



Disability Access and Inclusion Plan

2017 – 2022

This DAIP is available in alternative formats on request, including electronically by e-mail or through the website, audio format, hard copy and large print.

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Executive Summary

The City of Cockburn's Disability Access and Inclusion Plan 2017 – 2022 outlines their commitment to building an accessible community for all residents, visitors and investors, supporting their mission:

To make the City of Cockburn the most attractive place to live, work, visit and invest in, within the Perth Metropolitan Area.

Current figures indicate that disability impacts on up to one third of our population, being people with disability and carers.

The City acknowledges the environment plays a substantial role in determining the extent to which a person experiences disability and recognises it has an important role to play in creating accessible and welcoming communities (including but not limited to physical, digital and social environments), as this can substantially assist in reducing the impact of disability amongst community members.

To develop this plan, City of Cockburn was informed by feedback from the community; including individuals with disability, organisations who support people with disability and families, carers and advocates of people with disability. The City also listened to their staff, acknowledging gaps in knowledge and skills whilst recognising inclusive practices currently in place, looking for opportunity to further enhance, strengthen and build on these. Background research into legislation, recognised good practices and trends, rounded out the information used to develop strategies within the plan.

The plan, with the associated implementation plan will guide the City through the next five years as it works to develop a community that is inclusive and welcoming of all members by strengthening strategies already in place and working to overcome barriers identified to full inclusion for all community members. The Disability Access and Inclusion Plan outlines how the City will achieve this in the seven legislated areas of:

- Services and events
- Facilities and buildings
- Information
- Customer service
- Complaints processes
- Public consultations
- Employment opportunities at the City

Introduction

The City of Cockburn is committed to creating an accessible and inclusive community for everyone. The aim of this Disability Access and Inclusion Plan is to help the City with the coordination of planning and activities to ensure all community members have equal access to:

1. Services and events
2. Facilities and buildings
3. Information
4. Customer service
5. Complaints processes
6. Public consultations
7. Employment opportunities at the City

Vision and Mission

The City's mission is to make the City the most attractive place to live, work, visit and invest, within the Perth Metropolitan area.

The City's Access and Equity Position Statement outlines its commitment to maintain and improve the quality of life of its residents. This is achieved 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 Statement was most recently reviewed on 8 September 2016.

Disability demographics

The [Australian Bureau of Statistics](#) conducts a survey of Disability, Ageing and Carers every five years. Data from the 2015 Survey of Disability, Ageing and Carers estimated that 4.3 million Australians, or 18.3% of the population, had a disability. Add to that the estimated 2.7 million Australians who are carers (12% in 2012), and disability therefore impacts on about one third of the population.

By 2026 the number of people with disabilities in Western Australia is expected to increase by more than 210,000, due mainly to our ageing population. The proportion of the State's population of people aged under 65 with disability is expected to remain relatively steady.

Who lives in Cockburn?

The City of Cockburn is one of Perth's fastest growing local government areas. From 2011 to 2016 the City's population increased by 16.5%. The current population of more than 110,000 people is projected to grow by almost 50% by 2036.

According to the Australian Bureau of Statistics, Census of Population and Housing, 2016 statistics, there are an estimated 13,420 (12.8%) people with disability living in the City of Cockburn. This includes 3,952 (3.8%) people who have a severe or profound disability (identify as in need of assistance). See Appendix 1 for further information on the changing need for assistance over time.

A total of 8205 (9.8%) of the population in City of Cockburn identified as providing unpaid care to a person with disability, long term illness or old age.

The average age of a City of Cockburn resident is 35 years, with 23.6% of the population aged newborn to 17, and 16.4% aged 60 years and over.

Other diversity factors within the City of Cockburn are:

- 7.7% of the population is aged over 70 years,
- 34% were born overseas, and
- 21% speak a language other than English at home.

Where do people live?

The following table outlines where people who require assistance live within the City of Cockburn.

