

# TOWN OF BASSENDEAN



TOWN OF

**Bassendean**

**DRAFT**

**DISABILITY**

**ACCESS AND**

**INCLUSION**

**PLAN**

**2024-2028**

The Town of Bassendean Draft Disability Access and Inclusion Plan 2024 – 2028 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 and on the Town’s website at [www.bassendean.wa.gov.au](http://www.bassendean.wa.gov.au)

## **ACKNOWLEDGEMENT OF COUNTRY**

Nagalak kaadtitji boodja

Baal Whadjuk Noongar

boodja Ngalak nyininy.

We-together know this land.

It Whadjuk Noongar land.

We together sitting.

In the language of the first people of this land we say that we know that we are gathered together here on the land of the Whadjuk Noongar people, always was, always will be.

We pay our respects to Elders past and present, and their descendants.

## **MESSAGE FROM THE MAYOR**

The Town of Bassendean is proud to present the Disability Access & Inclusion Plan (DAIP) 2024-2028 as we have an ongoing commitment to ensuring Bassendean is an accessible and inclusive community.

When Council adopted its new Council Plan 2023 – 2033, a key element of the Town's vision, is that the Town of Bassendean would be known as a safe, healthy and inclusive community.

To achieve this, over the next 4 years, the Town will undertake to build on the achievements of previous Plans and implement the goals and actions to address specific access and inclusion needs and opportunities raised through community consultation.

Whilst responsibility for implementing the plan rests primarily with Town staff supported by Council, an opportunity exists for key stakeholders, community groups, sporting clubs, residents and the wider community to also be involved.

Given that disability access and inclusion impact all aspects of community life, the Town remains committed to listening and responding to local community priorities and gladly welcomes ongoing feedback regarding the Plan.

With a commitment to work in collaboration with Community, the Town looks forward to completing the actions outlined in the Plan and raising awareness of the benefits of an accessible and inclusive community for all.

To our valued community, we sincerely thank you for your input and we look forward to sharing with you the Town's achievements over the next four years.

## **INTRODUCTION**

Building on the success of previous initiatives the Town of Bassendean has developed this DAIP as part of its ongoing commitment to ensuring the Town is an accessible and inclusive community that provides equitable access to its facilities, services and community life.

It is a multi-year guiding document that aims to actively address barriers experienced by people with a disability when accessing the Town's facilities, services, and activities. The Plan proposes solutions through a set of strategic priority actions.

The plan will be reviewed regularly 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.

## **WHAT DO THE TERMS DISABILITY, ACCESS AND INCLUSION MEAN**

### **Disability**

Disability is the experience of any condition that makes it difficult for a person to do certain activities or have equitable access with a given society. Disabilities may be cognitive, developmental, intellectual, mental, physical, sensory or a combination of multiple factors.

### **Access**

Access refers to the ability or right to enter, exit, communicate with, or make use of. It also refers to the removal or reduction of barriers (physical and attitudinal) to participate in the activities and functions of a community.

### **Inclusion**

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual orientation or nationality) can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

## LEGISLATION

The Disability Services Act 1993 (amended 2004) and the Disability Services Regulations 2004 (amended 2015) requires all local governments to have and implement a Disability Access and Inclusion Plan (DAIP), which must be reviewed at least every five years.

This DAIP is informed by the following legislation:

- *Commonwealth Disability Discrimination Act 1992*;
- *Western Australian Disability Services Act 1993* (amended 2004);
- *Western Australian Equal Opportunity Act 1984* (amended 1988); and
- *Disability (Access to Premises – Buildings) Standards 2010*.

## STRATEGIC ALIGNMENT

As outlined in the Town's Council Plan 2023-2033, the Town's vision is to be a safe, healthy, and inclusive community, that respects and celebrates cultural heritage and diversity; a home by the Swan for everyone to enjoy.

The new DAIP seeks to achieve this vision by ensuring that community access and inclusion needs are supported and implemented through the Council Plan and the subsequent plans, including the 2024 – 2028 Disability Access and Inclusion Plan.

