

Disability Access and Inclusion Plan

2022-2026



There is no greater disability in society than the inability to see a person as more

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Contact Us

This DAIP is available in alternative formats or languages on request, including hardcopy in standard or large print, electronically by e-mail, braille, audio format or through the website at www.claremont.wa.gov.au

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Acknowledgements

Acknowledgment of Country

Aboriginal people have made and continue to make a unique and irreplaceable contribution to Western Australia. The Town of Claremont acknowledges and respects Aboriginal people as the State's first people, and the traditional owners and occupants of Western Australia's land and waters. The Town of Claremont acknowledges the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that Aboriginal people maintain cultural and heritage beliefs, languages and laws that are of ongoing importance today.

Acknowledgement of consultation contribution

The Town of Claremont acknowledges the valuable input from its community members and staff. Their feedback and advice have been critical to developing the DAIP.

A message from our Mayor and CEO

We are pleased to present the Town of Claremont's *Disability Access and Inclusion Plan 2022-2026* (DAIP).

The Town of Claremont is proud to be a diverse and dynamic place for residents and ratepayers, where the inherent value and diversity of all people is critical to our rich and diverse community fabric. At the Town, we recognise people with disability, their families and carers have the same rights to Claremont's services, information and facilities as all community members. For this reason, we strive to make them as accessible and inclusive as possible.

This plan builds on the successes of the last five-year *DAIP 2018-2022* where we improved access to facilities and information, and promoted inclusion and equal opportunity for Claremont's community. Some of our accomplishments are included in this report.

As a local government authority, we are uniquely positioned to reduce barriers faced by people living with disability and to create a more inclusive Claremont community. Under the *Disability Services Act 1993*, local government authorities must develop, implement and review a DAIP every five years. Although a compliance expectation, the Town of Claremont embarks on this initiative as it is simply *the right thing to do*. We are proud of what we have achieved, and strive to do more to continue building a community of inclusion and equal access. The Town's DAIP has been developed after consulting with people with disability, staff, residents, ratepayers, disability service providers, carers, community members, government stakeholders and local service providers.

Our new DAIP outlines actions to be progressed over the next five years to reduce barriers faced by people living with disability. Our staff play a big part in this, and we welcome their insights and ideas to bring to life initiatives in our DAIP. Many of our staff are 'frontline', and have a direct opportunity to provide excellent service to our diverse customers. Having this unique opportunity to see first-hand how we can improve, is an important perspective.

The DAIP addresses eight outcome areas to improve access and inclusion. By achieving outcomes in these areas, we can continue to create and foster an inclusive and accessible community, and break down social barriers. We recognise there is much work ahead, and achieving our vision for an accessible and inclusive community will take time. We look forward to continue implementing positive changes going forward.

We encourage you to read, think and act on how we can best collectively deliver this plan, and we look forward to reporting progress going forward.

We would like to thank all our community members, staff and stakeholders who took the time to be part of our consultation. It is through your generous time commitment that the Town can continue its journey towards creating a richer life for everyone in our community.



Liz Ledger
Chief Executive Officer
Town of Claremont

Jock Barker
Mayor
Town of Claremont

Executive Summary

The Town of Claremont recognises and supports the value of people from all walks of life, including people with disability. It is this diversity which makes our community unique and welcoming.

As it provides a range of services, the Town of Claremont can impact on the quality of life of people with disability. As important community members, people with disability are entitled to access and be included in these services, and their rights are enshrined in Commonwealth and State legislation.

Disability access and inclusion is critical to a sense of community where people belong, are included, and can enjoy equal opportunity in all areas of life. The Town recognises it has an important role to play to create accessible and welcoming communities, as this can substantially reduce the impact of disability amongst community members.

As a local government authority, the Town is committed to fulfil its legal obligations to the community. Under the *Disability Services Act (1993)*, public authorities are required to develop, implement and review a *Disability Access Inclusion Plan (DAIP)* every five years that outlines how the authority will ensure people with disabilities have equal access to its facilities and services. Other relevant legislation which underpin the outcomes and objectives of this plan include the *WA Equal Opportunity Act (1984)* and the *Commonwealth Disability Discrimination Act (1992)*.

This document details the findings of a review of the Town of Claremont's *DAIP 2018-2022*, and the process undertaken for the Town's new *DAIP 2022-2026*. The review of the *DAIP 2018-2022*, and the development of the *DAIP 2022-2026*, were undertaken in accordance with requirements of the *Disability Services Act 1993*. The review assisted the Town to determine the effectiveness of existing strategies in achieving outcomes, and to form new strategies and actions moving forward. Extensive community consultation and research on best practice in Western Australia was undertaken to ensure the strategies and actions in the new DAIP accurately represent community needs.

The *DAIP 2022-2026* was developed in consultation with people living with a disability, carers, community members and local service providers. The Town also listened to its staff to identify gaps in knowledge and skills, and build on inclusive practices already in place. Research into good practices and trends rounded out information used to develop strategies within the plan. The DAIP will guide the Town through the next five years as it works to continue building an inclusive and welcoming community by strengthening existing strategies and overcoming barriers.

The DAIP outlines how the Town will achieve this in the seven legislated areas of:

- Services and events
- Facilities and buildings
- Information
- Customer service
- Complaints processes
- Public consultations
- Employment opportunities

The Town will continue monitoring and implementing its DAIP, including reporting back to the Department of Communities which is responsible for monitoring compliance under the Act and supporting best practice.

Thank you to all community members, staff and stakeholders who took the time to be part of the consultation process for the DAIP. It is through your investment and commitment to the DAIP that the Town can continue its journey towards creating a richer life for everyone in our community.

What is disability, access and inclusion?

