



City of Rockingham

Disability Access and Inclusion Plan (DAIP)

2022 – 2026



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Acknowledgement of Country

Rockingham, ngala kaaditj moondang-ak kaaradjiny nidja boodja, Binjareb wer Whadjuk Nyoongar moort, wer baalabang kalyogool dandjoo boodja, kep wer moort.

The City of Rockingham acknowledges the Traditional Owners and Custodians of this land, the Binjareb and Whadjuk, Nyoongar peoples and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures; and to Elders past and present.

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1. Executive Summary

The City of Rockingham plays an important role in relation to access and inclusion as it undertakes an array of responsibilities which impact on the quality of life of people with disability, their families and carers. These include infrastructure provision, facilities management and the delivery of a wide range of services and programs. People with disability have the same rights as other community members to access the City's services and participate fully in community life and the City is committed to enabling this.

The City adopts the vision stated within the "Western Australia for Everyone State Disability Strategy 2020 - 2030" which is:

"People with disability and those who share their lives, are engaged and feel empowered to live as they choose in a community where everyone belongs".

The Disability Services Act (1993 amended 2004) requires public authorities, including local governments, to develop and implement a Disability Access and Inclusion Plan (DAIP) to provide access to their services, premises and facilities and support inclusion in the community.

DAIPs provide the framework through which local governments can contribute to the creation of accessible and inclusive communities, ensure that people with disability can access the services provided by public authorities in Western Australia and participate and be included in their community. The goal is to provide, as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.

The City has taken the outcomes of consultation with the community and learnings and achievements to date, to develop the Disability Access and Inclusion Plan for the five year period from 2022 - 2026. The plan includes 58 new and ongoing actions across the seven regulated outcome areas as well one additional outcome area. Collectively, these actions will ensure that the City continues to make sustainable progress towards the vision stated above. Key outcomes achieved by this DAIP will include:

- City events are supported by guidelines to enhance accessibility
- Delivery of a Changing Places facility at Rockingham Foreshore
- Ongoing improvements to enhance the accessibility of City buildings, in line with the 2018 Access Audit Program recommendations
- The City achieves Disability Confident Recruiter Accreditation

2. Strategic Objective

A DAIP is required to address seven key outcomes in line with the legislative requirements of the Act, namely the seven standards and desired outcomes of disability access and inclusion plans, as stipulated in the Disability Services Regulations 2004 (Schedule 2 and Schedule 3). These are:

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 Rockingham.

Outcome 2: People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the City of Rockingham.

Outcome 3: People with disability receive **information** from the City of Rockingham in a format that will enable them to access the information as readily as other people are able to access it.

Outcome 4: People with disability receive the same level and **quality of service** from the staff of the City of Rockingham as other people receive from the staff of the City of Rockingham.

Outcome 5: People with disability have the same opportunities as other people to make **complaints** to the City of Rockingham.

Outcome 6: People with disability have the same opportunities as other people to participate in any **public consultation** by the City of Rockingham.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain **employment** with the City of Rockingham.

In addition to these seven key outcomes, a DAIP can include additional outcome areas to ensure that it meets the needs of the organisation and to address additional priorities that have been identified. In response to the consultations undertaken both internally and with the community, this DAIP includes the following additional outcome:

Outcome 8: The City of Rockingham provides opportunities for awareness raising, collaboration and **advocacy**; and delivers **governance** improvements to enhance accessibility and inclusion for people with disability.

2.1 Alignment with the City's Strategic Community Plan

The Strategic Community Plan (2019 - 2029) sets out the community aspirations which the City is working to deliver. Disability access and inclusion, as outlined in this DAIP, is most closely aligned with the following aspirations:

- Aspiration 2 - Grow and Nurture Community Connectedness and Wellbeing
 - Accessibility: Ensure that the City's infrastructure and services are accessible to seniors and to people with a disability.
 - Community Engagement: Facilitate comprehensive community engagement on issues facing the City, ensuring that residents can provide input into shaping our future.
 - Community Capacity Building: Empower the community across all ages and abilities to be culturally aware and involved with a diverse range of community initiatives that incorporate volunteering, sport, culture and the arts.
 - Services and Facilities: Provide cost effective services and facilities which meet community needs.
- Aspiration 3 - Plan for Future Generations
 - Infrastructure Planning: Plan and develop community, sport and recreation facilities which meet the current and future needs of the City's growing population.
 - Liveable Suburbs: Plan for attractive sustainable suburbs that provide housing diversity, quality public open spaces, walkways, amenities and facilities for the community.

2.2 Vision

The City adopts the vision stated within the "Western Australia for Everyone State Disability Strategy 2020 - 2030" which is:

"People with disability and those who share their lives, are engaged and feel empowered to live as they choose in a community where everyone belongs".

