



City of Stirling Access and Inclusion Plan 2015-2020





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Foreword

I am pleased to present the City of Stirling's Access and Inclusion Plan (AIP) 2015-2020.

This new plan (formerly the Disability Access and Inclusion Plan) encourages the access and inclusion of all people to facilities and services offered by the City of Stirling. This includes people with disability, parents with young children, people from culturally and linguistically diverse backgrounds and seniors.

This Access and Inclusion Plan is a dynamic strategic document that demonstrates the City's commitment to creating a diverse, inclusive, accessible and engaged community.

The Disability Services Act 1993 (amended 2004) requires all local governments to develop and implement a Disability Access and Inclusion Plan to ensure people with disability have equal access to facilities and services. The City of Stirling Access and Inclusion Plan 2015-2020 meets the requirements of the Disability Services Act 1993.

The Access and Inclusion Plan consists of seven outcomes covering key themes around equality, access and inclusion. This plan also recognises previous achievements by the City in addressing access and inclusion to date.

The City conducted community consultations while developing this plan and identified key issues from residents, disability service providers and local businesses. The City also sought guidance and advice from the City's Disability Services Advisory Panel in the development of this plan and I would like to take this opportunity to sincerely thank all involved for their assistance.

Councillor Giovanni Italiano JP
Mayor, City of Stirling
2015



James Maley entertaining at the Disability Awareness Week Breakfast in 2014.

City of Stirling Vision

The City of Stirling will be a place where people choose to live, work, visit and invest. We will have safe and thriving neighbourhoods with a wide range of housing, employment and recreational opportunities. We will engage with our diverse community to help shape our future into the City of Stirling – City of Choice.

Our Mission

To serve the City's diverse community through delivering efficient, responsive and sustainable services.

Our Values

The City of Stirling's core values are:

- Integrity
- Community Participation
- Accountability
- Respect
- Environment
- Diversity

About the City

The City of Stirling is the largest local government area by population in Western Australia. The City's population is growing quickly and in 2010 it was described as Western Australia's first mega city, when its population exceeded 200,000. As of 30 June 2011, the population was estimated to be around 206,000, almost 19% higher than the figure in 2001.

The City's population is becoming increasingly diverse. Over one third of the population, 70,000 people, were born overseas according to the 2011 census and over a quarter of the population spoke a language other than English at home. Just over 1% of the City's population is made up of indigenous Australians.

The City is mainly urban, with around 88,000 dwellings in 2011. It also has over 600 hectares of natural bushland, 26 wetland sites and 6.5 kilometres of coastal dunes and beaches, including the major tourist destination of Scarborough.

Around 18,000 businesses are located in the City and a variety of employment opportunities exist in the construction, scientific, manufacturing, retail and service industries.

The 2011 census revealed that 47,000 residents were either over 65 years, or under four years of age. Within the City of Stirling at that time 7,636 people needed assistance with core activities (self-care, mobility and communication) and 15,668 people provided unpaid assistance to a person with a disability.

The City's Access and Inclusion Plan applies to the typical services and facilities provided by the City, including but not limited to:

Services to Community

- Provision and maintenance of parks and reserves including playgrounds
- Facilities for sporting groups
- Recreation centres, swimming pools and beaches
- Public library and information services
- Citizenship ceremonies
- Community events
- Services for seniors and people with disabilities such as Meals on Wheels and carers' respite
- Services for children, young people and families
- Security patrols.

Services to Property

- Construction and maintenance of roads, drainage, footpaths and bicycle facilities
- Waste collection and disposal
- Litter control and street cleaning
- Planting and caring for street trees
- Street signs
- Maintenance and upgrading of City buildings.

Regulatory Services

- Planning of sub-divisions and town planning schemes
- Planning and building approval for any construction, addition or alteration to a building
- Environmental health control
- Dog control including the registration of dogs
- Swimming pool inspections.



