

# TOWN OF BASSENDEAN



## **ACCESS AND INCLUSION PLAN**

**2019-2024**

The Town of Bassendean Access and Inclusion Plan 2019 – 2024 outlines its commitment to building an accessible community for all residents, visitors and all other stakeholders.

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### Note:

This document is available in alternative formats upon request including in standard or large print, electronically by email, in audio format on CD and on the Town’s website at [www.bassendean.wa.gov.au](http://www.bassendean.wa.gov.au)

## 1. Introduction

The Town of Bassendean includes the suburbs of Bassendean, Eden Hill and Ashfield featuring suburban style homes served by 97 kilometres of roads and 65 kilometres of footpaths. In addition, the Town includes a significant area of developed general industrial land including Tonkin Park. The total land area is 11 square kilometres and the Town has a population of 15,092 (2016 Census), up from 14,404 people in 2011.

Located 10 kilometres from the Perth GPO, with its river boundary, railway and freeway access, Bassendean is a comfortable and convenient location in which to live, work, shop and recreate. Council is proud of its strong community spirit and through its corporate and strategic plans, seeks to conserve, develop and enhance these essential qualities. In these documents the Town recognises the importance of working in partnership with community members, seeks to encourage active community participation and respond to the community's changing needs by the provision of high quality and equitable services.

The Town of Bassendean continues to strive to maintain its unique character, while encouraging ongoing development sensitive to the needs of all residents. Because of Council's commitment to sensitively meeting the needs of all residents, workers, volunteers and visitors in the Town, this Access and Inclusion Plan (AIP) has been adopted. It will be regularly reviewed to ensure people with disability, their families and carers within the Town of Bassendean can achieve their desired quality of life and have access to the same facilities, functions, events and services offered to the wider community.

## 2. Legislation

The [Disability Services Act 1993](#) (amended 2004) and the [Disability Services Regulations 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. With this Plan, the Town is extending the concept to address access and inclusion issues beyond disability, hence the title Access and Inclusion Plan (AIP).

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; and
- United Nations Convention of the Right of Persons with 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 AIP is implemented by the Town, 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 Department of Communities;
- The DAIP must be promoted on the Town’s website and advertised in the local paper;
- Progress of the AIP must be reported annually to the Department of Communities; and
- The DAIP progress is to be reported in the Town’s Annual Report.

These matters have been and will continue to be under observed by the Town in this broader Access and Inclusion Plan.

### 3. Vision and Mission

The following Vision Statement outlines where the Town would like to be in the Year 2030:

*“A connected community, developing a vibrant and sustainable future that is built upon the foundations of our past.”*

Strategic Priority 1: Social of the Town’s Strategic Community Plan (2017-2027) relates to the access and inclusion. The following strategies apply:

1.2 Ensure all community members have the opportunity to be active, socialise and be connected.	1.2.1 Provide accessible facilities that support leisure, learning and recreation for people of all ages.
	1.2.4 Ensure people with disability and those from diverse backgrounds are valued and supported to participate in community life

## 4. Disability Demographics

### 3.1 Australia

The 2016 Census of Population and Housing showed that the number of people with a need for assistance with core activities increased to 1,202,900 people or 5.1% of the population in 2016, up from 998,600 people, or 4.6% of the population in 2011, with females more likely to have need for assistance than males in 2016 (5.4% compared with 4.8%).

Reflecting the strong relationship between age and disability some 1.1% of people aged 0-4 years needed assistance in 2016, increasing to 47% of people aged 85 years and over. People with a need for assistance had a much older age structure than people who did not have a need for assistance. Some 53% of people who had a need for assistance were aged 65 years and older, compared with 13% of those who did not have a need for assistance.

More women than men 75 and over needed assistance (32% women, 24% men in 2016). This is the result of the different disease profiles seen in males compared with females, with females experiencing higher rates of disease commonly associated with disability. For example, the 2014 National Health Survey shows Australian women aged 75 years or older were almost 50% more likely to report having arthritis than men of the same age.

