



CITY OF VINCENT

ACCESS & INCLUSION PLAN

2022 – 2027



Acknowledgement of Country

The City of Vincent acknowledges the traditional lands of the Whadjuk Noongar people. We pay our respect to their Elders, past and present and we recognise their strength and resilience.

Cover: Behind the scenes photo of an interview being filmed. Two women are seated on green couches facing each other doing an interview, one is wearing a Western Australian Institute of Sport shirt, shorts and running shoes and a prosthetic leg, the other is wearing a long blue dress. A camera is set up on a tripod in the foreground, showing the live recording.

Close up of a smoking ceremony being held in City of Vincent, a man leans over a metal bucket with a small fire burning eucalyptus leaves. The man wears bracelets with the Aboriginal flag and writing.

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MAYOR'S FOREWORD

In Vincent, we strive to be inclusive, to celebrate our many differences and ensure our services, facilities and information are accessible to our many residents and visitors.

Our Strategic Community Plan 2018 – 2028 inspires and drives us to achieve “an inclusive, accessible and equitable City for all.”

In bringing together our new Access and Inclusion Plan 2022 – 2027, we set out to engage as deeply as possible with our community, families, carers, industry representatives and staff.

From face-to-face discussions at Beatty Park and the Kyilla Farmers Market to a community workshop and an online survey, we gathered information on how our community wants us to make access and inclusion the best it can be.

We heard from our community that the Plan needs to address issues facing people with disability. But it also needed to consider how we can improve access and inclusion equity for all residents and City visitors, such as seniors, people of culturally and linguistically diverse backgrounds and LGBTIQ+ people.

The aim of the plan is to make our buildings, services, events and culture more accessible and to make sure everyone in our community has the opportunity to participate in all aspects of life in Vincent.

In achieving this aim, we have identified eight outcome areas in which we will take further action. This includes actions to promote greater participation in public life, through broader public consultation, better employment practices and easily accessible and adaptable information.

Other outcomes include prioritising accessibility when we upgrade our public spaces, parks and playgrounds and increasing access to our events, with a focus on considering both physical and non-physical barriers to getting involved.

We also want to make sure all our staff have the support and development they need to improve access and inclusion in undertaking their roles.

Our hope is that over the life of this five-year Plan, the way we operate and the services we offer to our community have been enhanced and barriers to an achieve an equitable environment have been reduced.

Emma Cole **Mayor**



Streetscape showing the front of Luna Cinema in Leederville with four pedestrians dressed in casual clothes, crossing the road at the crosswalk.



INTRODUCTION

We want to provide services and spaces that meet the needs of all our residents and visitors.

We know barriers exist that prevent equity from being achieved, particularly for people with disability.

The aim of this Plan is to make our buildings, services, events and culture more accessible and to make sure everyone in our community feels included.

We will give everyone in our community:

- the opportunity to be heard,
- the ability to enjoy our public spaces,
- fair treatment and respect.

So everyone can participate and enjoy Vincent life.

Community members of various ages being guided by Noongar Artists inpainting a canvas at a community event. The canvas is a colourful design using dot painting techniques.

LEGISLATION AND GUIDING DOCUMENTS

Our Strategic Community Plan 2018 – 2028 guides our service delivery, planning and development. A key outcome of this plan is that “We are an inclusive, accessible and equitable City for all.”

This Plan has also been informed by the **State Disability Strategy 2020 – 2030** and the **State Disability Action Plan 2020 – 2030**.

Having an Access and Inclusion Plan (also known as a Disability Access and Inclusion Plan) is a requirement for all Local Governments under the Western Australian Disability Services Act 1993.



Staff members in smart casual clothing, having a meeting in the City of Vincent Administration building.



A young boy plays with an inflatable ball in a water fountain at Beatty Park, while his mother watches smiling in the background.

WHAT IS ACCESS AND INCLUSION?