Cr Ferrante and Lesley Cangemi discussing how to improve community awareness around the negative impact of obstructing footpaths.

About the City

Customer Services

- Provision of general information to the public
- Assistance with building and planning applications
- Payments of rates notices, parking infringements and dog and cat registrations.

Processes of Government

- Ordinary and special Council and committee meetings
- Election of Council members.

What is Access and Inclusion?

Access generally refers to physical access to the natural and built environment – buildings, recreational facilities, parks, bushland and footpaths – and access to the City’s services, products and information.

Inclusion describes the situation in which all people are recognised as having something to offer and all differences are acknowledged and accepted.



About our Access and Inclusion Plan

AIP reviewing and reporting

The City's Access and Inclusion Plan is updated every five years. The AIP is the strategic guiding document which focuses on seven key outcomes. An annual implementation plan has been developed for the City to implement these outcomes. The implementation plan is reviewed annually and a report submitted to the Disability Services Commission by 4 July. Information on implementation of the AIP is included in the City of Stirling's Annual Report.

Responsibility for Implementation

All City officers, including those contractors and agencies engaged by the City who supply services to the public, have a role to play. The City's Access and Inclusion Officer is responsible for driving the implementation of the plan and supporting City officers in achieving the outcomes. The officer also works with the City's Disability Services Advisory Panel (DSAP). The DSAP comprises of organisations operating in the disability services field within the City of Stirling and individuals residing within the City who are able to contribute expertise and advice to disability issues. The panel's role is to provide expert guidance and advice to the City in respect to disability.

About our Access and Inclusion Plan

Review and Consultation

In 2014 the City sought community consultation from local people with disability, families and carers, disability service providers and businesses to guide the development and review of the Access and Inclusion Plan.

This consultation included:

- Surveys (hardcopy and electronic versions)
- Newspaper advertising
- Community workshops
- Targeted consultation via telephone and in person
- A link on the City's website to a feedback form
- Promotion on the City's website calling for feedback
- The City also utilised existing community consultation undertaken from the Strategic Community Plan that was relevant to access and inclusion.

Key issues identified through consultation were:

- Wheelchair access to the physical environment, including footpaths
- Beach access
- Communication, in particular to those without computer access and those with English as a second language
- Employment opportunities for people with disability.

These barriers to community access and inclusion are being addressed through strategies in the City's implementation plan.

Key achievements identified through consultation were:

- Community events including Summerset, NAIDOC and Harmony
- Being open to communication
- Flexibility in services such as assisted bin collections, medical bin collections and Books on Wheels
- Plays spaces including those in Yokine Regional Open Space and Dianella Open Space.

Communication of the City of Stirling Access and Inclusion Plan 2015-2020

A copy of the AIP 2015—2020 will be submitted to the Disability Services Commission following endorsement by Council in 2015. Once the AIP is endorsed by the Disability Services Commission, it will be promoted to the community by the following methods:

- A copy will be placed on the City of Stirling website
- A notice will be placed in the local newspapers to advise the community of the new AIP 2015-2020
- Notification to staff via intranet homepage, email and staff newsletter
- Hardcopy by mail and notification of a link to the City's website forwarded to local Disability Employment Services and DSC Local Area Coordinator Offices
- Hard copies available at the City's administration building, libraries, recreation and leisure centres, community centres and adult day centres
- Alternative format on request such as electronically, in large print, audio format on cassette or compact disc, by email, in Braille and in other languages



Our Previous Plan's Achievements

The City is pleased to have already achieved many outcomes from the 2010-2015 Disability Access and Inclusion Plan including:

