



# Disability Access Inclusion Plan 2019 – 2023



*Making the City of Gosnells a great place*

The DAIP is available on the City's website in alternative formats on request, including electronic format, standard and large print, hard copy, audio format, alternative language translation and by email.



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**The City of Gosnells does not view disability as a barrier; physical and attitudinal barriers to inclusion and access are what need to be addressed.**



**Front cover:** Park Play, Walter Padbury Park  
**Image:** Park Play, Walter Padbury Park, Thornlie

## Mayor's Message

The City of Gosnells is a large local government with a diverse community. The City recognises that people with a disability and their families and carers have the same rights to access City services and facilities as any community member.

A Disability Access Inclusion Plan (DAIP) is a means to capture barriers to access and inclusion and develop strategies to address those barriers. The DAIP 2019 – 2023 has been developed following consultation with the community, service providers, the Department of Communities, Local Area Coordinators and City of Gosnells employees.

The Plan aligns with the City of Gosnells Strategic Community Plan 2018 – 2028 which has the following vision:

*'We will be a vibrant City with a strong community identity; a great place to live, work, raise children, visit and invest; a place that encourages a range of lifestyles and opportunities; and where the natural environment, cultural diversity and heritage of the City is respected and protected for the enjoyment of current and future generations.'*

Achievements from the City's DAIP 2014 – 2018 demonstrate the City's commitment to ensuring that all people living in the City are able to participate in City services, events and facilities. The City has implemented positive changes to improve access to facilities and services and promote inclusion and equal opportunity using the guiding principles of social justice, universal access and inclusion. There is still more that can be achieved and I encourage you to be part of the solution and contact the City if you have ideas for further improvements.

It is with great pleasure that I present to you the City of Gosnells Disability Access Inclusion Plan 2019 – 2023, and thank community members for their involvement.



David Goode JP  
Mayor



## Overview of the City

The City of Gosnells is an outer-metropolitan local government located 17km from the Perth CBD. It includes the suburbs of Beckenham, Canning Vale, Gosnells, Huntingdale, Kenwick, Langford, Maddington, Martin, Orange Grove, Southern River and Thornlie. The City is the sixth largest local government in Western Australia and is home to over 122,000 people from 164 countries of birth.





## Disability defined

A disability is any continuing condition that restricts everyday activities. The Disability Service Act 1993 defines disability as:

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

## Why have a DAIP?

According to the 2016 Census, 4% of people living in the City of Gosnells identify as having a disability. While developing a DAIP is a legislative requirement under the Disability Services Act (1993), the City of Gosnells views this as more than a legislative requirement. It is also a community commitment that reflects the City's key social values of access and inclusion. The City is committed to ensuring that everyone who lives in the City is able to access City programs, services and facilities and be included in community activities.

The City is responsible for a range of functions, facilities and services. The DAIP applies to all City officers, employees, agents and contractors, and sets out the strategies and actions required to ensure continual improvements across the seven outcome areas.

# DAIP 2014 – 2018 achievements

The City of Gosnells Disability Access and Inclusion Plan 2014 – 2018 has guided substantial progress in improving access and inclusion:

- The City received an Outstanding Social Procurement Award from WA Disability Enterprises, recognising the City's efforts to contract disability organisations for parks operations and tree services. The Award followed a revision of the City's Purchasing Policy to recognise the social value of engaging with disability enterprises when contracting services for the community
- Leisure World was refurbished to include the installation of an automatic front door and automatic internal doors to improve access for people with disability, seniors and people with prams. Other access improvements included upgrades to equipment for people with physical disability
- The City redeveloped the Karinya Equestrian Park in Orange Grove. It is now home to the largest Riding for the Disabled WA program in the Perth metropolitan area
- The City improved access to the main public entrance at the Don Russell Performing Arts Centre and at Thornlie Football and Sporting Club
- The City completed the Mills Park redevelopment project, including the Mills Park Nature Play Space which incorporates universal design principles to provide maximum access for all
- New security gates were installed at Amherst Village and Thornlie libraries to improve access for people using scooters, wheelchairs and prams
- The City enhanced access and inclusion at Centennial Pioneer Park Amphitheatre, which is the City's main outdoor performing space. This project received Disability Services Commission funding support via the WA Local Government Association Community Infrastructure Grant Program
- Disability Awareness training continues to be included for City staff as a component of mandatory corporate inductions
- The City commenced using Browsealoud as its multi-language translation service for online content

# Consultation and review process

To review the City's DAIP 2014 – 2018 and develop the 2019 – 2023 Plan, the City undertook the following consultation:

- Stakeholder liaison – including consultation with community members, clients and service providers
- A Public Notice in the local paper and promotion on the City's website
- Employee consultation

## Outcome areas

The City's Disability Access and Inclusion Plan (DAIP) is based on the seven outcomes of the Disability Services Regulations 2004 and aims to reduce the barriers that prevent people from fully participating in all aspects of the City's services, programs and infrastructure. These outcomes are:

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

## Reporting

Progress on the strategies within the City's DAIP will be reported in the City's Annual Report and in an annual progress report to the Department of Communities. The report will outline progress towards the desired outcomes of the DAIP by the City, its agents and contractors.