The Western Australian *Disability Services Act (1993)* defines disability as one 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; and
- results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

Access refers to physical access to the natural and built environment – buildings, recreational facilities, parks and footpaths – as well as access to services, products and information. The Town has strategies in multiple outcome areas striving to address physical access to the natural and built environments, as well as access to services, events and information. This includes making information available in formats to meet people’s needs, such as large print, video captioning and audio..

Inclusion means people of all abilities have equal opportunity to participate in the life of the community and in services, programs, events, consultation and employment. The goal of inclusion is to ensure all people feel they belong, and are engaged and connected within community. It is a universal human right which aims to embrace and include all people, irrespective of their race, gender, disability or other attribute which may be perceived as different.

The *Act* requires Local Government Authorities to develop and implement a DAIP to ensure people with disability have equal access to services and facilities, and are included in community life. The Town of Claremont’s approach is to increase access and inclusion to create a community which is welcoming for people of all ages, abilities and backgrounds.

Our commitment to access and inclusion

People with disability face many different barriers during their day-to-day endeavours to build a good life. This is despite being equal citizens in a society which aims to not discriminate. Some barriers faced by people with disability are clear and observable, such as not having physical access to public amenities. Some barriers, however, are not always obvious. People’s attitudes towards disability, or procedures which inadvertently disadvantage people with disability, are two examples.

Addressing barriers to access and inclusion will ensure every member of our community can enjoy all the benefits of community life. As a public authority, we are uniquely positioned to pave the way to reduce barriers faced by people with disability and creating a more inclusive Claremont. Greater inclusiveness impacts the entire community and contributes to improved social and economic outcomes. The extent to which a public authority can influence the broader community to address barriers will vary, however considering a strategic approach through an access and inclusion plan has significant benefits.

Attitudinal Barriers

This is by far the most commonly experienced barrier. It occurs when people in society misunderstand what it means to have a disability and how it might impact someone. It is often characterized by negative stereotypes and assumptions about a person’s capacity, abilities and entitlement to belong and participate. When it is experienced by people with disability, its impact can be severe and profound. It can result in people being made to feel different, as though they don’t belong and as if they are not welcome. Working to reduce the attitudinal barrier is primarily about awareness raising through education and training.

Physical Barriers

Levels of awareness around physical barriers are quite high and widespread. However, a common misunderstanding is that inclusion for people with disability is only about the built environment. i.e. “We are accessible, we have a ramp”. Physical barriers or obstacles can limit a person’s capacity to move independently in the environment in a safe and dignified manner. Physical barriers can result in people with disability experiencing difficulty accessing the built environment, or total exclusion from it altogether. Working to reduce physical barriers is primarily about ensuring infrastructure is designed, built and maintained in a manner that allows it to be accessed by people who use wheelchairs. There are a range of codes, standards and guidelines available which provide information on best practice physical access for people with disability.

Communication Barriers

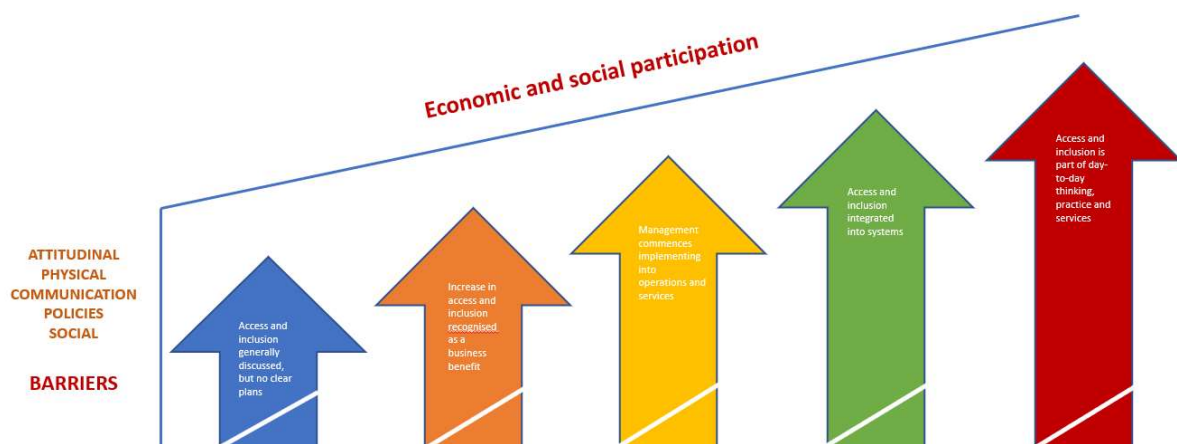
There are many barriers to communication which affect people with disability. Barriers may lead to a message being misinterpreted, causing confusion and/or misunderstanding. People with disability, particularly those with sensory disabilities, can face barriers relating to reading, writing, hearing, speaking and understanding. This could be videos that don’t include captioning, no large print option for people with vision difficulties, or even technical language that prevents someone who thinks differently from understanding a message. Effective communication involves overcoming these barriers and conveying a clear and concise message.

Policy and Procedural Barriers

Policies and procedures can present unfair or unreasonable barriers for people with disability. The impact of a disability is unique for every person, and every person’s capacity to deal with that impact will also vary. As a result, people with disability often have to do things in a different way to others. Sometimes this can conflict with a policy or procedure or with ‘the way we do things’. Working to reduce procedural barriers is about ensuring disability access and inclusion becomes an integrated part of the mainstream way of doing things.