- Extended hours of access to services
- An online system for dog and cat registrations
- Electronic lodging and tracking of all building and planning application
- Introduced e-books and e-magazines at libraries
- Provision of a 'sit down' wood lathe at the Men's Shed
- Opening the Yokine inclusive play space
- Disability access audits conducted throughout the City
- Provision of new technologies at adult day centres
- Employment of an Access and Inclusion Officer
- Introduction of Disability Awareness Training for City of Stirling employees
- National Relay Service training undertaken by Customer Service Team and staff working with the community
- Introduced IATA Access Aware e-Books to all City staff to enable access to information on legal requirements, relevant Australian standards & key dimensions, access checklists and where to go for help.
- Provision of assistive equipment such as portable hearing loops available at key City locations
- Encouraging feedback and community consultation through a range of mediums
- Hosting an inaugural Local Business Breakfast in celebration of Disability Awareness Week 2014 to promote employment opportunities for people with disability.
- Contributed to Recfishwest and Fishers with Disabilities project by identifying and categorising all-ability-access fishing locations in Stirling
- Became a participant of the National Disability Recruitment Coordinator program which will assist the City to implement strategies, policies and processes that promote the recruitment and retention of people with disability
- Development and endorsement of master plans for local areas
- Development of an access and inclusion checklist for City events
- Forming networks with disability service providers
- Utilising listening booths as part of community consultation.

Access and Inclusion Plan (AIP) Strategies 2015-2020

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 Stirling

- The City's policies and practices will be compliant with relevant legislation and consistent with the AIP
- The City will maintain links between the AIP and other City of Stirling plans such as the Strategic Community Plan, the City's Workforce Plan, Business Unit Plans, the 10 year Financial Plan and annual budget process
- Guidelines and procedures will ensure that employees, agents and contractors of the City of Stirling are aware of the relevant requirements of the City's AIP.

Outcome 2

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

- All new and redevelopment works will provide access for people with disabilities in accordance with the current Disability (Access to Premises- Buildings) Standards
- The City will undertake access audits and complete works to ensure buildings are accessible
- The City will undertake improvements to facilities at City parks, reserves, beaches, playgrounds and public areas to maximise ease of access and promote inclusion within the community.

Outcome 3

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

- The City produces promotional material for the community that complies with best practice guidelines for accessible printed information and is also presented in alternative formats on individual request
- Management of the City's online presence meets contemporary requirements for accessibility.

Outcome 4

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

- Provide staff with the opportunity to develop the knowledge and skills to enable provision of quality services for people with disability, their families and carers
- Promote and encourage the principles of good access and inclusion practices to businesses and communities within the City of Stirling through ongoing education.

Outcome 5

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

- The City will have in place, and review annually, complaint procedures which are readily available to the public in a variety of accessible formats.

Access and Inclusion Plan (AIP) Strategies 2015-2020

Outcome 6

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

- The City's public consultations will be held in an accessible manner with consideration to venues and formats for communication
- The City will annually review the effectiveness of public consultation activities to promote continuous improvement in public participation and feedback.

Outcome 7

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

- Develop the City as a disability competent workplace through the implementation of the City's Workforce Plan and staff training
- The City will use inclusive recruitment practices and support people with disability to participate in volunteering
- The City will develop partnerships with disability employment services and local businesses that support all employment opportunities.



Allan Fraser, Erika Olman and Councillor Jenkinson at the City's Local Business Breakfast

Contacting the City of Stirling

The City of Stirling welcomes your feedback at any time. If you would like to comment on the Access and Inclusion Plan, make suggestions or require further information, please contact the City by one of the following methods:

By Telephone

Customer Contact Centre

Telephone: (08) 9205 8555

Monday - Friday 8.30am - 5.00pm

The Translating and Interpreting Service (TIS)

Is available on 131450 and can contact the City on your behalf

The National Relay Service (NRS) can contact the City on your behalf

TTY/voice calls 133 677

Speak & Listen 1300 555 727

SMS relay 0423 677 767

In Person or By Post

Administration Centre

25 Cedric Street

Stirling WA 6021

By Email

stirling@stirling.wa.gov.au

Visit our Website

www.stirling.wa.gov.au

This information is available in alternative formats on individual request.

Please contact the Stirling Customer Service Team on (08) 9205 8555.



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