Nearly everyone faces hardships and difficulties at one time or another. But for people with disabilities, barriers to access and inclusion can be more frequent and have greater impact.

A disability is a condition that restricts everyday activities. The Disability Services Act (1993) defines 'disability' as a condition 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. disability.wa.gov.au

The World Health Organisation (WHO) describes barriers as being more than just physical obstacles, but considers "factors in a person's environment that, through their absence or presence, limit functioning and create disability.

These include:

- A physical environment that is not accessible
- Lack of relevant assistive technology (assistive, adaptive and rehabilitative)
- Negative attitudes of people towards disability
- Services, systems and policies that are either non-existent or that hinder the involvement of all people with a disability in all areas of life"

INTERSECTIONALITY

We know that access and inclusion will also impact people without disability.

Other personal characteristics that may contribute to whether a person has equitable access and inclusion are:

- Gender
- Sex
- Sexual Orientation
- Race and Ethnicity
- Colour
- Nationality
- Refugee or migrant background
- Language and Literacy
- Religion
- Age
- Socio-economic status

For some people, access and inclusion will be impacted by more than one of these characteristics. For example, a person with disability may also experience a lack of inclusion due to race, gender or sexual orientation.

These people may experience more barriers because of the combination of these characteristics. This is called intersectionality.



City of Vincent staff members, Councillors and students and teachers from Bob Hawke College celebrate Wear It Purple Day. They are standing on and around a staircase in front of a large window and are holding a Pride Flag and the Transgender Pride Flag and wearing purple clothing.



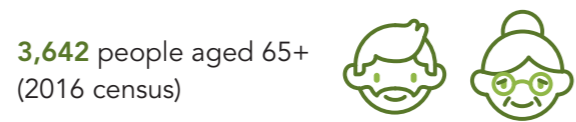
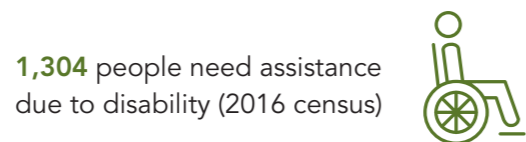
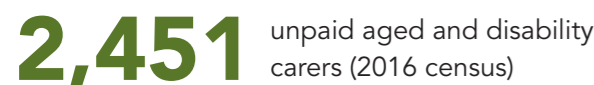
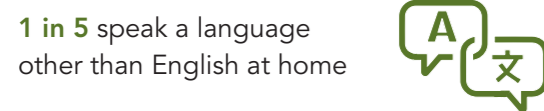
Three young adults seated together and smiling- a man wearing a Western Australian Institute of Sport shirt, seated in a wheelchair, a woman in a long blue formal dress, and a woman in a Western Australian Institute of Sport shirt who is wearing a prosthetic leg. The two women are seated on a green couch.