However, around the ages of 5 to 19, males were almost twice as likely as females to report a need for assistance (4% males, 2.1% females). Analysis of the 2015 Survey of Disability, Ageing and Caring (SDAC) results show this may be partly due to autism spectrum disorders which are more commonly found in males of this age group.

The proportion of people with need for assistance who were employed increased from 7.7% in 2011 to 8.6% in 2016. For people aged 15 to 64 years who needed assistance, the proportion employed increased from 16% in 2011 to 18% in 2016.

Of people in the labour force with a need for assistance in 2016 (108,300 people), one in six were unemployed (16% or 17,800 people). This is compared with one in fifteen people (6.8% or 759,300 people) of the 11.2 million people who did not have a need for assistance.

People with a need for assistance and in the labour-force were more likely to be working part-time than people who did not have a need for assistance (46% compared with 30%).

### **3.2 Western Australia**

Western Australia had the lowest proportion of people who needed assistance in 2016, being 3.9% or 95,700 people.

However, by 2026 the number of people with disability 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.

### **3.3 Bassendean**

Based on the Town's population and the above-mentioned findings, it is estimated that there are approximately 1,629 people with disability living in the Town.

Of people aged 15 years and over, during the two weeks before the Census, 10.8% assisted family members or others due to a disability, long term illness or problems related to old age.

## 5. Current Services

The Town provides a range of services, activities and events that are inclusive of people with disability, including:

- Arts and Culture;
- Building Services;
- Children's Services;
- Citizenship;
- Community Development;
- Community Transport;
- Customer Service;
- Depot;
- Facilities for Hire;
- Health Services;
- Heritage;
- Justice of the Peace;
- Library and Information Services;
- Old Perth Road Markets;
- Parks and Reserves;
- Ranger Services;
- Recreation Services;
- Seniors and Disability Services;
- Strategic Planning;
- Town Planning;
- Volunteering;
- Waste and Recycling; and
- Youth Services.

The Town of Bassendean [Seniors and Disability Services](#) is a small community agency offering personalised Home Care Services that support independence and the wellbeing of seniors, frail aged and people with disability.

## 6. Achievements to Date

The Town of Bassendean has made considerable progress to provide or improve access for people with disability. Some of the main achievements include:

- Accessible furniture and equipment for the Bassendean Memorial Library has been purchased as required in the annual budget, e.g., adjustable tables, illuminated magnifying glasses, large print books, audiocassettes, large print screens, e-books etc;
- Wheelchairs and trolleys are available for people with disability on request in the Library;
- Town's website contains documents in formats to be user friendly for people with vision impairments and to contain relevant information for people with disability;
- The Town participated in projects such as 'You're Welcome' to provide accurate information to people with disability about the accessibility of council facilities, local businesses and services;
- Council members and volunteers were provided the opportunity to attend disability awareness training;
- The Access and Inclusion Committee met regularly and made recommendations to Council for adopting and actioning;
- Held annual community events for the International Day of People with Disability, partnering with local schools and DSC Local Area Coordinators and families;
- Supported people with disability to be included in their community through the Count Me In Grant (social inclusion);

- Supported people with disability under 65 to test their eligibility and gain access to NDS funding and services;
- Council election candidate’s information was provided in various formats to be accessible by people with disability; and
- The Town ensured equal employment principles were upheld and reflected in all workforce development activities.

Progress against the City’s 2012 – 2017 DAIP has been reported annually to the Department of Communities – Disability Services.

