

Disability Access and Inclusion Plan

2014-18



Our Vision

A vibrant and cohesive community that protects its natural environment, meets the needs of its population and ensures that future development maintains the City's unique character, lifestyle and community values

The
best place
to be

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Accessible Information

This plan details the City's commitment to improving the accessibility of its facilities and services for people with disability, in accordance with the requirements of the Western Australian *Disability Services Act (1993)*.

Copies of this plan in an alternative format (such as large print, electronic, audio or braille) can be provided by the City upon request. Please contact the City's Community Development Officer in any of the following ways:

Post: Locked Bag 1 - 2 Southern Drive, Busselton WA 6280
Phone: (08) 9781 0444
Fax: (08) 9752 4958
Email: city@busselton.wa.gov.au

Definitions

Disability

A disability is any continuing condition that restricts everyday activities.

Access

Access in this context refers to an individual's physical ability to get to, into, and around facilities and services. This access is created by removing structural barriers and including mechanisms to enable structural access.

Inclusion

Inclusion in this context refers to an individual's ability to participate as fully as possible in programs and services provided by organisations in an integrated and holistic manner that does not ostracise, embarrass or humiliate an individual

Discrimination

Discrimination is defined as treating people with a disability less favourably than people without a disability would be treated under the same circumstances.

The following acronyms are used in this document:

DAIP	Disability Access & Inclusion Plan
DSC	Disability Services Commission

Executive Summary

The *City of Busselton's Disability Access and Inclusion Plan 2014-2018* (DAIP) provides a planned approach to improving the physical access to services and facilities, as well as incorporating inclusion at a participatory and service level. Understanding that individuals have varied needs and expectations, the City has the resources and capabilities to make a difference on the quality of life of the people with disability, who live, work and spend time in our community.

The amendments to the *Disability Services Act (1993)* in 2004, contain the requirement for Local Government Authorities to develop and implement a DAIP that will further both the principles and the objectives of the Act. This plan will assist the City to determine the strategies needed to enhance and promote services that facilitate increased independence, opportunities and inclusion for people with a disability in our community.

The City has the opportunity to remove or reduce barriers to participation in a wide range of activities and functions of a community and make information, services and facilities accessible to all where possible.



Forward

What is the role/ purpose of this plan?

The City's *DAIP* aims to provide a planned approach to improving the City's services and facilities for people with a disability, in terms of both physical access and inclusion at a participatory and service level. The Plan provides the strategic direction and framework for the City to improve its services and facilities as well as partnering with the community to achieve progress in this field.

Why is this required?

The Western Australian *Disability Services Act (1993)* requires that local governments develop a *DAIP* in accordance with the format prescribed in the Act and subsidiary regulations. The City's *DAIP* has been prepared in accordance with these requirements, and reflects recent amendments to this legislation introducing a new outcome area relating to employment.

Related Legislation

There is a range of legislation and a strategic framework that guides and directs the City's delivery of services and facilities, including:

<i>Equal Opportunity Act 1984 (WA)</i>	The <i>Equal Opportunity Act</i> recognises that people with disability require and are entitled to the same level of service as is available to other members of the community. This Act makes it unlawful for a person to discriminate against any person on the grounds of impairment.
<i>Disability Services Act (1993)(WA)</i>	The <i>Disability Services Act</i> states that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.
<i>Disability Discrimination Act 1992 (Commonwealth)</i>	The <i>Disability Discrimination Act (DDA)</i> is a Commonwealth Act that provides protection against discrimination based on any form of disability (i.e. Physical, Intellectual, Sensory, Psychiatric and Neurological) for everyone in Australia. Under the Act it is unlawful to discriminate against a person or their associates (partner, carers, friend, family member or business partner), if they have a disability.
<i>Australian Standards (AS)</i>	The AS sets out requirements that must be referred to when making decisions that impact on people with disability: <u><i>Australian Standard 1428 – Design for Access and Mobility</i></u> This standard prescribes the basic requirement for physical access which must be adhered to in the planning, development and construction of all buildings.

