

ACCESS AND INCLUSION PLAN 2022-2027

Engagement Report Phase 2

By: Community Development Team

Overview

The Disability Services Act 1993, amended 2004 (the Act) requires all local governments and state government departments to develop, implement and review a Disability Access Inclusion Plan (DAIP) every five years. The Town of Victoria Park has successfully undertaken a review of the Town of Victoria Park's DAIP 2017 - 2022 and developed a new Access and Inclusion Plan (AIP) 2022 – 2027.

The purpose of an AIP is to ensure people with disability can access all information, services, facilities and programs provided by the Town of Victoria Park. It allows the Town to address the above access and inclusion issues and challenges more effectively, both within the organisation and the community. An Access and Inclusion Plan also benefits everyone in the community by providing more accessible and inclusive places, services, facilities, and programs.

This Engagement Report presents a snapshot of the second phase of community engagement undertaken to seek confirmation from key stakeholders that the Town responded to community feedback accordingly.

Consultation process

The second phase of community engagement occurred from 21 October to 14 November 2022, seeking feedback from key stakeholders on the following themes:

- Review process
- Major areas missing from phase one community engagement results:
 - Better physical access to public places
 - More support and social inclusion for Culturally and Linguistically Diverse communities
 - Accessible and inclusive events
 - More employment opportunities for people with disability
 - Greater awareness of access and inclusion issues
 - Better safety at our public places
- Comments about the proposed goals of the draft Access and Inclusion Plan
- Final comments
- Demographics

Approach

- Direct emails to precious community survey respondents and Disability Service Providers/organisations/groups
- Written and face to face feedback

Proposed AIP Goals and Outcome Areas

Goal	Descriptor	Outcome	Priority
Customer Experience	Our community experience inclusion through Town services and events, with quality access to information and customer service support.	Services and events	
		Information	☑
		Quality customer services	
Physical Access	Our community experience ease of access to all Town buildings and facilities, through public open spaces and places in the community; with assets continually improved through the Town's annual Capital Works Program.	Buildings, facilities and community spaces	☑
Active Citizenship	Everyone in our community can proactively participate in our local democracy by easily raising issues and providing regular feedback which informs development of Town policies and services.	Complaints	
		Public consultation	
Employment	All community members have the opportunity to be employed at their local government, and to retain that employment through adequate support to do their job.	Employment	☑
Governance and Impact	The Town will monitor, measure and evaluate the outcomes of our work, sharing our collective progress regularly with our stakeholders in order to better understand the evolving opportunities and impacts related to access and inclusion within the Town.	All	

Phase 2 Review Findings

A total of 208 visited the Your Thoughts page. The second community engagement phase had a total of five survey responses plus one story and two ideas from the community. All respondents were in support of the proposed Access and Inclusion Plan. Below is a summary of comments provided for consideration.

Major areas you think are missing from phase once community engagement results

Description	Town's Response
Informative events that determine the level of access and inclusion (loud noise present, Auslan interpreter)	Exists in Outcome 1.1
Endorse new title	No action needed

Comments about the proposed goals of the draft Access and Inclusion Plan

Description	Town's Response
More opportunities for people with disability to be employed in the Town	Employment (Goal 4) for people with disability is among the three top priorities of AIP 2022-2027.
Underrepresentation of people with dementia and their carers (raise awareness and educate the community)	Exists in Outcome 1.2- Deliverable 1.2.7; Outcome 1.3- Deliverable 1.3.1 and Deliverable 1.3.5