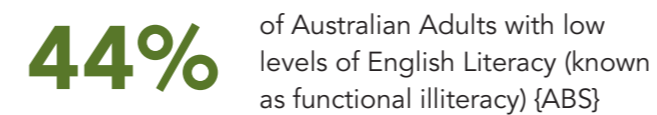
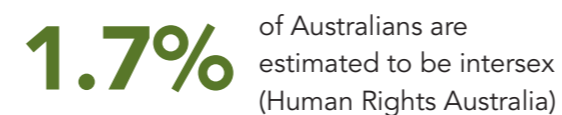
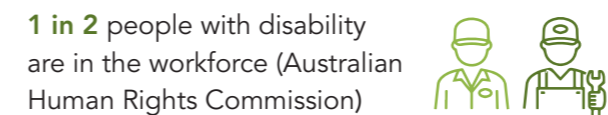
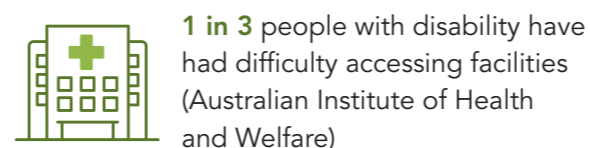
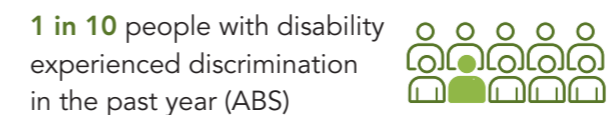
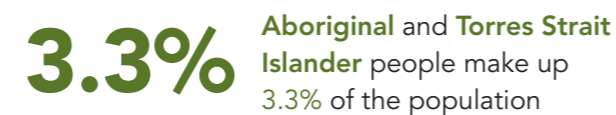
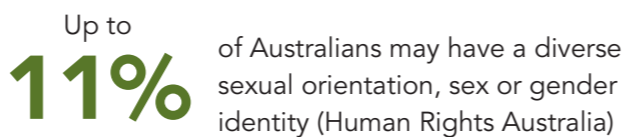
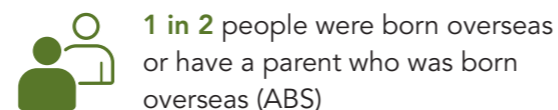
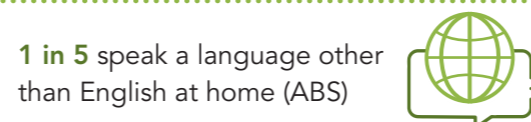
Blue flowers in bloom.

DIVERSITY PROFILE

In City of Vincent



Across Australia



A family in the children's pool at Beatty Park - a mother holds one daughter and her other daughter sits next to them, they are smiling at the camera.

WHO HELPED US MAKE THIS PLAN

To help us write this plan, we spoke to people in our community and asked what they wanted us to do to make the City more accessible. Some of the ways we spoke to people are listed below.

- Youth Disability Advocacy Network helped us draft a community survey
- We held a workshop that 14 people with disability, carers and disability sector workers attended
- 11 people completed our online survey
- We had six face to face conversations in the community
- We did a pop up stall to talk to people at the Kyilla Markets
- We talked to people attending programs at our Community Centre
- We put out an open invitation to our networks to talk to us
- We held meetings with City of Vincent management staff



A street scene showing people seated outside a restaurant at tables underneath red and white striped umbrellas.

OUTCOME AREAS

These are the eight areas in which we will take actions to be more accessible and inclusive. For each area, we have listed what we will keep doing, what new actions we will take and some examples of what these actions will look like.

Outcome One – People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.

WHAT WE WILL KEEP DOING:

Provide services and events in venues that are physically accessible.

City staff, agents and contractors are made aware of, and required to follow, access and inclusion requirements for their roles.

ACTION AREAS:

We will make our Administration and Civic Centre, Community Centre, Library and Beatty Park more accessible. We will aim to meet best practice standard where possible.

Improve communication about accessibility for events and services.

We will make it easier to locate information about accessible public facilities in Vincent.

Improve service and event accessibility for people with neurological, cognitive, intellectual, psychiatric and sensory disability.

We will share information with event organisers and community groups to increase awareness of non-physical accessibility needs.

EXAMPLES OF ACTIONS:

Ensure all major City events with performers or speakers have an Auslan interpreter and that the option for an Auslan or other language interpreter is available on request for workshops and other events.

We will provide low sensory areas and/or sessions at Beatty Park and at all relevant events.

All our event promotional material will include accessibility information.

We will obtain a sensory kit (including items such as earmuffs and sensory toys) to assist City staff to support people with neurological, sensory and other conditions at City run events.

Outcome Two – People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

WHAT WE WILL KEEP DOING:

Provide free, dedicated ACROD parking bays across the City

When we are making upgrades to buildings or commencing new construction, our staff, contractors and agents are aware of, and comply with, Australian accessibility and mobility standards*

ACTION AREAS:

We will make our Administration and Civic Centre, Community Centre, Library and Beatty Park more accessible. We will aim to meet best practice standards where possible.

