This document can be made available in alternative formats if required.

The City of Cockburn
Disability Access and Inclusion Plan
2012- 2017
Amended March 2015

Document Set ID: 5764035
Version: 1, Version Date: 05/04/2017

The City of Cockburn is committed to assisting all community members

Please contact City of Cockburn customer service and ask for the assistance with your specific request**.**

Telephone: **9411 3444**

Email: **customer@cockburn.wa.gov.au**

Website: **Cockburn Website: http://www.cockburn.wa.gov.au/**

You may also request contact with the City of Cockburn's Disability Access and Inclusion Officer

Language assistance

National Relay Service: **133 677 (TTY/voice calls)** or **Relay Service Website: www.relayservice.com.au**

Speak & Listen: **1300 555 727**

Translating and Interpreting Service: **131 450**

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1. Executive Summary

The City of Cockburn is a fast growing metropolitan region of over 91000 residents, combining residential, industrial and small agricultural districts.

The City of Cockburn is committed to creating an accessible and inclusive community in which information, services, facilities, decision-making processes and other activities are open and available to everyone.

The intention of the Disability Access and Inclusion Plan (DAIP) is to assist with the coordination of planning and activities conducted by the City of Cockburn to ensure that all community members have equitable:

1. Access to services and participation at events
2. Access to buildings and other public outdoor spaces
3. Access to information in appropriate formats
4. Quality of services
5. Opportunities to make complaints to a public authority
6. Opportunities to participate in public consultations
7. Opportunities to access business and services within the City of Cockburn

The DAIP will be lodged with the Disability Services Commission, with annual reporting of the progress of implementation of actions arising from the plan.

The City of Cockburn recognises that the DAIP has relevance for many other community members who may experience access difficulties, for example:

- **Parents with prams and seniors negotiating steps or steep gradients;**
- **People who have a temporary disability through accident or illness;**
- **Tourists and people from culturally and linguistically diverse backgrounds who may find it difficult to read signs or understand information; and**
- **Small children who have difficulty using steps or understanding information**

A range of internal and external consultations were conducted. A survey provided feedback on demographics, perceived performance of the City of Cockburn in access and inclusion issues, facilities most commonly used, as well as outstanding issues to be addressed. Key stakeholders were interviewed to provide feedback on issues related to both staff and clients. Senior staff and Councillors provided feedback on perceived successes to date and opportunities for continuous improvement.

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The DAIP and associated Implementation Plan were developed with reference to this feedback material. The intention is for this document to align with other key City of Cockburn strategic documents to achieve commonly aspired affects.

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2. City of Cockburn overview

2.1 Background

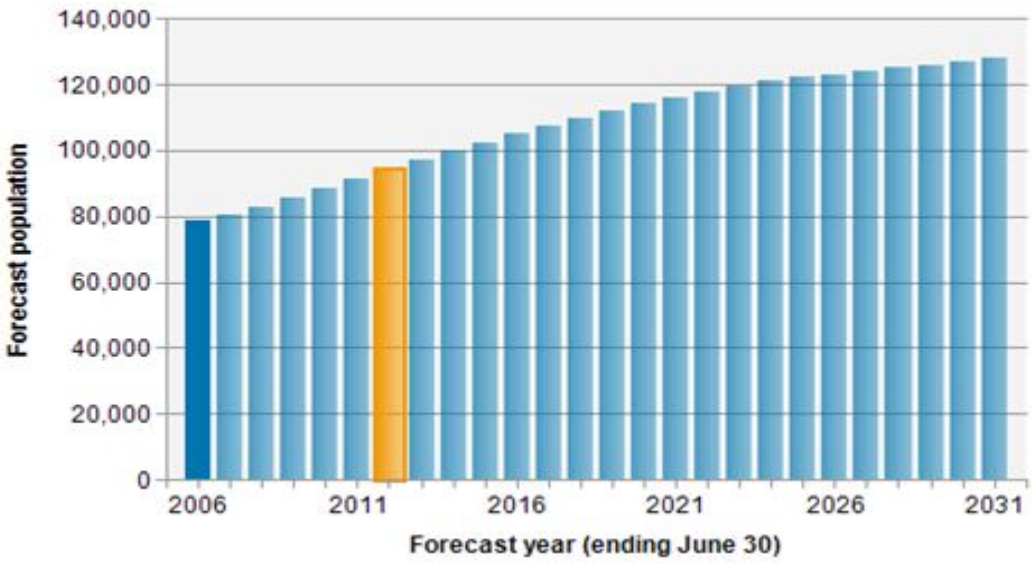
The City of Cockburn is one of the major Coastal Cities found in the state of Western Australia. It is situated 22km south of Perth and 8km south of Fremantle. This coastal City is renowned for its historical and tourism features along with its agriculture and ship building industries.

One of the City's most unique features is a chain of five lakes running north to south through the heart of the City. Sixteen Aboriginal campsites of the Nyungar* people have been identified throughout Cockburn, most of them on the fringes of two of the larger lakes, North Lake and Bibra Lake.

The City of Cockburn consists of 21 suburbs (see: appendices 9.2) with a mix of residential and rural areas. There are over 27,000 residential places and over 2000 businesses.

Today, Cockburn is one of the fastest growing areas in the metropolitan area of Western Australia. The current population is just over 91 000 people and is expected to grow at a rate of 1.6% per annum and reach 100 000 residents by the year 2017, and have an overall 35% population increase by 2031.

The improvements made to the district, in particular Spearwood were achieved as a result of the early settlers banding together with a strong sense of community spirit. The modern City of Cockburn wishes to continue to develop this community spirit into the future.



City of Cockburn forecast population to 2031

***** ref: The City of Cockburn Reconciliation Action Plan and Aboriginal Reference Group

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2.2 Divisions and Services

The City of Cockburn provides a range of services to residents. The City has four primary Service Divisions that are then further subdivided into Service Units.

- **Planning and Development Division**
- **Finance and Corporate Services Division**
- **Engineering and Works Division**
- **Administration and Community Services Division**

It also has an Executive Services Department that is responsible for Governance and Executive Management.

An explanation of contact details and the services provided by the City of Cockburn can be found in the Calender that is updated each year and is available on request.

Planning and Development Division

Overview:

Provides strategic planning, statutory planning, building services, health services and land administration.

Building Services	Processes building, demolition and sign license applications and undertakes compliance monitoring generally. Inspects private swimming pools.
Health Services	Monitors public health; investigates pollution and noise complaints and manages contaminated sites.
Land Administration	Administers leases and licenses, purchases and develops land for Council works, manages public requests for pedestrian access-ways, including closures.
Strategic Planning	Prepares and processes structure plans, processes subdivision applications and issues clearances, and administers Development Contribution Plans
Statutory Planning Services	Processes development and subdivision applications, planning amendments and compliances

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Finance and Corporate Services Division

Provides financial and corporate services, including accounting and financial management, information systems management, human resource management, records management and rates services.

Accounting and Financial Management	Financial planning, control service and internal accounting support to Council's Service Units
Rates Services	Rating and revenue collection service and maintenance of a central property database for the City
Information Technology/Business Systems Services	Information technology support and applications maintenance and development
GIS Services	Geographical information and maintenance of an asset management database
Records Management Services	Records management and response to public information requests.
Human Resources	Payroll and human resource management services.

Engineering and Works Division

Provides Engineering design and construction services, parks management, waste services (collection, disposal and recycling), municipal building facilities, municipal vehicle fleet management and Environmental Management Services

Road Services	Construction and maintenance of the City's roads, drainage, footpaths, crossovers, bus shelters, verges and streetlights
Road Design and Development Control	Design services for the City's roads, drainage and footpath network, traffic investigation to improve road safety and development compliance and control.
Facilities and Plant	Construction and maintenance of buildings and community facilities, waste collection and recycling, management of the vehicle and machinery fleet.
Waste Disposal Services	Manages waste disposal activities at the Henderson Resource Recovery Park, develops recycling strategies and monitors the City's involvement in the SMRC
Park Services	Maintains and develops 'green' spaces to enhance recreation, attractiveness and the amenity of the City
Environmental	Advice on development applications, undertakes

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Management Services	environmental conservation and sustainability programs.

Administration and Community Services Division

Provides human services, customer services, infrastructure planning, safety and security services, community development, library services, recreation and cultural services and organisation governance.

Human Services	Child Care Services, Youth Services, Aboriginal Community Development, Disability Access, Children's Development, Support Services, Aged and Disabled Services, Seniors Services
Law and Public Safety	Law enforcement, community safety services, emergency and ranger services
Library Services	Lending services, internet access and education programs
Corporate Communications	Customer information, marketing, media and community events, cultural development and art programs
Recreation Services	Sport and recreation, facilities and community halls
Community development	Management and coordination of activities, projects and programs that encourage and support the inclusion of the entire community

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2.2 Disability Demographic profile

a) What do we mean by Disability?

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 or likely to be permanent;**
- **May or may not be episodic in nature;**

and results in:

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

The Physical Disability Council of Australia draws the distinction between impairment and disability and describes people with a disability as people with impairments who are disabled by barriers in society.

According to the International Classification of Functioning, Disability and Health (ICF), endorsed by World Health Organisation and used in Australia, 'disability' is a complex phenomenon that is an interrelationship between:

- **The body functions and structures of people;**
- **The activities people do and the life areas in which they participate; and**
- **The factors in their environment that affect these experiences.**

(see appendix 9.1)

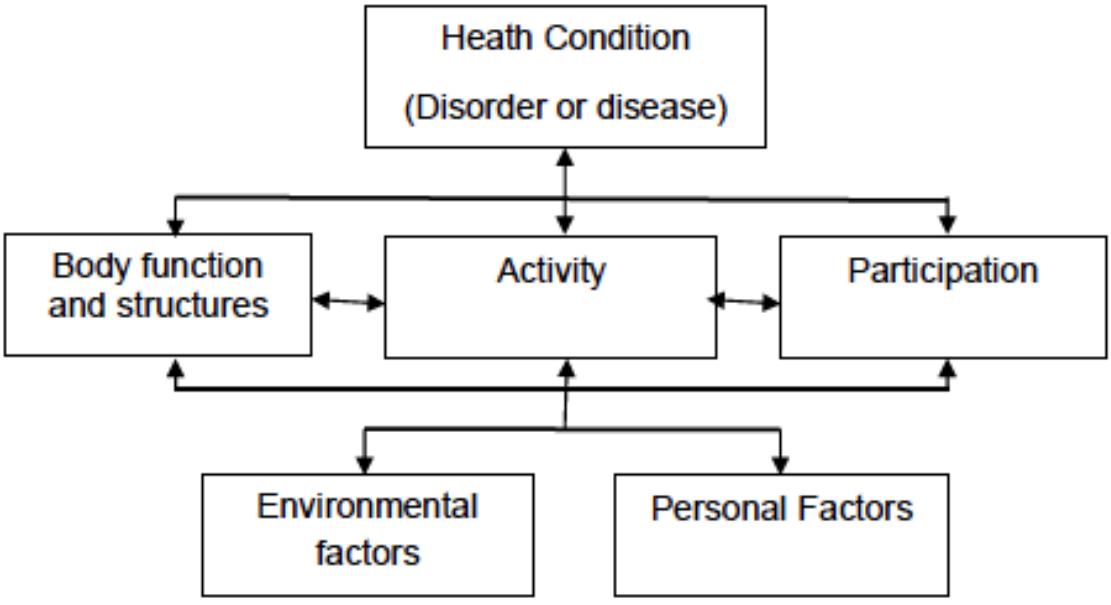

Fig 1: Interactions between components of the ICF

Source: WHO 2001,International Classification of Functioning, Disability and Health

b) Instance of disability in Western Australia (DSC website March 2012)

20.6%	Percentage of people who have some level of disability (over 380 000)
15%	Percentage of people with a core activity restriction (that is a restriction in communication, mobility or self care)
5.6%	Percentage of people who sometimes need help or supervision with one or more of the tasks associated with daily living
8%	Percentage of people who provide day – to – day care and support to family and friends with disabilities.
70%	Percentage of all assistance required by people with disabilities that is provided by the informal network of family and friends
35%	Percentage of people know someone with a disability, whether as a family member, friend, or workmate
93%	Percentage of people with disabilities live in the community, either independently or with family or friends
73%	Western Australians with disabilities live in the metropolitan area

c) Residents with a disability in the City of Cockburn compared with the Perth metropolitan area (2003) (DSC website March 2012 citing ABS 2003 data)

	Cockburn	%	Perth Metro	%
Total Population	71 107		1 391 217	
Total persons with a Disability	13 420	18.8	272 515	19.5

By severity of disability

Profound disability	3401	4.78	70 087	5.03
Moderate Disability	2652	3.72	54 836	3.94
Mild Disability	3788	5.32	76,947	5.53

By age group

0-14 Years	1325	1.8	23,483	1.6
15-24 Years	942	1.32	19,962	1.4
25-64 Years	7818	10.9	147,270	10.5
65+ Years	3335	4.6	81,800	5.87
Requiring personal care	6186	8.6	126,057	9.06

assistance: all ages

d) Australia Bureau of Statistics 2011

To be inserted when current ABS data is scheduled for release after 01/07/12 is made available for analysis

AUSTRALIAN BUREAU OF STATISTICS 2011 Census of Population and Housing
Cockburn (C) (LGA51820) 167.9 sq Kms

Core Activity Need

B18 CORE ACTIVITY NEED FOR ASSISTANCE BY AGE BY SEX
Count of persons

	Has need for assistance	*Does not have need for assistance*	*Need for assistance not stated*
		MALES	
0-4 years	35	3,264	223
5-14 years	192	5,639	289
15-19 years	64	2,716	127
20-24 years	41	2,944	182
25-34 years	76	6,582	412
35-44 years	111	6,780	384
45-54 years	113	5,526	336
55-64 years	217	3,984	210
65-74 years	235	2,240	108
75-84 years	248	1,029	63
85 years and over	131	150	30
Total	**1,463**	**40,854**	**2,364**
		FEMALES	
0-4 years	25	3,033	207
5-14 years	82	5,475	287
15-19 years	42	2,706	144
20-24 years	32	2,934	131
25-34 years	58	6,655	315
35-44 years	106	6,871	322
45-54 years	134	5,728	211
55-64 years	213	4,201	169
65-74 years	215	2,332	108
75-84 years	440	1,112	84
85 years and over	345	240	45
Total	**1,692**	**41,287**	**2,023**
		PERSONS	
0-4 years	60	6,297	430
5-14 years	274	11,114	576
15-19 years	106	5,422	271
20-24 years	73	5,878	313
25-34 years	134	13,237	727
35-44 years	217	13,651	706
45-54 years	247	11,254	547
55-64 years	430	8,185	379
65-74 years	450	4,572	216
75-84 years	688	2,141	147
85 years and over	476	390	75
Total	**3,155**	**82,141**	**4,387**

This table is based on place of usual residence.

Conclusion / Analysis

Based on the demographic data available at the time of DAIP review, The City of Cockburn demographics related to disability are similar in all domains to the total Perth demographics.

However, the percentage of people over 65 in Perth is projected to increase from 16.5% (2011) to 21.1% by 2021. This combined with the City of Cockburn projected

population increase of 1.6% per annum represents significant implications for infrastructure and service planning.

Note:

The data contained in tables presented are 'Small Area Estimates of Disability' produced by the Australian Bureau of Statistics for the National Disability Administrators. The estimates are based on data from the 2003 Survey of Disability Ageing and Carers (SDAC).

Total persons with disabilities for all tables includes persons with profound, severe, moderate and mild core activity limitations, as well as those with schooling or employment restrictions and disabilities with no restriction or limitation.

3. The purpose of a Disability Access and Inclusion Plan

3.1 Legislative requirements

The Western Australian Disability Services Act 1993 (amended 2004) adopts consistent definitions & assurances of rights as outlined in other Related Acts & Conventions, namely:

- **Western Australian Equal Opportunity Act 1984 (amended 1988)**
- **Commonwealth Disability Discrimination Act (DDA) 1992**
- **United Nations Convention of the Right of Persons with a Disability (2007)**

The development, planning & implementation of the DAIP are outlined under Section 29B of the Act, namely:

> "a public authority that has a disability access and inclusion plan must take all practical measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors".

The intention of the development of a Disability Access and Inclusion Plan (DAIP) is to provide a framework by which to ensure that people with disabilities have equitable access to a Public Authorities buildings & environment, services & information, to facilitate each individual's independence, inclusion & opportunities within the community.

The Disability Services Act defines the key requirements that underpin the development & implementation of a Disability Access & Inclusion Plan as:

- **State government agencies listed in Schedule 2 of the Disability Services Act 1993 (amended 2004) must develop a DAIP.**
- **All local government authorities must develop a DAIP.**
- **All practicable measures must be taken to ensure that the DAIP is implemented by the authority, its officers and relevant agents and contractors.**
- **The DAIP must be reviewed at least every five years.**
- **Public consultation to be undertaken with people with disability and key stakeholders.**
- **Public consultation must be advertised through the public authority's website or the local/state newspaper. A period of three weeks minimum is recommended.**
- **The DAIP is to be made available in alternative formats on request by a person with disability.**

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- **The reviewed DAIP is be lodged with the Disability Services Commission.**
- **The DAIP is to be promoted by placing it on the authority's website and advertising in the local or state newspaper.**
- **Progress report on the DAIP is to be completed annually.**
- **The DAIP progress is to be reported in the agency's annual report**

3.2 Access and Equity Position Statement

The City of Cockburn aims to maintain and improve the quality of life of its residents by creating an accessible and inclusive community in which information, services, facilities, decision-making processes and other activities are open and available to all residents, and in which resources are distributed equitably according to need.

The aims of the Access and Equity Position Statement:

Planning and Development

(a) Social justice principles are reflected in all planning and development processes and activities.
(b) Local area community needs and priorities are reflected.
(c) The diversity of community requirements are reflected in planning for social, physical and economic infrastructure.
(d) Services are developed and provided which counters racist, ageist, sexist and other discriminatory attitudes.
(e) Resources are allocated to reflect specific needs of community members
(f) A diversity of resident representation is reflected in planning processes.

Participation

(a) All residents have equal opportunity to participate in Council activities
(b) All residents are able to participle in all political processes.
(c) Minimise physical, attitudinal, social, economic and institutional barriers.

Information and Communication

(a) Information is universally accessible appropriate to all resident's.
(b) Information is provided to residents about their rights and mechanisms for addressing grievances and concerns.
(c) Supports community education of electoral procedures.
(d) Staff are supported in training to use translating and interpreting services
(e) Staff are encouraged to use and develop their communication skills

Community Relations

(a) Harmonious community relations and the elimination of all forms of racism and other discrimination is supported.
(b) Cultural maintenance and development is supported
(c) Residents are supported in improving quality of life by enhancing opportunities for independence, choice and self-determination

Training and Development

(a) Training is provided to council representatives to improve understanding of the requirements of groups with additional needs, and enhance service delivery.

(b) Council representatives at all levels have an awareness of community diversity and the subsequent implications for policy information, program design and service delivery.

3.3 Desired outcomes and priority areas

a) Prescribed Outcomes

Schedule 3 of the Disability Services regulations 2004 currently list six desired outcomes of a DAIP, related to people with disabilities having equitable:

1. Access to services and participation at events
2. Access to buildings and other facilities
3. Access to information in appropriate formats
4. Quality of services
5. Opportunities to make complaints to a public authority
6. Opportunities to participate in public consultations

The City of Cockburn has elected to include a seventh outcome, related to promoting equitable access to local businesses.

b) The Count Me In: Disability Future Directions strategy

This document was launched by the Disability Services Commission in 2009. The strategy outlines the framework that is required to achieve the goal of a genuinely inclusive community experience for people with all forms of disability.

The vision articulated is to provide "full citizenship", articulated as being:

- Valued and contributing community members, not a marginalised or 'special' group that requires 'specialised responses'.
- Engaged and embedded in the local community, making meaningful contributions, having meaningful relationships, and making choices/ decisions about all aspects of their lives.

The strategy is relevant for local government as it outlines a long-term process of wide ranging changes to areas such as housing, transport, community attitudes, education, employment and technology, and service delivery that is wherever practicable consistent for rural and remote as well as metropolitan areas. The challenge articulated in the Disability Future Directions strategy is to harness the energy and commitment of all levels of government (including local councils) to bring about positive change.