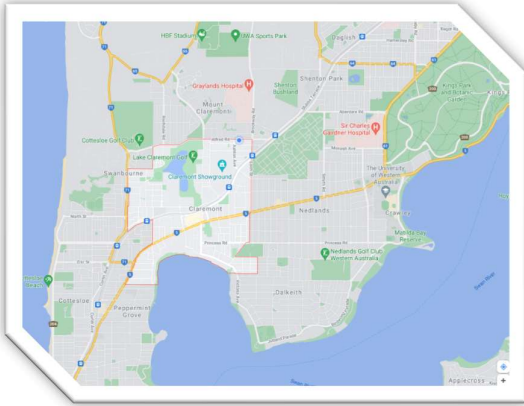
Social Barriers

Social barriers to disability are related to where someone grows up, learns and works – their employment, education, income and safety in the home. People with disabilities are less likely to get jobs or complete school, and are more at risk of experiencing abuse and neglect than those without a disability. These barriers can be detrimental to an overall sense of wellbeing and prevent growth, earning potential and happiness.



About the Town of Claremont

The Town of Claremont is a local government authority in the inner western suburbs of Perth, Western Australia for the suburbs of Claremont and Swanbourne. It is located about halfway between the port city of Fremantle and Perth's central business district.



Like most local government authorities, the Town's services include planning, heritage, building, rates, recreation, parks, waste, health, traffic, transport, community safety and customer relations, amongst other services. The Town also maintains strong partnerships with other government and non-government organisations in facilitating its services to residents and ratepayers.

The Town's population is in excess of 10,000 people. The 'typical' resident is 43 years, married with children, tertiary qualified, with a median weekly household income of \$2074. As a prosperous community, residents and ratepayers expect high quality services.

Our vision, mission and values

Vision

The Town is a progressive, respectful, sustainable local government supporting a connected, flourishing community.

Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Values

Respect – We are responsible for how we behave in our workplace and will show respect and courtesy to all of our customers and colleagues.

Integrity - We are open, accountable and honest.

Quality Communication - We demonstrate our respect for our community and each other through timely, accurate and understandable communication.

Customer Service - Every contact with a customer is important and an opportunity to demonstrate our commitment.

Excellence – Our focus is quality outcomes achieved on time and on budget.

Strategic Goals and Objectives

Leadership and Governance - We are an open and accountable local government: a leader in community service standards.

People - We live in an accessible and safe community that welcomes diversity, enjoys being active and has a strong sense of belonging.

Liveability - We are an accessible community with well-maintained and managed assets. Our heritage is preserved for the enjoyment of the community.

Environmental Sustainability - We are a leader in responsibly managing the built environment for the enjoyment of the community and continue to demonstrate diligent environmental practices.

Prosperity - Our businesses are thriving and integrated into the life of the Claremont community, and the town centre is known as a premier visitor destination.



Our Community

The *Australian Institute of Health and Welfare* reports that one in six people in Australia have disability, representing approximately 18% of the population and 4.4 million people (AIHW, 2020). In Western Australia, there are approximately 411,500 people with disability, comprising approximately 21% per cent of the total population, with 68,000 Western Australian being the primary carer for a friend or family member with a disability (*State Disability Strategy, 2020-2030*).

The *State Disability Strategy* outlines a new 'whole of community' commitment to change the lives of people with disability. The Strategy is key in achieving more inclusive, caring and accessible communities that enable people to live well. It must also protect people who may be vulnerable and ensure everyone is treated with the dignity and respect they deserve.

The State's strategy complements the transition to, and principles of, the *National Disability Insurance Scheme* (NDIS). Although there will be changes to how supports are provided to people with disability, this does not change State or Local Government's commitment to people with disability to live as they choose in the WA community.

With an ageing population, the number of people with disability in Western Australia is increasing. Amongst factors such as improving medical improvements, this trend is due to 'baby boomers' moving into an older age bracket, resulting in increasing disability incidence. As this occurs, the role of Governments to support the access and inclusion of community members becomes more paramount.

People with disability in Claremont

Like the general community, the proportion of Claremont residents and ratepayers in older age groups is also evident, with 23% of people aged 65 years and above. Claremont has a higher proportion of

people aged 55 years and above (34.6%), compared to State (25.4%) and National (27.6) averages (Australian Bureau of Statistics).

Age	Claremont (T)	%	Western Australia	%	Australia	%
Median age	43	--	36	--	38	--
0-4 years	400	4.0	161,727	6.5	1,464,779	6.3
5-9 years	495	4.9	164,153	6.6	1,502,646	6.4
10-14 years	704	7.0	150,806	6.1	1,397,183	6.0
15-19 years	811	8.1	149,997	6.1	1,421,595	6.1
20-24 years	662	6.6	160,332	6.5	1,566,793	6.7
25-29 years	619	6.1	184,908	7.5	1,664,602	7.1
30-34 years	520	5.2	194,267	7.9	1,703,847	7.3
35-39 years	463	4.6	173,041	7.0	1,561,679	6.7
40-44 years	577	5.7	171,996	7.0	1,583,257	6.8
45-49 years	673	6.7	172,520	7.0	1,581,455	6.8
50-54 years	648	6.4	162,438	6.6	1,523,551	6.5
55-59 years	611	6.1	149,899	6.1	1,454,332	6.2
60-64 years	578	5.7	132,145	5.3	1,299,397	5.6
65-69 years	544	5.4	116,755	4.7	1,188,999	5.1
70-74 years	538	5.3	82,911	3.4	887,716	3.8
75-79 years	427	4.2	61,509	2.5	652,657	2.8
80-84 years	335	3.3	42,590	1.7	460,549	2.0
85 years and over	461	4.6	42,420	1.7	486,842	2.1

With approximately 10,000 residents and ratepayers in Claremont, a State disability rate of 21%, and a comparatively high ageing population, the importance of improving disability services within the Town of Claremont is a priority.

Our functions, facilities and services

The Town of Claremont is led by a Chief Executive Officer who operates under the guidance of an elected Council.

The Town has three directorates and the Chief Executive Office, each responsible for providing a range of services to the community and for delivering outcomes. The directorates are managed by a member of the Executive team and have specialist areas with skilled staff to support the varied roles of local government.