Suburb	Population identifies as requiring assistance.	Percentage of total number of people requiring assistance (3978)
Yangebup	281	7.1%
Success	287	7.2%

Suburb	Population identifies as requiring assistance.	Percentage of total number of people requiring assistance (3978)
Spearwood	616	15.5%
South Lake	283	7.1%
North Lake	38	1.0%
Munster	140	3.5%
Leeming	284	7.1%
Jandakot	61	1.5%
Hammond Park	78	2.0%
Hamilton Hill	627	15.8%
Coolbellup	289	7.3%

Suburb	Population identifies as requiring assistance.	Percentage of total number of people requiring assistance (3978)
Coogee	164	4.1%
Bibra Lake	273	6.9%
Beeliar	229	5.8%
Banjup	52	1.3%
Aubin Grove	187	4.7%
Henderson	0	0.0%
Cockburn Central	38	1.0%
North Coogee	35	0.9%
Wattleup	16	0.4%

Legislation

The [Disability Services Act 1993](#) (amended 2004) requires all local governments to have and implement a Disability Access and Inclusion Plan (DAIP), which must be reviewed at least every five years.

The Act adopts consistent definitions and assurances as outlined in other related Acts and Conventions, including:

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

The Act defines disability as that which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent, or likely to be permanent;
- may or may not be of a chronic or episodic nature;
- results in –
 - substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - a need for continuing support services.

The Act further requires that:

- All practicable measures must be undertaken to ensure the DAIP is implemented by the City, its officers and relevant agents and contractors
- Public consultation must be undertaken by key stakeholders
- Public consultation must be advertised through the local government's local paper
- The DAIP must be made available in alternative formats on request
- The DAIP must be lodged with the Disability Services Commission
- The DAIP must be promoted on the City's website and advertised in the local paper
- Progress of the DAIP must be reported annually to the Department of Communities (Disability Services)
- The DAIP progress is to be reported in the City's Annual Report.

The City acknowledges the environment plays a substantial role in determining the extent to which a person experiences disability and recognises it has an important role to play in creating accessible and welcoming communities (including but not limited to physical, digital and social environments), as this can assist in reducing the impact of disability amongst community members.

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

- Families with young children
- Seniors
- People with temporary disability through injury or illness
- People with language barriers
- People with other access needs such as workers with trolleys.

Some ways the DAIP will benefit the groups above include:

- Strategies being developed in line with the principles of Universal Access
- Ongoing strategies to ensure information is available in alternative formats
- Review of City signage, pathways and building access
- Ongoing strategies to provide accessible and inclusive events and services, and
- Review and development of relevant training for staff and volunteers.

Current Services

The City of Cockburn provides a range of [services, activities, and events](#) inclusive of people with disability as well as initiatives to ensure this inclusivity; including:

- Sponsorships and grants.
- Dedicated Disability Access and Inclusion Officer.
- The City has a Disability Reference Group available to give feedback and advice to the City on projects, initiatives and service.
- Recreation Services including access to the Kidsport program.
- Cockburn Support Services - community service for individuals or families, including counselling, advocacy, referrals, groups and workshops.
- Financial Counselling - free, community service for individuals or families to develop the skills, knowledge and confidence to take control of their finances

- Cockburn Parenting Service – offers parenting support to families with young people up to 18 years, to manage the challenges of parenting and build close, connected relationships.
- Library Services offer a home delivery program, inclusive activities and adaptive technology.
- Cockburn Community Care provides respite, support and services for people with disability.
- Inclusive services and events through Kwobarup Aboriginal Club, Cockburn Seniors Centre and Youth Services.
- The Creating Accessible Events Checklist is provided to event hosts within the City.