3. Background

3.1 About the City of Rockingham

The City of Rockingham is located in Perth's outer southern suburbs, about 40 kilometres south-west of the Perth city centre. Our community is rapidly growing and it's estimated that by 2023 there will be around 146,000 people living within Rockingham.

3.1.1 Our community

The Australian Institute of Health and Welfare report, "People with disability in Australia 2020", indicates that:

- 1 in 6 Australians are estimated to have disability. For our community in the City of Rockingham, this is estimated to be 27,923 people in 2021.
- Nearly 1 in 3 people with disability (5.7%) have severe or profound disability. This means that they require help with daily self-care, mobility or communication activities.
- 95% of people with disability live at home or in the community.
- 1 in every 11 people (aged 15+) with disability have experienced disability discrimination in the last year.

Further to this, the National Disability Insurance Scheme (NDIS) Demand Map estimates the number of NDIS participants living in the City by 2023 to be approximately 2,500. Of these individuals, it is estimated that more than 80% will be with disability that is related to intellectual, developmental, psychological or neurological conditions. This is an important consideration for the City to be mindful of as it continues to seek improvements to access and inclusion beyond the historic focus on actions related to physical accessibility.

3.1.2 The City's Role

The City plays an important role in relation to access and inclusion as it undertakes an array of responsibilities which impact on the quality of life of people with disability, their families and carers. These include infrastructure provision, facilities management and the delivery of services and programs. People with disability have the same rights as other community members to access the City's services and participate fully in community life.

3.2 International, national and state strategic context

The City's role in relation to disability access and inclusion is best considered with reference to the broader context of international, national and state approaches that are in place. These approaches go far beyond the scope of local government influence, but when developing and implementing this DAIP, alignment with this context has and will continue to be sought as much as is possible.

3.2.1 United Nations Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities is an international human rights treaty of the United Nations established to protect the rights and dignity of people with disability. The Convention aims to enhance opportunities for people with disability to participate in all aspects of social and political life including access to employment, education, health care, information, justice, public transport and the built environment. Australia was one of the first countries to ratify the convention on 17 July 2008.

3.2.2 National Disability Strategy

The National Disability Strategy (NDS) was first established for the period 2010 – 2020 as a commitment by all Australian governments to a unified, national approach to building inclusion for people with disability. The NDS is the main national instrument through which Australia seeks to implement the UN Convention on the Rights of Persons with Disability.

At the time of writing this DAIP, the NDS for beyond 2020 remained in development and was on track for release during the second half of 2021. It had been confirmed by the Department of Social Services that the six outcome areas would remain unchanged from the previous strategy. These outcome areas are:

- Economic security
- Inclusive and accessible communities
- Rights protection, justice and legislation
- Personal and community support
- Learning and skills
- Health and wellbeing

Additionally, it has been indicated that the new NDS will have a stronger focus on community attitudes towards people with disability and that guiding principles will be incorporated. These will be:

- Involve and engage
- Design universally
- Engage the broader community
- Address barriers faced by priority populations
- Support carers and supporters

The City will continue to stay up to date with the completion and release of the NDS and will use this to inform the implementation of the DAIP moving forward.

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

The State Disability Strategy 2020 - 2030 was released in late 2020 as a 'whole of community' commitment to changing the lives of people living with disability. The Strategy establishes four pillars for change:

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

Within each pillar, the Strategy identifies a range of key outcomes which collectively describe what success will look like. Along with the Strategy, a two year Action Plan was also released which sets out the actions that will be implemented and monitored. The Action Plan will be updated every two years.

The implementation of this DAIP will continue to be informed by this important Strategy and related Action Plans.

3.2.4 National Disability Insurance Scheme (NDIS)

The NDIS commenced on 1 July 2013, beginning with a trial phase known as the NDIS Launch. Transition to the full scheme began in July 2016 as the NDIS started being progressively introduced across Australia. The NDIS is a new model of funding and delivering support for people with disability. It takes an insurance based approach and moves from the previous system of block funding to a fee-for-service, market-based approach. It is based on the premise that people with disability each have different support needs and should be able to exercise choice about the support they need. The main component of the NDIS is individualised packages of

support to eligible people with disability. When the NDIS is fully implemented, it is expected that around 475,000 Australians will receive individualised support.