The Town of Claremont plays an important role in creating an environment which is inclusive of all people through its planning and involvement in community activities and services. Planning processes are well established and underpinned by community and staff consultation and input. The *DAIP 2022-2026* is an example of standard planning processes undertaken by the Town which lead to more inclusive services, and accessible buildings and facilities.



Buildings and Facilities	
Town of Claremont Administration and Council Chambers	308 Stirling Hwy, Claremont
Claremont Aquatic Centre	12 Davies Rd, Claremont
Meals on Wheels building	288 Stirling Hwy, Claremont
Claremont Community Hub and Library	327 Stirling Hwy, Claremont
Claremont Museum	66 Victoria Ave, Claremont
Lake Claremont Golf Course	Lapsley Rd, Claremont
Claremont Recreation and Bowling Club	64 Bay View Tce, Claremont
Claremont Lawn Tennis Club	Shenton Pl, Claremont
Mckenzie Pavilion	Cresswell Park - Mitford St, Swanbourne
Claremont Oval	3 Davies Rd, Claremont

Our staff

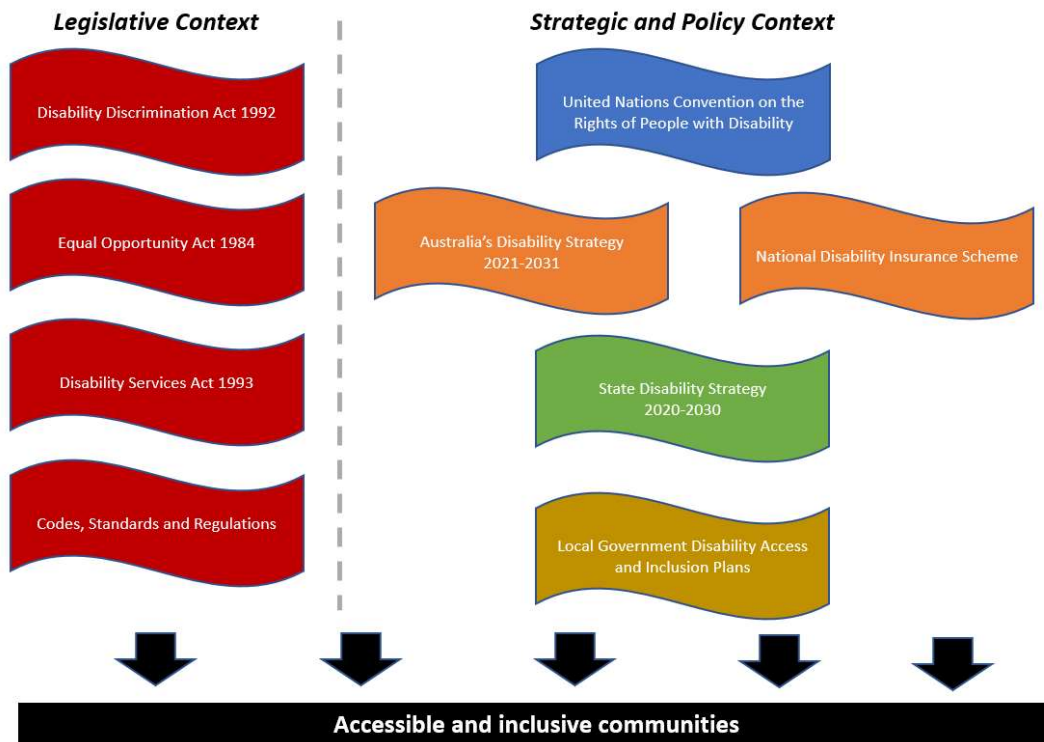
The Town of Claremont employs 126 people (*Annual Report, 2020/21*) who all provide direct or indirect services to the Claremont community.

In June 2021, the Town of Claremont finalised a review of its workforce, resulting in a *Workforce and Diversity Plan (W&DP)*. The W&DP identified initiatives to improve staff knowledge, skills and experience across many workforce and diversity issues, including disability. As part of this approach, the Town of Claremont has committed to increase workforce diversity and to provide greater employment opportunities for people with disability.

Legislative and strategic context for a DAIP

People with disability have the same fundamental rights as all other members of the community. These rights are founded on principles of human rights and social justice. Action on improving accessibility and inclusiveness is not because people with disability are vulnerable, but because it is *'the right thing to do'*.

There are various legislative and strategic purposes which shape the context of access and inclusion. Although it is essential to adhere to legal obligations, the Town of Claremont commits to work beyond prescribed minimum standards and legal requirements to ensure an accessible and inclusive community for its residents and ratepayers.



Legislative context

Legal obligations under relevant Australian disability laws aim to:

- prevent unlawful disability discrimination, and;
- ensure equal access to opportunity for everyone, including people with disability.

To support this approach, a number of National and State disability laws have been introduced which underpin access and inclusion.

Commonwealth Disability Discrimination Act (1992) - DDA

The *Commonwealth Disability Discrimination Act 1992 (DDA)* protects Australians against unlawful disability discrimination and aims to ensure equitable, safe and dignified access for people with disability. Under this Act it is unlawful to discriminate against a person on the basis of their disability,