The Disability Future Directions strategy identifies what are termed "pathways". These "pathways" have wide ranging relevance for the development of DAIP strategies and actions, as it articulates aspirations such as:

- **Developing well-planned communities linked to streamlined transport to create welcoming and stimulating places to live which are accessible and enable people to move around easily and safely – in and outside their homes, on footpaths, in cafes, getting to schools, parks and other amenities.**
- **Town planning which incorporates comprehensive universal design principles at all levels, including public open spaces and building, businesses and business districts, zoning and public housing.**
- **Communication and effective active participation at all stages of planning, implementation and monitoring by people with disabilities.**
- **A clear understanding of what are effective individualised supports and services within a community.**

The strategy articulates 13 priority areas, which are organised in three broad & interrelated foundations (see fig 2):

Foundation 1: Participation & contribution in all aspects of life

Priority areas:

- Welcoming communities;
- Life-long learning in inclusive settings;
- Secure employment in meaningful work;
- Access to health and mainstream services; and
- Information and enabling technologies.

Foundation 2: Economic & Community Foundations Priority

areas:

- **Economic security**
- **Well-planned & accessible communities**
- **Universally – designed housing**

Foundation 3: Personalised Supports & Services Priority

areas:

- **Collaborative responses to people with disabilities who are aging**
- **Responsive approaches in rural & remote areas**
- **Strong, supportive partnerships with family & carers**
- **Life-long security for people with complex & high needs for support**
- **Innovative & responsive supports**

Furthermore, the strategy identifies personalised supports and services are defined as those that can:

√ be responsive, contemporary and innovative;

√ keep pace with demand;

√ increase choice and control for people with disabilities, families and carers;

√ create more opportunities for community participation and contribution;

√ develop the capacity of people with disabilities, families and carers to participate in all levels of organisational decision-making;

√ ensure the needs of people with disabilities who have complex or high needs remain clearly in view and effective responses are developed;

√ respond to the unique needs of people with disabilities who experience early ageing or who are reaching senior years;

√ continue to foster a range of ways to support families and carers, and

√ be more responsive for people with disabilities in rural & remote areas.

The intention of the City of Cockburn Disability Access and Inclusion Plan is for the Strategies to be consistent with the priority areas and pathways as outlined in the Count Me In: Disability Future Directions Strategy, where they are relevant and within the scope of the council authority.

3.4 Context of City of Cockburn 2006 – 2016 Strategic Plan

The City of Cockburn 2006 – 2016 Strategic Plan identifies the major factors that influences the progress of the City of Cockburn are:

- **Demographics**
- **Infrastructure**
- **Lifestyle and Aspirations**
- **Governance**
- **Employment and Economy**
- **Natural Environment**
- **Transport**

The "Effects" (Outcomes) articulated in the strategic plan that have the strongest links to the DAIP outcomes are:

- **Provide adequate social, recreational and entertainment infrastructure**
- **Achieve a strong sense of place and belonging**
- **Ensure social diversity**
- **Ensure infrastructure meets community and industry needs**
- **Ensure infrastructure does not adversely affect residents**
- **Ensure a high level presentation of streetscape parkland and built- form**
- **Improve the health, safety and security of the community**
- **Achieve a safe, efficient and integrated transport system**
- **Maximise community awareness of Council business**
- **Ensure diversity of business and employment**

The "Means" (Actions) articulated in the strategic plan that have the strongest links to the DAIP outcomes are:

- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Create opportunities for social, cultural and recreational activities**
- **Create areas for cultural and social activities**
- **Review current infrastructure**
- **Partner effectively with other infrastructure providers**
- **Partner effectively with other service providers**
- **Improve transport connectivity throughout the City**
- **Maintain transparent and robust processes**
- **Maintain effective electoral processes**
- **Provide ongoing professional development**
- **Consult widely with the community**
- **Mobilise community support**
- **Engage business support**
- **Attract a diverse range of employment providers**

The Disability Access and Inclusion Plan also outlines strategies that align with other City of Cockburn Strategic documents, including:

- **Youth Services Strategic Plan 2011 - 2016**
- **Aged Friendly Strategic Plan (2009)**
- **Cockburn Community Development Strategic Plan**
- **Community Safety Crime Prevention Strategic Plan**
- **Sports and Recreation Strategic Plan (2009)**
- **Sustainability Framework**
- **Plan for the District 2010 – 2020**

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4. Access and inclusion Initiatives 2007 – 2012

4.2 Administration of the Disability Access and Inclusion Plan (DAIP)

The City of Cockburn initially administered the DAIP responsibilities in a combined role which also incorporated children's development. In recognition of the importance of the position, an increased budget allocation was approved to allow the Disability Access and Inclusion Officer (DAIO) to be expanded to a full time position plus an annual operational budget allocation. The budget was increased in 2010/11 to expand project support capacity.

A Disability Reference Group (DRG) is facilitated and resourced to enhance opportunities for people with a disability and their representatives to exchange information and communicate their concerns on access and inclusion issues within the City of Cockburn. This proactive group is made up of consumers, industry representatives, Councillors and City of Cockburn representatives. The Group has an open membership for people who meet the following criteria:

- Residents of the City of Cockburn who have a disability and / or a parent, carer, advocate of a person with a disability.
- People who work in the disability field in a voluntary or paid capacity within the City of Cockburn

. The DRG maintains a monthly meeting schedule, with the objectives to:

- **Provide information to the City of Cockburn and the community on issues relating to people with a disability**
- **Recommend actions to the City of Cockburn that will benefit people with disabilities**
- **Improve universal access and inclusion for people with special needs**

The DRG provides advice and input in a range of issues, and receives regular reports from the DAIO on progress of the DAIP. The reference group has been consulted on major projects in the region, such as the Cockburn Central and Port Coogee developments.

4.2 Summary of initiatives 2007 - 2012

The City of Cockburn DAIP 2007 – 2012 Implementation Plan has provided a framework to develop and maintain a wide range of initiatives, and support systemic changes within council processes to promote access and inclusion. In recognition of his effectiveness in the role, the incumbent Disability Access and Inclusion officer was named co employee of the year in 2011.

The initiatives undertaken by the City of Cockburn from 2007 – 2012 to promote access and inclusion initiatives representative of Schedule 3 of the Disability Services regulations 2004 include:

Access to Services and events: continuous improvement

- **DAIO information collation through membership with National Disability Services, DAIO network quarterly meetings, Reclink and a range of other relevant forums**
- **Business unit managers are regularly made aware of DAIP outcome areas and the DAIO collates 6 monthly DAIP Manager's reports**
- **DAIO Initiated surveys for specific services, consultations and events**
- **A flyer promoting the Disability Reference Group was developed in 2010.**

Promotion of participation

- **The City of Cockburn provides activities and events every December to celebrate International Day of People with a Disability.**
- **The DAIO role includes coordinating the personal support requirements for individuals at major events, and partnerships with the volunteer resource centre have been developed to provide personal support for individuals.**
- **The DAIO participated in discussions on supporting people with disabilities to participate in a range of community activities, including community gardens, the Lost Generation project, Community Connections project and Spring in Sculpture project**
- **A survey was conducted with DSC clients in December 2008 to identify access requirements to events.**
- **A mailing list was developed of service providers, for appropriate information of City of Cockburn services and events to be sent to these networks**
- **The database on existing community groups was updated in 2011 in collaboration with the Community Development Coordinator. The Coinfo database is managed jointly by the library and Community Development Coordinator, and is updated every 6 months. Callcentre staff have access to current information on external groups using the Coinfo database.**
- **An online community directory is maintained which provides a data base of groups and activities in the area.**
- **DAIO contributed to draft policy on community gardens to include information on accessible gardens**
- **A Home Library Services provides a home delivery service every three weeks, and the city bus service provides support with transport to and from Success Library every two weeks. Spearwood library conducts reading events for people with an intellectual disability or low literacy.**
- **Auslan interpreters were introduced in major events from 2010, with a commitment made for their continued presence at major events from the 2011/12 season.**
- **A budget allocation has been provided for accessing interpreter services upon request.**

Provision of infrastructure to promote participation

- **A hearing Loop system is available in Council Chambers, Function Area, Dining Room and Seniors Centre.**
- **The Manning Park Universal Playground has 70% of play equipment which is accessible.**
- **New hoist installed in the change room at South Lake LeisureCentre in 2009, and a replacement pool wheelchair was provided in 2010.**
- **The Liberty Swing opened in May 2009 to provide a swing for children in wheelchairs. A process is in place for the provision of the key to be provided.**
- **The Beach Trekker modified wheelchair was purchased and is available to the public at the Coogee Beach Surf Lifesaving Club to transport people with limited physical mobility along the beach as well as into the water.**
- **Beach matting was trialled at Coogee Beach over the 2010-2011 summer. Additional matting has been ordered.**
- **Raised viewing platforms have been introduced at major outdoor events**
- **Rest and recharge areas have been introduced for people using electric mobility aids at major outdoor events**
- **The assistive technologies and materials available at libraries continue to expand and be updated, with a brief to continue toreview new technology availability under a ten year acquisition plan. Each branch has:**

  - **Zoom text screen magnification software; Tracball mouse; Large character keyboards; Large print books; Talking books**

  Additionally, Coolbellup has a Starview magnification viewer and a Kurzweil Omni text to speech scanner. Success introduced Boardmaker software in late 2011, and reviewed the Playaway talking book format.

Staff training and support to promote participation

- **Communications staff training was conducted in the use of the National Relay Service and Messages on Hold.**
- **A grant from WALGA allowed a Disability Awareness Training package to be developed in 2008. Since 2010, all staff are committed to receive Disability Awareness Training every 3 years, conducted annually.**
- **Information on the DAIP is included in all staff inductions, and they are then scheduled to receive Disability AwarenessTraining**
- **Policy and position statements updated in 2009 to reflect the use ofvalues enhancing imagery and nomenclature regarding people with disabilities.**
- **From 2008, all contractors must complete a DAIP report that is submitted as part of DSC annual reporting.**
- **National Relay Service training was conducted for counterservice staff, and promoted on the website, Cockburn Soundings and the front counter.**
- **Participation in wellness programs is promoted with staff, including Mental health awareness training.**

Specific service initiatives

- **Cockburn Community Care Support provides services to the frail aged, young people with disabilities and their carers. Services available range from centre based day care, counselling, domestic assistance, home maintenance, personal care, respite, socialsupport and transport.**
- **Children's Services: Child Care Services provides Inclusion Support Workers to assist children with disabilities to participate in After School Care and Vacation Care programs. The internal budget was doubled in late 2011. Additional funding applications to DSC have been submitted in 2010 (unsuccessful) and 2012 with the goal of increasing the capacity to support children with high support requirements in these programs.**
- **Children's Services: Cockburn Early Years Service provides playgroups and individualised home visits inclusive of childrenwith developmental delays and disabilities.**
- **The Youth Centre was established in Success. The Youth Outrage School Holiday Program won a State Disability ServicesCommission Award, and in recognition of the success of the Youth Centre, the Centre's Coordinator was the City of Cockburn co-employee of the year 2011.**
- **The Seniors Centre was established in 2008, and provides a wide range of programs to promote participation of older people in community activities.**

.Buildings and Facilities

- **The City of Cockburn partnered with DSC for the You're Welcome Project, with most City of Cockburn community venues included. A link to the You're Welcome project is posted on the City ofCockburn website.**
- **The DRG provided representation on the Port Coogee and Cockburn Central developments. The Cockburn Central "Living Space" design features allow for improved access for those with restricted mobility or disabilities, and units are designed with adaptive housing design principles.**
- **The City of Cockburn Youth Centre and Seniors Centre are built to promote participation in an accessibleenvironment.**

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Access to information

- **A style guide has been developed in collaboration with the Communications department, including minimum font size and style to be used in all communications.**
- **All regular communication publications and information required for consultation display a universal access symbol and the text "available in alternative formats upon request call 94113444"**
- **"Contact information" in the main page of the City of Cockburn website directs a user to make contact to request information in an alternative format.**
- **Cockburn Soundings has been trialled in audio format, and is available in PDF and Word.**
- **Optical Character Recognition software was purchased to improve conversion to alternative formats. A register is maintained of residents who require Cockburn Soundings in alternative formats.**
- **The CoSafe brochure has been developed in a Word & audio format**
- **The publicity of events policy has been updated to ensure the inclusion of images that reflect diversity, including people with disabilities where appropriate.**
- **An Expression of Interest register is maintained for Strategic Consultations for residents wishing to be notified of any specific issues as they arise.**
- **A television monitor displaying visual and textual information regarding council services is installed in the main administration building foyer.**
- **The DAIO has ongoing discussions regarding ensuring optimal accessibility with the design of the new City of Cockburn website.**

Accessible complaints process

- **The DAIO assisted the Customer Services Coordinator to review the complaints procedure to ensure it reflects appropriate support for people with disabilities.**
- **Staff are trained to be able to record a resident's complaint or feedback on their behalf rather than it being needed to be put in a written format**
- **Customer satisfaction surveys and customer perception surveys are conducted each year and analysed for future actions.**

Access to Consultation

- **The Community Needs Study Conducted in January 2008 indicated that 14% of respondents identified as having a disability**
- **The Community Perceptions Survey Conducted in April 2008 indicated that 13% of respondents identified as having a disability**

Access to businesses and employment opportunities

- **A grants program was initiated in 2011 to promote accessibility of local businesses.**
- **The City of Cockburn initiated the SMP Supported Wage Crew Scheme. This is a partnership between the City and employment agency South Metropolitan Personnel (SMP) to employ young people with disabilities to provide assistance to Executive Services and to Parks and Gardens Services.**

5. Development of 2012 – 2017 Disability Access and Inclusion Plan

5.1 Timeline (2012)

06 February	Advertising of DAIP review posted in Cockburn Soundings
	First meeting of the DAIP consultants with the DRG
	Meetings with service providers commences
22 February	Advertising of DAIP review in Gazette local newspaper
20 February	On line survey linked to City of Cockburn home page, hard copies of survey and introduction letter begun distribution
7, 8 12 March	Public consultations
16 March	Conclusion of consultation period
02 April	Presentation of draft DAIP for review
01 May	Presentation of final DAIP to the DAIP reference Group
July	DAIP endorsed by council

5.2 Community consultation

A total of 68 residents, and 84 individual service provider views were captured as part of the consultation process. Ensuring extensive promotion and multiple opportunities for participation were key goals, and the community consultation program therefore consisted of:

- **An online survey was linked to the City of Cockburn home page between 20 February and 16 March 2012.**
- **A distribution list was established with the key service providers. 900 letters and 350 hard copy surveys were posted or distributed by service providers. A total of 27 on line and 23 hard copy survey responses were received.**
- **120 posters were distributed to community buildings and service providers**
- **14 key Services Providers were individually contacted by email and phone. Five staff presentations were provided to a total of 70 staff and managers.**
- **Four individual feedback sessions were conducted involving 10 people with disabilities and 8 carers.**
- **Feedback booths were set up at Cockburn Central and Phoenix shopping centres on consecutive Thursday afternoon / early evenings**
- **Three public consultations were advertised to accommodate day, evening and alternative venues:**

  Cockburn Seniors Centre: Wed 07 March 1:30pm – 3:30 pm, Mon 12 March 7:00pm – 9:00pm

  Cockburn Youth Centre: Thurs 08 March 2:00pm – 4:00pm

5.3 Internal stakeholder consultation

- **Multiple meetings were conducted with the Manager Human Services and the incumbent and previous Disability Access and Inclusion Officer.**
- **A feedback forum was conducted with available Business Service Managers**
- **All Councillors, the Mayor, the CEO and all department managers were individually contacted by phone and email to invite feedback**

5.4 Feedback analysis

The feedback received is a combination of qualitative and quantitative data:

- **Quantitative data collected in the on line and hard copy surveys**
- **Qualitative data collected in free text responses of the surveys, from interviews with service providers and their clients, and community forums**
- **Qualitative data collected from the internal stakeholder workshop, phone interviews and email responses**

a) Survey respondent demographics summary (appendix 9.3)

- **45 % of respondents received support with completing the survey, mainly from parents (58%) and paid support workers (32%)**
- **58% respondents were female. Age groups were generally evenly represented, with the noted exception of over 65's (one respondent)**
- **84% of respondents resided in postcodes 6163 and 6164**
- **21% of respondents identified as being from a Culturally and Linguistically Diverse (CALD) background, represented mainly by Croatian (75%).**

  One respondent identified as having an aboriginal heritage.

- **100% of respondents identified as understanding English "well" or "fair";**

  90% identified as being able to speak English "well" or "fair; 80% identified as being able to read English "well" or "fair

- **27% of respondents did not wish to be identified as having a specific disability category. Highest responses for descriptors for disability (more than one form of disability was able to by nominated by a respondent) were Physical (40%), intellectual (38%) and Neurological (26%), although all other categories of hearing, vision, psychiatric and developmental disabilities were recorded.**

Analysis of respondent demographics

- **The survey results can be viewed as broadly representative, within the limitations of a sample of 50 responses.**
- **The survey information was supplemented with consultations with a range of relevant service providers and internal stakeholders.**
- **It is acknowledged there is limited representation in demographic groups such as people over 65, people with an Aboriginal heritage and people with limited numeracy and literacy and / or English proficiency.**
- **While the high representation of respondents with a Croatian heritage represents limited diversity in cultural responses, it is acknowledged that there is a concentration of residents with this heritage in the City of Cockburn.**
- **It is noted that 45% of respondents received assistance with completing the survey, and this is an important consideration for facilitating receiving feedback from people with disabilities.**
- **It is noted with that 27% of respondents indicated that they did not identify as having a "disability". This is interpreted to reflect a combination of a misunderstanding by some people completing the survey on a person's behalf, and a percentage of people with some limitations**

b) Survey performance rating responses (Appendix 9.4)

Responses in the positive: Percentage of survey respondents rating their experience as "Very Good" or "Good" with:

Feeling included at an event or function organized by the city of Cockburn	81%
Accessibility at an event or function organized by the city of Cockburn	70%
Ability to meet individual requirements to access City of Cockburn services	66%
City of Cockburn buildings and facilities meeting an individual's access requirements	66%
Access to businesses and private services within the City of Cockburn	57%

Feeling included by businesses and private services within the City of Cockburn	53%

Responses in the negative: Percentage of survey respondents identifying as having some difficulties with:

Accessing buildings or facilities	47%
Participating in written consultations	28%
Participating in public forums	25%
Accessing any service provided by the City of Cockburn	21%
Making a complaint to the City of Cockburn	12%
Contacting the City of Cockburn	10%
Accessing information provided by the City of Cockburn	9%

c) Survey responses of services and facilities used (Appendix 9.4)

- **Top ten services accessed by respondents:**

Disability Services	54%
Library	46%
Waste / rubbish removal	36%

Recreation	28%
Child Care	18%
Customer Service	18%
On Line Payments	18%
Transport	14%
Rangers	12%
Security, Co-Safe and Children's Services: Early Years	10%

- **Most frequently accessed buildings and facilities by respondents:**

Parks	72%
Library	66%
Footpaths	66%
Parking	60%
Public toilets	54%
Beaches	46%
Playgrounds	36%
Administration and Community buildings, Cycle ways	28%

- **How respondents generally become informed:**

Gazette local paper	72%
Cockburn Soundings	44%
Posters and Brochures	30%
Internet	28%
Email	14%
Radio / Other	8%

- **How respondents generally prefer to contact the City of Cockburn:**

Phone	52%
Email	30%

Internet	28%
Someone contacting on their behalf	20%
In person	16%
Mail	10%

- **The main access issues for businesses within the City of Cockburn:**

Availability of accessible toilets	36%
Accessing the premises	28%
Disability awareness of staff	24%
Clear and adequate signage	10%
Safety concerns	10%

d) Analysis of feedback

Emerging themes from the external and internal feedback provided include:

Access at events and functions

Positive initiatives acknowledged

- **Overall ratings provided by survey respondents who attended events and functions were high.**
- **the depiction of access and inclusion on the website**
- **raised platforms and rest and recharge areas at concerts**
- **accessible toilets and temporary matting**
- **The DAIO attends many of the main events to assist**

Opportunities for future planning

Parking and transport	- **Parking access at events remains difficult. Specific provision is required for the parking of access mini buses** - **Additional transport and financial support / waiver of fees.**
Mobility and	- **Extend mobility solutions for wheelchair users to reduce difficulties on grass, sand and uneven terrain**
facilities	- **Toilet facilities require ongoing vigilance, including supporting carers of adults who require change facilities**
Signage	- **Improve signage of accessible parking areas, and a defined accessible path from parking areas to events** - **Additional signage to assist people unfamiliar with an area**
Information	- **Maximise "word of mouth" opportunities for promoting events, including stakeholder interactions and radio** - **Promotional material to indicate accessibility initiatives and supports available, eg: transport, interpreter, and individual supports able to be coordinated through the DAIO** - **Concerns regarding risk management are assessed and addressed, including appropriate training of the DAIO**