<i>Building Code of Australia (BCA)</i>	The <i>BCA</i> applies to new buildings and buildings undergoing significant refurbishment or alteration. The <i>BCA</i> provides a comprehensive statement of the technical requirements relevant to the design and construction of buildings and other related structures.
<i>United Nations Convention on the Rights of People with Disability</i>	Australia is one of 50 countries to have both signed and ratified the UN Convention of the Rights of Persons with Disability, which came into effect in May 2008. As a party to the Convention, Australia is required to promote, protect, and ensure the full enjoyment of human rights by people with disability, and ensure that they enjoy full equality under the law.

Related Documents

The City's *DAIP* compliments and informs the City's strategic level planning in relation to organisational management as well as project and service provision, and in particular to the following City of Busselton strategic level plans:

- *Strategic Community Plan (2013)*
- *Corporate Business Plan (2013/14-2016/17)*
- *Social & Ageing Plan (2012- 2020)*
- *Equal Employment Opportunity Management Plan (2012- 2014)*
- *Draft Local Planning Strategy (2013)*
- *Workforce Plan 2013-2017*



Background

City of Busselton – Area and Characteristics

The City of Busselton is located in the South West corner of Western Australia, 232 kilometres south of the state capital city of Perth. It covers an area of 1454km² and is bounded by the Shires of Augusta- Margaret River, Capel, Donnybrook and Nannup. The City consists of two main town sites – Busselton and Dunsborough – and a surrounding blend of rural residential, rural and agricultural land, national park and coastal areas.

In 2013, approximately 33,000 people reside in the City of Busselton reflecting continuing growth in the population of the area over the past decade. In addition, the City experiences a large influx of tourists and second home owners during warmer months and holiday periods. By 2050, the City's population is expected to grow to potentially 70,000.

Key characteristics of the City's population from the 2011 census include:

- Total resident population of 30,330;
- Higher than average populations under 14 years and over 55 years, and a lower than average population between 15 and 34 years, based on the Australian and Western Australian averages;
- Family incomes are significantly below state and national averages, while mortgage and rental payments are slightly below state but above national average.

Disability Characteristics

According to the *Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2009)* some 18.5% of Australians identify themselves as having some form of disability, a rate which increases with age.

Based on the above national average, the City would have approximately 6,100 current residents who identify themselves as having some form of disability. In addition, approximately 120,000 to 150,000 people visit the region annually.

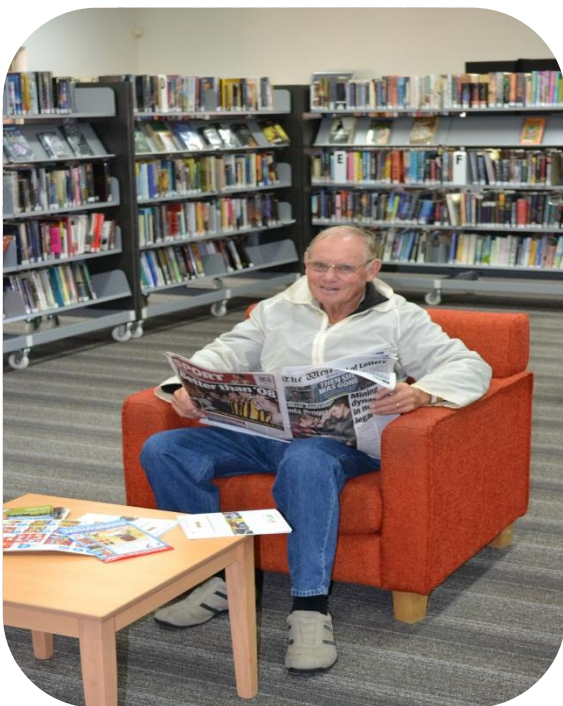
The 2011 Census also reveals that approximately 7.8% of the City's population provide unpaid assistance to a person with a disability, equating to approximately 2,570 people based on the City's current population.