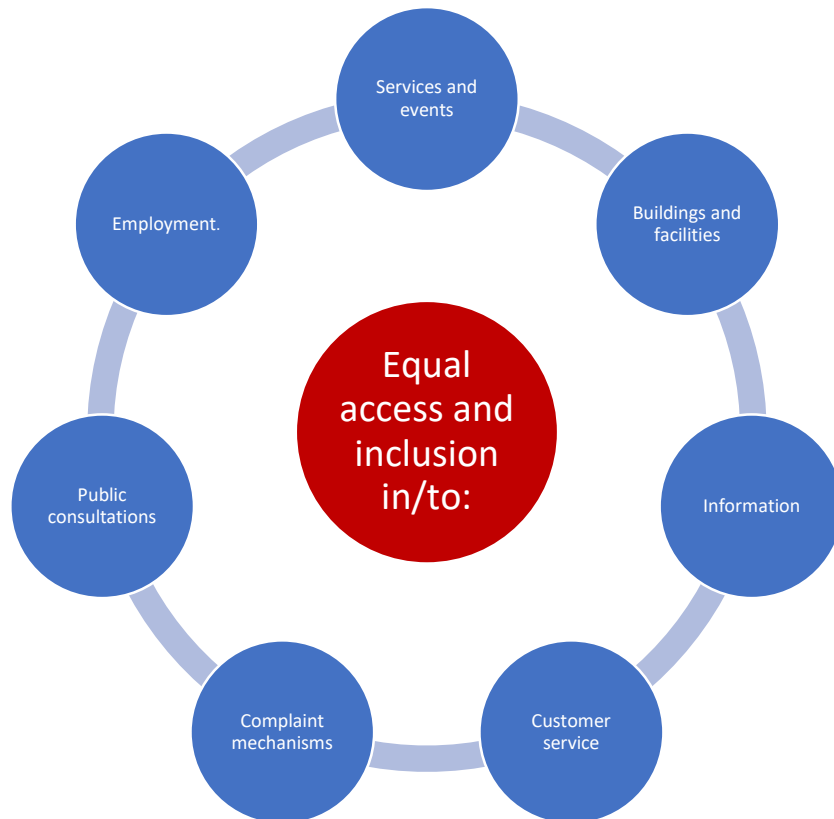
including in education, employment, public transport, access to premises, use of goods and services, land and accommodation, clubs and associations and Commonwealth Government laws and programs. Complaints of discrimination can be made through the Australian Human Rights Commission. Under the DDA, organisations can voluntarily implement a disability Action Plan.

Equal Opportunity Act (1984)

The *Equal Opportunity Act 1984 (EEO)* operates in a similar manner to the DDA and aims to eliminate discrimination against people on various grounds (e.g. sex, marital status, race, religion, impairment); to eliminate sexual harassment and racial harassment in various settings; and to promote gender and racial equality. The *EEO Act* recognises equal opportunity is not necessarily achieved by treating everyone the same, and in certain circumstances discrimination which would otherwise be unlawful can be used positively to meet the objectives of the Act.

Disability Services Act (1993)

Public authorities have unique opportunities to integrate practices to benefit communities, including people with disability. With a range of functions and responsibilities, their approaches to access and inclusion can respond strategically and individually to rights and expectations of residents and ratepayers. For this reason, under the *Disability Services Act (1993)* and *Disability Services Regulations (Schedule 3)*, public authorities are required to develop and implement ‘a plan for people with disability’ (a DAIP) that outlines how they will ensure people with disability have equitable access to its buildings/facilities, services, events, customer service, information, complaints, consultations and employment offered by local government authorities.



Strategic Context

United Nations Convention on the Rights of People with Disabilities

This international agreement outlines basic rights and responsibilities of people with disability. Australia became a signatory to this Convention in 2008. Most of the requirements and initiatives set out in the Convention are reflected in Commonwealth and State disability legislation. It may be possible in certain situations, for a disability-related issue which is not resolved at a national level to be pursued in the United Nations under this Convention.

Australia's Disability Strategy 2021-2031

This new strategy has a strong focus on action and implementation to drive change over the next decade for people with disability in Australia, and will be supported by targeted Action Plans in the areas of early childhood, community attitudes, employment, safety, and emergency management. The Strategy outlines a vision for a more inclusive and accessible Australian society where all people with disability can fulfil their potential as equal members of the community, and aims to:

- provide national leadership towards greater inclusion of people with disability.
- guide activity across public policy to be inclusive and responsive to people with disability.
- drive mainstream services and systems to improve outcomes for people with disability.
- engage, inform and involve the whole community in achieving a more inclusive society.

National Disability Insurance Scheme (NDIS)

There are around 4.3 million Australians who have a disability. Within the next five years, the National Disability Insurance Scheme (NDIS) will provide more than \$22 billion a year in funding to an estimated 500,000 Australians who have permanent and significant disability. For many people, it will be the first time they receive the disability support they need.

The NDIS is a new way of providing individualised support for people with disability, their families and carers. The NDIS will provide all Australians with a permanent and significant disability, aged under 65, with the reasonable and necessary supports they need to live an ordinary life. The NDIS works with people with disability and their families to identify supports needed to achieve goals in many aspects of their life. This may include independence, involvement in the community, education, employment and health and wellbeing.

A Western Australia for Everyone: State Disability Strategy 2020-2030

The *State Disability Strategy 2020-2030* sets the vision and direction for Western Australia over the next decade for a more inclusive Western Australia that acknowledges and responds to the value of diversity in our community. It empowers people with disability to participate meaningfully in all parts of society and to have the resources to do so. The Strategy is our State's commitment to promote transformative change including equitable opportunities and outcomes in all areas of life, and to improve the lives of people with disability. Four *Pillars of Change* underpin the Strategy:

- Participate and contribute
- Inclusive communities
- Living well
- Rights and equity.

The Strategy is supported by an Action Plan which outlines specific actions that will be implemented to realise the objectives of the Strategy.

Planning for a more accessible and inclusive community

The Town of Claremont is committed to continuously improve access and inclusion for people with disability. We commit to:

- implement good practices.
- comply with disability legislation.
- consider access and inclusion standards, codes and guidelines.
- maintain professional associations and partnerships with disability organisations, local community groups and individuals.