Onsite support	- **Continue to review staffing requirements to be competent in providing adequate support for people with disabilities**
Planning processes	- **Internal documents are available to outline processes for the planning of an accessible event.** - **Members of the public assisting with an event, or who are planning a private event, receive guidelines and advice regarding planning for access and inclusion.**

"Consideration of sensory needs as well as access"

"More shade" ; "Free shuttle buses"; "more people to help"

"….better signs on the main road – where to turn left/right or instructions with directions in the paper would be appreciated"

Access to services

Positive initiatives acknowledged

- **The Celebrate Ability Event has been very well received.**
- **The City's Early Years home visiting and Sing Play and Learn program is highly regarded by parents who have a child with a disability.**
- **The DAIO position has become full time, and acknowledged to provide a good point of contact for disability issues. The role is very 'hands on', with individual issues**
- **The purchase of a new mini bus has the capacity to take 2 wheelchairs, and transport services have been extended.**

Library services provided a wide range of supports

Opportunities for future planning

Mental health	- **Additional funding and staffing support to address domestic squalor and hoarding issues, such as a skip bin, home maintenance or support with housing relocation.** - **Staff training to include mental health awareness** - **Ensure psychiatric disability is a representative group in City of Cockburn planning and processes**
Children's services	- **Simplify the process for parents to apply for special needs funding for children with disabilities.** - **Additional funding for diverse school holiday programs and Playgroups (eg: lil' champs) for children with special needs** - **Staffing levels, resources and training promote inclusion of children with a range of mild to profound disabilities** - **After school care application process promotes inclusion and does not make assumptions on support requirements**
Recreational activities	- **Additional funding to promote the individual sporting and recreation activities for people with disabilities of all ages.** - **Support to overcome transport as a barrier to participation**

	- **Extend free or low cost recreational activities** - **Target activities to specific resident groups (eg: CALD, young adults)** - **Review future exercise equipment provision for universal access opportunities**
Transport and security	- **Develop security strategies with public transport use, acknowledging people with disabilities are at increased risk** - **Review supports able to be provided by Co-Safe**
Promotion and linking	- **Future and past activities promoting access and inclusion maintained on the City of Cockburn website** - **Strengthen links with volunteer groups: eg Rotary, Lions**

"The planning department had a lot of knowledge on universal access, and I got a lot of support going through the process"

"I haven't found any youth activities where carers are provided. Sometimes it's not appropriate for adults to attend young people's events. They're entitled to have time away from parents"

"More work to be done by council to engage and involve people with disabilities with dual disabilities or multiple disabilities"

"There are limited opportunities available for the 25-40 age groups, and these people tend to become socially isolated. ie: too old for Youth Services, but still require support and encouragement. Not everyone is linked to 'Alternatives to Employment" programs"

Access to buildings and facilities

Positive initiatives acknowledged

- **Fencing off of an area at the southern end of Bibra Lake to allow children to play with less supervision**

- **Design of recent buildings including the Senior's Centre and Youth Centre**

- **Overall access with all libraries**

Opportunities for future planning

Awareness	- **Note that nearly half of survey respondents indicated some difficulties with access to building and facilities** - **Note that parks, libraries and beaches are highly represented facilities used by survey respondents** - **Promotion of Universal access, not just "disability access"** - **Continue to design universal access playground facilities**
Outdoor recreation areas	- **Refer to Access Audit recommendations to resolve access issues in high use areas, including access from pathways to facilities (eg: seating, shelters, BBQs)** - **Identify high use areas of service providers to plan for additional shelters, paths, seating and facilities** - **Address accessibility issues to the local beaches, including parking for mini buses providing recreational outings**

Paths and toilets	- **Review access issues linking high traffic areas such as shopping centres (eg: Youth Centre to Cockburn Central, paths and road crossings around Gateway)** - **Continue upgrade of toilet facilities**

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Transport and parking	- **Identify bus stops / routes frequently used by people with disabilities and prioritise provision of shelters and seating** - **Continue to advocate and promote the provision of additional parking (including ACROD) in key areas and high use areas such as train stations, Youth Centre** - **Advocate for additional time and / or reduced fees with ACROD parking bays**
Sporting facilities	- **Additional areas that provide good vision and access**

“More paths in parks and seating for wheelchairs to tables” “More parking bays for ACROD users”

“Toilets always need to be readily and easily accessible”

“There are inadequate bus stops with shelters and seating”

“Additional seating for spectators at sports ovals, including basketball centre. At the moment it is hard for someone in a w/chair to view courts clearly, they have to sit at an angle”

“At Bibra Lake there is no path linking the main path to the picnic spots with the tables and shade. I would also like to see more seating at the lake”

Access to information

Positive Initiatives acknowledged

- **The City of Cockburn website provides information on local services and notifications of events**
- **Information is provided on the home page on accessibility support options available**
- **Only 9% of survey respondents indicated having difficulties accessing information from the City of Cockburn**

Opportunities for future planning

Awareness	- **Promote information that is available in a range of formats** - **Liaise with service providers to promote an awareness of City of Cockburn resources available** - **Note that the survey indicated the Gazette and Cockburn Soundings was the most used sources for information**
Individual needs	- **Maintain a database of residents that would like to receive an alert of upcoming events (apart from requirements of receiving information in alternative format)** - **Provide information and links for all access requirements, including ACROD parking, accessible toilets, accessible pathways, seating, shelters**

"Information posted too late for some events, especially as I get the Cockburn Soundings late in the month".

"Keep the website updated – maintain email lists between changing staff"

Quality of Services; Lodging of a Complaint; Participating in Public Consultations

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Positive initiatives acknowledged

- **Staff training including disability awareness training**
- **Library services including Coinfo directory**

Opportunities for future planning

	- **Ensure all resident requests are logged and communication on progress is maintained**
	- **Provide alternative communication options for all council services** - **Provide opportunities for one – on – one consultation for those with additional support requirements**
Issue resolution	- **DAIO to be available to support with issue resolution involving a person with a disability** - **It is acknowledged that around one quarter of survey respondents identified as having some difficulties with participating in consultations**

Having to call Ranger services by phone to make a customer request. Customer requests to them via the website have never been followed up"

"…the severely disabled and their ability to partake in surveys/forums is probably not the best so you actually have a divide from those with disabilities who partake and those who would be somewhat challenged in that scenario…"

Did not lodge a complaint because:

"Didn't think anything would be done about it" "Not knowing who to speak to"

Access to businesses and services located within the City of Cockburn

Positive initiates acknowledged

- **There has been some initial activities involving You're Welcome grants to promote access and inclusion with businesses**
- **There has been some discussion with the Chamber of Commerce on the topic**

Opportunities for future planning

Business education	- **Develop education and promotion programs to be used by staff who have regular contact with businesses** - **Provide forums** - **Strengthen links to the Chamber of Commerce and local business groups** **Note the main barriers as identified in the survey**
Employment	- **Review of City of Cockburn recruitment policies to articulate targets for employing people with disabilities** - **Internal policies on employing people with a wide range of disabilities is promoted** - **Work in partnership with local disability employment service providers**
Access to businesses	- **Identify parking and access issues that restrict access to businesses**

"The Environmental Health team regularly visit business and community education role could be undertaken"

"If the DAIO developed a basic audit tool the Environmental Health Officers (EHO) could carry out a simple audit to determine if disabled access requires attention"

"Really depends on the business and the location. older shopping centres have a number of issues related to access. Newer ones are much better. While some shop owners can have attitudes towards the disabled that aren't conducive with society expectations. Overall however not too bad"

"City of Cockburn needs to ensure that the employment program widens beyond people with intellectual disability accessing the Supported Wages System"

"Be more aware of people with both physical & intellectual disabilities. Don't assume that a person with a physical disability cannot speak, so direct all questions to them & not their carer"

Overall themes:

- **The City of Cockburn provides many events, and there is a strong emphasis on accessibility. Generally accessibility at events and to services in general was rated high by respondents. Some respondents indicated improvement opportunities include signage, having adequate shade, and accessing information on supports available.**
- **Support with transport was an emerging issue for respondents at both the forums and in the surveys.**
- **Service providers related ongoing concerns about the safety of people with disabilities using public transport, & the ongoing need for additional shelter. Using public transport is also expressed as challenging by older participants.**
- **The City of Cockburn has valued open spaces, and there is a strong desire for these to be accessible for all residents. Service providers have a unique perspective of using public facilities and spaces with groups with special needs.**
- **People with disabilities and their carers rely heavily on having access to accessible toilets, and generally planning of excursions revolves around toilet access. Issues put forward included physical access issues, numbers and location of toilets (eg: where there is a group of people requiring accessible toilet facilities), toilet hygiene in parks, and catering for adults who receive carer support in using continence products.**
- **Difficulties with all forms of parking emerged as one of the strongest issues**
- **Interest was expressed in the provision of additional services and programs for children and young adults with disabilities, or to assist with being included in existing community programs.**
- **The library service emerged as a facility that was used by many respondents, with generally positive responses.**
- **Print media remains an important source of information for residents. Several respondents commented on the timing of receiving the local papers resulting in reading about events too late. While there is a provision for information to be provided in alternative formats, there remains scope for individuals who have difficulties accessing information (eg the elderly) to receive notifications of items of interest. Overall however, less than 10% of survey respondents identified as having any difficulties accessing information provided by the City of Cockburn.**

- **Responses on issues identified with accessing businesses and services within the City of Cockburn included accessibility, general staff attitudes and accessibility of toilets.**

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5.5 Submission of the plan

The draft plan was submitted to the DAIP Reference Group for endorsement on 01 May 2012 and consideration by senior management staff.The DAIP is then considered at a Council meeting in July, and submitted to Disability Services Commission by August 2012.

The role of the DAIP is to promote access and inclusion in the community in areas within the control of the City of Cockburn, and to assist the City of Cockburn to advocate to the correct authority on behalf of the community.

6. Responsibilities

6.1 Communication

After the DAIP has been formally endorsed by the DAIP Reference Group and adopted by council, distribution will proceed with:

- **Copies provided to Managers.**
- **Informing all staff at scheduled staff meetings of the new DAIP,and how to access a copy**
- **Posting of the DAIP on the City of Cockburn website, with aposted notification on the home page for a period of twomonths**
- **Submission to the Disability ServicesCommission.**
- **Informing all contractors of the new DAIP and how to access acopy**
- **Informing all service providers and individuals who were contacted as part of the public consultation of how to access acopy**
- **An advertisement placed in the local print media of the newDAIP being available**

If the plans are amended through the course of the 2012 – 2017 period, both staff and the community will be advised of the availability of the updated plans, using the same methods.

6.2 Implementation

It is a requirement of the Disability Services act that public authorities must take all practical measures to ensure that the Disability Access and Inclusion Plan is implemented by its officers, employees, agents and contractors. Where agents and contractors provide services to the public on behalf of the City of Cockburn, these services are to be conducted consistent with the Disability Access and Inclusion Plan.

Implementation of the Disability Access and Inclusion Plan is the responsibility of all service divisions. The implementation plan that is developed from the Disability Access and Inclusion Plan prescribes responsibilities for each action.

6.3 Review

The Disability Services Act 1993 (amended 2004) requires public authorities to review a Disability Access and Inclusion Plan (DAIP) at least every 5 years, although they may be reviewed at any time during this period.

The public authority must undertake a community consultation, in accordance with the regulations, as part of the review process.

The City of Cockburn will review progress against the outcomes articulated in the Disability Access and Inclusion Plan in the following ways:

- **Each business unit will complete a six monthly report on theprogress of the unit.**
- **The Disability Access and Inclusion Officer will present a report each month at the Disability reference Group meetings and these reports will be included as a standing item in the agenda.**
- **The implementation of the DAIP will be monitored and reviewed by each business unit and collated annually by the Disability Accessand Inclusion officer.**

New barriers may be identified in the course of reviewing progress. Plans will be required to be adaptable to meet the changing needs of people with disabilities, their families and carers.

Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

6.4 Evaluation

The Annual Disability Access and Inclusion Status Report will be endorsed by the City of Cockburn in the course of council business, and will include:

- **Measurement from council officers of the progress on the strategies outlined.**
- **Feedback on effectiveness of strategies from service users andother community members. Notice about the consultation process will be made available through the "Cockburn Soundings" newsletter, the City of Cockburn website, and distribution to disability service providers.**
- **Feedback through the Disability Reference Group (DRG) (*"on how well strategies are working for people with disabilities")***

6.5 Reporting

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIP's)

The implementation of the DAIP reported in the City of Cockburn annual report.

The progress of the DAIP will also be submitted to the Disability Services Commission in the prescribed proforma, outlining:

- **A summary of the progress towards the seven desired DAIP**
- **Strategies used to inform agents and contractors of DAIP requirements.**
- **A summary of the progress of its agents and contractors towards meeting the seven desired outcomes. Contractors will use the DSC contractor report proforma to provide a brief summary of the access activities that they have undertaken relevant to the DAIP outcome areas by 30 June each year. These will be collated by the Contract Manager and be included in the City of Cockburn progress report.**

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7. Disability Access and Inclusion Plan 2012 – 2017

Outcome 1

All people have equitable access to services and events organised by the City of Cockburn

Disability Service regulations 2004 – Standard 1:

A disability access and inclusion plan must provide 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.

	Strategies	Actions	Timefra me	Responsibility	Resourc e	Progress
	1.1 Clear communication of services and events	a) Maintain a record of service providers to directly communicate services and events notifications	Dec 2012	DAI Officer	Existing	
		b) Notifications provide information about accessibility and support available	Dec 2012	DAI Officer	Existing	
		c) The aspired standard of accessibility of services and events is communicated and displayed on the website	Dec 2012	DAI Officer / Manager Corporate Communications	Existing	
		d) Media used include positive images of community members with a disability accessing services and events	Dec 2012	DAI Officer/ Manager Corporate Communications	Existing	

	1.2 Effective planning of	a) Develop and promote a checklist relevant for City of Cockburn events	Dec 2013	DAI Officer	Existing	

	Strategies	Actions	Timefra me	Responsibility	Resourc e	Progress
	events to include access and inclusion	b) Events are formally evaluated regularly to identify potential improvements	Dec 2012	DAI Officer	Existing	
		c) The DAI Officer is consulted when planning events as required	Dec 2012	DAI Officer / Business Unit Manager	Existing	
1.3	Effective orientation of agents and contractors used for events or services	a) Accessibility information is provided to all agents and contractors	Feb 2013	DAI Officer / Grants officer / Procurement Services	Existing	
		b) Contractors and agents performance evaluation incorporates accessibility	July 2013	Procurements Services / Service Unit Managers	Existing	
1.4	Continuous Improvement principles are applied to accessibility of services and events	a) Feedback evaluation form developed and distributed	July 2013	DAI Officer / Business Unit Managers	Existing	
		b) Documented debriefing included in evaluation of events and services incorporates accessibility and is reported to the DRG where relevant	June 2013	DAI Officer / Service Unit Managers	Existing	

		c) Reporting and evaluation of services and events incorporates accessibility and inclusion	June 2013	Service Unit Managers	Existing	

	Strategies	Actions	Timefra me	Responsibility	Resourc e	Progress
		d) Report annually to DRG on accessibility of services and events	Aug 2013	DAI Officer	Existing	
1.5	Transport needs are considered when planning events and services	a) Accessibility of public transport, bus shelters, ACROD parking, and loading / unloading of accessible buses is considered	Ongoing	DAI Officer / Business Unit Managers	Existing	
		b) Transport support to services and events is made available where possible	Aug 2014	DAI Officer	Existing	
		c) Liaise with service providers to assist in determining individuals transport requirements	June 2013	DAI Officer	Existing	
		d) Collaborations are developed with service providers to coordinate transport support	Nov 2012	DAI Officer	Existing	
1.6	Where possible, specific support requirements of individuals are accommodated	a) Collaborate with individuals and service providers to identify specific supports required and accommodate these needs where possible	June 2013	DAI Officer	Existing	

		b) Funds are requested to assist with support requirements where possible	Aug 2013	DAI Officer / Business Unit Managers	New $10 000	

	Strategies	Actions	Timefra me	Responsibility	Resourc e	Progress
1.7	Communication supports are available at services and events	a) Develop guidelines on the provision of communication support at events and services	Aug 2013	DAI Officer	Existing	
		b) Collaborate with individuals, service providers and community groups to identify communication support requirements	June 2013	DAI Officer	Existing	
		c) Provide additional communication technologies within high use buildings and staff training for portable devices	March 2014	DAI Officer/ Facilities Services Manager	New $20,000	

Alignment with the City of Cockburn Strategic Plan 2016 - 2016

- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Create opportunities for social, cultural and recreational activities**
- **Create areas for cultural and social activities**
- **Partner effectively with other service providers**
- **Improve transport connectivity throughout the City**
- **Provide ongoing professional development**
- **Maintain transparent and robust processes**
- **Maintain effective electoral processes**
- **Consult widely with the community**
- **Mobilise community support**

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Outcome 2

Buildings and facilities within the management control of the City of Cockburn are systematically improved to achieve universal access

Disability Service regulations 2004 – Standard 2:

A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to access the building and other facilities of the relevant public authority.

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
2.1	Infrastructure planning considers access and inclusion requirements	a) A policy is developed requiring that an Access Consultant is engaged for relevant infrastructure planning and redevelopment	March 2013	Manager Infrastructure Services / Manager Parks	Existing	
		b) The current Access Audit will be implemented in accordance with the recommendations made including prioritising high use areas such as Manning Park	Ongoing	DAI Officer / Manager Infrastructure Services / Manager Parks	New $300 000 per annum	
		c) An annual budget allocation is requested to address access issues identified through community feedback	March 2013	DAI Officer / Manager Infrastructure Services / Manager Parks	New $50 000	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		d) Access issues are prioritised for actioning and clearly communicated to the DRG and Service Providers	Sept 2012	DAI Officer	Existing	
2.2	Facilities and equipment are provided that assist people with specific requirements	a) Decisions on the provision of equipment at key community and recreation buildings and for services includes an evaluation of specific requirements of people with disabilities in order to meet their needs	Aug 2014	Manager Community Services / Manager Human Services / Manager Library Services	New	
		b) All park infrastructure and playground equipment developments and upgrades demonstrate consideration for optimising accessibility and inclusion for people with disabilities	Dec 2012	Manager Parks & Environmental Services / Manager Infrastructure Services	Existing	
		c) Bus shelters are requested from the relevant authority for high use locations across the City of Cockburn	March 2014	DAI Officer	Existing	
2.3	Continuous improvement of accessibility of footpaths and duel use paths	a) Footpath accessibility planning and upgrades reflects both proactive access audit requirements and reactive customer request initiatives	Dec 2013	Manager Engineering Services	New	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		b) Footpath clearance for accessibility is enforced within the community where it is under the City's control	Dec 2012	Ranger Services	Existing	
		c) Information is available to businesses and residents that explains accessibility standards of footpaths and dual use paths on the website	June 2013	Manager Engineering Services, Manager Corporate Communications		
2.4	Continuous improvement of accessibility of toilets	a) Toilet and shower upgrades are prioritised according to the Access Audit, in consultation with the DAI Officer, and aspires to meet AS1428.2 2009 Enhanced Accessibility Standards as well as the requirements of adults using continence aids	Dec 2012	Manager Infrastructure Services	New	
		b) Publicly accessible toilets to be clearly communicated on the City of Cockburn website, as well as linked to the "You're Welcome" website	Dec 2013	DAI Officer	Existing	
2.5	Continuous improvement of accessibility of signage	a) Signage issues are systematically addressed referencing the current Access Audit and other feedback provided	Dec 2012	Manager Infrastructure Services / Manager Parks	New $50 000	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		b) Temporary signage at major events is regularly reviewed and planning for future events is adjusted	Nov 2013	DAI Officer / Manager Corporate Communications	Existing	
2.6	Community and recreation facilities promote access and inclusion for all community members	a) Community and recreation facilities physical layout, equipment, signage and activities reflect optimal access and inclusion principles and the DAI Officer and an Accredited Access Consultant are engaged in the planning process	June 2015	Project Managers / DAI Officer	New	
		b) The DAI Officer and DRG are included in all decisions on community and recreation facility upgrades, new developments or major service planning	Dec 2012	Manager Community Services / Manager Human Services	Existing	
2.7	Continuous improvement of parking issues	**a) Develop an understanding of the main ACROD and other parking issues within the City of Cockburn for consideration**	Dec 2014	External Consultant	New $20 000	
		b) Consider best practice ACROD parking bays, including the provision of accessible bus drop off / pick up	Dec 2012	DAI Officer	New	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		points adjacent accessible paths for Council projects				
		c) Planning to reflect adequate attention to safe continuous path of travel from ACROD parking bays	Dec 2012	Manager Engineering Services	Existing	
		d) Collaborate with staff and service providers to develop strategies to improve accessible bus loading / unloading areas at key destinations	June 2013	DAI Officer	Existing	
2.8	Contractors and Grants recipients identify and report access issues while providing Council funded services	a) Contractor and Grants recipients provided with DAIP orientation which includes information on how to report access issues to the DAI Officer	June 2013	Procurement Services / Grants Officer	New	
		b) Maintain a record of feedback provided by contractors and grants recipients and forward to the DAI Officer or relevant Business Unit Manager	Aug 2013	Procurement Services/ Grants Officer	New	

2.9	Staff skill development regarding Disability Standards and relevant building and	a) The DAI Officer to link with internal departments to obtain relevant access information as required	July 2012	DAI Officer	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
	planning legislation	b) Annual presentations are made to the DRG and staff on Access Standards and relevant building and planning legislation	Sept 2013	Manager Building Services / Manager Planning Service / DAI Officer	New $2000 per annum	

Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Create areas for cultural and social activities**
- **Review current infrastructure**
- **Partner effectively with other infrastructure providers**
- **Partner effectively with other service providers**
- **Maintain transparent and robust processes**
- **Consult widely with the community**
- **Mobilise community support**

Outcome 3

All information provided by the City of Cockburn shall be available in alternative formats upon request

Disability Service regulations 2004 – Standard 3:

A disability access and inclusion plan must provide a means of ensuring that 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.