Final comment

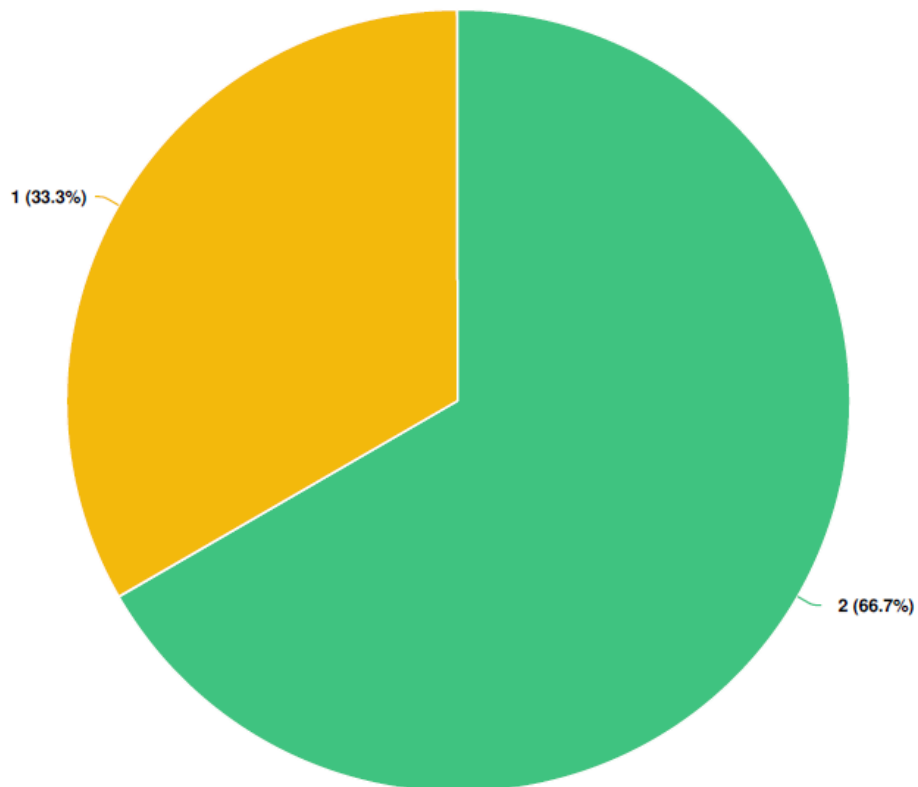
Description	Town's Response
Encourage and educate business owners to be more accessible	Exists in Outcome 2.1- Deliverable 2.1.6
The Town to continue recognising diversity in all types of disability	Exists partially in all outcome areas.
Endorse the new plan	No action needed
Correct typo's and use inclusive language in the new plan. Consider graphs and charts for statistics. Page 15 (Population Profile)- Double check statistics reflecting updated percentage.	All relevant recommendations have been amended in the final AIP 2022-2027

Demographic

Engaged participants were between the ages of 35-85 years of age with more than 90% identifying as living with disability.

Participants identified as either living, working/visiting the Town.

Did you respond to our Access & Inclusion survey earlier this year?



Question options

- Yes
- No

Draft Access and Inclusion Plan survey on Your Thoughts Page

1. Have you reviewed the draft Access & Inclusion Plan 2022-2027?

- Yes
- Not yet

2. Did you respond to our Access & Inclusion survey earlier this year?

- Yes
- No
- I'm not sure

Community priorities

From March to June this year, the Town consulted with community members, key stakeholders and service providers about the access and inclusion issues that impact them.

From what we heard, the community would like to see:

- Better physical access to public places
- More support and social inclusion for Culturally and Linguistically Diverse communities
- Accessible and inclusive Town events
- More employment opportunities for people with disability
- Greater awareness of access and inclusion issues
- Better safety at our public places

3. Are there any major areas that you think are missing from this list?

Goals

The draft Access and Inclusion Plan is built around five central goals, which tailor the plan to our community while addressing the requirements prescribed by the Department of Communities.

The five goals are shown below.

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Governance and Impact	The Town will monitor, measure and evaluate the outcomes of our work, sharing our collective progress regularly with our stakeholders in order to better understand the evolving opportunities and impacts related to access and inclusion within the Town.	All	

4. Do you have any comments about the proposed goals of the draft Access and Inclusion Plan?

Final comments

5. Do you have any final comments about the draft Access & Inclusion Plan 2022-2027?

About you

Please share a few details about yourself.

This information will help us to assess how closely the feedback we receive reflects the diversity of our community.

Your information will remain anonymous.

6. How would you describe yourself? Please select all options that apply to you.

- I am a Victoria Park ratepayer
- I work in the Town of Victoria Park
- I live in the Town of Victoria Park
- I visit the Town of Victoria Park often
- I work for the Town of Victoria Park
- I am a person with a disability
- I am a family member or a carer of a person with a disability
- I am a paid support worker who cares for people with disability
- I am part of an organisation that represents or supports people with disability

7. What suburb do you live in?

- Burswood
- Carlisle
- Curtin University or Bentley
- East Victoria Park
- Victoria Park
- Lathlain
- St. James
- Welshpool
- Other (please specify)



8. What is your age?

- 14 or under
- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or over

9. What is your gender?

- Male
- Female
- Non-binary
- Prefer not to say

10. What's your best contact email address?

Please add your comment here...

Your information will remain confidential and only be used to provide you with updates about this project. 0/255

11. Do you speak a primary language other than English?

- Yes
- No

Thank you for your feedback.

Please send your completed form to admin@vicpark.wa.gov.au or
Locked Bag 437 Victoria Park 6979