In relation to the strategic priorities of the Council Plan that align to the outcomes of the DAIP 2024-2028, the Town will focus on the following:

### **Strategic Priority: People**

*Outcome 1* - A connected community with a strong sense of identity and belonging.

*Outcome 2* – A safe, inclusive and healthy community, with the specific actions of establishing an access and inclusion steering group to assist in and developing a new Access and Inclusion Plan.

### **Strategic Priority: Place**

*Outcome 6* - Attractive and welcoming places.

*Outcome 7* – A town that is easy to get around safely and sustainably.

### **Strategic Priority: Performance**

*Outcome 10* – A well informed and engaged community.

In developing this Plan, the Town has addressed the State mandated outcomes as outlined below:

## DAIP Outcomes

It is a requirement under the Western Australian Disability Services Act that local government authorities develop and implement a Disability Access and Inclusion Plan, working to achieve the following seven legislated outcomes:-

1. People with disability have the same opportunities as other people to access the services of, and any events organised by the Town.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Town.
3. 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.
4. 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.
5. People with disability have the same opportunities as other people to make complaints to the Town.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Town.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Town.

## **ACCESSIBILITY AND INCLUSION NEEDS - this will be an infographic that shows how Bassendean is relative to WA and Australia**

### **Australia**

#### Disability

- 5.5 million (21.4%) of Australians live with a disability, up from 17.7% in 2018.
- 15.0% of people aged 0-64 years had disability, compared with 52.3% of people aged 65 years and over.
- Disability prevalence was similar for males (21.0%) and females (21.8%)
- 7.9% of all Australians had a profound or severe disability.

#### Older people

- 17.1% of Australians were aged 65 years and over (up from 15.9% in 2018).
- 95.9% of older Australians were living in households, while 4.1% lived in cared-accommodation.
- 52.3% of older Australians had disability, and 86.6% had one or more long term health conditions.
- 39.8% of older Australians living at home needed some assistance with everyday activities.

#### Carers

- There were 3.0 million carers, representing 11.9% of all Australians living in households (up from 10.8% in 2018).
- 12.8% of all females were carers, compared with 11.1% of all males.

- There were 391,300 young carers (under the age of 25), up from 235,300 in 2018.
- There were 1.2 million primary carers in Australia, and of these, 43.8% had disability themselves.

### **Western Australia**

- 411,500 (16.4%) of people reported living with a disability; 15.6% male, 17.2% female.
- 4.7% of people in WA have a profound disability (117,000 people)
- Living arrangements, 21.6% people in households alone and 3.8% in cared accommodation. People with severe and profound disability in households with others (12.6% people in households alone and 23.2% in cared accommodation).
- 16.5% of people living with disability aged 15 years and over had a Bachelor degree or above.
- 49.2% of people living with disability aged 15-64 years main source of income was government pension or allowance.
- 59%, aged 15 years and over work in the labour force with 27.9% aged 15 years and over with severe and profound disability work in the labour force.

### **Town of Bassendean**

- 15,932 people called the Town of Bassendean home at the time of the 2021 Census.
- An estimated 2,600 residents live with disability, which represents 16% of the Town's population which is comparable to WA's 16.4% living with a disability but under the national average of 21.4%.
- An estimated 730 residents need assistance with core activities which represents 5% of the Town's population.
- 6.3% of Bassendean residents are living with profound or severe core activity limitation which is higher than the WA average of 4.5%
- In 2021, 1,351 residents reported as living with arthritis.

*\* Data from Disability, Ageing and Carers, Australia: Summary of Findings*

## **ACHIEVEMENTS**

A review of the Town's DAIP 2019-2024, identified the following highlights:

### **Outcome 1 – Access to Services**

- Accessible furniture and equipment for the Bassendean Memorial Library was purchased e.g., adjustable tables, illuminated magnifying glasses, large print books, audiocassettes, large print screens, e-books etc.
- Wheelchairs and trolleys made available for people with disability on request in the Library.
- Participation in the Socially Inclusive Communities WA program (Department of Communities and Inclusion Solutions) in 2019.

