



TOWN OF
VICTORIA PARK



Access & Inclusion Plan Scorecard

2024 – 2025

ACCESS AND INCLUSION SCORECARD 2024-2025

Goal 1: Customer Experience

Our community experience inclusion through Town of Victoria Park services and events, with quality access to information and customer service support.

1.1 Events & Services:

People with disability have the same access opportunities as other people to services and events provided by the Town of Victoria Park

We improved accessibility of internal events and services by training staff in best practice inclusion practices and educating staff about inclusion initiatives, for example sunflower wearables that indicate a hidden disability and provision of a sensory container for events.

We supported local businesses to improve accessibility and inclusion by:

- launching the Town of Victoria Park Accessibility Guide for businesses
- delivering workshops in partnership with the Department of Communities and Inclusion Solutions.

A variety of programming tailored for Seniors was delivered through the Library and operating subsidy recipients Connect Vic Park and Harold Hawthorne Community Centre , with special events delivered during Seniors Week for a total of 87 attendees.

70 children from local schools attended the Town's International Day of People with Disability celebration.

Goal 1: Customer Experience (continued)

1.2 Information:

People with disability receive information from the Town of Victoria Park in a format that will enable them to access the information as readily as other people in the community.

We regularly maintain the Town website to ensure compliance with accessibility standards.

This year we introduced "My Community Directory" to improve awareness of local community services. The directory includes a dedicated section for Seniors and Individuals with Disabilities.

We increased the diversity of representation in photographic material used in Town promotions.

The Library collaborated with peppercorn lease recipient Sussex Street Community Law Service to deliver a series of information sessions including *Disability and the Law* and the *National Disability Insurance Scheme*.

Goal 1: Customer Experience (continued)

1.3 Quality Customer Services:

People with disability receive the same level and quality of customer service from local government as other people in the community.

Compulsory Equal Employment Opportunity (EEO) and workplace diversity training was delivered to all staff as part of our Corporate Training initiative. The sessions, facilitated by the Equal Opportunity Commission, covered the application of EEO laws, Town policies, and Diversity management practices.

The town offers online disability awareness training. This training aims to build staffs awareness and increase understanding around disability.

36 staff members attended additional training on inclusion in the workplace

[Click to view our "People with Disability" webpage](#)

[Click to view our "Disability Services" page in "My Community Directory"](#)

Goal 2: Physical Access

Our community experience ease of access to all Town of Victoria Park buildings and facilities, through public open spaces and places in the community, with assets continually improved through the Town's annual capital works program

2.1 Buildings, facilities and community spaces:

People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Victoria Park.

Advocacy for infrastructure improvements to increase accessibility and safety for people with disability include:

- footpaths
- parklets and street furniture
- restrooms
- adult changing facilities
- ACROD bays

We have also advocated for improved signage and the introduction of interactive communication boards in selected parks.

24 people from local sports clubs and community organisations attended inclusion training provided by the Town.

Goal 3: Active Citizenship

Everyone in our community has the opportunity to proactively participate in our local democracy by easily raising issues and providing regular feedback which informs development of the Town's policy and services.

3.1 Complaints

People with disability have the same opportunities as other people in the community to raise issues and concerns to local government.

Targeted Inclusion training was delivered to Customer Service staff and Communications staff.

3.2 Consultation People with disability have the same opportunities as other people in the community to participate in local government public consultation and engagement projects.

The Town's **Access and Inclusion Advisory Group** is regularly consulted about Town projects and initiatives.

The Town's Inclusion Officer is an active member of the *WA Access and Inclusion Network* and the *Safer Community* Community of Practice to increase opportunities for knowledge-sharing, best practice approaches and collaboration.

The town supports state-wide local government campaigns during local elections which promote diversity in Council. Voting options are available in a physical and digital formats.

Goal 4: 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.

4.1 Employment at the Town:

People with disability have the same opportunities as other people to obtain and maintain employment in local government.

- The total percentage of people with disability employed at the Town is **6.4%**, surpassing our 2025 target of 5%, and an increase of 1% from last financial year.
- The Town partners with Maxima Job Link to improve recruitment among people with disability.
- Personal Emergency Evacuation Plans are developed for staff with specific requirements.

Goal 5: 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.

5.1 Governance and Impact

- 4 x quarterly Access and Inclusion Advisory Group meetings were held this year
- 4 x quarterly Access and Inclusion Plan updates were provided to Council
- An annual report was completed for the Department of Communities
- A Social Impact Scorecard was completed.