The City's Role

The City of Busselton is responsible for a wide range of functions, facilities and services within the district, including but not limited to:

Services to Property

- Construction and maintenance of council owned buildings
- Construction and maintenance of roads, footpaths and cycle facilities
- Land drainage and development
- Waste collection and disposal
- Litter control and street cleaning
- Planting and caring for street trees
- Numbering of buildings and lots
- Street lighting
- Bush fire control



Services to the Community

- Provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups
- Management of recreation centres and pools
- Public libraries and information services
- Environmental health services
- Citizenship ceremonies
- Community events
- Cultural facilities and services including the ArtGeo Cultural Complex

Regulatory Services

- Planning of road systems, sub-divisions and town planning schemes
- Building approvals for construction, additions or alterations to buildings
- Ranger services, including dog control and the development, maintenance and control of parking

General Administration

- Provision of general information to the public, the lodging of complaints and payment of fees including rates and licenses

Processes of Government

- Ordinary and special council and committee meetings
- Electors meetings and election of council members
- Community meetings and consultations

Previous Access & Inclusion Plans & Achievements

The City of Busselton (then Shire) first prepared an Access & Inclusion Plan in 2006, reflecting the new legislative requirements from the *Disability Services Act (1993)* amended in 2004 . Prior to this a Disability Services Plan (and associated reports) was in place from 2001.

The City's previous Access & Inclusion Plan was finalised in 2010, and reflected a broader consideration of inclusion, notably to address cultural diversity. This Plan has provided direction for the City in implementing improvements to accessibility to City and community facilities as well as the inclusiveness of services, events and community life.

The City's achievements under the previous *Access & Inclusion Plan 2010-2013* included the following:

- Coordination of the Access & Inclusion reference group;
- Purchase of two beach trekker wheelchairs and introduction of a free loan scheme, and subsequent improvements to housing and management of this scheme;
- Improvements to the City's libraries, including cataloguing and promotion of Aboriginal resources, improvements to physical access at the refurbished Busselton library, and improvements to internet access and resources;
- Improvements in access to the Busselton Visitor's Centre;
- Numerous upgrades to footpaths and ramps completed in the Busselton city centre and Dunsborough town centre;
- Improvements to accessibility at the redeveloped Busselton and Dunsborough foreshore areas, including installation of universal access play equipment;
- Production and promotion of the 'Need A Hand' support services directory;
- Diversity and EEO training completed for all new City of Busselton employees as part of induction;
- Completion of information for the 'You're Welcome' website;
- Investigation of various projects relating to improving beach access.



Development of the *DAIP* 2014-2018

Review

In preparing the City's *DAIP*, a review of the Access & Inclusion Plan 2010 was undertaken to provide commentary on the progress against each key action and to determine relevant or ongoing strategies that might be carried forward into this Plan.

In order to investigate contemporary trends and best practice in the area of access and inclusion, a review of ten *DAIPs* from various other local governments was completed.

It was also necessary to examine other City plans and reports, in particular the *Strategic Community Plan (2013)* and the *Social & Ageing Plan (2012- 2020)* which have been prepared since the development of the previous Access & Inclusion Plan.

Consultation Process

In developing the *DAIP* 2014-2018 consultation took place with:

- City of Busselton Access & Inclusion Reference Group
- City of Busselton Staff
- Agencies and organisation working with or supporting people with disability or aged and their carers who live or work in the City of Busselton.
- People with disability or aged and their carers who live or work in the City of Busselton.
- Residents and ratepayers of the City of Busselton.

Comment was sought on the City's *DAIP* by way of written submissions, public workshops or by appointment. The opportunity to comment on the City's *DAIP* was promoted through media releases, public notices, the City's website and direct mail to identified stakeholders.

Findings

The review and consultation found that whilst most of the strategies of the previous Plans have been established or achieved the following factors need to be considered in a new *DAIP*:

- The need for adequate forward planning of resources and budgeting.
- A focus on strategies that work towards the City of Busselton community vision.
- A need to monitor strategies for ongoing compliance with legislative requirements.
- The modification back to the document being a Disability Access and Inclusion Plan.
- The inclusion of Outcome 7 under the Western Australian Disability Services Act 1993
- The development of an annual Implementation Plan by the *DAIP* Reference group.