### **Outcome 2 – Access to Buildings and Other Facilities**

- Ongoing program to ensure Council used buildings are fitted with disabled toilets, double doors, entrance ramps and disabled parking in accordance with the planning and building requirements.
- Implemented a new Verge Permit system associated with new development to ensure the thoroughfare is trafficable and safe at all times during development.
- The street lighting within the Eden Hill Underground Power project area was upgraded to LED streetlighting and installed in accordance with AS 1158 *Lighting Standards for Roads and Public Spaces*.
- A footpath was constructed linking the RA McDonald stand and cantilever stand to the accessible toilets within Steel Blue Oval.
- Construction of an improved path on Brook Street, Bassendean in close vicinity to physiotherapy services providing greater accessibility for residents with disability.

### **Outcome 3 – Access to Information**

- Implemented a system whereby the website is reviewed for accessibility with the Town's website now containing documents in formats that are user friendly for people with vision impairments and contain relevant information for people with disability.
- Council election candidate information was provided in various formats to be accessible by people with disability; and
- Installation of low counter and room to manoeuvre wheelchairs and personal mobility devices at the Administration Customer Service centre.
- Council members and volunteers were provided the opportunity to attend disability awareness training.
- Recognition event for International Day of People with Disability staged in partnership with local social enterprise Westcare.



#### **Outcome 4 – Level and Quality of Services**

- Through the Town’s participation in the Socially Inclusive Communities WA Program (2019), Inclusion Solutions delivered training sessions to Town Staff to raise awareness in communicating and providing accessible information to people with disability.

#### **Outcome 5 – Complaints Handling**

- The Town’s complaints handling process was reviewed and a new process adopted that has specific reference to access and inclusion.

#### **Outcome 6 – Participation in Community Consultation**

- 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.
- Supported people with disability to be included in their community through the Count Me In Grant (social inclusion);
- Council meetings start times reviewed, live streamed and uploaded to the Town’s website to increase accessibility for people with disability.

#### **Outcome 7 – Employment**

- The Town ensured equal employment principles were upheld and reflected in all workforce development activities.
-

## CONSULTATION

The Town of Bassendean engaged the community in a range of ways to encourage input into the review of the Town's DAIP.

Consultation methods included:

- Face-to-face interviews
- Online and written submissions
- Town Facebook page
- Staff internal working groups
- Community survey link through the Town's website and PDF hard copy available at Customer Service and Library

The Town also engaged directly with a range of external stakeholders across the Town's community. Stakeholders included the following:

- TADWA
- Westcare
- Amana Living
- Crosslinks
- AEGIS
- Rocky Bay (3 x lodging houses within the Town of Bassendean)
- Foundation housing

The Town also engaged with the following local organisations and groups:

- Bassendean 55 Plus Assoc.
- Bassendean Melody Club
- Wider Vision
- Bassendean Men's Shed
- Returned Services League (RSL Bassendean)
- Swan Districts Football Club

Consultation with staff was also conducted to identify priority DAIP 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 human resources personnel were particularly targeted.

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.

From the community survey conducted, the Town received 42 completed surveys which identified the following:

- 66% of respondents were unaware the Town had a DAIP.
- 7% of respondents had previously referred to the Town's DAIP, and
- 35% of respondents identified as living with a disability.

For most community survey questions, respondents were asked to rate the Town's performance as Very Good, Good, Average, Poor or Very Poor.

Overall, in reviewing the community survey results, the Town performed *good to very good* in a majority of the seven (7) outcomes of the previous DAIP. Equally, survey results also indicated that more can be done for people living with disability in the Town of Bassendean in the following areas:

- Accessibility of information, particularly in print
- Infrastructure improvements for people with a disability including pedestrian access, disabled parking, seating provision, signage and lighting
- Inclusive events for seniors
- Staff training in communicating with people with a disability.

## **Priorities**

In reviewing community feedback and cross referencing with the Town's Council Plan and other strategy documents, the following items have been identified as priorities for the DAIP 2024-2028 to improve access and inclusion for people living with disability and the broader community.