## **7. Disability Policy**

The Council has adopted the following Disability Policy:

### **“Philosophical Statement**

*The Town of Bassendean recognises that people with disability are valued and equal members of the community who make a variety of contributions to social, economic and cultural life. The Town of Bassendean believes that a community that recognises and celebrates diversity and supports the participation of all its members makes for a richer community life.*

*People with disability have the same basic human rights as other members of society and are entitled to exercise those basic human rights. All individuals have the inherent right to be respected for their human worth and dignity. People with disability have the same rights as other members of society to receive information and access to Council's functions, facilities, events, services and processes and be fully involved in consultation processes.*

*This policy forms the basis of understanding and implementation of the DAIP is intended to influence and ultimately compliment the Town of Bassendean's corporate documents including the Community Strategic Plan, Asset Management Plans and the Workforce Development Plan.*

### **Policy Aim**

*The purpose of the Town’s Disability Access and Inclusion Policy is to provide guidelines to:*

1. *Ensure that people with disability have the same level of access to Council's facilities, functions, services and employment opportunities as all other members of the community;*
2. *Ensure people with disability can participate fully in Council processes, functions and events; and*
3. *Encourage broader services provided within the Town cater for the needs of people with disability and their carers.*

### **Policy Principles**

1. *Council recognises that people with disability have the same rights to services that assist them in achieving their quality of life and provide them with opportunities to fulfil their individual potential.*
2. *Council strives to ensure that no person who lives, works or visits the Town of Bassendean is denied access to Council facility or service on the grounds of disability. Council endorses the concept of universal design which ensures that*
3. *all members of the community have equal access to facilities, buildings and services.*
4. *Council will encourage all agencies and organisations operating within the Town to maximise the accessibility of their facilities, programmes and services.*
5. *Contractors and agents and Council will have guidelines to optimise the accessibility and availability of programmes and services for people with disability.*
6. *People with disability within the Town of Bassendean will have the same opportunities as other residents to participate in public consultation, grievance mechanisms, decision making processes and the general democratic processes of Council.*
7. *Where possible and relevant Council will provide flexible services, which complement an individual's own abilities and the support provided by their family, carers and the broader community.*
8. *Council will provide the necessary ongoing training for staff, volunteers and Councillors to ensure understanding and empathy for people with disability, their family and carers.*
9. *People with disability will be afforded the same access to employment and accommodation in line with the principles of the Western Australian Disability Services Act (1993) amended 2004, the Equal Opportunity Act (1988) and the*
10. *Federal Disability Discrimination Act (1992).*
11. *Council will ensure that information about Council meetings, consultations, functions, facilities and services is provided in clear and concise language and is available in alternative formats upon request by people with disability."*

## **8. Consultation to Inform the Development of Strategies**

Consultation involved both internal and external stakeholders by:

- Engaging with a diverse range of external stakeholders in accessible consultations across the Bassendean community, the Town's Disability Committee, Bassendean Cultural Advancement Group and interested Bassendean community members, Elected Members over a period of four weeks to help inform the new AIP strategies;
- Ensuring that people with disability were included in the consultation process and endeavouring to involve various groups of people with disability and their significant others including children, youth, parents, carers, seniors and extended family and Disability Employment Service Providers; and
- Conducting consultations with Town staff and Executive to identify priority AIP outcomes for the Town. Staff with responsibilities that impact on the public such as customer service staff, building and planning staff, staff who develop or provide



information to the public, ranger services and HR personnel were particularly be targeted.

Furthermore, the Town engaged with:

- Current or potential customers of the Town's facilities and their families and/or carers;
- Local community organisations and groups;
- Local businesses; and
- Advocacy services and disability peak bodies.

This level of engagement allowed the Town to gather feedback on relevant areas of interest, gaps, needs and goals in relation to access and inclusion across the Town, for collation and analysis to determine opportunities relevant to participants with special needs and support and possible infrastructure requirements.

Consultation methods included:

- Face-to-face interviews;
- Telephone interviews;
- Focus groups/small group meetings;
- Public meetings; and
- Written submissions.

In support of the above, the Town also advertised in locally circulate newspapers and on social media to promote the public workshops and the availability of the draft AIP for consultation and feedback.