Achievements to Date

The City of Cockburn has made considerable progress over the years to provide or improve access for people with a disability. Progress against the City's 2012 – 2017 DAIP has been reported annually to the Department of Communities – Disability Services (formerly known as Disability Services Commission). Feedback during the consultation acknowledged some of the reported progress to date including:

- Auslan interpreting introduced at some events, and on request
- Creation of the full time Disability Access and Inclusion Officer position
- Provision of inclusive services for children and parents, youth and seniors
- Provision of the Companion Card program at the Cockburn Aquatic and Recreation Centre (ARC)
- Access considerations during upgrades at beaches, playgrounds and other Council facilities
- Development of the accessible beach at Port Coogee, also known as Ngarkal Beach
- Installation of accessible play equipment at Bibra Lake Regional Playground
- Installation of a Changing Place Facility at Bibra Lake
- Design of the Cockburn ARC includes a number of access features
- Upgrading of pathways in response to community feedback
- City of Cockburn and Cockburn ARC websites achieved Web Content Accessibility Guidelines 2.0 AA level accreditation
- Consultation with the City of Cockburn Disability Reference Group during the planning stage for developments
- Public consultations conducted using a range of formats, including focus groups
- Employment of the Supported Work Crew and individuals with disability.

The consultation also provided positive community and staff feedback regarding the high quality inclusive service provided by the City of Cockburn Youth Services, Seniors Centre, Cockburn ARC, Library and Cockburn Community Care.

'The Youth Centre is easy for the youth with disability to access, now our child goes back there independently'. Community member

In September 2017, the City of Cockburn's leadership as a local government in the inclusion of people with disability in employment, the formation of a Disability Reference Group and inclusion in other City activities; was recognised when CEO, Stephen Cain was awarded the Lighthouse Project's Metropolitan Local Government Leadership Award.

Links to the Strategic Community Plan 2016 – 2026

The DAIP contributes to the City's overarching work in meeting the themes and objectives of the City's Strategic Community Plan:

Community Strategic Plan Themes	DAIP strategy links
<p>City Growth Planning for the population growth of our City and maintaining a strong financial position</p>	7.1
<p>Moving Around Facilitating safe, efficient, connected and sustainable movement around the City</p>	1.4 2.2, 2.4, 2.5, 2.6 7.2
<p>Community, Lifestyle & Security Providing safe, attractive, healthy programs and infrastructure for a diverse range of activity and people</p>	1.1, 1.3, 1.5 2.3, 2.7
<p>Economic, Social & Environmental Responsibility Enabling a sustainable future economically, socially and environmentally; including</p>	1.2. 1.6 2.1 4.1, 4.2, 4.3, 4.4, 4.5

Community Strategic Plan Themes	DAIP strategy links
business activity, job opportunities and sustainable use of resources	7.3, 7.4, 7.5.
<p>Leading and Listening</p> <p>Being accountable to our community and engaging through multiple effective communication channels</p>	<p>3.1, 3.2, 3.3, 3.4, 3.5</p> <p>5.1, 5.2, 5.3, 5.4</p> <p>6.1, 6.2, 6.3</p>

Consultation

While reviewing the City of Cockburn's DAIP 2012-2017 and developing a new five year DAIP, consultation was carried out with staff and community members to identify progress to date, remaining barriers to access and inclusion and potential strategies to be incorporated into the new DAIP.

The City engaged E-QUAL to work on the stakeholder engagement with the City's Disability Access and Inclusion Officer. The engagement plan including a draft community survey which was reviewed by the City's DAIP Steering Group and Disability Reference Group.

During the consultation period, community members and agencies could have their say by:

- Completing an online survey or a hard copy survey
- Attending a public meeting with Auslan interpreting provided
- Calling E-QUAL for a phone survey
- Providing SMS feedback
- Requesting an alternative feedback option e.g. survey in an alternative format or opportunity to meet with consultants

Staff could have their say by:

- Completing an online survey
- Attending an internal workshop

The promotion of the consultation included advertising:

- In the Cockburn Gazette local newspaper on Tuesday 5th, 12th and 19th September 2017
- On the City of Cockburn and Comment on Cockburn websites
- On the City's Facebook
- At the City of Cockburn Libraries (Coolbellup, Spearwood and Success), Seniors Centre, Youth Centre, Aquatic and Recreation Centre and administration building
- To all staff via email and intranet notification
- Directly to the DAIP Steering Group and Disability Reference Group
- Directly to other key stakeholders identified by the City and the consultants including service providers from government and non-government agencies,

disability, aged care, children, youth, Aboriginal and culturally and linguistically diverse backgrounds, through email and social media

A total of 203 individual submissions were received during the consultation including 130 from community members and 73 from staff.