3.3 Development of the plan

3.3.1 Review of previous DAIP (2016 - 2019)

In June 2016, Council endorsed the City's DAIP for the period 2016 - 2019, along with the Disability Access and Inclusion Strategy (DAIS) 2016 - 2019. The previous DAIP addressed the City's legislative requirements whilst the DAIS was the overarching strategy for the City and identified the broader strategic aspirations regarding disability access and inclusion. Both documents were based on the fundamental values of respect and dignity for all. The DAIP encompassed the seven outcome areas as outlined above and the DAIS encompassed three key elements:

1. Accessibility of City Infrastructure and Spaces
2. Social Inclusion
3. Compliance and Organisational Improvements

The City undertook a process to review the progress achieved through the DAIP and DAIS 2016 - 2019 and to develop a revised and updated DAIP. The review process determined that a revised and updated DAIS was not required as a separate strategy given that the intent of the DAIS can be addressed through the DAIP.

3.3.2 Progress achieved since 2016

The following items from the DAIP have been achieved since 2016:

- Improved procedures to enhance the annual collection and reporting of information about the access and inclusion related actions implemented by its agents and contractors.
- An enhanced system is in place to ensure that promotional material for City events include the wheelchair, Auslan and/or hearing loop symbols wherever appropriate.
- Regular opportunities for staff to build their awareness and capacity in relation to disability access and inclusion.
- The City's Human Resources team continued to work with Disability Employment Services to identify and support employment and traineeship opportunities for people with disability.

The following items from the DAIS have been achieved since 2016:

- In 2017/2018, the City implemented an extensive program of accessibility audits of high use infrastructure and public open spaces. In total, 42 sites were audited by an accredited access consultant to identify barriers and areas for improvement. Planning and implementation of recommendations continues.

- In June 2018 the City completed construction of The Harbour Playground, a community playspace that was developed specifically to address access and inclusion.
- For a number of years the City has hosted the Seniors and Carers Expo and Celebrate Ability, two large events that together attract over 3,000 community members. In 2018, Access Plus WA Deaf were engaged to help promote the events to the Deaf and hard-of-hearing community. For each event, an Auslan interpretation of the event flyer was created and this was shared on Facebook by Access Plus WA Deaf and the City. Additionally, Auslan interpreters were available to support participants at the events. Stage interpreters were also available at Celebrate Ability, and many of the City's major community events.
- Portable hearing loops were purchased in 2017/2018 and are now available at all City libraries, the Autumn Centre, Aqua Jetty and at the Administration Building. They assist hearing aid wearers in one-to-one conversations in meetings, at reception desks or other customer service situations. An extensive promotional campaign has been implemented.
- Since 2018 the City has been using a Front Row Juno sound augmentation system at small community events, training sessions and workshops. The unit amplifies and improves the quality of sound, making it easier for people to clearly hear the presenter. This is of particular benefit to people with some hearing loss.
- The City implemented the development of a new website (launched in early September 2019) which improves accessibility. The website has been designed in accordance with the World Wide Web Consortium's internationally recognised Web Content Accessibility Guidelines 2.1, and aims to conform to Level AA of these guidelines.

Additionally, the following items have been achieved through receipt of external grants since 2016:

- In 2017/2018, grant funding enabled the purchase of two new beach wheelchairs, which are made available to the community to loan at no cost. Two new models, the Hippocampe All-Terrain Chair and the Mobi-Chair, were added to the three Beach Trekker wheelchairs that the City has owned for a number of years. The City has also improved systems for seeking feedback from people who have used the beach wheelchairs, and monitoring usage of this equipment.
- Beach access for people with disability was enhanced, with the City now owning 130m of beach access matting which is installed at different locations from October through to April annually.
- The City recently purchased two Beach Walkers, which will make a stroll along the beach much more accessible for a wide range of community members.

- Delivery of two business engagement events in 2019 and 2020 focused on increasing awareness and knowledge relating to employment of people with disability.

3.3.3 Consultation undertaken to inform the plan

A series of consultation opportunities were provided to engage key stakeholders and community members to better understand the progress the City has made to date, and to determine what actions might be taken to continue to improve the accessibility and inclusiveness of the City. The consultation occurred in late 2020 including sessions with:

- Members of the Disability Access and Inclusion Advisory Committee (DAIAC)
- Members of the Seniors Advisory Committee
- Families and staff from Rockingham Beach Education Support Centre
- Support workers working in Rockingham
- Representatives from local sporting clubs and community organisations
- Members of the Mandurah, Kwinana and Rockingham Access and inclusion Network (MKRAIN)
- Two community workshops open to all community members (one in-person and one via Zoom).
- City staff

Additionally, an online survey was available for members of the community to complete, which was open for over a month. Hard copies of the survey were also made available at City libraries and the Autumn Centre.

79 people participated in the face to face consultations and 63 people completed the survey.

3.3.4 Findings of the consultation

The survey included a measure of community perceptions regarding the degree to which the City of Rockingham is an inclusive and accessible place to live for people with disabilities and their carers. 69% of respondents either agreed or strongly agreed with this statement, just short of the 70% target the City established for itself in the DAIS for 2016-2019. When compared with the survey results from 2014, there was a 16% increase in positive community perceptions during this period.