These initiatives will sit alongside existing programs and services that continue to support disability access and inclusion in the Town of Bassendean:

- Reviewing the Town's active ageing policy in response to the community survey and identifying external opportunities to enhance services offered to this demographic in the community
- Expanding our provision of services to people with a disability by partnering with service providers, neighbouring councils and others to provide a greater range of programs for people with a disability
- Exploring adaptive technologies to provide additional support for people with a disability at civic and community events, including council meetings
- Auditing the Town's assets to develop and prioritise a schedule of works to improve universal access which is also a commitment in the Town's Council Plan
- Development of a promotional campaign to people with a disability to ensure greater awareness of the Town's disability services, facilities and events
- Providing training in disability awareness and statutory obligations for Town staff
- Establishing an internal disability access and inclusion working group and external community working group to guide and provide input regarding the implementation of the DAIP.

Actions have been grouped under each outcome of the DAIP and the Town will use an implementation plan to document each action required to achieve the goals outlined to deliver disability, access and inclusion outcomes.

All projects will be tracked and reported on a quarterly and annual basis.

### **Acknowledgement and thanks**

The Town of Bassendean would like to acknowledge everyone who provided feedback during the review of the previous plan. Your collective contributions have assisted in the development of the 2024 -2028 Disability Access and Inclusion Plan.

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## ACTIONS

**Outcome 1 – Access to Services** – People with disability have the same opportunity as other people to access the services or, any events organised by the Town.

### New actions

Task		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
1.1	Review the Town’s Active Ageing Policy to build capacity of seniors and identify external opportunities to enhance services offered to this demographic in our community.	Community Development	X			
1.2	Facilitate and support workshops that connects people in the community with information regarding NDIS and the supports available to assist people with a disability.	Community Development Library Services	X			
1.3	Engage an external agency to develop and introduce a disability art program to engage and support people with disabilities.	Community Development	X			

Task		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
1.4	Develop and introduce an inclusive children's program (e.g. low sensory hours story time, Auslan lessons) to engage and support young people with disabilities.	Community Development Youth Services Library Services	X	X	X	X
1.5	Facilitate a disability awareness event to promote available services and disability services within the Town (e.g. All Abilities Expo in partnership with neighbouring councils).	Community Development		X		
1.6	Explore assistive technology options to provide additional support for hearing and visually impaired residents at civic and community events such as hearing loops, text to speech technology and assistive listening/sound augmentation devices (e.g. Front Row Juno).	Community Development IT Services	X	X	X	
1.7	Engage Auslan Interpreters at major Town civic and commemorative events (e.g. Birak).	Community Development		X	X	X
1.8	Explore external grant opportunities to support DAIP objectives.	Community Development	X	X	X	X

Task		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
1.9	Review the Disability Access and Inclusion Policy to ensure the integration of access and inclusion principles into the ongoing work of the Town guiding development of an Access and Inclusion Plan (AIP).	Community Development	X			
1.10	Review the Volunteer Transport Service following completion of the 12-month trial.	Community Development	X			

### Ongoing actions

Task		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
1.11	Support staff, volunteers and contractors conduct their business in accordance with the Town's DAIP and other relevant legislation through relevant procedures, guidelines and checklists.	Human Resources and Contract Officers All	X	X	X	x
1.12	Provide concession fees for WA Companion Card holders to Town events (where applicable).	Community Development	X	X	X	x
1.13	Provide the compassionate bin collection service to eligible people.	Waste Services	X	X	X	x

Task		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
1.14	Ensure that events organised by the Town are considerate of, and accessible to, people with disability (even planning guidelines).	Community Development Youth Services Children's Services	X	X	X	x

**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.

#### New actions

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
2.1	Audit of Town's assets and prioritise a schedule of works to improve universal access in the Town of Bassendean, including to council facilities and public open space (e.g. Jubilee and Ashfield Reserve).	Engineering and Assets Operations and Works		X		
2.2	Audit of the Town's controlled ACROD parking bays to inform the development of an ACROD improvement plan for budget consideration in the Long-Term Financial Plan and the Town's Asset Management Plans.	Engineering and Assets Operations and Works Ranger Services		X		



Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
2.3	Improve provision of lighting, and park benches at BIC Reserve.	Engineering and Assets	X	X		
2.4	Incorporate universally accessible principles into the playground's renewal program (including seniors).	Engineering and Assets		X		
2.5	Audit of the Town's clubroom facilities to improve accessibility and determine a program of works for the Long-Term Financial Plan (e.g. Stan Moses Pavilion).	Engineering and Assets	X	X	X	X
2.6	Provide a map of accessible community facilities and transport routes.	IT and GIS Services			X	
2.7	Ensure Town master plans and precinct structure plans take into consideration accessibility needs of the community.	Planning and Regulation	X	X	X	X

### Ongoing actions

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
2.8	Consider disability, access and inclusion planning in all project scoping undertaken by the Town.	Engineering and Assets Operations and Works	X	X	X	X
2.9	Assessment of all Town works to ensure (where possible) to maintain universal access where practicable.	Engineering and Assets Operations and Works	X	X	X	X

**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.

#### New actions

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
3.1	Develop and implement a promotional campaign to raise awareness of the Town's disability services, facilities and events.	Community Development Communications	X		X	
3.2	Develop internal digital and print accessibility guidelines to meet the State Government Access Guidelines for information, services and facilities.	Communications Community Development	X			

## Ongoing actions

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
3.3	As part of the Town's ongoing website monitoring and improvements, review and update documentation available through the website to align with disability standards and guidelines, including the international recognised Web Content Accessibility Guidelines 2.1.	Communications	X	X	X	X
3.4	Provide documents in alternative formats, including larger print, upon request for people with a disability and promote this service.	Communications	X	X	X	X
3.5	Review accessibility of Thrive publication for community (print, distribution – e.g. add to Home Delivery Service deliveries).	Communications	X			

**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.

**New actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
4.1	Review the Town’s Customer Service Charter for opportunities to further improve the experience of people with a disability.	Community Development Customer Services	X			

**Ongoing actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
4.2	Provide disability awareness and skills training for staff and volunteers to encourage inclusive and accessible service delivery. For example, training in neurodiversity to customer focussed roles (Library Services, Customer Services and Rangers).	Human Resources	X		X	

**Outcome 5 – Complaints Handling** - People with disability have the same opportunities as other people to make complaints to the Town.

**New actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
5.1	Review internal systems for tracking and reporting on customer feedback (including customer satisfaction surveys) relating to disability access and inclusion.	Customer Services Library Services Governance Communications		X		

**Ongoing actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
5.2	Review any complaints and feedback received relating to disability access and inclusion and report implemented improvements as part of the annual reporting process to the Department of Communities.	Community Development Governance	X	X	X	X

**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.

**New actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
6.1	Undertake a review and implement actions to improve the accessibility of council meetings and associated documentation.	Community Development Governance	X			
6.2	Establish and maintain a Disability Access and Inclusion Internal Working Group to assist in the implementation of the 2024 – 2028 DAIP.	Community Development Governance	X			
6.3	Introduce a consultative Disability Access and Inclusion Working Group, inclusive of community representatives, to assist in the monitoring and review of the DAIP by the community.	Community Development Governance	X			
6.4	Undertake a consultation process to broaden the DAIP so it becomes an Access and Inclusion Plan (AIP) and includes all people experiencing exclusion and disadvantage.	Community Development	X	X		

## Ongoing actions

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
6.5	Develop community consultation activities that allow for participation/representation by people with a disability.	All	X	X	X	X

**Outcome 7 – Employment** - People with disability have the same opportunities as other people to obtain and maintain employment with the Town.

**New actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
7.1	Review recruitment and retention strategies to encourage applicants with diverse abilities to obtain and maintain employment at the Town.	Human Resources			X	
7.2	Develop an Equal Employment Opportunity (EEO) Management Plan to enhance opportunities for people with a disability to gain and maintain employment with the Town.	Human Resources	X			

**Ongoing actions**

Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
7.3	Build and maintain relationships with Disability Employment Service providers to enhance access to employment at the Town by people with a disability.	Human Resources All	X	X	X	X
7.4	Provide work experience opportunities for students with special needs.	Human Resources	X	X	X	X



Tasks		Responsible Business Unit/s	Timeframe			
			2024-25	2025-26	2026-27	2027-28
		Library Services				

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