Policy

Strategic Direction

The objective of the City's *DAIP* is to provide the strategic direction and framework for the City to improve its services and facilities for people with disability. The *DAIP* achieves this by providing guidance for the implementation of objectives within the City's Strategic Community Plan 2013, in particular, the following key goals and community objectives:

Key Goal Area 1

1. *A welcoming, inclusive, healthy and capable community that provides accessible services for all residents*
 - 1.1. *A community where people feel safe, empowered, included and enjoy a sense of good health and wellbeing.*
 - 1.2. *A community that provides opportunities for our youth to learn, grow, work and become healthy adults.*
 - 1.3. *A community that supports healthy, active ageing and services to enhance quality of life as we age.*

Key Goal Area 2

2. *An attractive City offering great places and facilities promoting an enjoyable and enriched lifestyle*
 - 2.1. *A City where the community has access to quality cultural, recreation, and leisure facilities and services.*
 - 2.2. *A City of shared, vibrant and well planned places that provide for diverse activity and strengthen our social connections.*

Key Goal Area 4

4. *A well connected City that provides for safe, accessible and efficient transport and communication systems to and within the district*
 - 4.1. *Transport options that provide greater links within our district and increase capacity for community participation.*
 - 4.2. *A community that is well connected to its neighbours and the broader world.*
 - 4.3. *A linked network of cycleways and pedestrian paths providing alternative transport options.*

Key Goal Area 6

6. *A Council that engages with its community and makes responsible decisions, respecting community needs and aspirations*
 - 6.1. *A Council that engages broadly and pro-actively with the community.*

6.2. *An organisation that is managed effectively and achieves positive outcomes for the community.*

Council Policy

The City of Busselton Council has a formally adopted Access and Inclusion Policy which articulates the City's position and demonstrates the outcomes desired for access and inclusion within its community:

"The City of Busselton is committed to creating and encouraging universally accessible and socially inclusive services, facilities and functions for all people within the community"

The purpose of this policy is to recognise that people from diverse backgrounds are equally valued members of society and make a unique and valuable contribution to community wellbeing, community vibrancy and way of life.

This policy acknowledges the varied needs and expectations of individuals and demonstrates the City's commitment to providing equal access to services and facilities, regardless of their background, beliefs or abilities. The policy was developed in 2006 and is applied to all of the City's functions, providing a basis for responding to and engaging diversity in our community.

The underpinning principles and values of this policy are:

- A commitment to access and inclusion for all citizens in the delivery of services through leadership by adapting, changing and proactively seeking new opportunities;
- A commitment to the progressive removal of physical and emotional barriers to access and inclusion in the following areas: physical access, communication, service provision and participation achieved through partnerships and communication;
- A commitment to being accountable and in touch with relevant community matters by consulting and engaging people with differing physical and intellectual abilities, carers, advocacy groups, culturally and linguistically diverse groups and service providing agencies in the community.

Realisation of this Policy will be achieved throughout the City's operations, broadly through the City's Social and Ageing Plan, and specifically through the strategies outlined in the City's DAIP.



Outcomes

Achieving improvements in access and inclusion means different things to different people, depending on background, experiences and the barriers faced by people with different types of disability. To provide a structured framework to identify and overcome the challenges faced in all aspects of access and inclusion, the Disability Services Commission identifies the following seven outcomes:

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

These outcomes represent the various areas of challenge to accessibility and inclusiveness that are relevant to the City of Busselton, and provide the framework by which the City's *DAIP* recommends strategies to improve in relation to each particular aspect.



City of Busselton DAIP - Strategies

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the City of Busselton will undertake from 2014-2018 to improve access to its services, buildings and information. The seven desired outcomes provide a basis for improving access and inclusion for people with disability in the City of Busselton.