Develop a clear plan for upgrading City facilities, to meet or exceed Australian Standards where possible over the next 10 years*

Make hiring our facilities more accessible

Improve ACROD permit holder parking across the City

Review accessibility of playgrounds and other park equipment through the Playspace Strategy and make improvements, in order of priority.

Review the accessibility of our public spaces, including footpaths, and prioritise improvement for areas of concern.

Make sure accessibility is a high priority when we upgrade our parks and open spaces

Encourage businesses and community groups in City of Vincent to become more accessible and inclusive

Ask all tenderers to demonstrate how they consider accessibility and review this as part of our procurement process

EXAMPLES:

Accessible toilets will be upgraded to have automatic door entry at the Administration and Civic Centre and Community Centre buildings.

Add more accessible playground equipment and soft fall to playgrounds.

Upgrade the Administration and Civic Centre lift to meet accessibility standards.**

Allocate funds in our annual budget to improve building accessibility across the City.

All City managed road resurfacing leaves the road level with the footpath ramp at the time of completion.

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

WHAT WE WILL KEEP DOING:

Our website will meet current Web Content Accessibility Guidelines.***

We will promote on our website that documents are available in alternative formats on request.

All staff involved in developing website, social media and other public content have received access and inclusion training and cultural awareness training.

ACTION AREAS:

Provide more support for those who have difficulty communicating when accessing our services.

Promote availability of Auslan and other language interpreters for City events and services and for communicating with the City.

EXAMPLES:

Provide D/deaf awareness, dementia awareness and other suitable training for customer service staff.

Trial Alternative and Augmentative Communication (AAC) boards at locations within the City.

Add image descriptions to all images used on social media and in public documents and ensure all video content has closed captions, audio description and accompanying transcript.



Noongar Elder Uncle Ben Taylor holding a microphone and wooden message sticks. He has on a black cap and cream jacket, with braiding around the cap in the Aboriginal flag colours of red, yellow and black.

Outcome Four – People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of the public authority.

WHAT WE WILL KEEP DOING:

Ensure that all staff and contractors are provided with information about this plan and their responsibilities, in induction or on-boarding process.

Provide disability awareness training to all staff within the first 6 months of employment.

ACTION AREAS:

Improve staff and contractor awareness of this plan and general Access and Inclusion principles, including non-visible disability, in day-to-day tasks and projects across the organisation.

Track all customer requests regarding access and inclusion, to ensure action and accountability.

Improve information technology to provide better access for staff when dealing with customers outside of City of Vincent office buildings.

EXAMPLES:

Update staff and contractor induction and on-boarding to increase awareness of this plan and how it relates to individual work areas.



A tree on a Vincent verge painted blue as part of the Blue Tree Project to raise awareness of mental health and wellbeing.



A support worker assists an elderly community member at a Live Lighter seniors event. The support worker watches the community member who is trying a modified cue sport.

Outcome Five – People with disability have the same opportunities as other people to make complaints to a public authority.

WHAT WE WILL KEEP DOING:

Receive and action complaints and compliments made through all contact methods including letter, email, in person, phone, social media message and via our webpage.

ACTION AREAS:

Improve information about providing feedback, for people who require an interpreter or have additional accessibility needs.

EXAMPLES:

Make our complaints and customer service charter available in multiple formats on the website, including Easy Read.

Outcome Six – People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

WHAT WE WILL KEEP DOING:

Conduct consultation in venues that are physically accessible, using appropriately trained staff.

Allow for feedback to be taken in a range of ways including; in person, by letter, email, SMS, NRS (National Relay Service), with an Auslan or other language interpreter and via the City's website, social media and in person.

Ensure people with disability continue to be represented on the City's Community Engagement Panel.

ACTION AREAS:

Increase promotion of support available for people with disability to participate in public consultations.

EXAMPLES:

Include plain English word document formats for major consultations listed on Engagement HQ.