Contractors and agents of the City will be advised of the reviewed DAIP via email and via a link in contract documents.

The DAIP will be reviewed at least every five years and if amendments are made, consultation with the community will be undertaken.

Once endorsed by Council, the City of Gosnells DAIP will be promoted on the City's website, through a Public Notice in the local paper and published in hard copy and on the website.

## Feedback and enquiries

Feedback on any aspect of the services and functions of the City is always welcome in person, by phone, by mail or email and via the website.

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Hip Hop Yoga, Mills Park Centre

# Action Plan

## 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 Gosnells.

	Strategy	Action Required	Responsibility	Timeframes
1.1	Encourage community feedback on accessibility to City services, events and facilities	<ul style="list-style-type: none"> <li>• Provide a dedicated access email link on the website for reporting access issues</li> <li>• Invite feedback about ease of access to City events</li> </ul>	ICT  Community Engagement	Immediate and ongoing  Ongoing
1.2	Improve access to events	<ul style="list-style-type: none"> <li>• Use the City's Accessible Events Checklist for all City events</li> <li>• Include accessibility requirements for the delivery of events and projects in Community Funding Program Guidelines</li> <li>• Include the Creating Accessible Events brochure in the hire package for community groups hiring City buildings/reserves</li> </ul>	Community Engagement  Community Engagement  City Facilities	Ongoing  Ongoing  Ongoing
1.3	Provide options to assist people with disability to access City services, events, facilities and information	<ul style="list-style-type: none"> <li>• Provide training and support to front line staff on the provision of Auslan and other support services</li> <li>• Promote the availability of the National Disability Services (NDS) Companion Card scheme on advertising and promotional materials for Leisure World programs and other fee-based programs</li> </ul>	Human Resources  Communications and Marketing	Ongoing  Ongoing



## OUTCOME 2

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

	Strategy	Action Required	Responsibility	Timeframes
2.1	Develop and implement a program of works to improve accessibility of City buildings, facilities and road reserves	<ul style="list-style-type: none"> <li>Continue to review and prioritise access upgrades to City buildings as a component of the planning and budget process</li> <li>Use Disability Discrimination Act guidelines and incorporate a Disability Access Checklist into the design process, specifications and methodology for engineering design projects</li> <li>Review Emergency Evacuation Plan to ensure consideration of the management of people with disability</li> <li>Ensure Fire Wardens are trained in evacuation procedures for people with disability</li> </ul>	City Facilities  Engineering Design  Human Resources  Human Resources	Immediate and ongoing  Immediate and ongoing  Immediate and ongoing  Immediate and ongoing
2.2	Provide the community with updated information on the accessibility of buildings, facilities, parks and playgrounds	<ul style="list-style-type: none"> <li>Include planned accessibility upgrades to City buildings, parks and facilities on the City's website</li> <li>Include accessibility features of City parks and facilities on the website and in promotional material (including ACROD parking)</li> </ul>	City Facilities/ Environmental Services  Communications and Marketing	Immediate and Ongoing  Ongoing
2.3	Ensure that agents and contractors are aware of their requirements under the DAIP	<ul style="list-style-type: none"> <li>Provide plain English information on DAIP responsibilities in Request for Tender documents</li> </ul>	Contracts and Procurement	Ongoing

## OUTCOME 3

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

	Strategy	Action Required	Responsibility	Timeframes
3.1	Facilitate easy access to information for community members	<ul style="list-style-type: none"> <li>• Provide Browsealoud (text to speech) on the City's website to assist those with vision impairment and/or those who speak a language other than English</li> </ul>	Communications and Marketing	Current and ongoing
		<ul style="list-style-type: none"> <li>• Regularly review the City's website to ensure it meets Web Content Accessibility</li> </ul>	ICT	Current and ongoing
3.2	Improve access for people with hearing impairments	<ul style="list-style-type: none"> <li>• Consider the inclusion of an audio loop in all new City buildings and upgrades</li> </ul>	Infrastructure	Immediate and ongoing
		<ul style="list-style-type: none"> <li>• Include location of Hearing Loops on City Facilities information on website</li> </ul>	Communications and Marketing	Ongoing