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
3.1	Continuous improvement of accessibility of the City of Cockburn website	a) The DAIO and DRG consulted when developing significant changes to the CofC Website	Dec 2012	Manager Information Services	Existing	
		b) Accessibility issues are identified and resolved where possible	Dec 2012	DAI Officer	Existing	
		c) An accredited access consultant is commissioned to assist in the upgrade of the City of Cockburn website in order to meet the W3C international standards	Dec 2015	Manager Information Services	New Already Included in Tender specifications	
3.2	Information provided in alternative formats upon request	a) Cockburn Soundings provided in alternative formats upon request.	Dec 2012	Manager Corporate Communications	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		b) Maintain a database of residents requiring information in alternative formats	Sept 2012	Manager Corporate Communications	Existing	
		c) The availability of translation and interpreter services is displayed at all major service centres	Dec 2013	Manager Corporate Communications	New	
3.3	Marketing material considers accessibility of information	a) The DAIO and DRG consulted on style guide and design templates where possible	Dec 2012	Manager Corporate Communications	Existing	
		b) Disability Awareness Training includes information on the purpose and value of providing information in alternative formats and strategies to identify people who may benefit	Dec 2012	DAI Officer	Existing	
		c) “available in alternative formats” prominently displayed on all promotional material	Dec 2012	Manager Corporate Communications	Existing	
3.4	Information is provided in a range of media	a) Consider the use of Facebook and Twitter to discuss access and inclusion themes in a positive manner	Dec 2012	Manager Corporate Communications	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		b) Maintain a database of instances where the City of Cockburn promotes disability issues	Dec 2012	DAI Officer / Manager Corporate Communications	New	
3.5	Staff are supported to undergo appropriate communication training	a) Key Customer Service staff are inducted on how to facilitate translator and interpreter services	August 2013	Customer Service Coordinator / Learning and Development Coordinator	New	
		b) Staff are supported to undergo training on the use of alternative communication strategies and technologies such as hearing loops	Dec 2013	DAI Officer	New	

Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Develop appropriate policy**
- **Establish best practice criteria**
- **Partner effectively with other service providers**
- **Maintain transparent and robust processes**
- **Consult widely with the community**

Outcome 4

The City of Cockburn provides consistent and equitable service to all people

Disability Service regulations 2004 – Standard 4:

A disability access and inclusion plan must provide a means of ensuring that people with disabilities receive the same level and quality of service from the staff of the relevant public authority as other people receive from that authority.

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
4.1	Staff Disability Awareness Training is continually improved and incorporates mental health	a) Maintain a training schedule of all staff, and reflecting a 3 yearly training cycle	March 2013	DAI Officer	Existing	
		b) Review disability awareness training, based on customer feedback provided and incorporating a mental health component	Aug 2013	DAI Officer	New $5000	
		c) DAIO to undertake Training in delivery of Disability Awareness Training packages, and Accredited Access Standards training	July 2013	DAI Officer	New $2000	
4.2	Additional relevant	a) Staff training requirements are periodically reviewed and updated to consider access and inclusion	June 2013	DAI Officer /	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
	staff training is provided as required			Learning and Development Coordinator		
		b) Staff are supported to attend additional access and inclusion training (eg mental health awareness, swimming lessons for children with special needs, hoarding)	March 2013	DAI Officer	New	
		c) Staff undertaking additional training provide any resource material to their services manager, and forwarded to the DAI Officer	March 2013	DAI Officer / Learning and Development Coordinator	New	
4.3	Recruitment policies and selection processes promotes competence in providing services to all community members where relevant	a) The recruitment policy reflects a desire for a diverse workforce	June 2013	Manager Human Resources	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		b) Advertisements of positions vacant encourage a diversity of applicants	June 2013	Manager Human Resources	Existing	
		c) Information is available to all employees of the supports that are	June 2013	Manager Human Resources	New	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		Available for employees who have a disability				
		d) Positions (including traineeships) are identified that may be offered for people with a disability	Feb 2014	Manager Human Resources	Existing	
		e) Disability Employment Services are advised of positions vacant	Dec 2013	Manager Human Resources	Existing	
4.4	Links with service providers are maintained	a) The equity goals of the City of Cockburn are clearly communicated	Dec 2013	DAI Officer	Existing	
		b) Equity concerns presented to the City of Cockburn are investigated and documented	June 2013	DAI Officer	New	
4.5	Continuous improvement of services	a) Prioritise addressing access and inclusion issues in high use areas	Dec 2013	Business Unit Managers / DAI Officer	New	
		b) Service access and inclusion issues and continuous improvement plans are presented to the DAI Officer for review	Dec 2013	Service Unit Managers / DAI Officer	New	

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Strategies	Actions	Timeframe	Responsibility	Resource	Progress
	c) Support the Children's Services Strategic Plan strategy 6 to investigate funds or a subsidy for non – sporting recreational activities for children with access issues.	Aug 2014	Manager Human Services	New $40 000	

Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Partner effectively with other service providers**
- **Maintain transparent and robust processes**
- **Provide ongoing professional development**
- **Consult widely with the community**

Links with Foundation 3: Personalised supports and services

- responsive, contemporary and innovative;
- keep pace with demand;
- increase choice and control for people with disabilities, families and carers;
- be delivered in ways that create more opportunities for community participation and contribution;
- ensure the needs of people with disabilities who have complex or high needs remain clearly in view and effective responses are developed;
- respond to the unique needs of people with disabilities who experience early ageing or who are reaching senior years;
- continue to foster a range of ways to support families and carers

Outcome 5

The City of Cockburn provides accessible means for a person to make a complaint, and these complaints are fully investigated and communicated in an accessible format

Disability Service regulations 2004 – Standard 5:

A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to make complaints to the relevant public authority.

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
5.1	Formats for lodging a complaint reflect accessibility best practice	a) Information is provided in a range of formats to explain options and supports that are available for lodging a complaint	June 2013	Customer Service Coordinator / DAI Officer	Existing	
		b) Service providers are assisted in developing client awareness of the process of lodging complaints	June 2013	DAI Officer	Existing	
		c) The DAIO is contacted to assist in a complaint process where required	Dec 2012	DAI officer / Business Unit Managers	Existing	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
5.2	Relevant staff receive adequate training in effectively responding to a complaint	a) Internal procedures inform staff of the process of initiating a translation and interpreter service referral	June 2013	DAI Officer / Manager Corporate Communications	Existing	
		b) Additional staff training needs are identified and provided as required	June 2013	Learning and Development Coordinator / Business Unit Managers	New	
		c) Key customer service staff are trained in supporting a person with a disability lodging a complaint on their behalf	June 2013	DAI Officer / Customer Service Coordinator	New	
		d) Disability Awareness Training includes a review of complaints lodged with relevant service areas, where appropriate	June 2013	DAI Officer	Existing	

Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Partner effectively with other infrastructure providers**
- **Partner effectively with other service providers**
- **Maintain transparent and robust processes**
- **Provide ongoing professional development**
- **Consult widely with the community**

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Outcome 6

All people are effectively extended the opportunity to equitably contribute in all public consultations and decision making processes

Disability Service regulations 2004 – Standard 6:

A disability access and inclusion plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
6.1	Public consultations are widely advertised in a range of media	a) Notification of key public consultations uses a range of media	Sept 2012	Manager Corporate Communications	Existing	
		b) Review Community Engagement framework to ensure the DRG are notified of relevant consultations and adequate time is provided to respond to calls for public consultations	Sept 2012	Business Unit Managers	Existing	
		c) Service provider and resident contact databases are used to advise of public consultations where possible	Dec 2012	Business Unit Managers / DAI Officer	Existing	

Strategies	Actions	Timeframe	Responsibility	Resource	Progress

6.2	Supports available in participating in public consultations is clearly communicated	a) A pro forma is developed that outlines all supports available including technological aids such as hearing loops etc	June 2013	DAI Officer	Existing	
		b) Investigation of whether statistics can be collected of people with disabilities who disclose being involved in a public consultation	June 2015	DAI Officer	Existing	
6.3	The DAIO coordinates individual support requirements in participating in a public consultation as required	a) Relevant Services Unit Managers liaise with the DAI Officer in coordinating individual support requirements as required	June 2013	All Business Unit managers	Existing	
		b) The DAI Officer liaises with service providers to identify client support requirements when participating in public consultations	June 2013	DAI Officer	Existing	
		c) A database is maintained of residents with special needs who have indicated an interest in participating in public consultations	June 2014	Corporate Communication / DAI Officer	New	
		d) Alternative participation strategies are developed with service providers for clients who experience	June 2014	Manager Corporate Communications	New $5000	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		significant barriers with participating in public consultations				
		e) Public consultations provide opportunities for contributions through a range of media such as Facebook and Twitter where appropriate	June 2013	Manager Corporate Communications	Existing	
6.4	Public consultations are conducted in accessible venues with augmented communication where requested	a) Maintain a record of translation and interpreter services that are provided at public consultations	June 2013	DAI Officer	Existing	
		b) Hearing loops made available at major public consultations or upon request	June 2013	Business Unit Managers / DAI Officer	Existing	
		c) Public consultation planning includes accommodations required for people with a range of access and support requirements	June 2014	Business Unit Managers	New $10 000	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
6.5	Public consultations utilise a variety of strategies to allow diverse community participation	a) Participation demographics at major public consultations is reviewed where available	June 2014	DAI Officer	Existing	
		c) Public consultations include an opportunity for feedback on access and inclusion of the process	June 2014	Business Unit Managers / DAI Officer	Existing	
		c) Opportunities for improvement of public consultations are identified including referencing feedback provided	June 2014	DAI Officer	Existing	

Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Update and develop appropriate plans**
- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Partner effectively with other service providers**

- **Maintain transparent and robust processes**
- **Maintain effective electoral processes**
- **Consult widely with the community**
- **Mobilise community support**

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Outcome 7

People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority.

Strategies	Actions	Timeframe	Responsibility	Resource	Progress
7.1 Recruitment policies and selection processes are accessible and supportive of people with disability	Advertisements of positions vacant encourage a diversity of applicants	May 2015	HR Coordinator	Existing	
	Employment package information will be provided in alternative formats upon request.	May 2015	HR/ Manager Corporate Communication s	Existing	
	The City will take all reasonable steps to ensure accessibility requirements are made available for job interviews	May 2015	HR Coordinator	Existing	
	Information to be made available to all managers of the supports that are available for employees who have a disability.	May 2015	DAI Officer Business Unit Managers	Existing	

Strategies	Actions	Timeframe	Responsibility	Resource	Progress
7.2 Facilitate increased employment opportunities for people with disability	The City will aim to improve employment outcomes for people with a disability through measures including offering a traineeship.	May 2015	HR Coordinator	Existing	
	The City will make reasonable adjustments to the workplace and provide supervisor training if required to accommodate the needs of an employee with a disability.	May 2015	HR Coordinator / DAI Officer / Service Unit manager	Existing. Budget requests as required	
	Statements of encouragement of employment of people with disability will be included in the City's internal Disability Awareness and Training	May 2015	DAI Officer	Existing	
	Businesses are supported in obtaining information on employing a person with a disability	May 2015	DAI Officer	Existing	

Strategies	Actions	Timeframe	Responsibility	Resource	Progress
7.2 Continued	Maintain current supported work teams in partnership with the supporting Disability Employment Service Provider	May 2015	Manager Parks and Recreation/Executive Support Services/HR	Existing	
	Investigate the possibility of expansion of supported work teams in partnership with the supporting Disability Employment Service Provider	Dec 2017	DAI Officer	Existing	

Outcome 8

Businesses and services within the City of Cockburn are encouraged to improve the access and inclusion of their businesses for people with disabilities

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
8.1	The benefits of accessible and inclusive businesses is featured regularly in advertising	a) The DRG provides input into positive advertising messages involving business	Dec 2013	Manager Corporate Communications / DAI Officer	New	
		b) Marketing imagery to feature people with disabilities being employed in businesses, where appropriate	June 2013	Manager Corporate Communications	New	
		c) Periodic stories related to good access and inclusion of businesses is featured in Cockburn Soundings and other media where appropriate	June 2013	Manager Corporate Communications / DAI Officer	New	
8.2	Businesses are actively supported to improve access	a) Support the request for an Economic Development Officer which will assist business in a holistic manner	July 2016	Proposed Economic Development Officer	New $100 000	
		b) Acknowledge businesses developing and improving access	July 2016	DAI Officer	New	

	Strategies	Actions	Timeframe	Responsibility	Resource	Progress
		c) Information is made available to local businesses to promote access at the environmental health visits. Environmental Health Officers (and other staff as required) are provided with a brief checklist to be able to identify access issues	March 2014	DAI Officer / Manager Environmental Health Services	New	
		d) Links are established with peak business bodies	Aug 2016	Economic Development Officer	New	
		e) Advice is provided to assist in resolving assess issues between businesses and council assets	Dec 2014	Manager Building Services	Existing	
8.3	City of Cockburn projects a commitment to the	a) HR policies an aspiration for employing and supporting people with a wide range of disabilities	March 2013	Manager Human Resources	Existing	
		b) Businesses are supported in obtaining information on employing a person with a disability	Aug 2016	Economic Development Officer	New	

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Alignment with the City of Cockburn Strategic Plan 2006 – 2016

- **Develop appropriate policy**
- **Update and develop appropriate plans**
- **Establish best practice criteria**
- **Create opportunities for social, cultural and recreational activities**
    - **Review current infrastructure**
    - **Improve transport connectivity throughout the City**
    - **Partner effectively with other infrastructure providers**
    - **Engage business support**
    - **Attract a diverse range of employment provider**

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8. Acknowledgments

The following external organisations and individuals are acknowledged in the support of the development of the Disability Access and Inclusion Plan:

- **Disability Services Commission Local Area Coordinators**
- **Activ**
- **Southern Metropolitan Personnel (SMP)**
- **Mosaic**
- **Rocky Bay**
- **The Multiple Sclerosis Society of WA**
- **Interchange**

The City of Cockburn Disability Reference Group is acknowledged for the ongoing support of the DAIP review process.

Consultants

Wayne Allen: Noni Lowther

Assessment Services Manager: Project Officer

Multiple Solutions: The Multiple Sclerosis Society of Western Australia

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9. Appendices

9.1 Definitions and acronyms

Access:	Equal opportunity for all residents to participate in Council activities. This includes access to services, programs, facilities, decision-making processes, and entitlements.
Activity:	The execution of a task or action by an individual. (ICF definition)
Activity limitations:	Difficulties an individual may have in performing activities. (ICF definition)
AHRC:	Australian Human Rights Commission
Body functions:	Physiological functions of body system, including psychological functions (ICF Definition)
Body structures:	anatomical parts of the body, such as organs, limbs and their components. (ICF Definition)
CALD	Culturally and Linguistically Diverse background: when referring to an individual or cultural group.
CofC:	City of Cockburn
Community Relations:	Is concerned with how people interact and relate to each other as individuals and as a community.
Culture:	Ideas, beliefs, values, knowledge, and experiences which influence the way in which people behave and relate.
DAIO:	Disability Access and Inclusion officer The title of the full time position within the City of Cockburn

DAIP:	A Disability Access and Inclusion Plan (DAIP is required to be developed and implemented by all public authorities, in accordance with the Disability Services Act 1993 (amended 2004). The City of Cockburn's DAIP outlines how the City will work to enable persons with disabilities to have equal access to its facilities and services. It is made available on the City of Cockburn website: City of Cockburn Website: http://www.cockburn.wa.gov.au

DSC:	Disability Services Commission Western Australian authority overseeing the administration of DAIP's of all State and local government agencies under the Disability Services Act (1993) amended in 2004, including submission of a revised DAIP a maximum of every 5 years, and annual prescribed reporting.
DRG:	Disability Reference Group The title of the reference group facilitated by the City of Cockburn. Consisting of an open membership of Councillors, Council Officers, service provider representatives, people with disabilities and carers.
Environmental factors:	The physical, social and attitudinal environment in which people live and conduct their lives.
Ethnicity:	Refers to a person's racial, cultural, and/or linguistic heritage. It has become commonly used to refer to someone from a background other than English- speaking, although everyone has an ethnic background.
Equity	Fair distribution of resources and opportunities according to need and access to decision-making processes.

ICF:	The International Classification of Functioning, Disability and Health
Inclusion:	make accommodation to include people with additional needs in everyday social and economic life, without qualification
Impairment:	Problems in body function and structure, such as significant deviation or loss. (ICF definition)
Participation:	Involvement in a life situation, including decision-making about matters affecting people's lives.
Rights:	Relates to the entitlement to justice for all individuals and includes freedom of assembly, speech, beliefs, and information.

Service Provider:	An organisation that provides any service directly to people with a disability within the City of Cockburn
Social Justice:	Refers to the right of all people to equality of treatment and opportunity and the removal of barriers preventing access and equity. Four main principles underpin the concept of Social Justice. These are: Access, Equity, Participation and Rights.