Key findings from the face to face consultations are summarised below:

- Carers of people living with disability, support workers and members of MKRAIN were generally less positive in their responses than other stakeholders.

- There was recognition for the success of the City's efforts to date in improving access and inclusion, along with a desire for the City to continue improving the situation and not become complacent.
- There was significant concern raised regarding the lack of a Changing Places facility in Rockingham, and this was identified as a high priority for the City. A number of local service providers advocated on behalf of clients with high care needs, who depend on the availability of these facilities to be able to access and engage with the community. In particular, it was noted that without a Changing Places facility, these individuals were prevented from fully utilising opportunities designed by the City to promote access and inclusion, such as the revitalised Rockingham Foreshore and the beach wheelchairs provided by the City. A further example that was repeated by a number of consultation participants was that individuals with high care needs are having to travel to either Mandurah or Cockburn to access an indoor aquatic facility due to the lack of appropriate facilities at Aqua Jetty. The additional time spent travelling (and the cost of this) to access a Changing Places facility has a significant negative impact on the individual's ability to access opportunities in the community.
- Participants encouraged the City to ensure they deliver strategies and actions that support people with different types of disability, in particular intellectual, developmental, psychological or neurological conditions. There was a perception of there being a traditional focus on actions related to physical accessibility.
- Feedback was provided in relation to enhancing access to City run events. Key issues raised by participants was the provision of more parking close to events, inclusion of sensory spaces and the need to improve promotion of events so that people know what is on and have information about accessibility at the event.
- The importance of employment for people with disability was a key theme highlighted in workshops and the survey data reinforced this as an area for improvement. Participant's feedback indicated the City needs to do more to increase the rate at which it employs people with disability and to make this more visible to the community. There were also comments about the need for the City to demonstrate leadership to other local business and organisations in regards to employment of people with disability.
- There is a desire for the City to act as a facilitator of local capacity building and advocacy to private businesses and groups to improve their access and inclusion practice. This suggestion was framed in reference to the addition of an eighth outcome area to address matters such as advocacy and governance.

- Workshop participants were asked if they supported removing the reference to 'disability' in the title of the document, in favour of an Access and Inclusion Plan (AIP) with a broader focus on inclusion within the community. Some felt that the broader focus would enhance inclusion for people with disability and would confirm the message for people to focus on the person and not the disability. However, an equal number of people felt that removing the reference to 'disability' would be undesirable, as it risked losing the required focus to achieve the progress so badly needed.

More specific comments from the consultation in regard to the outcome areas have been incorporated into the future actions where possible.

4. The Way Forward

As outlined above, the City is legislatively required to include seven outcome areas in the DAIP. Based on the findings of the consultations, an additional outcome area has been added to enable the City to address work previously captured in the Disability Access and Inclusion Strategy, and also to fully utilise the opportunities available to it as a Local Government Authority. This DAIP includes actions across the following eight outcome areas:

1. Services and Events
2. Building and Facilities
3. Information
4. Customer Service
5. Complaints
6. Consultation
7. Employment
8. Advocacy and Governance

4.1 Key strategic issues informing the way forward

Issues identified during the implementation of the previous DAIP and DAIS and consultation outcomes are as follows:

4.1.1 Provision of Accessible Adult Change Facilities

An Accessible Adult Change Facility (AACF) is a toilet and change facility that caters for people with high support needs and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and

comfortably. Key components of an AACF facility include a peninsular toilet, drop down assistive grab rails, fixed ceiling hoist and height adjustable fixed change table.

Changing Places are a specific accredited model for the provision of an AACF. These have been rolled out in many locations across Australia and there were 34 Changing Places available across Western Australia at the time of writing this plan. One significant benefit of the Changing Places model is the uniformity and consistency it provides, giving the individual and their carer an important sense of security and confidence that the equipment and provision of space will be sufficient. Additionally, Changing Places are kept locked, with registered users obtaining access with an MLAK key. Alignment with the Changing Places model is argued to be the best practice approach to the provision of AACFs.

Between 2014 and 2017, the City constructed four new community facilities that included a hoist and adult change table, located within the standard Universal Access Toilet (UAT). Whilst this sought to provide the same outcomes and level of service as an AACF, a review undertaken by the City in 2019 identified weaknesses with this approach, including safety concerns. Subsequently, removal of the hoists and change tables from these facilities is being implemented. All future provision of AACF's by the City will require that they are provided alongside and additional to a separate UAT and that they are located in suitable City managed facilities. Any stand-alone provision of an AACF (such as at Rockingham Foreshore) will align with the Changing Places model and accredited design.