Community members who contributed to the consultation identified as:

- Having a disability – 54%
- Resident of City of Cockburn – 72%
- Disability Advocate – 53%
- Service Provider 36%
- From a non-English speaking background – 6.5%

Note – not all contributors provided demographic information.

Of the 73 staff who completed the survey, 10.5% identified as having a disability while 31.5% had an immediate family member with disability.

The consultation recognised what the City of Cockburn is doing well to ensure inclusion of all community members, such as:

- Support for inclusive sporting groups, including access to the basketball courts at the Cockburn ARC.
- Initiatives at the Jean Willis Centre (Cockburn Community Care) such as use of accessible vehicles, installation of a ramp and sensory garden and linking with other services and organisations.
- Consideration of inclusive play when developing playgrounds, including the installation of accessible play equipment at Birbra Lake.
- Consideration of access during refurbishment of City facilities.

**When they refurbish public toilets and pathways they are considering access.
Community member**

- Providing accessible information in a range of ways including park signage, the city Website and the newsletter 'Cockburn Soundings'.
- Providing accessible training for all staff members, including the Work Crew members.
- Conducting the Travel Smart consultation.
- Including the Disability Reference Group in planning for projects, such as the ARC and Bibra Lake Playground.

- Involving all staff, including the Work Crew, in the Strategic Planning Process.

The consultation also identified barriers to access and inclusion within the City.

These barriers included:

- Physical access to events, including access to facilities such as bins, water, toilets and play equipment once at the event.
- Physical access to all facilities at playgrounds and Public Open Spaces.
- Limited access to some areas within the Cockburn Aquatic and Recreation Centre (ARC).
- Location of Acrod parking at the Cockburn ARC.

‘There is no parking at the ARC that doesn’t involve crossing a road, they need to put a zebra crossing in, I am not sure if there is a low speed limit. This will make it safer for all children, not just children with disability’. Community member

- Need for accessible, safe road crossings between public transport and shopping centres and other facilities.
- Need for clearer signage in some areas and at events.
- Lack of captioning on City of Cockburn videos.
- Concerns around evacuation process at City facilities during an emergency for people with disability.

‘Apart from in the pool area, there are no visual warning lights in the ARC complex. As a deaf person, if I am in the gym I don’t know what is going on if there is an emergency’. Community member

- Need for more City information in alternative formats.
- Desire for regular staff training around diversity and inclusion.
- Need for simple complaints and feedback process that is easy for all to access.

‘You constantly hear within the organisation to "put that in writing" - and that is difficult for people with English as their second language’. Staff member

The consultation also recognised opportunities for City of Cockburn to further embed practice and policy that supports the objectives of the DAIP.

This included:

- building additional strategies and checks into current procedures such as extending building checks beyond the current code requirements to enhance access

‘Buildings seem to still be built to only Australian Standards which do not often appear adequate. We should have an access consultant involved at key stages throughout each project but from the beginning’. Staff member

- Broadening the objective of Outcome 7 to include supporting opportunities for employment for people with disability beyond City recruitment, to the community, including the City’s Social Procurement Guidelines.

‘Working with employers to provide education, awareness and opportunities on inclusive workplaces’. Community member

Developing the strategies

To develop the strategies, the City examined:

- Barriers and issues identified by the consultation,
- What the community and staff consultations identified as strategies, programs and practices that are working well to support access and inclusion for people with disability,
- What had been achieved through the implementation of the previous DAIP, along with strategies that had not been fully achieved,
- City of Cockburn demographics,
- Current legislative requirements, and
- Trends and best practices in the disability sector.

A workshop was held with City of Cockburn staff, representing the majority of the City’s business units, to develop strategies for the DAIP 2017 – 2022, by reviewing the previous DAIP strategies and consultation feedback. The workshop was well attended and provided the opportunity for staff to enhance their understanding of the seven DAIP outcomes and how the City can continue to grow as an accessible and inclusive community.