9.2 City of Cockburn Suburbs & Postcodes

Atwell	6164
Aubin Grove	6164
Banjup	6164
Beeliar	6164
Bibra Lake	6163
Cockburn Central	6164
Coogee	6163
Coolbellup	6163
Hamilton Hill	6163
Hammond Park	6164
Henderson	6166
Jandakot	6164
Leeming	6149
Munster	6166
North Coogee	6163
North Lake	6163
South Lake	6164
Spearwood	6163
Success	6164
Wattleup	6166
Yangebup	6164

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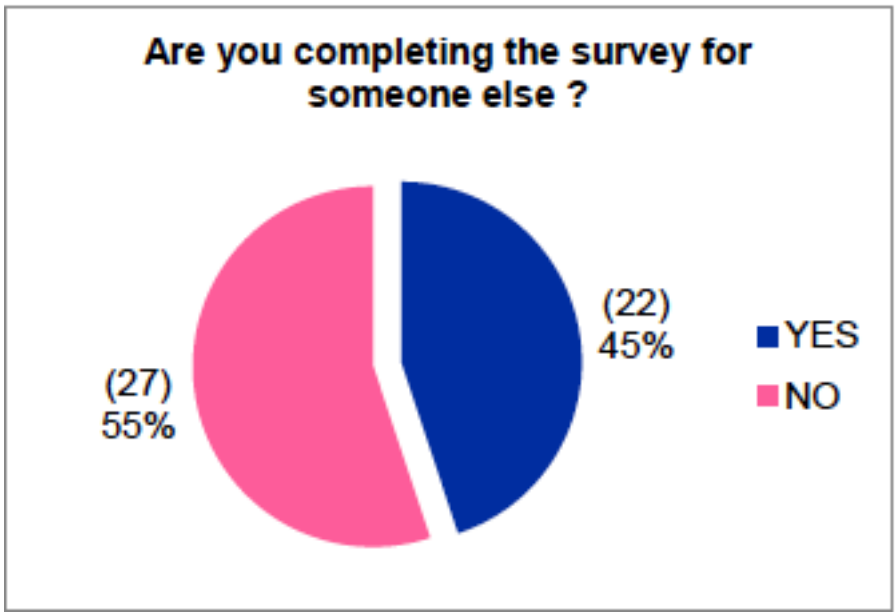
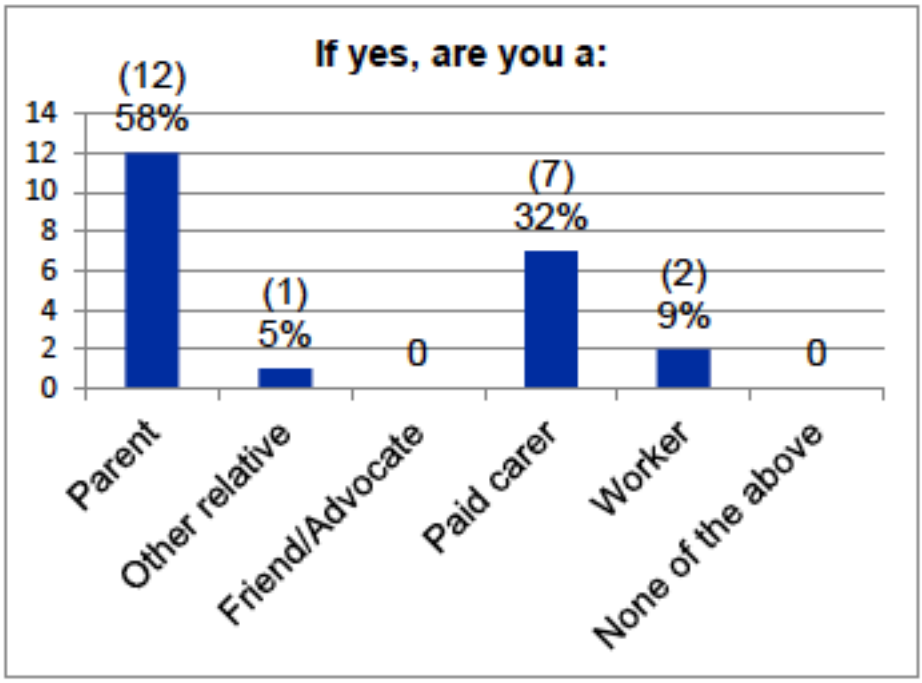
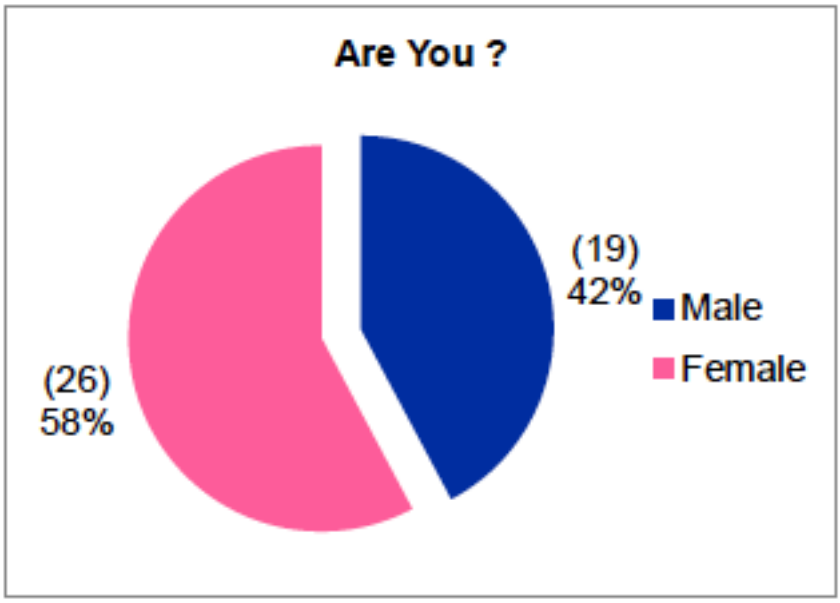
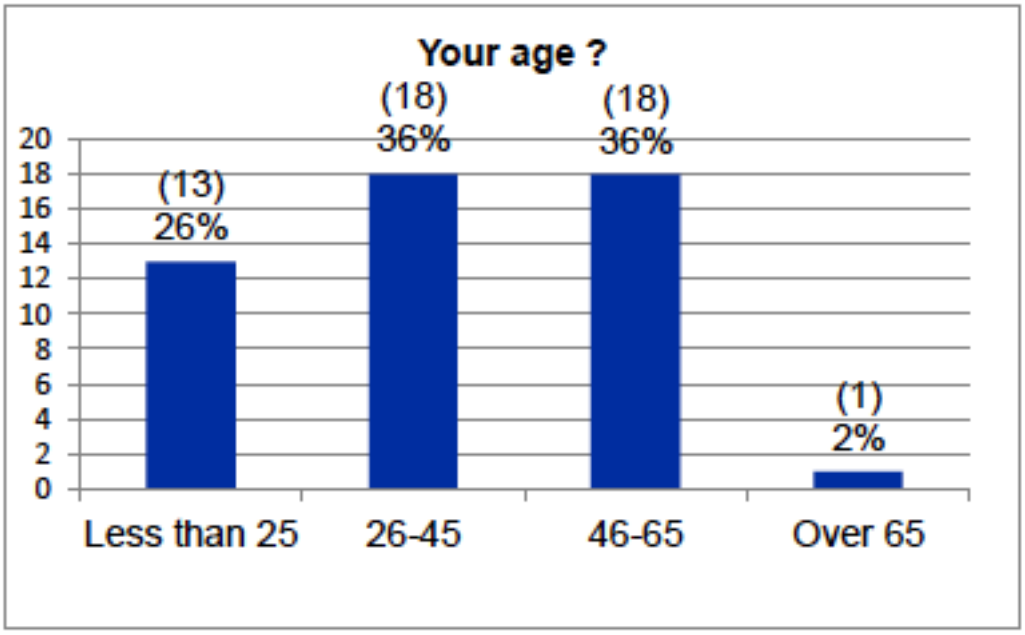
9.3 Demographic information on survey respondents









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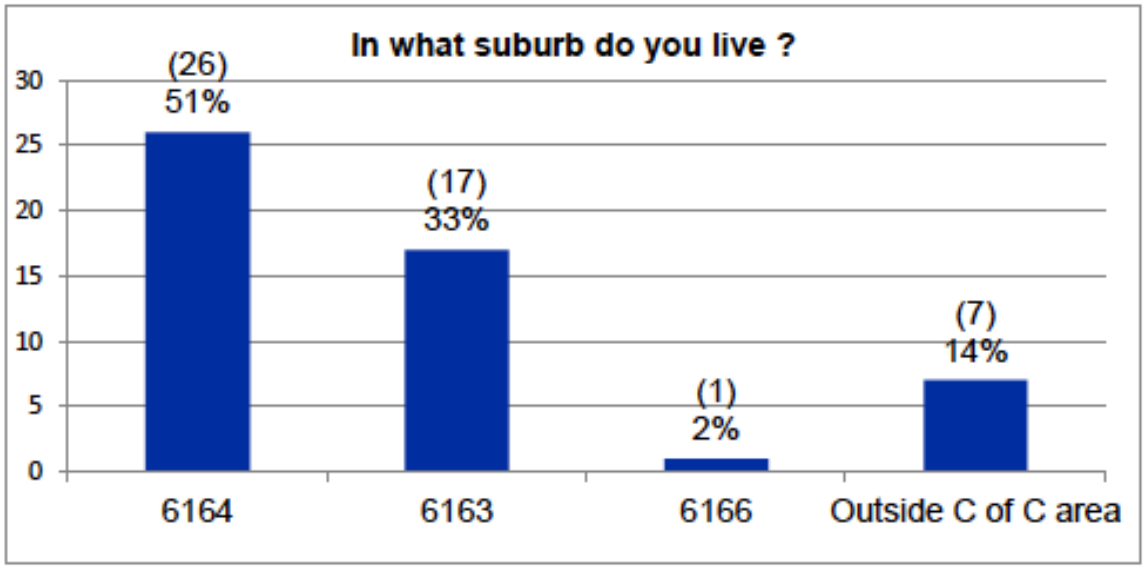

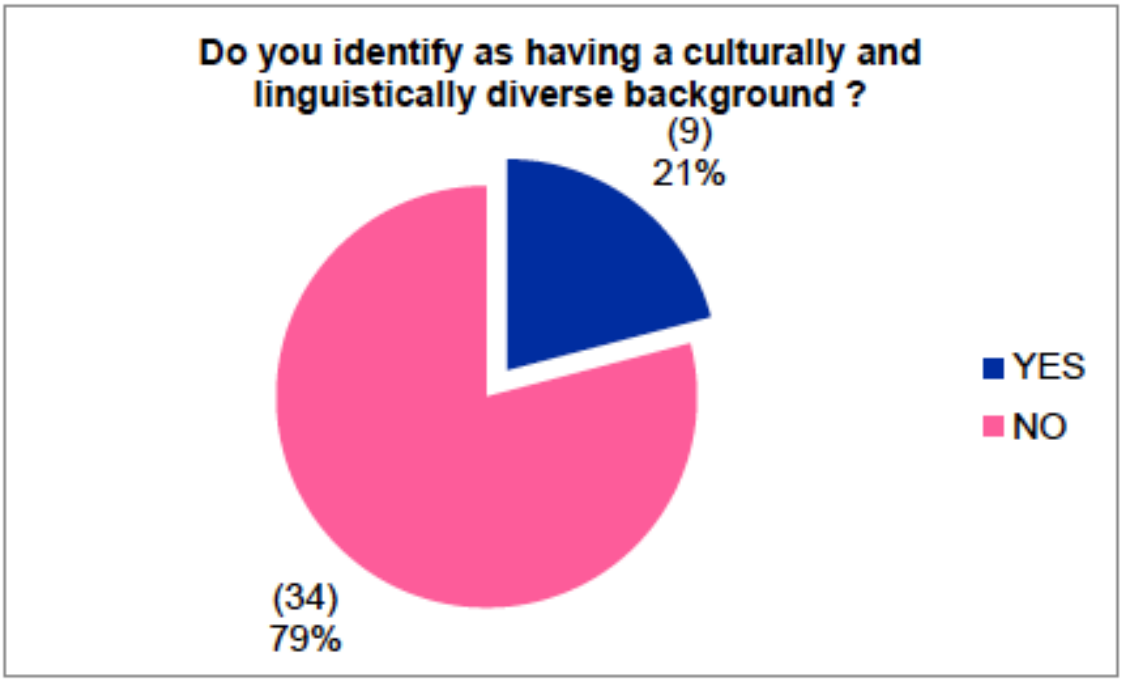

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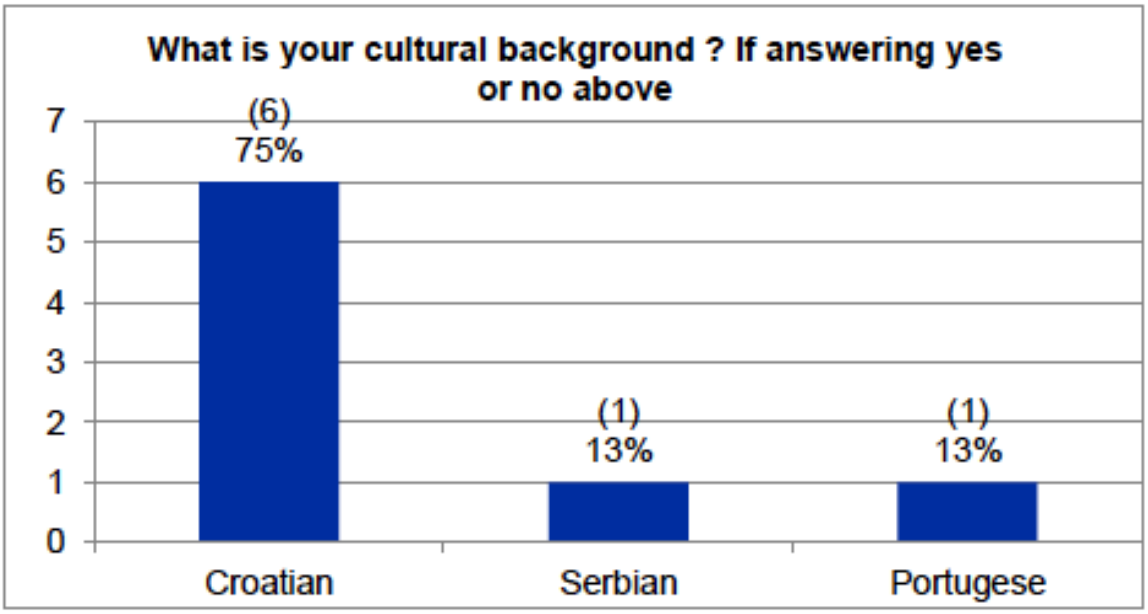
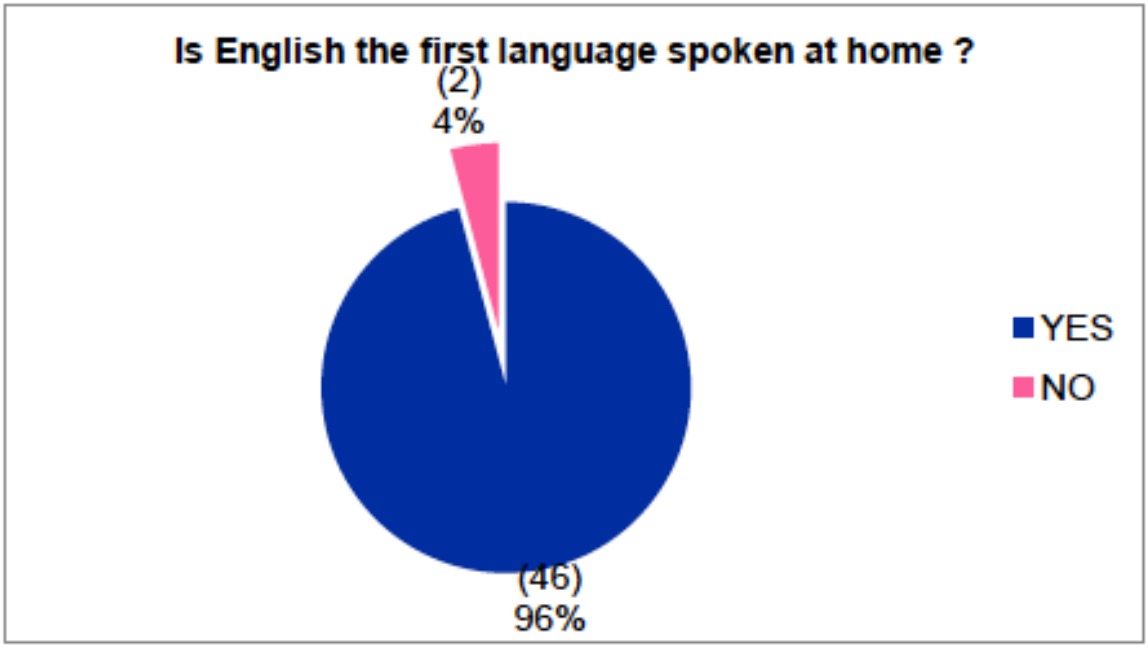
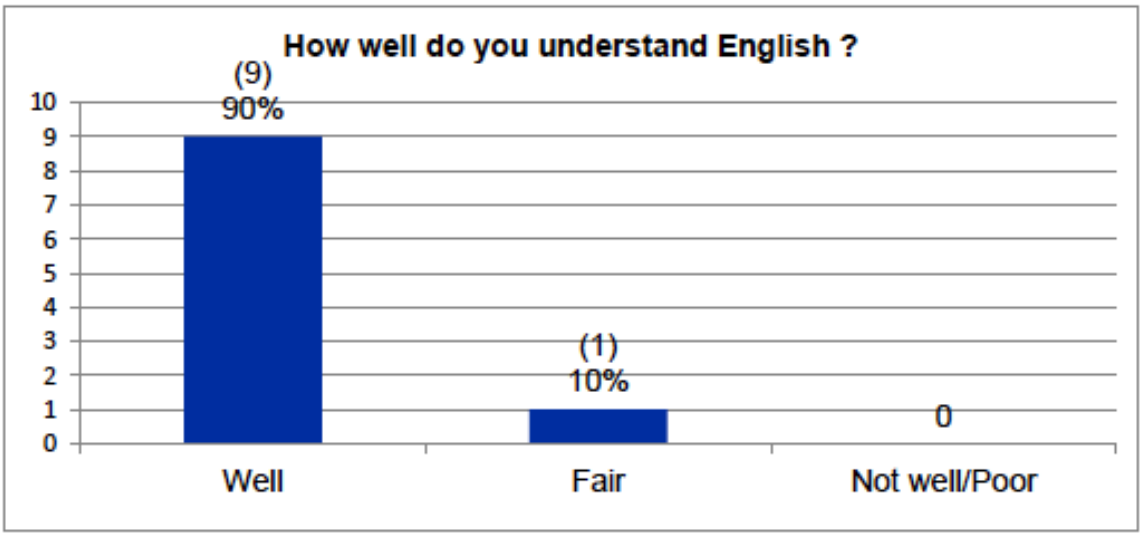
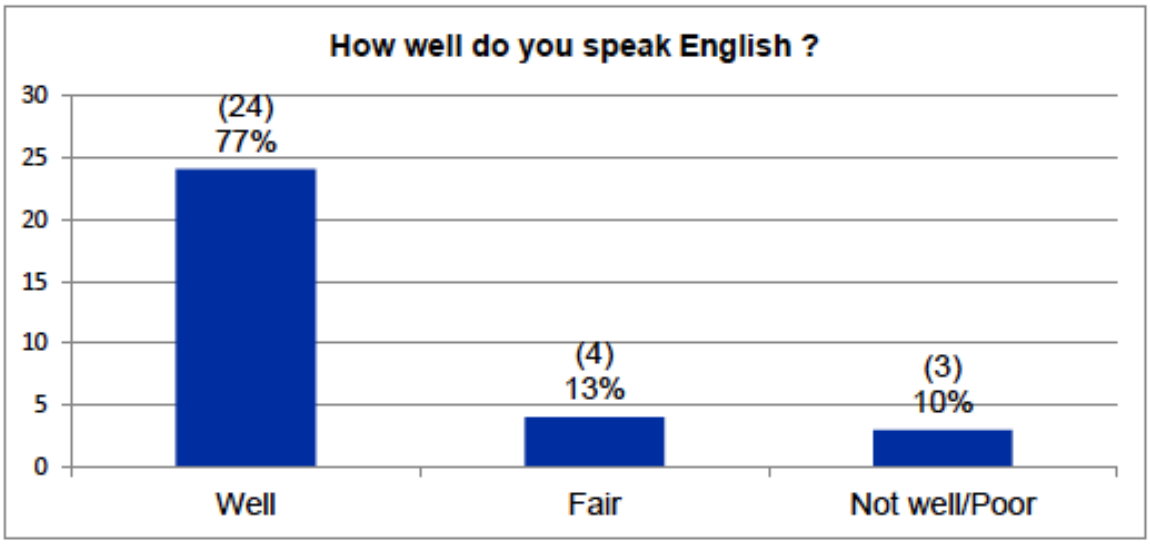
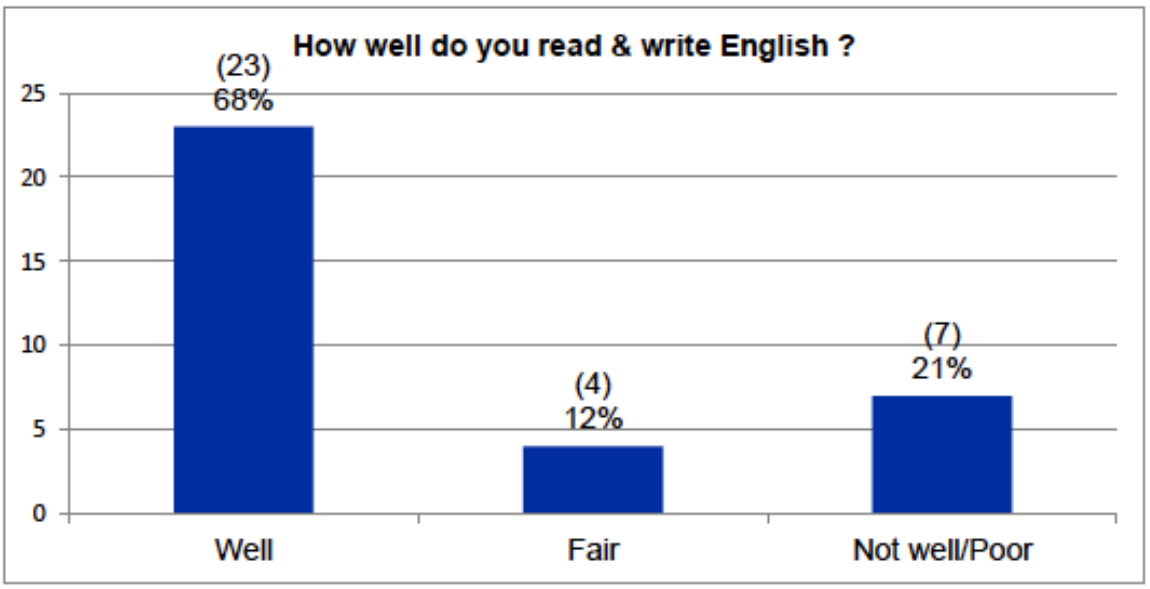