Clearly advertise the accessibility of the venue for any in-person consultation sessions.

Measure participation rates of people with disability.

Outcome Seven – People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority.

WHAT WE WILL KEEP DOING:

Promote employment opportunities widely, in a range of formats and through Disability Employment Services and disability networks.

Ensure all City position descriptions and employment contracts state that Access and Inclusion is a shared responsibility of all staff.

Ensure all venues used for recruitment and employment are physically accessible.

Continue offering employment opportunities specifically for people with disability via the Disability Employment Services Network.

ACTION AREAS:

Improve induction and on boarding process to make it more accessible and inclusive.

Upskill managers and supervisors in fostering accessible and inclusive workplaces, including providing information on third party support and funding.

Build stronger relationships with local disability organisations and promote employment opportunities through their networks.

EXAMPLES:

Work directly with disability organisations to undertake 'role carving' to provide more employment opportunities for people with disability.

Provide unconscious bias and workplace diversity training for staff involved in recruitment and management.

Noongar Elder Uncle Ben Taylor performing a smoking ceremony outside the City of Vincent Administration building. He has on a black cap and cream jacket, with braiding around the cap in the Aboriginal flag colours of red, yellow and black and is stoking a small fire with eucalyptus leaves.





Close up of red Kangaroo Paws in bloom



A young smiling boy poses with his infant sister in the children's pool at Beatty Park. The infant is in a pink flotation device

Outcome Eight – People with disability have the same opportunities as other people to have their needs and entitlements considered when the City of Vincent is developing and implementing policies and procedures.

WHAT WE WILL KEEP DOING:

Continue to implement the City's Access and Equity policy, and this plan, across the organisation.

ACTION AREAS:

Improve accessibility of Council meetings, where policies are discussed and adopted.

Review and update our purchasing policy to make it easier to purchase from businesses owned by, or supporting, people with disability.

Ensure all staff undertaking policy reviews consider accessibility when making recommendations to Council.

EXAMPLES:

Amend policies and procedures to ensure people with disability can submit statements and questions at Council Meetings in alternative formats.

Update policy review paper template to include a prompt to consider accessibility.

HOW WILL THIS PLAN BE PROMOTED AND IMPLEMENTED?

The City of Vincent will make this Plan available on our website and in hard copy in our Library, Administration and Civic Centre, Community Centre and Beatty Park.

We will promote this Plan via our electronic newsletters, on social media and in local newspapers.

You can also request a copy of our Plan to be provided to you via mail, email, or in another format such as audio recording or braille.

The City will track our progress against each action within this Plan and will complete an annual progress report for the Department of Communities.



People of varied ages and ethnicities seated around a table at an event smiling and talking over tea and biscuits. There is a cane visible in the foreground.



CITY OF VINCENT

CONTACT US

To talk to someone about this Plan, you can contact the City of Vincent in the following ways:

- In person at the City of Vincent Community Centre, 99 Loftus Street Leederville.
- Call us on **9273 6000** or via the National Relay Service (NRS) on **133 677** (TTY and voice calls)
- Message us on our website chat at www.vincent.wa.gov.au
- Email: mail@vincent.wa.gov.au
- Write to us at PO Box **82 Leederville 6902**
- Message us on any of our social media pages.
- Interpreters are available on request for languages other than English, including Auslan

World Health Organization, International classification of functioning, disability and health. Geneva:2001, WHO. p. 214

*This specifically relates to Australian Standards suite AS1428 which are the current applicable standards at the time of publishing

**This specifically relates to Australian Standard AS1735 which is the current standard at time of publishing

***Web Content Accessibility Guidelines current standard is 2.1 at time of publishing and we commit to conforming with Level AA of this standard.

Image: The outside of the City of Vincent Administration and Civic Centre as seen from Keith Frame Reserve. There are large eucalyptus trees and 4 flag poles visible in front of the building flying the Australian, West Australian Aboriginal and City of Vincent flags.

