments made to the DAIP by <b>31 July</b> in the relevant year.</li> </ul>  |
| Review requirements                    | <p>Must be reviewed at least every five years; and<br/>           A review report must be lodged with the Commission by 31 July, no later than five years after:<br/>           The previous review report was submitted to the Commission.</p>  |
| Progress report                        | <ul style="list-style-type: none"> <li>• In addition to general annual reporting requirements, a progress report to be submitted to the Commission by 31 July each year, using a brief reporting template provided;</li> <li>• The reporting template will allow authorities to report on               <ul style="list-style-type: none"> <li>➤ Progress made by the authority and any agents and contractors in relation to achieving the six desired DAIP outcomes; and</li> <li>➤ Strategies implemented by the authority to inform its agents and contractors of its DAIP.</li> </ul> </li> </ul> |
| Communicating availability of plan     | <ul style="list-style-type: none"> <li>• To be available:               <p>On request in alternative formats (including hard copy in standard and large print, electronic format);<br/>                 On request by email; and<br/>                 On the authority's website;</p> </li> <li>• To be promoted in newspapers (statewide for State Government authorities or local newspaper for Local Government)</li> </ul>   |
| Public consultation requirements       | <ul style="list-style-type: none"> <li>• Notice of consultation to be placed in newspaper (statewide for State Government authorities or local newspaper for Local Governments); and notice on website.</li> </ul>   |



Town of Cottesloe

## **APPENDIX 3**

### **FEEDBACK FORM**

In addition to the issues covered in the action plan, barriers to access and inclusion in Cottesloe are:

#### **Optional**

Name:

Date:

Address:

Email:

Phone Number:

Thank you for completing the Feedback Form. Please return completed form to the following address (no stamp required)

**Community Development Officer**

**Town of Cottesloe, Reply Paid 606, PO Box 606, COTTESLOE WA 6911**