The review of legislative requirements, trends and good practices showed that City of Cockburn has relevant and contemporary practice in place that can be further enhanced. Examples of this include:

- The 2014 revision of the Disability Services Act resulted in the previously optional Outcome 7 – employment opportunities for people with disability, becoming a mandatory requirement. The City of Cockburn has implemented a number of strategies to increase their number of employees with disability including:
 - Working with a local Disability Employment Service to employ Supported Work Crews,
 - Traineeship and work experience opportunities;
 - Implementation of social procurement processes and guidelines facilitating contracts to be awarded to Australian Disability Enterprises, supporting their employment of people with disability.

The success of the supported work crews was been highlighted in the comment made by a crew member during the consultation;

‘It is good that the logo is on my uniform – that I work for City of Cockburn. People ask me what I do, and I say, I work for City of Cockburn’. Staff member.

- The voice of people with disability, families and carers has grown stronger over the past decade. This has been supported through legislative and policy directions providing significant investment in leadership development for people with disability and funding for self-advocacy/peer support groups as well as other factors including strong campaigning for the National Disability Insurance Scheme (NDIS) bringing people together and greater connectivity through social media. The City of Cockburn Disability Reference Group provides a valuable avenue for collaboration on the implementation of the DAIP.

As a result of the consultations and review, the following themes and priorities emerged:

- The need to embed practices and opportunities that enhance inclusion of people with disability and with other diverse backgrounds to fully participate in City of Cockburn events, services and facilities.
- The need to adequately resource the strategies in the DAIP.
- Access requirements and checks need to be built into all stages of projects, developments and refurbishments conducted by City of Cockburn to ensure the end product is as accessible as the original vision.
- Embedding a commitment to continual review and improvement will strengthen the City’s commitment to inclusion.

These practices and opportunities will continue to be strengthened and reached by strategies within the DAIP 2017 – 2022.

Strategies

Outcome 1 - People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Cockburn.

Strategies	
1.1	Develop accessible event resources, including a City of Cockburn specific checklist for staff.
1.2	Continue to improve induction and orientation of grant recipients, agents and contractors, on the City's requirements around access and inclusion reporting.
1.3	Apply Continuous Improvement Principles to accessibility of services provided by City of Cockburn, including a review of Companion Card procedures where relevant.
1.4	Consider transport needs and ease of access when planning events and delivery of services, including clear communication of options.
1.5	Continue to provide communication supports at events and services and respond to individual support requests.
1.6	Continue the provision of existing inclusive free and low cost activities by the City of Cockburn

Outcome 2 - People with disability have the same opportunities as other people to access the buildings and other facilities of City of Cockburn.

Strategies	
2.1	Allocate specific annual funding for buildings and facilities to meet optimal accessibility requirements.
2.2	New buildings and facilities, including significant upgrades, will adhere to, and where possible, exceed minimum disability access requirements.
2.3	Incorporate into policy, the requirement to engage accredited access experts for City projects and redevelopments.
2.4	Review and implement evacuation plans considering disability at all City sites.
2.5	Continue to review and improve footpaths, dual use paths, public toilets, parking and signage.
2.6	Review community and recreation facilities, including facilities within public open spaces, to ensure continuous paths of travel are available, planned and maintained.
2.7	Facilities and equipment are provided that assist people with specific requirements.

Outcome 3 – People with disability receive information from City of Cockburn in a format that will enable them to access the information as readily as other people are able to access it.

Strategies	
3.1	Ensure marketing material and information produced by the City considers accessibility.
3.2	Aim to maintain and achieve WCAG 2.0 AA compliance of City websites and other digital platforms, through continuous improvement.
3.3	Promote availability of documents in alternative formats and provide them within a nominated timeframe.
3.4	Continue to promote events and services using a range of media.
3.5	Develop and implement a language services policy and procedures for interpreting and translation, including the National Relay Service and obtaining information in alternative formats on request

Outcome 4 - People with disability receive the same level and quality of service from the staff of City of Cockburn as other people receive from the staff of City of Cockburn.