Our achievements to date

The Town of Claremont *DAIP 2022-2026* builds on achievements from past DAIPs. Significant achievements include:

- The Adult Access Changeroom at McKenzie Pavilion, with accessibility to the building from the car park, was improved.
- The toilet at McKenzie Pavilion was registered with the website Changing Places Australia, a resource for the public to identify accessible facilities.
- A handrail is scheduled to be installed at the Aquatic Centre.
- A new disability compliant path at Mrs Herbert's Park provides wheelchair access from the top car park to the Boat Shed.
- McKenzie Pavilion has been redeveloped, which includes a new leisure complex, universal access toilet and female change rooms.
- Claremont Museum has been redeveloped, including universal access toilet and accessible viewing platform at Mrs Herbert's Park.
- Facilities at the Claremont Aquatic Centre have been upgraded, including universal access toilets and family-friendly changerooms.
- Subtitles were introduced to all video content.
- Council adopted an *Equal Opportunity Policy* which displays the Town's commitment to ensure all people are treated fairly in their interactions with the Town. All policies are easily accessible to members of the public on the Town's website or by contacting the Town's administration.
- The Town provides hard copy surveys for community consultation projects for those unable to complete them electronically, including over the phone help for those unable to complete electronic or hard copy forms/surveys.
- As an Equal Employment Opportunity Employer, the Town has employed staff with a disability.
- The Town committed budget and expenditure for building modifications, including automated door access to thoroughfares and the disabled toilets.
- The Town supports physical and ergonomic modifications needed by staff, and is responsive to needs of staff with a disability.

Developing our new DAIP

Review and consultation process

A robust methodology was followed to ensure the Town's *DAIP 2022-2026* has a solid foundation. The process included:

- Reviewing the Town of Claremont's *2018-2022 DAIP*.

- Reviewing relevant disability-related legislation.
- Understanding access and inclusion issues relevant to the Town of Claremont regarding people with disability, their families and carers.
- Accessing specialist disability advice.
- Researching contextual information to assist the Town of Claremont to undertake a planning and consultation process to develop a new DAIP.
- Undertaking community consultation from ratepayers, residents and customers.
- Seeking staff input to explore barriers people with disability experience in accessing the Town's information, services and facilities.
- Integrating data and intelligence from the Town of Claremont's *Workforce and Diversity Survey (2021)*
- Obtaining and analysing qualitative and quantitative information on:
 - estimated number of people with disability in WA and local areas.
 - the range of disability in the community.
 - potential barriers people with disability may experience in accessing Town of Claremont information, services and facilities.
- Reviewing contemporary access and inclusion practices and policies.
- Reviewing past comments and complaints from Town of Claremont residents and ratepayers.
- Reviewing past achievements and policies.
- Reviewing the Town's policies and procedures regarding agents and contractors.
- Analysing consultation results and formulating key findings and strategies relating to facilities, services, programs and barriers.
- Reviewing the Town of Claremont's monitoring and reporting processes.
- Reviewing and updating how the Town of Claremont informs agents and contactors about their DAIP.
- Ensuring Annual Reporting obligations are being met.
- Promoting the *DAIP* to staff and the community.

Findings of the consultation

The Town of Claremont consulted with community and staff to identify issues and barriers to access and inclusion. Findings from the consultation broadly identified strategies were needed to:

- Improve physical access in some buildings, facilities and events.
- Expand ways of communicating information, including in 'plain English', use of interpreters, website accessibility and use of social media.
- Continue consulting and engaging with the community on disability issues.
- Develop partnerships with disability and aged care providers.
- Consider people's issues and concerns on an individual basis.
- Improve signage, pathways, change room facilities and parking.
- Increase community awareness regarding disability.
- Involve people with disability in design processes.
- Increase employment opportunities for people with disability.
- Provide disability awareness training for Town of Claremont employees.
- Create disability resources to Managers.

Strategies to improve access and inclusion

All information from research, community consultation and staff input were used to develop strategies to improve access and inclusion for people with disability.

The Act identifies specific outcomes to be achieved by agencies in providing services to people with disability. The seven outcome areas in a DAIP are:

- Outcome 1: Services and events
- Outcome 2: Buildings and facilities
- Outcome 3: Information
- Outcome 4: Customer Service
- Outcome 5: Complaints
- Outcome 6: Consultation
- Outcome 7: Employment

The Town of Claremont has also continued to implement strategies in an eighth area:

- Outcome 8: Policies and Procedures

Using these outcome areas as a foundation, a DAIP Action Plan was developed. The strategies contained within the Action Plan are designed to be practical and tangible. This approach ensures the Town of Claremont continues to be accountable and transparent in its positive intent to improve access and inclusion for people with disability.

Town of Claremont Disability Access and Inclusion Action Plan (2022 - 2026)