What is your cultural background ? If answering yes or no above
7
6
5
4
3
2
1
0
(6)
75%
(1)
13%
(1)
13%
Croatian
Serbian
Portugese


Is English the first language spoken at home ?
(2)
4%
(46)
96%
YES
NO







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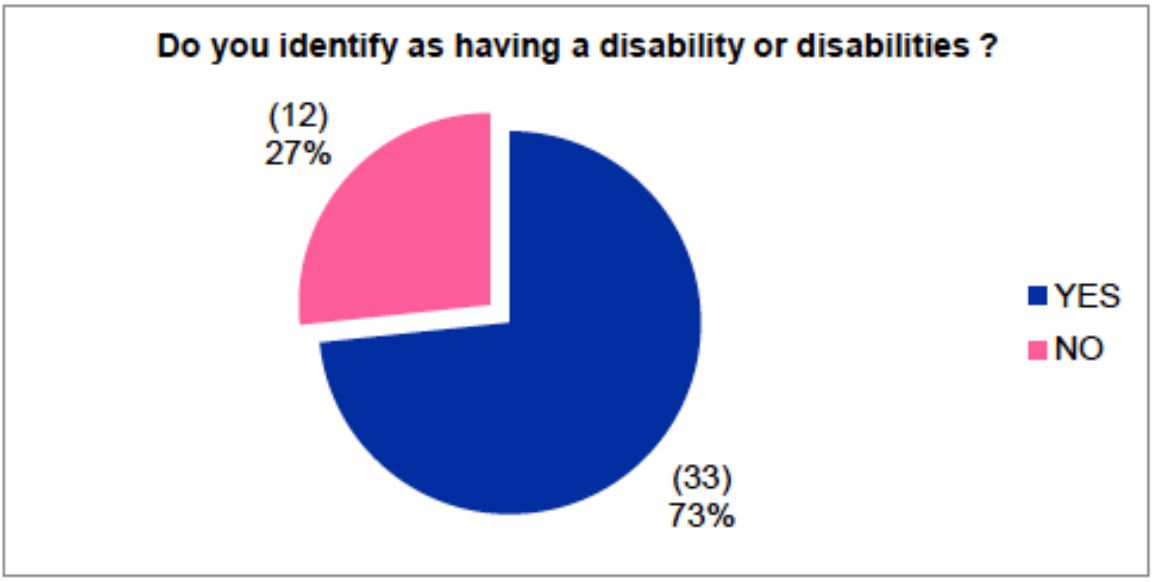
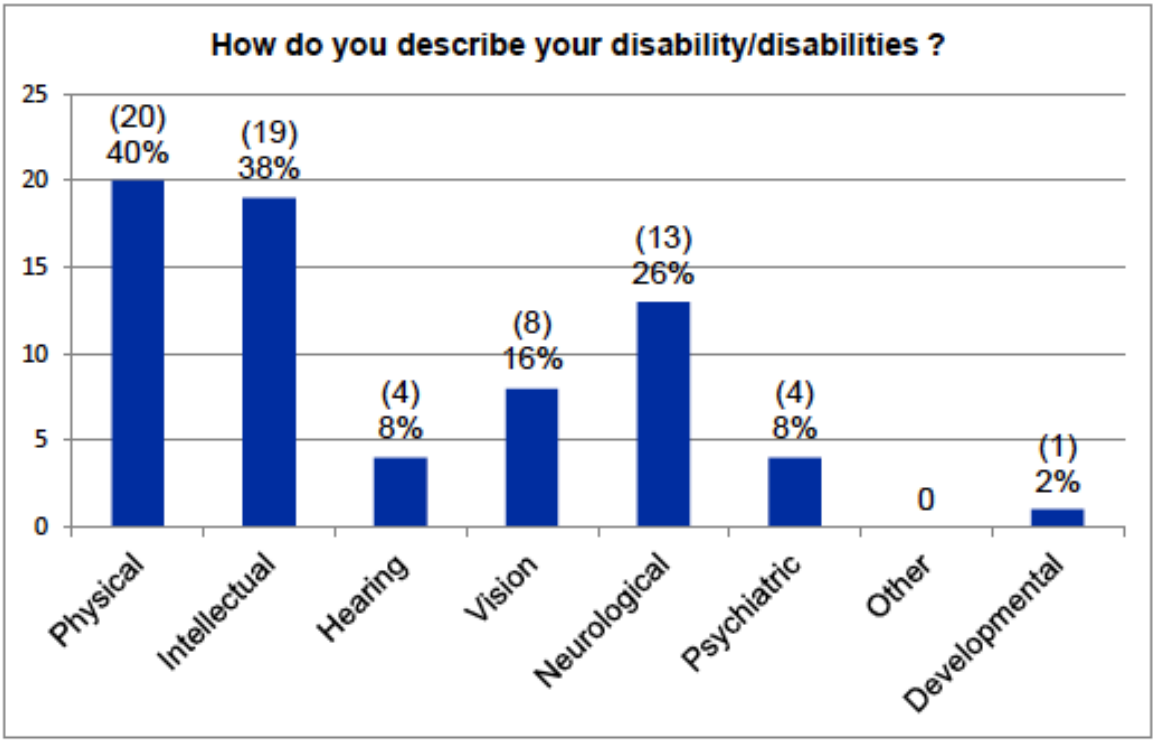
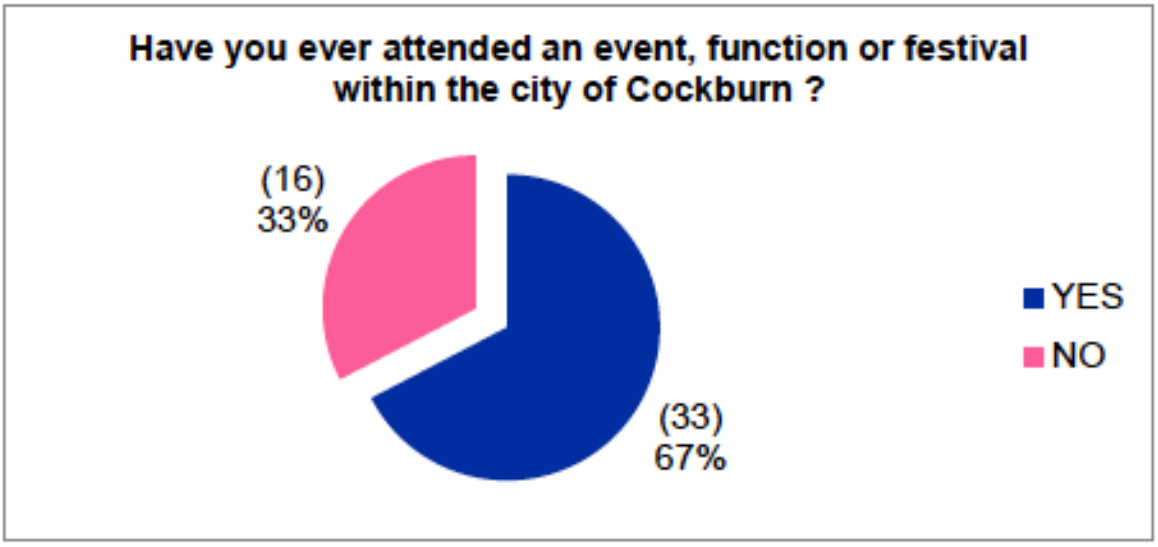
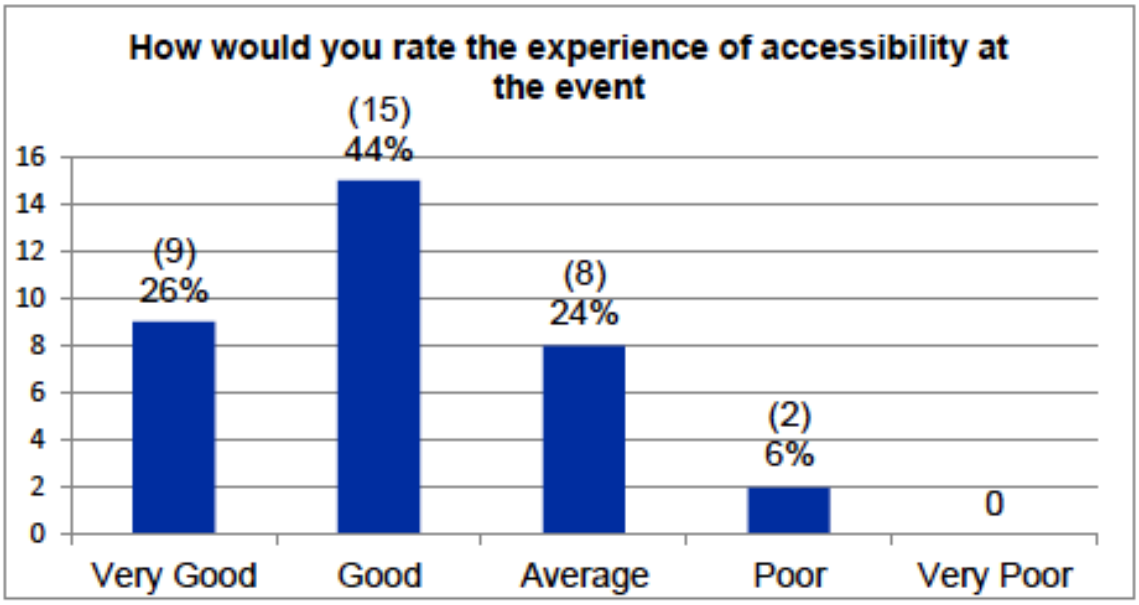
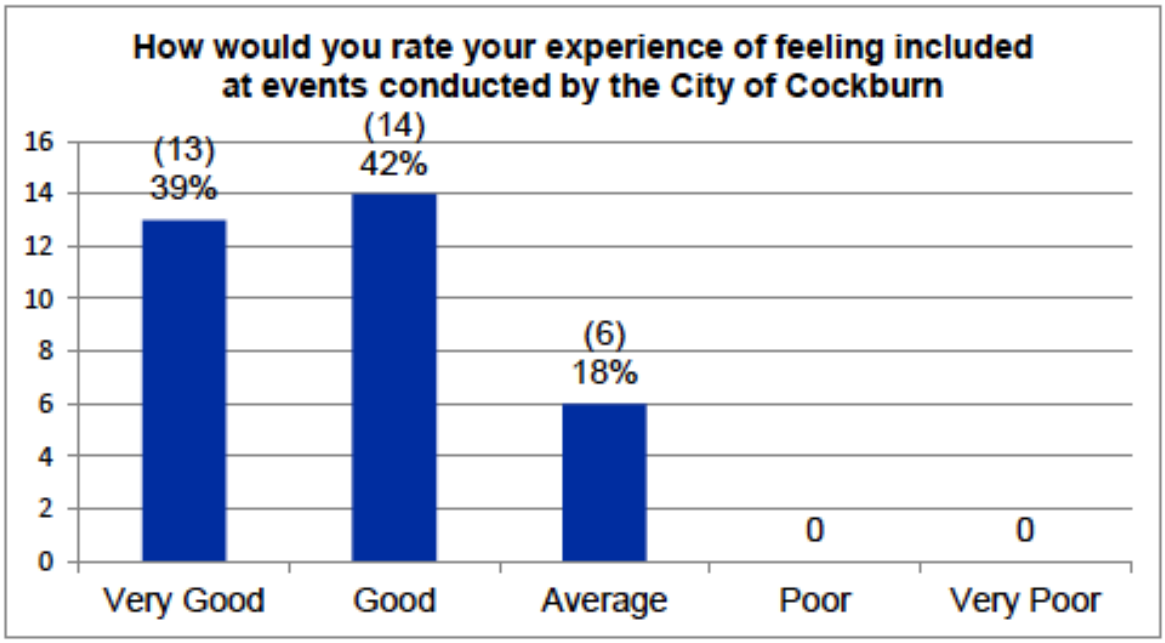

Do you identify as having a disability or disabilities ?
(12)
27%
(33)
73%
YES
NO

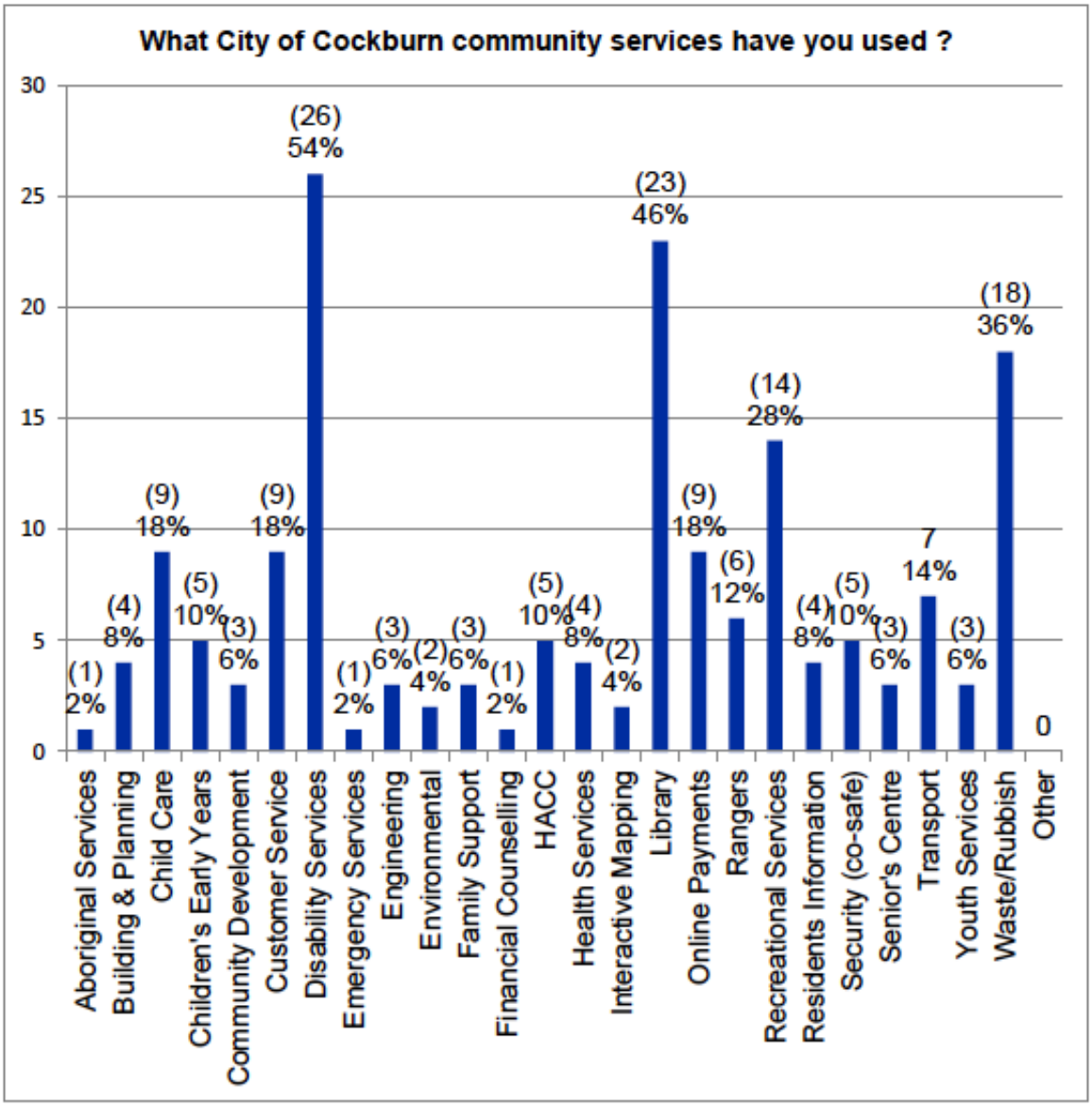

How do you describe your disability/disabilities ?
25
20
15
10
5
0
(20)
40%
(19)
38%
(4)
8%
(8)
16%
(13)
26%
(4)
8%
0
(1)
2%
Physical
Intellectual
Hearing
Vision
Neurological
Psychiatric
Other
Developmental

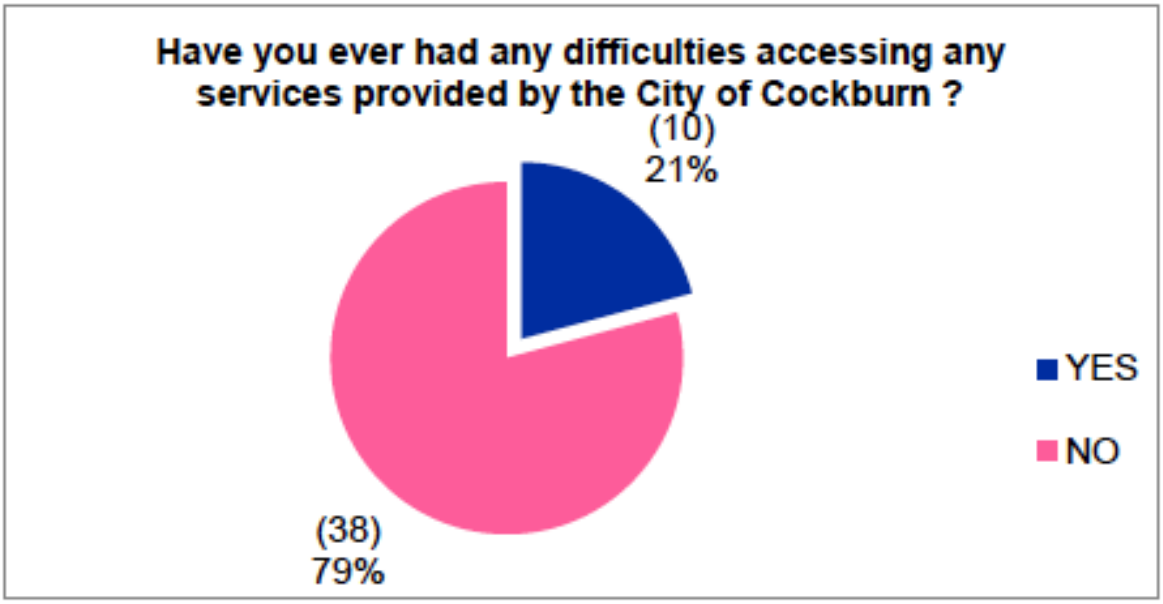
9.4 Survey respondent ratings for the City of Cockburn