Outcome 1

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

Strategy	
1.1	Coordinate a Disability Access and Inclusion Plan Reference group to guide the implementation of the Disability Access and Inclusion Plan strategies
1.2	Promote and encourage events that are organised to accommodate people with a disability
1.3	Ensure that City staff and agents and contractors are aware of the relevant requirements of the Disability Services Act 1993
1.4	Ensure that people with a disability are provided with an opportunity to comment on access to services

Outcome 2

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

Strategy	
2.1	Ensure where appropriate and practical, that all buildings and facilities are physically accessible to people with disability
2.2	Ensure where appropriate and practical, that all new or re-development works provide access to people with disability
2.3	Continue to provide and maintain public spaces and pedestrian walkways to meet universal access requirements
2.4	Advocate to local business and tourist venues the requirements for the provision of accessible venues
2.5	Include in all new and redeveloped playgrounds, design features that consider accessibility and inclusion for children with disability
2.6	Ensure the location and quantity of ACROD parking spaces meets the needs of people with disability and relevant statutory planning standards

Outcome 3

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

Strategy	
3.1	Improve community awareness that City information can be provided in alternative formats upon request
3.2	Improve staff awareness of accessible information needs and how to obtain information in other formats
3.3	Ensure that the City's website meets contemporary good practice
3.4	Ensure all promotional materials and documentation regarding services, facilities and customer feedback are in an accessible format using clear and concise language wherever possible.

Outcome 4

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

Strategy	
4.1	Improve staff awareness of access and inclusion issues
4.2	Ensure staff have the knowledge, skills and confidence to be able to offer quality customer service to people with disability
4.3	Improve the awareness of new employees and new Councillors about access and inclusion issues
4.4	Ensure that people with a disability are provided with an opportunity to comment on access to services
4.5	Monitor the City's Disability Access and Inclusion Policy to ensure it supports equitable access to services throughout the various functions of the City

Outcome 5

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

Strategy	
5.1	Ensure that current grievance mechanisms are accessible for people with disability
5.2	Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability

Outcome 6

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

Strategy	
6.1	Ensure people with disability are provided an opportunity to comment on facilities, services and events delivered by the City of Busselton
6.2	Ensure people with disability have access to any consultative process by the City of Busselton

Outcome 7

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

Strategy	
7.1	Implement the City of Busselton's Equal Employment Opportunity Management Plan 2012-2014
7.2	Ensure the City of Busselton actively promotes employment opportunities to people with disability
7.3	Fostering an organisational culture that values and is responsive to the diversity of the City's staff and councillors
7.4	Implementing fair and inclusive management and administrative practices that enable broader and more diverse participation in employment
7.5	Provide support for employees with a disability

Implementation & Review

Annual Implementation Plan

The City of Busselton's Disability Access and Inclusion Plan Reference Group (DAIPRG) will develop an Implementation Plan, outlining the actions to deliver the strategies identified for each of the outcomes. This plan will allow the City to monitor progress and actions within *City of Busselton Disability Access and Inclusion Plan 2014-2018*. The Implementation Plan will be reviewed and amended annually.

Disability Access and Inclusion Plan Reference Group

The Disability Access and Inclusion Plan Reference Group will meet on a bi-monthly basis. As part of each meeting, the group will initially develop and then review the progress of the annual implementation plan and any associated issues. The group will be comprised of the following City and community representatives:

- At least one (1) Councillor
- At least one (1) staff member from each Directorate.
- Up to three (3) Community members
- Up to three (3) Community Organisation members

Annual Reporting

The *Disability Services Act (1993)* describes the minimal reporting requirements for public authorities in relation to the City's DAIPs as:

1. Submitting an annual progress report to the Disability Services Commission using the supplied template; and
2. Reporting on the implementation of the City's DAIP in the City's *Annual Report*.
3. The strategies used to advise agents and contractors employed by the City of Busselton.

Review Frequency

This plan will be reviewed in accordance with the DAIP requirements. At the end of each financial year the progress of the Access and Inclusion Plan is documented in each local government's Annual Report and this is forwarded to the state government.

Legislation outlines that Disability Access and Inclusion Plans (DAIP) will be reviewed at least every five years. The DAIP may be amended on a more regular basis and whenever the plan is amended, a copy of the plan must be lodged with the Disability Services Commission.

Communication of the plan

The *City of Busselton Disability Access and Inclusion Plan 2014-2018*, when finalised, will be distributed via the following means:

- An electronic copy will be uploaded to the City's website
- Copies will be made available upon request and in different formats where practicable
- City staff will be notified of the new plan, where to obtain copies and how it may impact their business area via email or personal contact by the Community Development Officer
- The community will be advised via the local paper that the new DAIP is available on the City's website and in alternative formats upon request.