Outcome 1: Services and events	Outcome 2: Buildings and facilities	Outcome 3: Information	Outcome 4: Customer Service
<i>Goal: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Town of Claremont.</i>	<i>Goal: People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Claremont.</i>	<i>Goal: People with disability receive information from the Town of Claremont in a format that will enable them to access the information as readily as other people are able to access it.</i>	<i>Goal: 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 that public authority.</i>
<p>The Town of Claremont will:</p> <ol style="list-style-type: none"> 1.1. Ensure community events are held in accessible venues, and pre-assessed using an <i>Accessible Events Checklist</i>. 1.2. Consider physical accessibility when planning Town services and events, and where pragmatic, select venues accordingly. 1.3. Consider transport needs and ease of access when planning events and delivery of services, and clearly communicate transport options. 1.4. Support people with disability to be involved in their communities by promoting the WA Companion Card program. 1.5. Investigate installation of a hearing loop in the Administration building. 	<p>The Town of Claremont will:</p> <ol style="list-style-type: none"> 2.1. Develop and implement a 3-year capital improvement plan to improve known access 'hot spots', and schedule them in the Town's capital works program. 2.2. Ensure relevant Town staff, contractors and agents are aware of and comply with minimum access standards as required by the Building Code of Australia. 2.3. Continue to improve physical access to regularly used Town footpaths, signage, toilets, playgrounds, parks, gardens, reserves and ovals. 2.4. Improve accessible parking and drop-off bay facilities in the Town. 	<p>The Town of Claremont will:</p> <ol style="list-style-type: none"> 3.1. Review and improve the Town's website to ensure new content meets online accessibility standards. 3.2. Continue providing information in different formats as requested. 3.3. Continue releasing key information via social media. 3.4. Ensure material and information produced by the Town considers accessibility. 3.5. Promote the <i>State Disability Strategy</i>. 3.6. Commemorate International Day of People with Disability annually and use this day as a catalyst to celebrate the contributions people with disability make to society. 	<p>The Town of Claremont will:</p> <ol style="list-style-type: none"> 4.1. Undertake staff disability awareness training. 4.2. Review the Town's Orientation and Induction framework to ensure disability awareness is maximised. 4.3. Incorporate the DAIP into the Orientation and Induction process. 4.4. Review recruitment practices to expand opportunity for a diverse disability workforce. 4.5. Ensure staff have access to information and resources on access and inclusion, including communication strategies and accessible information. 4.6. Undertake an internal audit/review of each business unit to ensure access and inclusion opportunities are maximised.

<p>1.6. Ensure our public events include planning for disability access and inclusion requirements.</p> <p>1.7. Review the Accessible Events Checklist, including the adequacy of accessible parking at all events.</p> <p>1.8. Undertake a post-Event debrief to review and continuously improve access and inclusion.</p>	<p>2.5. Consult with disability stakeholders during major purchases, refits and planning of new buildings or facilities.</p> <p>2.6. Actively look for grants or other supports to facilitate additional accessible infrastructure.</p> <p>2.7. Engage a Disability Access Consultant for significant infrastructure planning and refurbishment of buildings and facilities.</p>	<p>3.7. Ensure access to a disability services interpreter for people with disability.</p> <p>3.8. Investigate ways of providing current technology and/or programs or services to assist people with disabilities, including continuing to grow library alternative format resources, such as Large Print, eMagazines, Talking Books.</p> <p>3.9. Develop an internal guide to assist staff where a request for alternative formats or communication is made by a customer.</p>	<p>4.7. Refer access issues which are not the Town's responsibility to relevant parties (e.g. shopping centres, local businesses, State departments), and encourage positive change.</p>
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Outcome 5: Complaints	Outcome 6: Consultation	Outcome 7: Employment	Outcome 8: Policies and Procedures
<i>Goal: People with disability have the same opportunities as other people to make complaints to the Town of Claremont.</i>	<i>Goal: People with disability have the same opportunities as other people to participate in any public consultation undertaken by, or on behalf of, the Town of Claremont</i>	<i>Goal: People with disability have the same opportunities as other people to obtain and maintain employment with the Town of Claremont.</i>	<i>Goal: People with disability have the same opportunities as other people to have their needs and entitlements considered when the Town of Claremont is developing and implementing policies and procedures.</i>
<p>The Town of Claremont will:</p> <p>5.1. Review our complaints and feedback process and wording to ensure people can easily provide feedback to the Town, and are confident to make complaints without fear of retribution.</p> <p>5.2. Make the Complaints policy and process available in flexible and alternative formats.</p> <p>5.3. Continue circulating information via social media to expand opportunity for feedback.</p> <p>5.4. Develop an ‘Easy-read’ complaints policy.</p> <p>5.5. Review complaint and compliment feedback on a quarterly basis as a mechanism to report on DAIP outcomes and to improve internal processes/services.</p>	<p>The Town of Claremont will:</p> <p>6.1. Invite input from disability community groups for key initiatives in Outcomes 1-8.</p> <p>6.2. Ensure people with disability are consulted about access and inclusion issues and given the opportunity to provide comment on Town services and events.</p> <p>6.3. Consult with disability organisations on key reforms proposed by the Town.</p> <p>6.4. Establish an internal Committee to oversee the implementation of the DAIP.</p> <p>6.5. Develop a <i>Local Business Engagement Plan</i> to increase the awareness of accessible features and inclusive practices in Claremont.</p>	<p>The Town of Claremont will:</p> <p>7.1. Continue to review and improve the Town’s attraction, recruitment and retention strategy to ensure equal access for all.</p> <p>7.2. Develop and resource disability strategies to increase employment and volunteer opportunities at the Town of Claremont.</p> <p>7.3. Explore and provide volunteering and work opportunities for local people with disability.</p> <p>7.4. Actively promote mental health as a type of ‘invisible’ disability and develop resources, projects and information to encourage greater staff understanding and awareness.</p> <p>7.5. Explore opportunities with disability providers and organisations to create or improve pathways to meaningful</p>	<p>The Town of Claremont will:</p> <p>8.1. Provide key external policies and strategies in an ‘easy read’ version.</p> <p>8.2. Ensure staff, agents and contractors are aware of requirements to provide equitable access and inclusion, and can access relevant resources to support this.</p> <p>8.3. Incorporate into policy, a requirement to engage accredited access experts for major Town projects and redevelopments.</p> <p>8.4. Support National and State disability strategies.</p> <p>8.5. Identify opportunities to purchase goods and services from Australian Disability Enterprises.</p> <p>8.6. Ensure the Town’s Evacuation Procedures incorporate the needs of people with disability.</p> <p>8.7 Review contracts to ensure tenders specify the requirement to adhere to the Town’s DAIP.</p>

		employment for people with disability.	
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Implementing the DAIP

Implementing the above strategies is a critical mechanism to work towards a more accessible and inclusive world for people with disability.