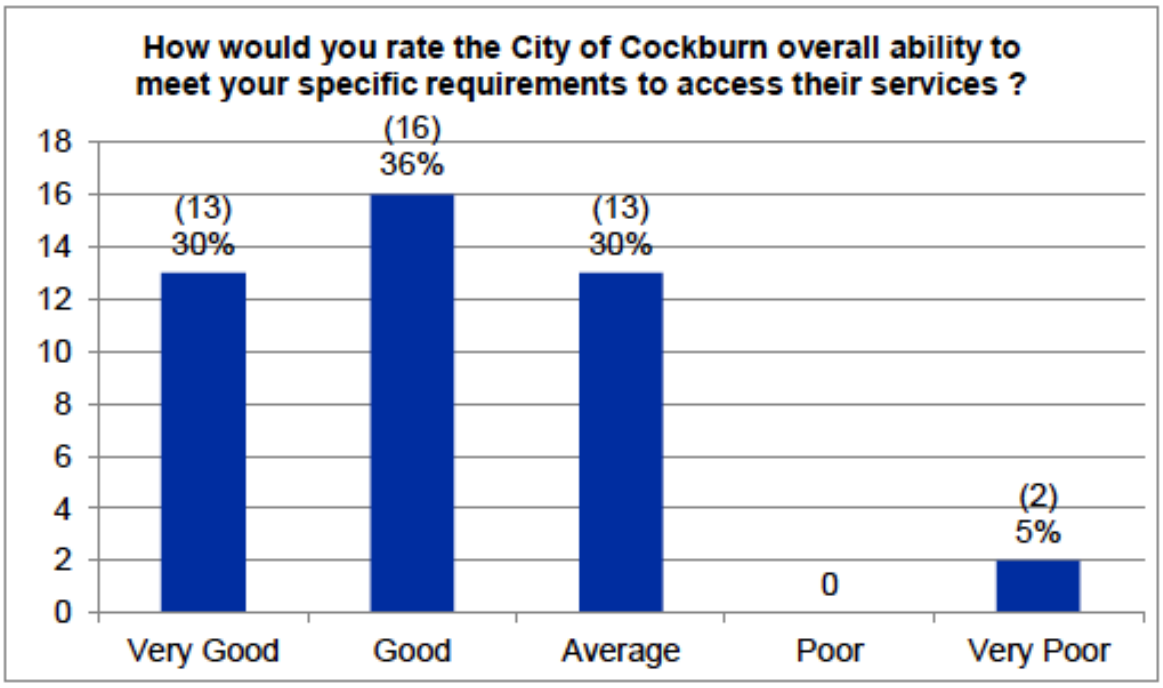


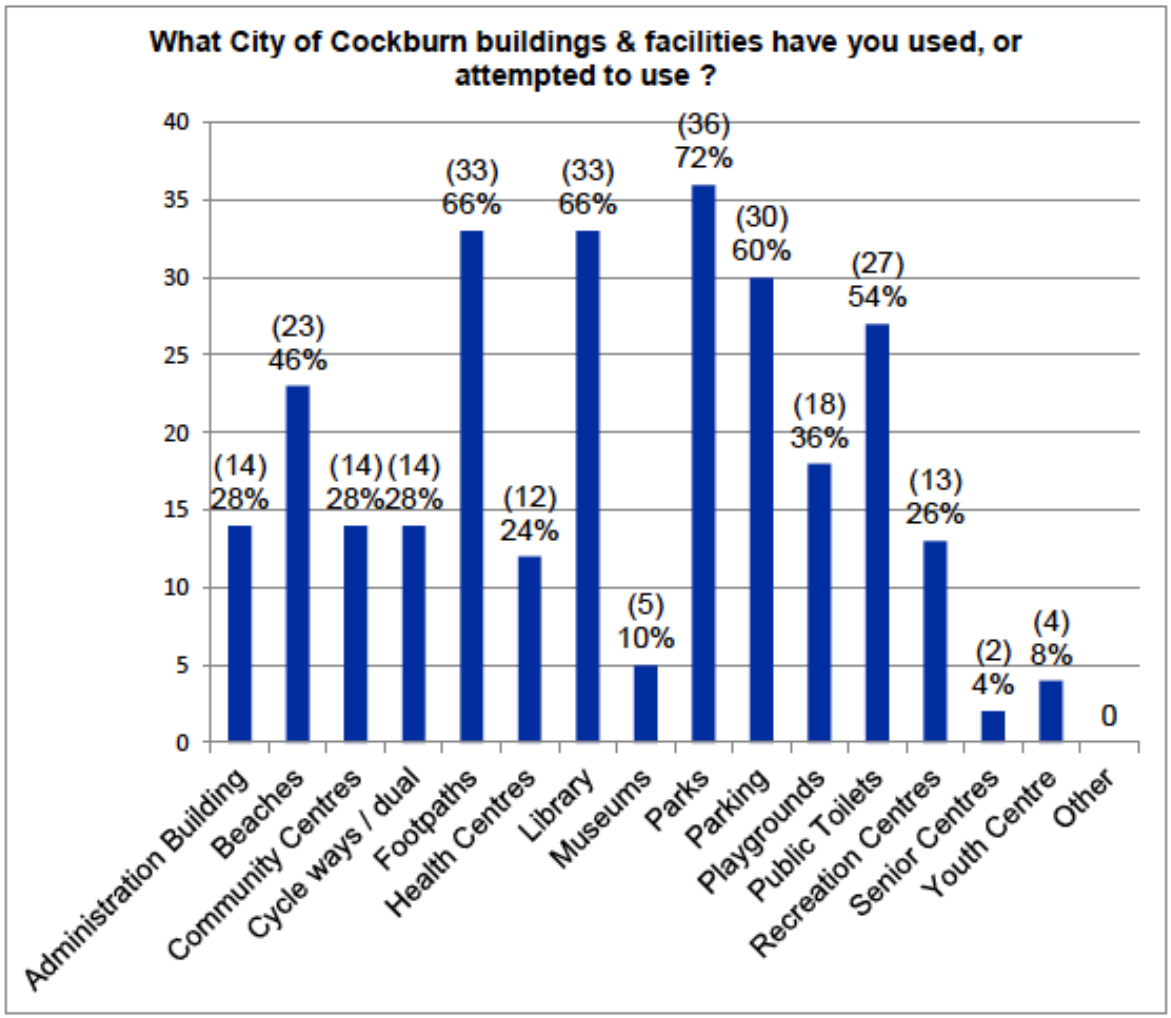



How would you rate your experience of feeling included at events conducted by the City of Cockburn
16
14
12
10
8
6
4
2
0
(13)
39%
(14)
42%
(6)
18%
0
0
Very Good
Good
Average
Poor
Very Poor


What City of Cockburn community services have you used ?
30
25
20
15
10
5
0
(1) 2%
(4) 8%
(9) 18%
(5) 10%
(3) 6%
(9) 18%
(26) 54%
(1) 2%
(3) 6%
(2) 4%
(3) 6%
(1) 2%
(5) 10%
(4) 8%
(2) 4%
(23) 46%
(9) 18%
(6) 12%
(14) 28%
(4) 8%
(5) 10%
(3) 6%
7 14%
(3) 6%
(18) 36%
0
Aboriginal Services
Building & Planning
Child Care
Children's Early Years
Community Development
Customer Service
Disability Services
Emergency Services
Engineering
Environmental
Family Support
Financial Counselling
HACC
Health Services
Interactive Mapping
Library
Online Payments
Rangers
Recreational Services
Residents Information
Security (co-safe)
Senior's Centre
Transport
Youth Services
Waste/Rubbish
Other


Have you ever had any difficulties accessing any services provided by the City of Cockburn ?
(10) 21%
(38) 79%
YES
NO





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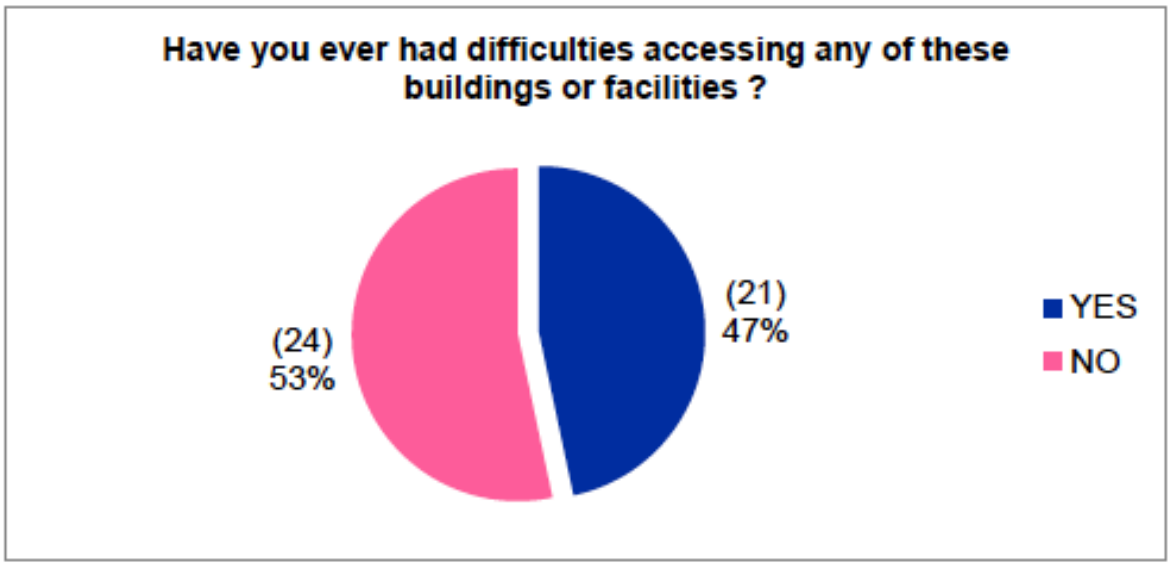

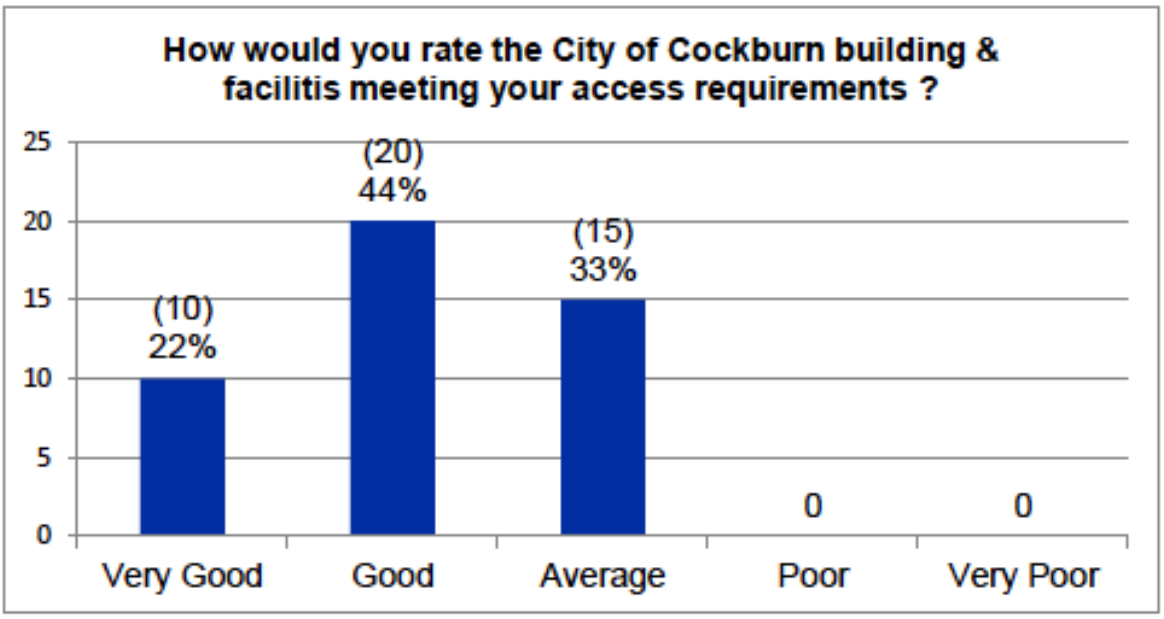

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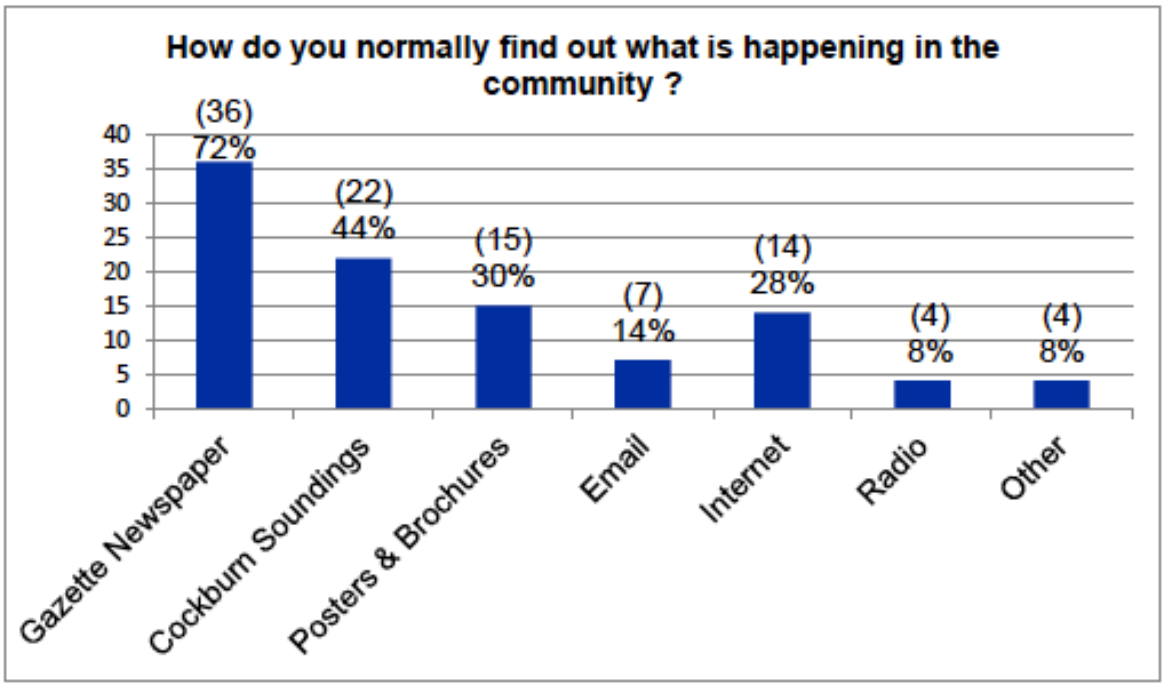
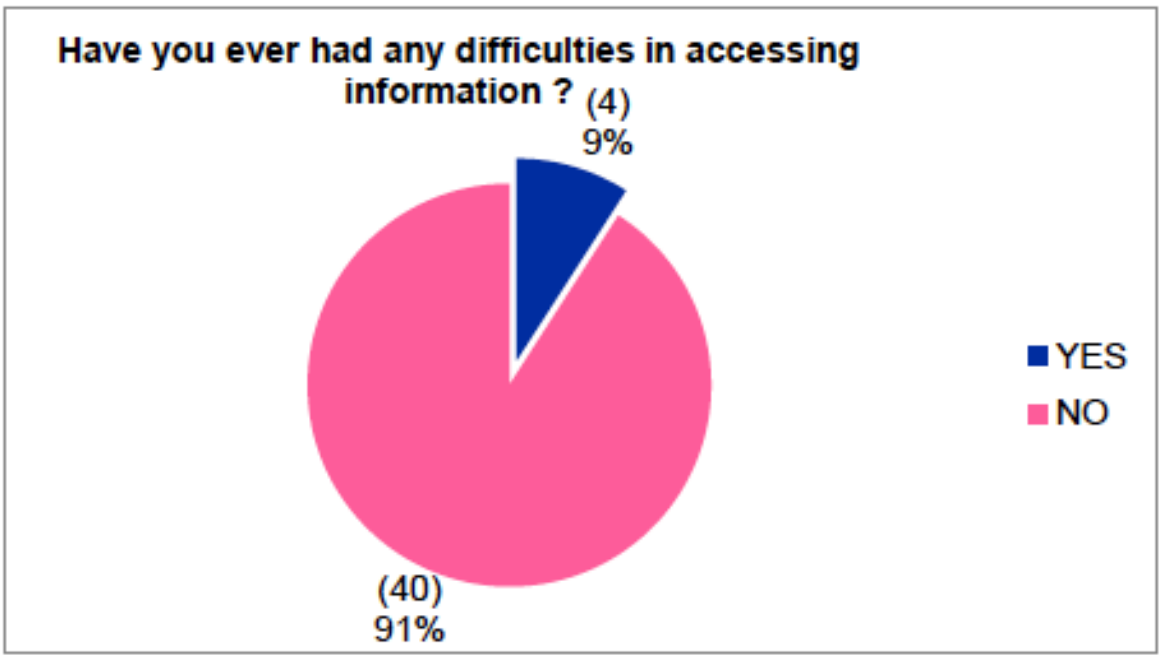
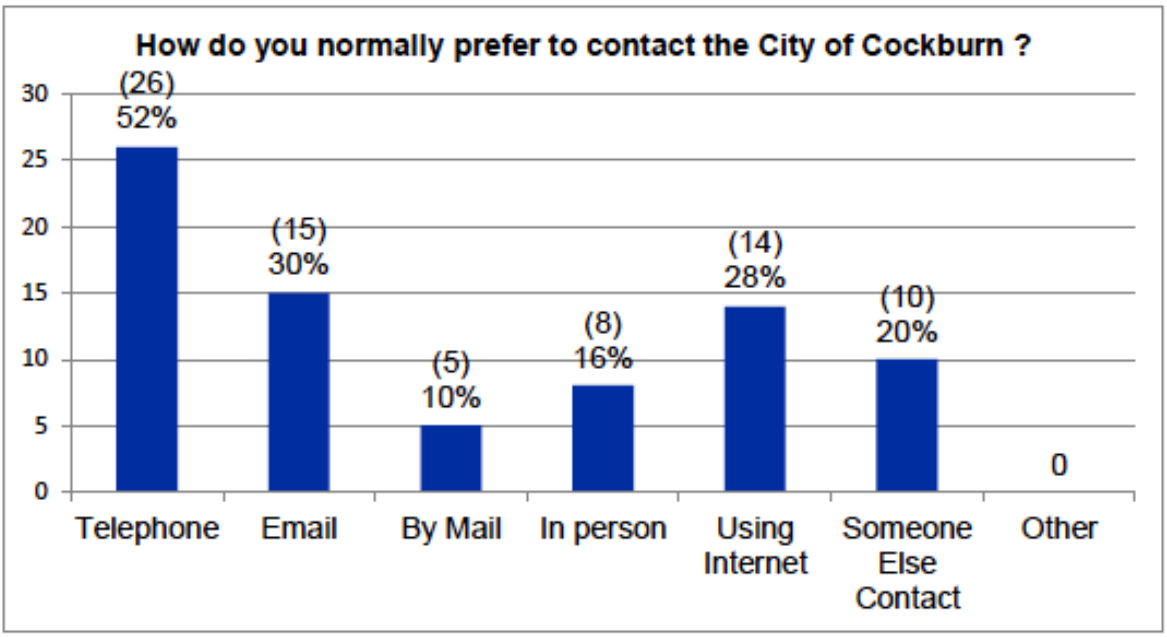

How do you normally find out what is happening in the community ?
40
35
30
25
20
15
10
5
0
(36) 72%
(22) 44%
(15) 30%
(7) 14%
(14) 28%
(4) 8%
(4) 8%
Gazette Newspaper
Cockburn Soundings
Posters & Brochures
Email
Internet
Radio
Other





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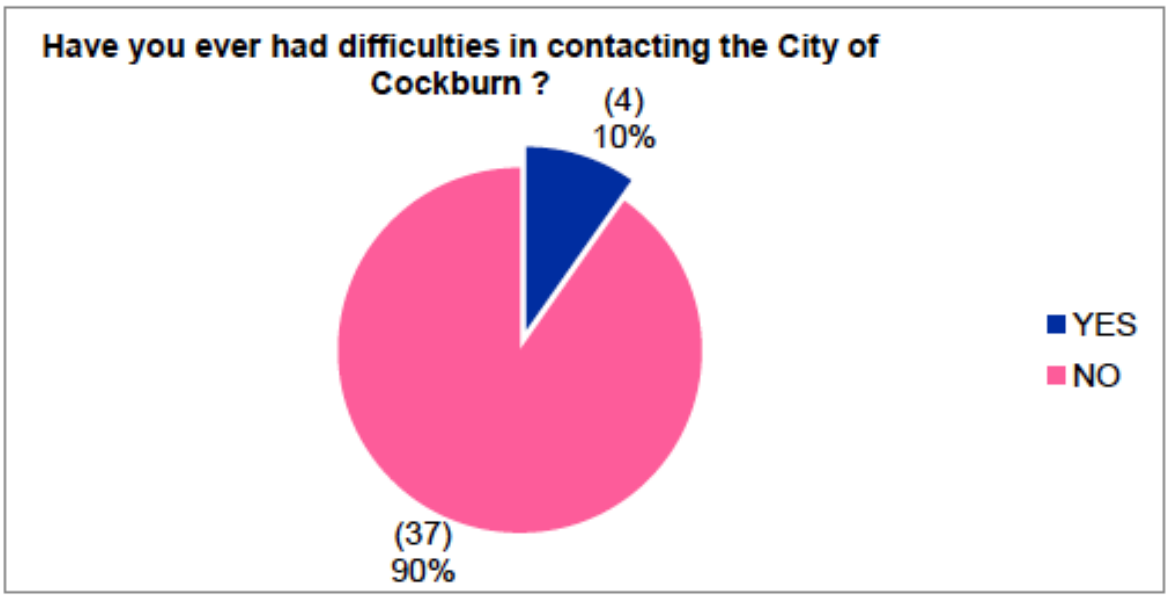