Currently the City is delivering two key community infrastructure projects that will include an AACF:

- Baldivis Indoor Recreation Centre (planned for completion in 2022/2023)
- Aqua Jetty Stage 2 (planned for completion in 2023/2024).

Rockingham Foreshore, given its prominence as a key community space for both residents and visitors, has been identified as the priority for the provision of a Changing Places facility. The City is committed to delivering this as a priority action of this DAIP. A Changing Places at Rockingham Foreshore will strengthen its position as the City's premier tourist location, and will also greatly enhance the community benefits achieved by the provision of beach wheelchairs and beach access matting. A feasibility study and site analysis will be conducted in 2022/2023, with project delivery planned for 2023/2024.

Additionally, this plan identifies the need to consider suitable locations for any future Changing Places facilities. Secret Harbour Foreshore will be considered as part of this process, through a feasibility study to be undertaken in 2025/2026. A Changing Places facility in this location would meet the needs of residents and visitors to the southern coastal corridor and would also align with and complement The Harbour Playground, a popular all abilities playspace constructed at this location in 2018.

It is also important to note that the private sector is a key stakeholder in the provision of AACF's, for the benefit of businesses and the community. Sites such as shopping centres and large service station complexes are prime potential locations for the provision of AACFs. The City will continue to monitor for opportunities and will advocate wherever possible to engage the private sector in this important area of community provision.

4.1.2 Access improvements to City buildings and facilities

In 2017/2018, the City implemented an extensive program of accessibility audits of high use community facilities and public open spaces. In total, 42 sites that are owned and managed by the City were audited by an accredited access consultant to identify barriers and areas for improvement. A large number of recommendations were identified and the City continues to plan the resourcing and implementation of these.

Community facilities that are owned by the City but managed under a lease agreement were not included in the audit program. It is important that the City provides support to lessees of these facilities to identify, prioritise and plan improvements to enhance accessibility. The City has identified the Community Grants Program as a suitable avenue to address this, and will establish a new grant category with additional funds being specifically targeted at addressing accessibility within these facilities.

4.1.3 Diversity of people with disability

It is estimated that in 2021 there are just under 28,000 individuals with disability living in the City of Rockingham and it is important to remember that there is considerable diversity within this group. Firstly, people differ in terms of the type of disability they live with, the degree to which their daily activities are impacted, and the amount and types of support they require. Additionally, individuals with disability will of course be very diverse in regards to factors such as their age, life experiences, income, education level, sexual identity and their hobbies and interests.

It is important that the City is mindful of this diversity as it continues to plan and implement initiatives addressing access and inclusion, and that it also promotes greater awareness of this diversity amongst the broader community.

4.1.4 Impact of the National Disability Insurance Scheme (NDIS)

The introduction and full roll out of the National Disability Insurance Scheme (NDIS) has, and will continue to have a considerable and lasting impact on work driven by local government authorities in relation to access and inclusion. A key factor to consider is the shift away from block funding for targeted social programs and activities for people with disability, towards individualised plans and funding aimed at enhancing community connection and participation. In this environment, the provision of services, community programs and facilities that are highly accessible and which facilitate inclusion is of critical importance. By doing this well, the City will facilitate significant opportunities for people with disability to successfully meet the goals set out in their NDIS plan.

It will also be important for the City to continue to monitor emergent gaps in relation to services and supports provided for people with disability. Issues such as availability and choice of service providers and access to transport, will impact the degree to which people with disability can engage with opportunities for employment, training and community connection and participation.

4.1.5 Co-design with people with disability

Co-design is a process that involves key stakeholders in defining, developing, implementing and reviewing a necessary change to improve access, inclusion and participation. It is a process by which an organisation can engage directly with people who have lived experience of having disability, to ensure that the end product or service genuinely meets their needs.

5. Measuring Success

5.1 Implementation, Monitoring and Reporting

The Community Capacity Building team within the Community Development Division will be primarily responsible for leading the overall communication and implementation of the DAIP and associated outcome measurement and reporting. The mechanisms for accomplishing this are outlined below and will occur regularly throughout each of the five years.

5.1.1 Agents and contractors

The City will continue to request, collate and report on the work of City agents and contractors in relation to DAIP outcome areas. Additionally, this DAIP includes an action to review and implement improvements to the City's processes in relation to this engagement and reporting.

5.1.2 Department of Communities

The City is required to report annually to the Department of Communities on the DAIP. These annual reports will advise of the progress made by the City, and its agents and contractors, in achieving the desired outcomes of the DAIP.