The *Disability Services Act* requires practicable measures be undertaken to ensure DAIPs are implemented by public authorities, agents and contractors. This document has been prepared to provide clear and tangible actions for Town of Claremont business units to refer to and achieve.

Our DAIP will be implemented over five years, with practical measures taken to ensure our staff, agents and contractors implement our Plan in line with legislative requirements.

An internal implementation plan, detailing specific actions, timeframes and accountabilities, will be developed to assist in implementing our DAIP strategies.

An internal Equity and Diversity Committee will be established to oversee the strategies within the DAIP, as well as other diversity strategies. The Committee will guide the overall implementation of the plan and ensure that, where applicable, implementation plans include actions to ensure agents and contractors are made aware of the Town's DAIP. An internal implementation plan will be developed to ensure DAIP strategies are actioned, and assigned to responsible business units. Some strategies in the plan will apply to all business units, whilst others will apply only to a specific area. The plan will be used to track the progress and achievements of the DAIP and assist with the annual reporting to the Department of Communities. It will also consider what new and ongoing resources are needed to achieve this plan.

Communicating and promoting the DAIP to staff and the community

The Town is keen to advance the concept of equitable access and inclusion for everyone, and will do so by promoting the DAIP.

Following the endorsement of the DAIP by Council and the Department of Communities, the DAIP will be promoted to the community by the following methods:

- Advertisements in local newspapers.
- Information on the Town's website and social media.
- To staff via email and intranet notification. Specific actions and responsibilities of each business unit will be communicated to Officers of each business unit by their supervisor.
- E-newsletters.

An Easy Read version will be made available, and alternative formats upon request. Alternative formats might include hard copy in standard/large print, electronic format, audio, Braille or email.

New staff members will be introduced to the DAIP as part of their initial induction. Further awareness of the DAIP will be initiated via planned disability awareness training.

Copies of the DAIP will be sent to all those who contributed to the planning process. Should the Town amend the DAIP, the community will be advised of the availability of the updated plan using the same communication methods.

As required by the Act, the DAIP will be made available to all agents and contractors who provide services to the public on behalf of the Town. This will be achieved by:

- Including DAIP requirements in contracts
- Annual reporting to the Town of Claremont

Monitoring and reporting

The Department of Communities is responsible for monitoring compliance with the *Act* and supporting a best practice approach. Legislated DAIP requirements include:

- A review of the DAIP at least once every five years.
- Public consultation must be undertaken with people with disability and stakeholders.
- Public consultation must be advertised through the public authority's website and the local or state newspaper.
- The DAIP must be made available in alternative formats, on request by a person with disability.
- Revised DAIPs must be lodged with the Department of Communities.
- The DAIP must be promoted by placing it on the authority's website and advertising it in the local or state newspaper.
- A progress report must be completed annually and submitted.
- The DAIP must be reported in the agency's Annual Report.
- Contractors must comply with an agency's DAIP.

The Town will establish an internal committee to monitor the implementation of our DAIP, as well as other diversity initiatives. Strategies will be regularly reviewed to ensure the DAIP remains relevant to the work we do, and the broader needs and interests of people with disability. The Committee will meet quarterly to review progress on the implementation of the strategies outlined in the DAIP. The Committee will prepare a DAIP progress report required for submission to the Department of Communities, and a status report will be provided to the Chief Executive for formal endorsement.

The Town will ensure people with disability, their families and carers are invited to and are able to participate in all Town consultations. Consultation opportunities will be widely advertised. A range of ways for people to provide feedback will be offered. In seeking feedback, the Town will aim to identify additional barriers and solutions. Elected members and Town employees will be kept informed about the implementation of the DAIP and feedback on the effectiveness of the strategies will be sought.

The Town will undertake a formal review of its *DAIP 2022-2026* during 2026, which will be submitted to the Department of Communities. The report will outline what has been achieved under the Town's *DAIP 2022-2026*.

Glossary

Accessible Formats	A term used to describe alternative communication formats for people who have difficulties accessing information. Sometimes the term 'alternative formats' is used.
AUSLAN	<i>Australian Sign Language</i> is the sign language of people in the Australian Deaf community.
Commonwealth	The government of the Commonwealth of Australia – commonly referred to as the Australian Government or the Federal Government.
Town	The Town of Claremont.
Easy Read	Easy Read, or Easy English, is a simplified form of plain English that is used for written information, often using pictures and short sentences. It is helpful for people with a cognitive or an intellectual disability or low English language literacy levels.
Public authorities	A system of government in Western Australia under which elected local government bodies (Councils) are established and empowered by State Government legislation.
NDIS	The <i>National Disability Insurance Scheme</i> provides support to people with disability, their families and carers. It is jointly governed and funded by the Commonwealth and participating State and Territory governments.
DAIP	Disability Access and Inclusion Plan.

Feedback form

The Town of Claremont is interested and grateful for feedback on its *Disability Access and Inclusion Plan*, or any related matters. Your feedback is welcome at any time, and will be treated confidentially.

Question 1

Have you experienced any barriers to access, or to be included in the Town of Claremont's services, building/facilities, information, customer service, complaints, consultation, employment or policies/procedures?

Question 2

Do you have any compliments you would like to tell us about so we can build on our strengths?

Question 3

Do you have any other comments or suggestions on how the Town of Claremont can improve disability access or inclusion?

Question 4

To help us understand your comments, please tell us if you mostly identify as:

- a person with a disability
- a family member, carer (unpaid) or friend of a person with a disability
- a support worker (paid) for someone who has disability
- a resident within the Town of Claremont
- a contractor to the Town of Claremont
- a representative from a disability service or advocacy organisation
- an interested member of the community
- a business owner within the Town of Claremont
- other (please specify): _____

Contact details (optional):

Name: _____

Address: _____

Phone: _____

Email: _____

Thank you for your feedback