Strategies	
4.1	Review Health and Safety Training and induction to include access and inclusion considerations.
4.2	Conduct a regular training needs survey of all staff and volunteers to identify and address staff training needs around access and inclusion.
4.3	Develop and implement a comprehensive suite of training on inclusion.
4.4	Ensure all staff have access to current information and resources around access and inclusion, including communication strategies and accessible information.
4.5	Develop the skills of relevant staff regarding universal access, inclusion , industry regulations and best practice.

Outcome 5 – People with disability have the same opportunities as other people to make complaints to the City of Cockburn.

Strategies	
5.1	Review the complaints process considering accessibility of information, requirements of people with disability or English as their second language, and the supports and resources available.
5.2	Create more awareness of City of Cockburn’s complaints procedure.
5.3	Ensure relevant staff are able to provide quality customer service responding to complaints, considering communication needs of all.
5.4	Review complaints and feedback process and wording to ensure people are confident to make the complaint without fear of retribution.

Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by City of Cockburn.

Strategies	
6.1	Develop strategies to ensure community engagement is inclusive of people with disability.
6.2	Promote community engagements using a range of media, considering the needs of people with disability.
6.3	Ensure staff and contractors involved in community engagement are aware of alternative communication strategies.

Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with City of Cockburn.

Strategies	
7.1	Develop and resource strategies to increase employment opportunities within City of Cockburn for people with disability.
7.2	Ensure Personal Emergency Evacuation Plans (PEEPS) for all staff and volunteers with identified long or short term disability or medical condition are implemented where appropriate.
7.3	Build upon ways to increase employment opportunities for people with diverse backgrounds in the community through social procurement strategies and support of small businesses within the City of Cockburn.
7.4	Continue to review and improve the recruitment and retention strategy to ensure equal access for all.
7.5	Increase the number of traineeships which include pathways to ongoing employment at City of Cockburn.

Implementing the Plan

An internal implementation plan, has been developed for delivery by all the City's business units.

It will be used by the City to track the progress and achievements of the DAIP and assist with the annual reporting to the Department of Communities.

It will also consider what new and ongoing resources (including funding required and staffing resources) are required for this Plan.

Promoting the DAIP

City of Cockburn will also promote the availability of the new DAIP by;

- Notice in the Cockburn Gazette local newspaper
- On the City of Cockburn and Comment on Cockburn website
- To all staff via email and intranet notification
- Directly to the DAIP Steering Group and Disability Reference Group

A summary document of the City of Cockburn DAIP 2017 – 2022 will also be made available.

Agents and Contractors

The City of Cockburn is required under the Act to inform agents and contractors of their obligations to the DAIP. The City achieves this by:

- Including a note in contract agreements that Contractors are expected to conduct their business in line with the City's DAIP.
- Contractors are required to submit a Contractors DAIP report to the City (on completion of the Contract or the 1st of June annually whilst the contract is in place.
- Grant recipients are required to complete a 'Disability Access and Inclusion Plan Checklist' with their applications, outlining how their grant will meet DAIP requirements.

Reporting

It is a requirement of the WA Disability Services Act (1993) amended in 2004 and 2014, that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services. The DAIP must be lodged with the Department of Communities (Disability Services, formerly Disability Services Commission), reported on annually by 30 June each year and reviewed at least every five years.

References

[Australian Bureau of Statistics, Survey of Disability, Ageing and Carers 2015:
http://www.abs.gov.au/AUSSTATS/abs@.nsf/0/56C41FE7A67110C8CA257FA3001
D080B?Opendocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/0/56C41FE7A67110C8CA257FA3001D080B?Opendocument)

[.id the population experts: http://profile.id.com.au/cockburn/](http://profile.id.com.au/cockburn/)