Ideas for progressing the AIP within the organisation, via projects, activities, services, training and other opportunities, cross referencing proposed strategies to the Town's Community Strategic Plan and other strategy documents (e.g. RAP) also formed the basis of developing the AIP.

A report collating the feedback from the consultation was presented to the Town.

Once adopted the final AIP will be promoted within the community via social media, an advertisement in a local newspaper, a notice in the Bassendean Memorial Library and the Town's website (which will be available for download).

## 9. Strategies

### Outcome 1 – Access to Services

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Town.

#	Strategies	Timeframe
1.1	Review the Town's marketing strategies for services and events to ensure they are inclusive of people with disability.	Ongoing
1.2	Use existing disability media to promote town services and events (e.g. 990AM Vision Australia Radio).	Ongoing
1.3	Identify and use only accessible venues for events organised/sponsored/funded by the Town.	2020/21 and ongoing
1.4	Establish and maintain a register of accessible venues, facilities and transport options throughout the Town for other service providers to use when organising an event or providing services.	2020/21 and ongoing
1.5	Provide disability and access and inclusion training for all Town personnel relevant to their job focus.	Ongoing
1.6	Facilitate a disability awareness event to promote available services and disability services within the Town (e.g. All Abilities Expo held by the City of Mandurah).	Annually
1.7	Recognise Town based businesses and organisations that practise access and inclusion.	Annually
1.8	Develop, in partnership with people with disability and wider community a Co-design Plan for access to events and services (e.g. in emergency situations, waste management) provided by the Town.	Ongoing

## Outcome 2 – Access to Buildings and Other Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the Town.

#	Strategies	Timeframe
2.1	Work with the Public Transport Authority to improve access and maintenance to all train stations within the Town, particularly regarding accessible ramps, crossings and elevators.	Ongoing
2.2	Work with relevant organisations to specify and address community expectations regarding maintenance and service standards for non-council owned government provided facilities (e.g provision of bus shelters such as on Devon Road).	Ongoing
2.3	Pro-active compliance assessments of building contractors to ensure they don't compromise access requirements (e.g. breaking up/blocking footpaths).	Ongoing
2.4	Encourage and reward owners of older commercial properties to renovate them to become more accessible.	Ongoing
2.5	Continue to provide timely responses to rectifying damaged facilities and infrastructure (e.g. footpaths and drainage) and ensure communication of progress to affected community.	Ongoing
2.6	Undertake an assessment of all Town community facilities (e.g. Whitfield Street Playground) to ensure compliance with relevant standards regarding access.	2020/21
2.7	Investigate the provision of portable hearing loops in the Bassendean Memorial Library meeting rooms and other public meeting areas which are the responsibility of the Town (e.g. Alf Faulkner Hall)	2020/21
2.8	Undertake an assessment of all Town ramps (gradient and availability) to ensure compliance with relevant standards regarding access.	2021/22
2.9	Develop a map in an accessible format to show pedestrians and wheel chair users how best to get around, providing information on community facilities, transport, disability access, bathrooms and facilities.	2022/23
2.10	Review planning policies to improve access to facilities by powered mobility devices, prams and wheelchairs.	2022/23
2.11	Undertake an audit of street and park lighting to determine gaps and future needs.	2023/24

### Outcome 3 – Access to Information

People with disability receive information from the Town in a format that will enable them to access the information as readily as other people are able to access it.

#	Strategies	Timeframe
3.1	Ensure all Town information can be printed or made available on demand in a format and language that is accessible to them (Large print, audio)	Ongoing
3.2	Broader and regular dissemination of information about the Town's services, facilities and events to residents and organisations.	Ongoing
3.3	Review and test (with user input) website and electronic communications to ensure they are fully compliant with the best practice guidelines used internationally on making websites accessible to people with disability - Web Content Accessibility Guidelines (WCAG) 2.1AA.	2020/2021
3.4	Town to support community groups to share resources and information and thus provide more activities and extend participation to more of the Town's residents.	Ongoing
3.5	Acknowledge and respect the preference to receive hard copy information and that some people prefer not to use technology and provide information in traditional formats such as noticeboards, billboards, newsletters (print and electronic) and mail drops.	Ongoing

## Outcome 4 – Level and Quality of Services

People with disability receive the same level and quality of service from the staff of the Town as other people receive from the staff of the Town.