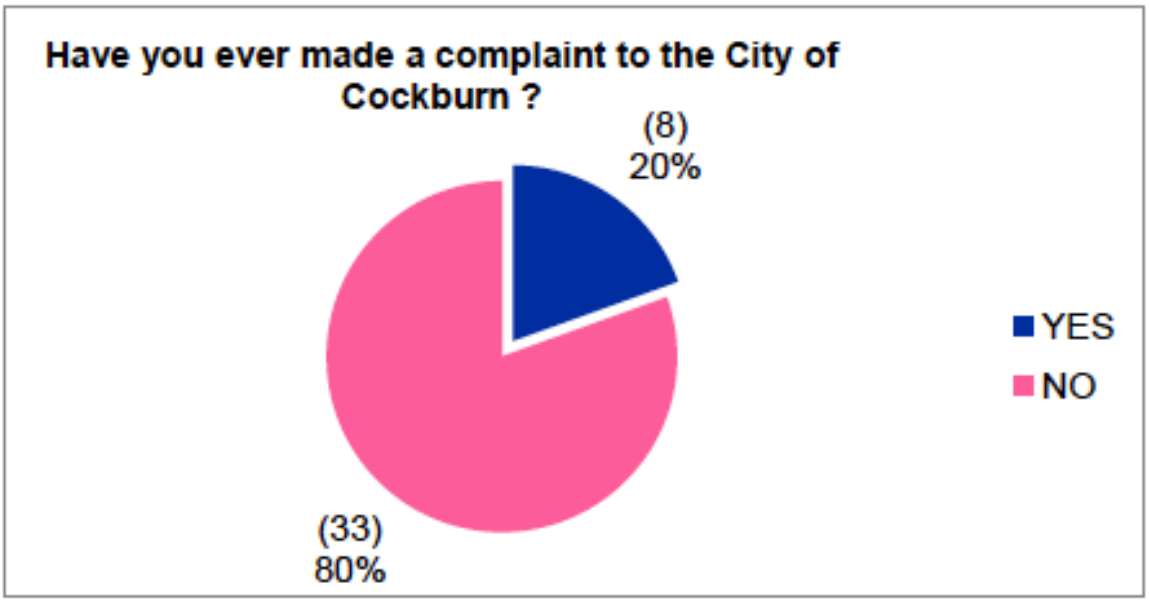

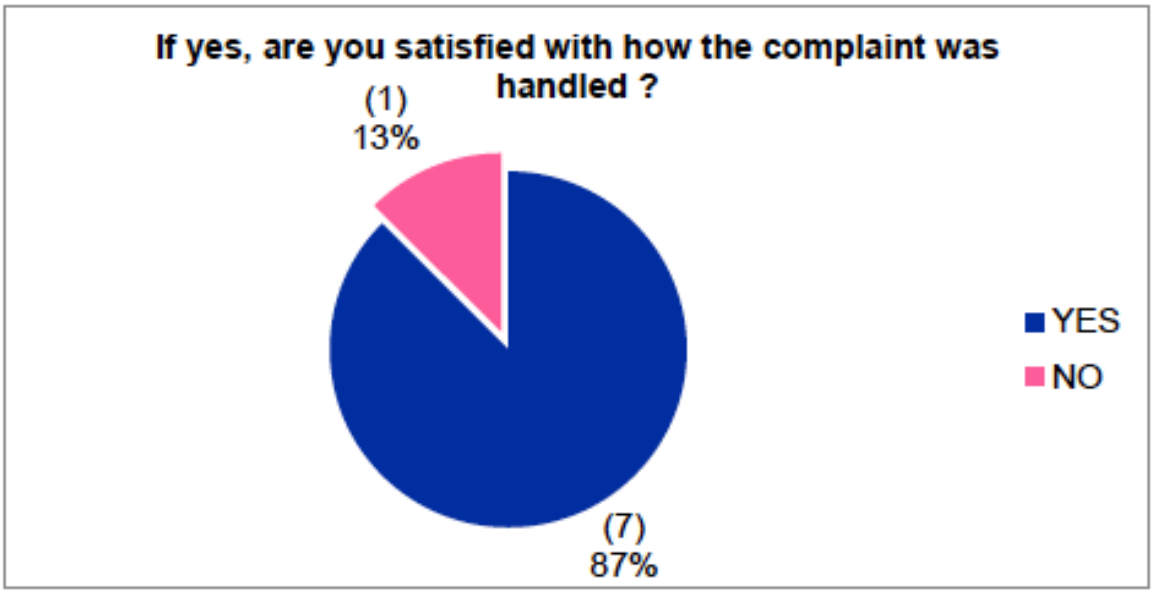

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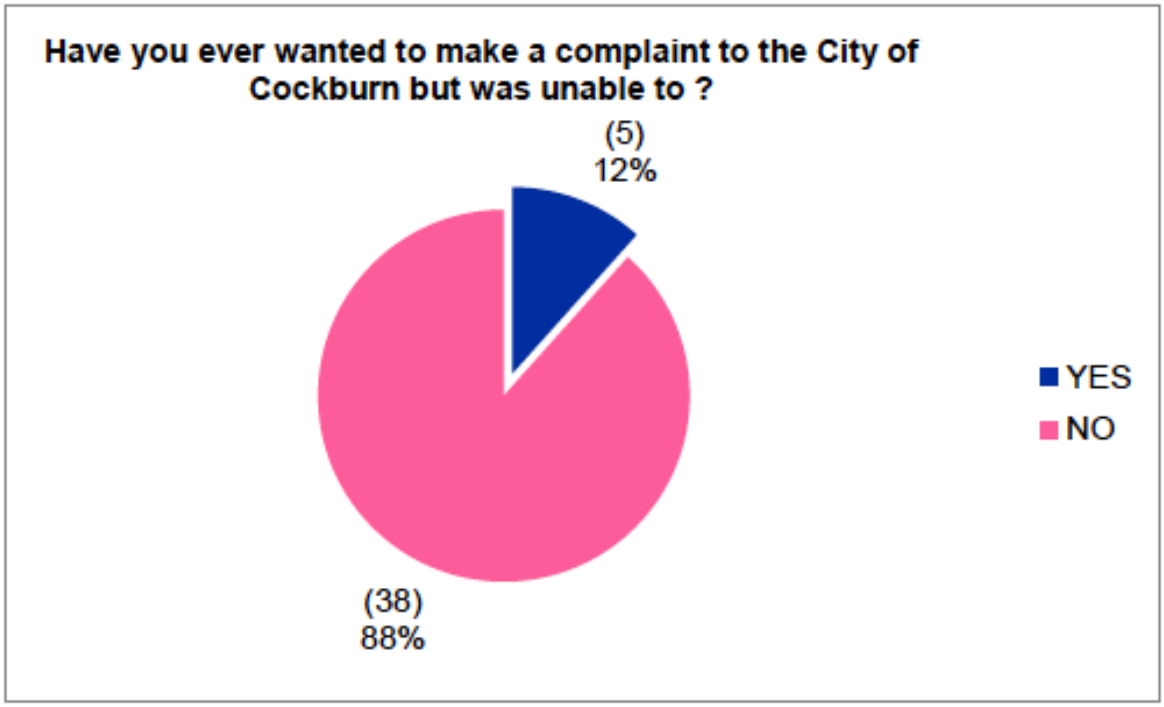
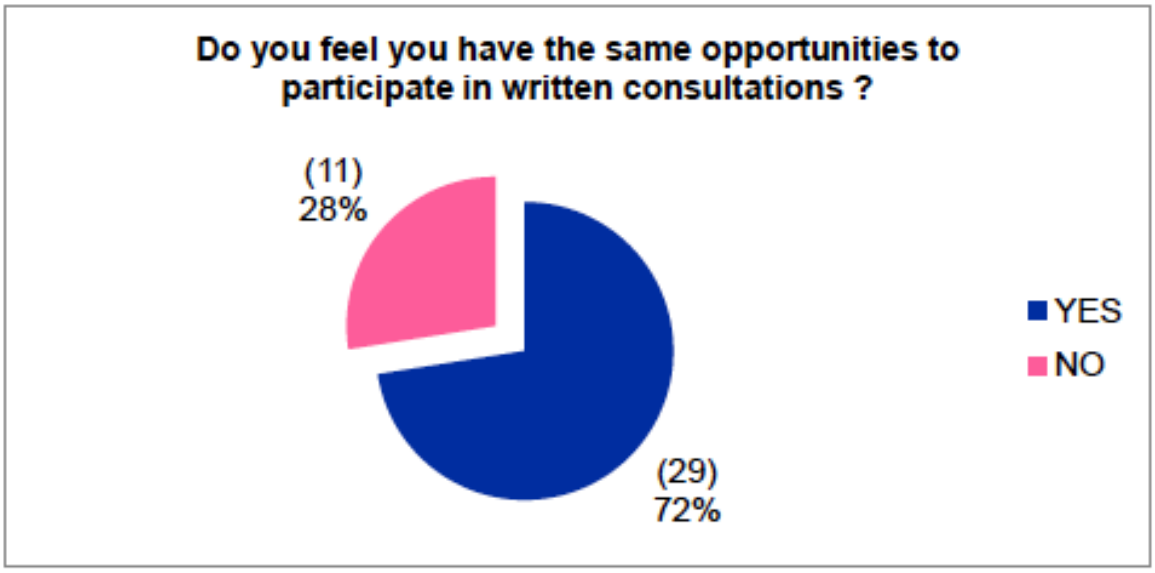
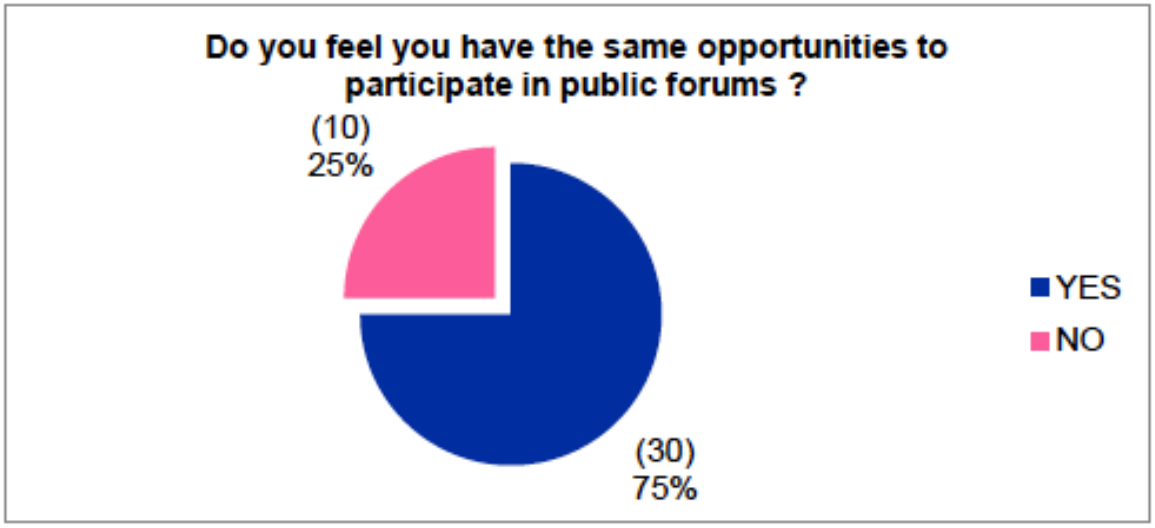
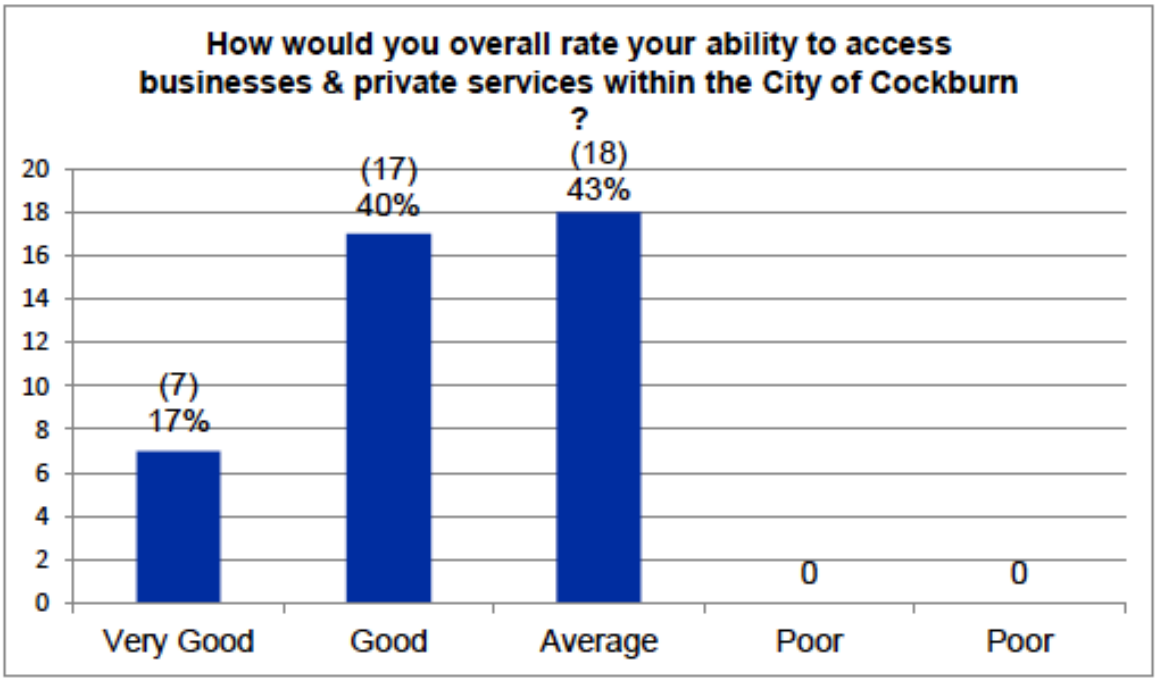
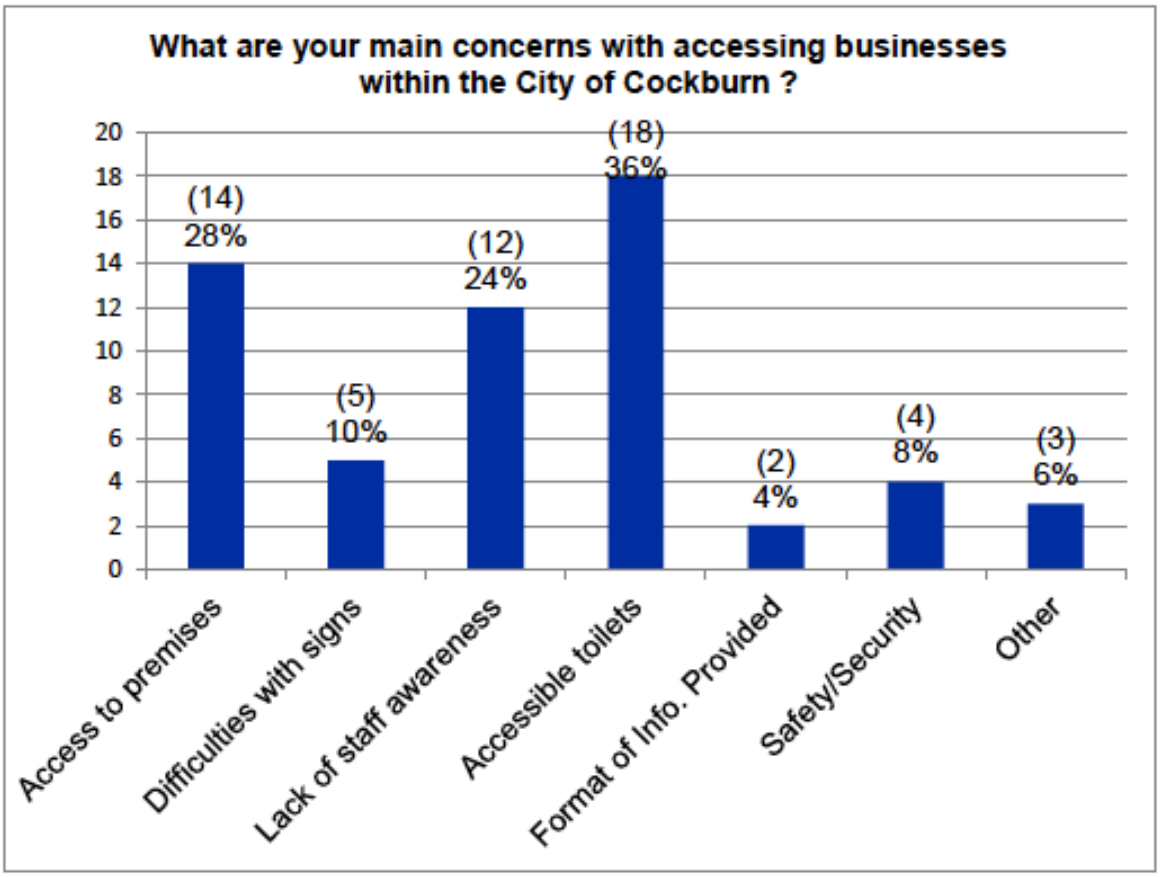
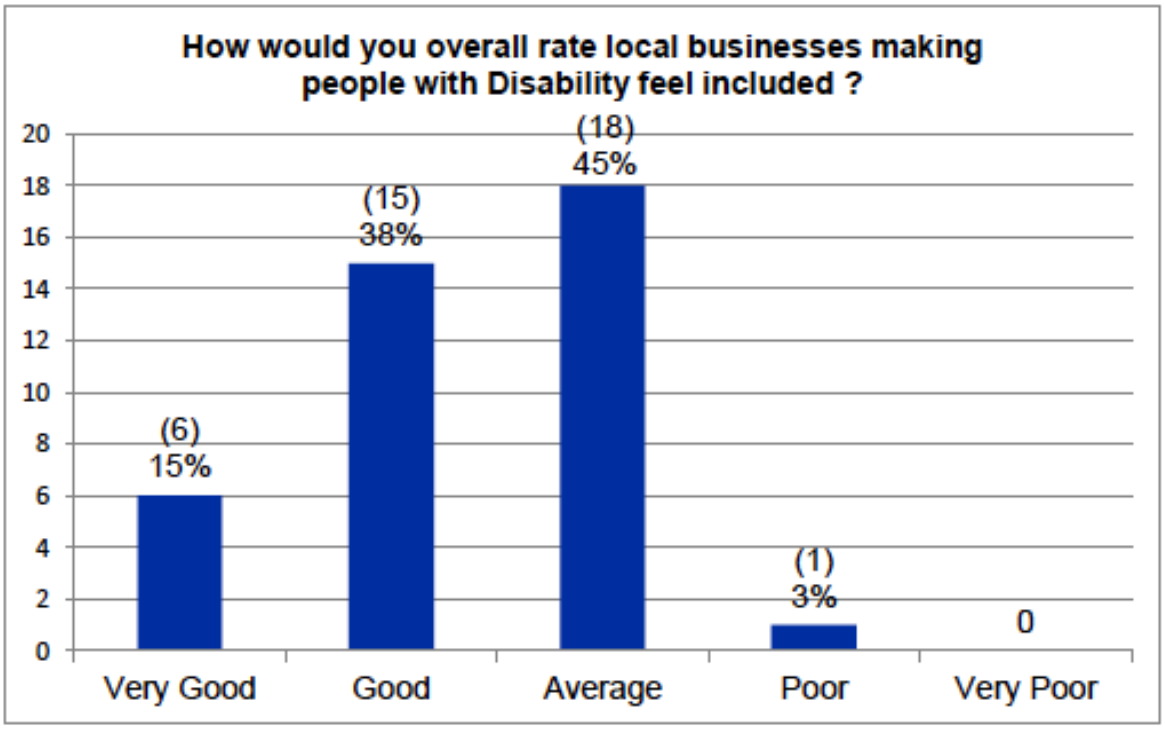

Have you ever wanted to make a complaint to the City of Cockburn but was unable to ?
(5)
12%
(38)
88%
YES
NO


Do you feel you have the same opportunities to participate in written consultations ?
(11)
28%
(29)
72%
YES
NO


Do you feel you have the same opportunities to participate in public forums ?
(10)
25%
(30)
75%
YES
NO


How would you overall rate your ability to access businesses & private services within the City of Cockburn ?
20
18
16
14
12
10
8
6
4
2
0
(7)
17%
(17)
40%
(18)
43%
0
0
Very Good
Good
Average
Poor
Poor





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