## OUTCOME 4

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

	Strategy	Action Required	Responsibility	Timeframes
4.1	Ensure all staff are aware of potential barriers to access and inclusion	<ul style="list-style-type: none"> <li>Review current Disability Awareness module in the HR Manual</li> </ul>	Human Resources/ Seniors and Disability Services	December 2019
4.2	Ensure new staff understand the City's commitment to access and inclusion	<ul style="list-style-type: none"> <li>Include Disability Awareness and DAIP information in all Corporate Inductions</li> <li>Require new staff to undertake Corporate Induction within three months</li> </ul>	Human Resources/ Seniors and Disability Services	Ongoing  Ongoing
4.3	Ensure staff have access to approved access and inclusion training programs	<ul style="list-style-type: none"> <li>Expand basic training in how to teach swimming to clients with disability to relevant Leisure World Swim School Teachers</li> <li>Identify training requirements through annual performance review process</li> </ul>	Leisure World  All Directorates	Ongoing  Ongoing
4.4	Promote and facilitate inclusion of people with disability in local community clubs	<ul style="list-style-type: none"> <li>Work with local community clubs to build capacity, awareness, knowledge and confidence to include people with disability in their clubs</li> <li>Provide disability awareness training for local community clubs through the programs offered by the Community Development Officer</li> </ul>	Community Safety and Development  Community Safety and Development	Immediate and ongoing  March 2019

# OUTCOME 5

People with disability have the same opportunities as other people to make complaints to the City of Gosnells.

	Strategy	Action Required	Responsibility	Timeframes
5.1	Regularly review complaint mechanisms to ensure that people with disability are able to make complaints and provide feedback	<ul style="list-style-type: none"><li>Continue to provide a range of options for customers to lodge complaints including in writing, in person, online or by email</li><li>Regular review of complaints database to ensure access and inclusion issues are identified, reviewed and actioned where appropriate</li><li>Provide a dedicated access email address for people to report access issues</li></ul>	Customer Services	Ongoing
			Customer Services	Ongoing
			ICT	Immediate and ongoing



Hip Hop Yoga, Mills Park Centre







Community outings

## OUTCOME 6

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

	Strategy	Action Required	Responsibility	Timeframes
6.1	Ensure that people with disability have equal access to all City community consultation processes	<ul style="list-style-type: none"> <li>Promote community engagement opportunities using a range of media and networks considering the needs of people with disability</li> <li>Promote the availability of surveys in alternative formats upon request</li> <li>Use the City's Accessible Events Checklist for public consultation sessions</li> </ul>	<p>All Directorates undertaking public consultation</p> <p>Communications and Marketing</p> <p>All Directorates</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

## OUTCOME 7

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

	Strategy	Action Required	Responsibility	Timeframes
7.1	Ensure recruitment practices provide equal employment opportunity	<ul style="list-style-type: none"> <li>Regularly review the City's Human Resources Manual (Recruitment and Selection Procedure) to ensure it meets the requirements of Equal Employment Opportunity legislation</li> </ul>	Human Resources	Ongoing
		<ul style="list-style-type: none"> <li>Continue to ensure that website advertisements encourage people with disability and those from diverse backgrounds to apply, by including an equal opportunity statement in job advertisements</li> </ul>	Human Resources/ Communications and Marketing	Ongoing
		<ul style="list-style-type: none"> <li>Continue to ensure interview process is accessible to all by inviting applicants to notify the City if they require additional assistance</li> </ul>	Human Resources	Ongoing
		<ul style="list-style-type: none"> <li>Continue to ensure that all recruitment documents on the website can be accessed by Browsealoud (text to speech)</li> </ul>	Human Resources	Ongoing
7.2	Develop innovative strategies to improve the attraction, recruitment and retention of employees and contractors with disability	<ul style="list-style-type: none"> <li>Provide opportunities for WA Disability Enterprises to quote or tender for services or contracts</li> </ul>	Managers, Coordinators, Contracts and Procurement	Ongoing
		<ul style="list-style-type: none"> <li>Actively work with support organisations to provide traineeship and volunteering opportunities for people with disability</li> </ul>	Human Resources/ Branch Managers/ Supervisors	Ongoing
		<ul style="list-style-type: none"> <li>Ensure all access barriers are identified and addressed in the workplace, including workplace adjustments and parking arrangements for employees with a disability</li> </ul>	Human Resources	Ongoing





**Image:** Park Play, Walter Padbury Park,  
**Back image:** Dome café, Canning Vale





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