#	Strategies	Timeframe
4.1	Provide the Town's employees and volunteers with disability awareness training that includes communicating with people with disability, making information accessible and Easy English and statutory obligations.	Ongoing
4.2	Change the focus from delivering a service to delivering an effective outcome for the community (achieving an outcome may require a higher level of service). Capture the number of people who use services and put in place appropriate benchmarks to measure the service quality.	Ongoing
4.3	Strengthen community hubs (existing/emerging) to promote the integration of community groups and actively support programs and social activities that promote inclusiveness within the community.	Ongoing
4.4	Recognise the needs of culturally and linguistically diverse persons and those of different demographics (e.g. aged) in developing services.	Ongoing
4.5	Consider creating a position of Inclusion Officer in its Community Development Department.	2021/22

## Outcome 5 – Complaints Handling

People with disability have the same opportunities as other people to make complaints to the Town.

#	Strategies	Timeframe
5.1	Increase awareness of town and customer policies, procedures and practices of complaints handling by employees.	Ongoing
5.2	Review procedures for recording complaints to include a section on access and inclusion related complaints.	2021/22
5.3	The Complaints Handling process needs to accommodate the different abilities within the community: <ul style="list-style-type: none"> <li>• Multi channels of soliciting feedback;</li> <li>• Welcome and accessible form of providing feedback reflects inclusion;</li> <li>• Automated phone message / feedback line (low tech way of interacting but not burdensome on the Town).</li> </ul>	Ongoing
5.4	Timeframes on completion and increased monitoring of complaints register to ensure satisfactory resolution of complaint.	Ongoing
5.5	Collate compliments, complaints and general feedback and analyse trends and patterns to feed into continuous improvement strategies.	Ongoing

## Outcome 6 – Participation in Community Consultation

People with disability have the same opportunities as other people to participate in any public consultation by the Town.

#	Strategies	Timeframe
6.1	Include people with disability, disability service providers and other disadvantaged groups in all consultations (e.g. when considering a planning application).	Ongoing
6.2	Review location and times for public meetings to maximise attendance by a broad cross section of the community.	Ongoing
6.3	Adopt a Co-design approach when consideration the Town’s management and activities.	Ongoing
6.4	Reform the purpose and function of the Access and Inclusion Committee by establishing a working group to: <ul style="list-style-type: none"> <li>• Be the Town’s primary consultative instrument for people with disability;</li> <li>• Guide the council in meeting its AIP obligations; and</li> <li>• Provide a more focussed and flexible approach to AIP.</li> </ul>	2019/20
6.5	Review channels of communication to all groups in the community and invite them to participate in requests for community consultation.	Ongoing

## Outcome 7 – Employment

People with disability have the same opportunities as other people to obtain and maintain employment with the Town.

#	Strategies	Timeframe
7.1	Promote volunteerism among Disability Employment Service providers and other service organisations to improve the rate of involvement of people with disability in volunteer work.	Ongoing
7.2	Ensure community awareness of employment opportunities through DES and other employment providers.	Ongoing
7.3	Provide training in disability awareness and statutory obligations for all personnel involved in the recruitment, selection, retention and ongoing management of people with disability.	2020/21
7.4	Review HR policies, procedures and practices to remove barriers to people with disability from applying for a job and working with the Town in accordance with equal opportunity legislation.	2020/21
7.5	Develop strategies to nurture an inclusive organisational culture.	Ongoing