5.1.3 Reporting internally and to Council

- The Disability Access and Inclusion Internal Working Group (DAIIWG) will meet two times per year to ensure the implementation of the DAIP is progressing and the outcomes are being achieved. The DAIIWG is comprised of Managers from all departments who have a role in relation to the DAIP.
- Regular relevant discussions and updates will be provided at the six Disability Access Inclusion Advisory Committee (DAIAC) meetings held each year with recommendations going to Council when required. The DAIAC is comprised of eight community representatives and two Elected Members, with executive support being provided by City staff. Nominations for membership are facilitated every two years in line with the Governance and Meeting Framework Policy.
- Specific actions will be reported in the City's monthly Bulletin to Council through the Corporate and Community Development Committee.
- A summary of progress and achievements related to access and inclusion will be included in the City's Annual Report.

5.2 The Community Development Measurement Model

The Strategic Community Plan (2019 - 2029) sets out the community's aspirations which the City is working to deliver. Disability access and inclusion as outlined in this DAIP is most closely aligned with the following aspirations:

- Aspiration 2 - 'Grow and Nurture Community Connectedness and Wellbeing'
- Aspiration 3 - 'Plan for Future Generations'

The Community Development Measurement Model provides the framework for tracking and reporting progress achieved during the life of the DAIP against each of the related projects/initiatives as well as the progress towards achieving the community's aspirations. The model consists of five stepped dimensions. A dimension is a survey statement that describes the qualities or outcome an individual experiences as part of their participation in an activity. These dimensions are included in surveys to measure the outcome and impacts of the actions or initiatives implemented. Their consistent use allows for the production of an overall result for the DAIP which will be reviewed regularly and prior to the commencement of the next DAIP.

The following table illustrates the five stepped dimension definitions and provides an example of a dimension statement:

Dimension	Explanation	Example
Awareness	Knowledge that something exists	Attending the event has increased my awareness of the importance of employment for people with disability
Understand	Knowledge about a subject, situation, or about how something works	Attending the event gave me a better understanding of the resources and supports available to assist the employment of people with disability
Confidence	Being certain of your abilities	The event increased my confidence to employ people with disability
Behaviour	The way that a person acts, intends to act or responds	Because of these events, I plan to take action to improve employment opportunities for people with disability
Connection	Feeling of being part of something	The event helped me to feel connected to the community

5.3 Target for Future Community Survey

As outlined above in the consultation findings section, the development of this DAIP was informed partly by a community survey which gathered feedback and measured perceptions on how the City has performed in relation to access and inclusion.

This survey indicates that over time, there has been an improvement in the proportion of people who agree or strongly agree with the following statement, increasing from 53% in 2014 to 69% in 2020.

‘Rockingham is an accessible and inclusive place for people with disability and their carers’.

At the conclusion of this DAIP, the City will again include this question when it seeks feedback from the community, and establish a target of 80% agreement in relation to this question.

The City will also continue to monitor community feedback related to its provision of services and facilities for people with disability through its annual Customer Satisfaction Survey. In 2020 this survey showed that 61% of respondents rated the City as performing well or very well in this area.

6. Risk Management

Risk	Breach of the Disability Discrimination Act 1992		
Overall risk level	Medium	Impact area	Financial
Action Required	The City will continue meeting its requirements under the Disability Services Act (1993 amended 2004) by maintaining an up to date DAIP, and implementing actions to identify and address barriers that may lead to discrimination.		

7. Acronyms Used

7.1 City of Rockingham Teams

CALF	Community and Leisure Facilities
CCB	Community Capacity Building
CCS	Customer and Corporate Support
CIP	Community Infrastructure Planning
CP	City Properties
CS&SS	Community Safety and Support Services
EDT	Economic Development and Tourism
GCS	Governance and Councillor Support
HRD	Human Resource Development
IPD	Infrastructure Project Delivery
LDI	Land and Development Infrastructure
LIS	Library and Information Services
OFS	Operations and Fleet Services
P	Procurement
PDS	Planning and Development Services
PS	Parks Services
SAM	Strategic Asset Management
SMC	Strategy, Marketing and Communications
SP	Statutory Planning
TS	Technical Services
WS	Waste Services

7.2 Other Acronyms

AACF	Accessible Adult Change Facility
DAIAC	Disability Access and Inclusion Advisory Committee
DAIWG	Disability Access and Inclusion Internal Working Group
DAIP	Disability Access and Inclusion Plan
DAIS	Disability Access and Inclusion Strategy
IDPWD	International Day of People with Disability
CRM	Customer Relationship Management (system for managing customer requests)
MKRAIN	Mandurah, Kwinana and Rockingham Access and Inclusion Network
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy
UAT	Universal Access Toilet

8. Actions

Outcome 1 - Services and Events: People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Rockingham.