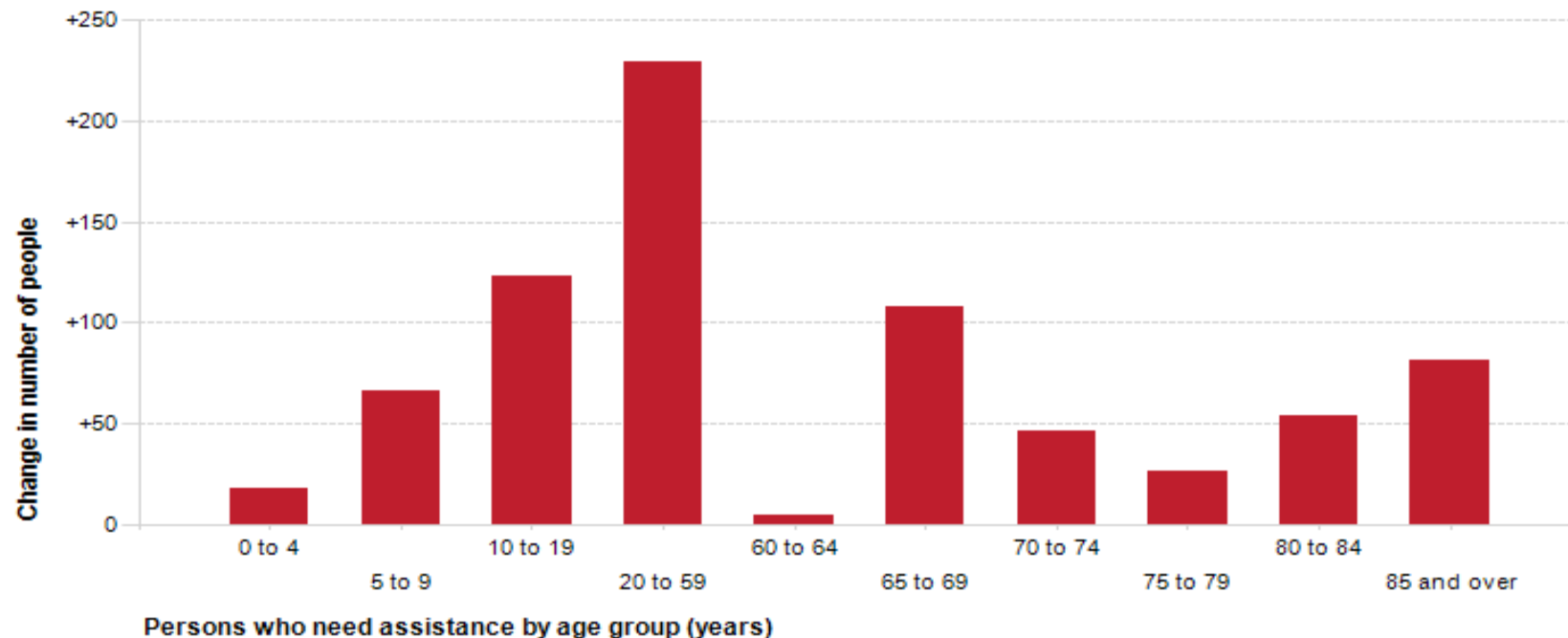
[Disability Services Act WA 1993 as amended 2004 and 2014:
https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_homepage.html](https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_homepage.html)

Appendix 1

The graph below shows that between 2011 and 2016, the greatest number of people who experienced a change in circumstances, leading to requiring assistance with core activities, occurred in the 20 – 59 yrs age group, with an increase of over 200.

Change in need for assistance with core activities, 2011 to 2016

City of Cockburn - Total persons



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.



The graph shows the change in number of people (vertical axis) in age groups (horizontal axis) who need assistance, from 2011 to 2016.

Ranking the age groups from group of lowest change to group with most change is:

- 60 to 64yrs
- 0 (birth) to 4yrs
- 75 to 79yrs
- 70 to 74yrs (increase of under 50 people)
- 80 to 84yrs (increase of over 50 people)
- 5 to 9yrs
- 85yrs and over
- 65 to 69yrs (increase of over 100 people)
- 10 to 19yrs
- 20 to 59yrs (increase of over 200 people)

The source of the graph is .id the population experts. The graph was developed by .id population experts using Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016 data of people residing in the City of Cockburn.

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