New Actions

No.	Task	Cost	Team	Commence	Complete
1.1	Develop event planning guidelines to enhance the degree to which events and activities are accessible for people with disability and their families/carers. Promote the guidelines to City staff, community event planners (including Community Grants Program recipients) and other agents of the City.	Nil	CCB	2022	2023
1.2	Provide training that builds capacity for accessible and inclusive event provision by the City and other community event providers (focus on Community Grants Program recipients). Link this training to the guidelines developed in Action 1.1.	\$2,000 pa	CCB	2022	Ongoing
1.3	Introduce targeted approaches to make City services and events more accessible and inclusive, such as “low sensory hours” and delivery of tailored programs.	Nil	CCB, CS&SS, CALF, LIS	2023	Ongoing
1.4	Optimise the degree to which the services and programs provided at the Rockingham Youth Centre are accessible and inclusive. Where suitable, implement targeted approaches to engage and support young people with disability.	\$5,000 pa	CCB	2022	Ongoing

No.	Task	Cost	Team	Commence	Complete
1.5	Investigate the expansion of the City's low income subsidy schemes to enhance access for people with disability to financial support for equipment related to safety, home modifications, assistive equipment and information technology. If the expansion is deemed feasible, include additional budget in the team planning process.	Nil	CCB	2022	2023

Ongoing actions

No.	Task	Cost	Team
1.6	Continue to promote and utilise the Community Grants Program to engage and support community groups and organisations to consider and enhance the accessibility and inclusion of their events and programs.	Nil	CCB
1.7	Continue to enhance physical accessibility at City events particularly where known barriers exist such as grassed or sandy locations. For example, increase the use of beach matting at events and flooring in marquees.	Within event budgets	All staff that deliver events
1.8	Expand the provision of Auslan interpretation, use of audio-loops, tactile tours, and provision of sensory spaces at City events.	Within event budgets	All staff that deliver events
1.9	Further promote the "Walk-in" service which provides support for people unable to take their rubbish bins to the curb for collection.	Nil	WS, CCB
1.10	Promote, support and further develop the provision of beach access equipment for community use (including beach access matting, beach wheelchairs and beach walkers).	\$5,000 pa	CCB, PS, CALF

Outcome 2 - Buildings and Facilities:

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

New Actions

No.	Task	Cost	Team	Commence	Complete
2.1	Develop guidelines which articulate how the City will address the responsibilities attached to ensuring accessibility is provided, as far as practicable, in all City infrastructure projects (including playgrounds and other outdoor spaces, new facilities, refurbishments and upgrades). The guidelines will also outline how the engagement of accredited access consultants and people with lived experience of disability are to be commissioned in delivering universal access for all.	Nil	CCB, CIP, OFS, SAM, PS, IPD, PDS	2022	2023
2.2	Develop guidelines to inform the future provision of accessible adult change facilities at City facilities and spaces and incorporate into City decision making processes, such as the Sports and Community Facilities Provision Standards and Dimensions Guide.	Nil	CCB, CIP, OFS, SAM, IPD	2022	2023
2.3	Plan and implement the construction of a Changing Places facility at Rockingham Foreshore - feasibility study 2022 (\$20,000); project delivery 2023 (\$200,000).	\$220,000	IPD, OFS, SAM, PS, CCB	2022	2023
2.4	Undertake a feasibility study for a Changing Places facility at Secret Harbour Foreshore (or other locations identified as suitable).	\$20,000 + CPI	IPD, OFS, SAM, PS, CCB	2025/2026	2025/2026

No.	Task	Cost	Team	Commence	Complete
2.5	Investigate the establishment of a new funding stream within the Community Grants Program to support lessees of City buildings to identify, prioritise, plan and implement improvements to enhance accessibility. If the expansion is deemed feasible, include additional budget in the team planning process.	Nil	CIP, CP, CCB	2022/2023	2022/2023
2.6	Develop a beach access plan as outlined in the Coastal Facilities Strategy.	Within Parks Services Budget	PS, CCB	2022/2023	2022/2023
2.7	Continue implementation of the 2018 Access Audit Program recommendations and allocate a specific resource in the City's Business Plan to enable this.	Within specific project budgets and the Asset Services Budget, plus allocation of \$120,000 pa	OFS, SAM, PS, TS, IPD, CCB	2022	2026

Ongoing actions

No.	Task	Cost	Team
2.8	Implement the construction of accessible adult change facilities at Baldivis Indoor Recreation Centre and Aqua Jetty Stage 2.	Within approved project budget	CIP, IPD, CCB, CALF
2.9	Progressively upgrade City controlled ACROD bays, such that they align with current Australian Standards. Improvements will be completed in line with the Maintenance, Operational and Renewal Program.	Within asset renewal program budgets	TS

Outcome 3 - Information:

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

New Actions

No.	Task	Cost	Team	Commence	Complete
3.1	Explore and implement promotional strategies that connect people with disability and their families/carers with City information. This may include the use of Rock Port, apps, QR codes on flyers, use of a specific design element, icon or branding, and attendance by City staff at targeted community events.	\$5,000 pa	CCB, SMC	2022	Ongoing
3.2	As part of the City's ongoing website monitoring and improvements, review and update documentation available through the website, such that it aligns with the Style Manual.	Within project budget	SMC, CCB	2022	Ongoing
3.3	Develop guidelines to build the capacity of City staff and relevant contractors, to produce accessible information such as flyers and other promotional material, video content and documents in alternate formats.	Nil	CCB, SMC	2022	2024
3.4	Develop and publish an Easy English version of this DAIP and consider implementing this for other key documents published by the City.	\$2,500	CCB, SMC	2022	Ongoing

Ongoing actions

No.	Task	Cost	Team
3.5	Review, update and implement changes to the City's Style Manual to ensure that the City produces information that is accessible and promotes inclusion.	Staff time.	SMC, CCB
3.6	Continue to provide documents in alternative formats on request.	Nil	CCB, SMC

No.	Task	Cost	Team
3.7	Implement ongoing review and enhancements to ensure that the City's website continues to conform to the Level AA (or higher) standard of the Web Content Accessibility Guidelines 2.1 (or its equivalent). Consider accessing external accreditation.	Nil	SMC, CCB
3.8	Each year, identify a minimum of five City facilities, reserves and/or services and update the information on the City's website to provide a more comprehensive description of the features available that enhance (or limit) access and inclusion.	Nil	CALF, LIS, PS, CCB
3.9	Ensure that information about City events provided on the website includes a detailed description of the elements/features that are available to enhance access and inclusion.	Nil	SMC and all staff that deliver events

Outcome 4 - Customer Service: People with disability receive the same level and quality of service from the staff of the City of Rockingham as other people receive from the staff of the City of Rockingham

New Actions

No.	Task	Cost	Team	Commence	Complete
4.1	Build on the disability awareness training provided to staff (Action 8.4) by regularly providing staff with information about City initiatives and services provided to enhance access and inclusion.	Nil	CCB	2022	Ongoing
4.2	Incorporate opportunities into the annual Employee Wellness Calendar that help staff learn more about specific types of disability and/or challenges faced by people with disability.	Nil	CCB, HRD	2022	Ongoing
4.3	Investigate the delivery of training for staff at Baldivis Indoor Recreation Centre and Aqua Jetty to support community access to the accessible adult change facilities (AACFs) at these locations.	\$1000	CCB, CALF	2022	Ongoing

Ongoing actions

No.	Task	Cost	Team
4.4	Provide access and inclusion training for City Volunteers.	\$2,000 pa	CCB
4.5	Identify and deliver additional training that is suitable for particular staff and volunteers based on their roles, to encourage inclusive and accessible service delivery. For example, simulated experiences/training in relation to accessibility, and training in neurodiversity for customer focussed roles.	\$2,000 pa	HRD, CCB

Outcome 5 - Complaints:

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

New Actions

No.	Task	Cost	Team	Commence	Complete
5.1	Improve internal systems for tracking and reporting on customer feedback (including the annual customer satisfaction survey) relating to disability access and inclusion.	Nil	CCS, SMC, CCB	2022	Ongoing

Ongoing actions

No.	Task	Cost	Team
5.2	Implement continuous improvement of the City's customer feedback and complaints processes to optimise the degree to which they are accessible to people with disability.	Nil	CCS, CCB

Outcome 6 - Consultation:

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

New Actions

No.	Task	Cost	Team	Commence	Complete
6.1	Investigate best practice community engagement approaches that optimise access and inclusion for people with disability (including co-design) and integrate these into relevant City frameworks/processes.	Nil	CCB, SMC	2022	2026
6.2	Undertake a review and implement actions to improve the accessibility of Council meetings and associated documentation.	Nil	GCS, CCB	2022	2026

Ongoing actions

No.	Task	Cost	Team
6.3	Conduct bimonthly meetings of the DAIAC in line with the Governance and Meeting Framework Policy.	Nil	CCB, OFS

Outcome 7 - Employment:

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

New Actions

No.	Task	Cost	Team	Commence	Complete
7.1	Implement the actions outlined in the Equal Employment Opportunity (EEO) Management Plan to enhance opportunities for people with disability to gain and maintain employment with the City.	\$35,000	HRD	2022	2026
7.2	Increase the representation of people with disability employed by the City to 2% by the year 2026.		HRD	2022	2026
7.3	Explore job customisation as a tool to provide quality employment opportunities for individuals with disability (with high and complex needs) for whom the standard recruitment process is unsuitable.		HRD, CCB	2022	Ongoing
7.4	Pursue Disability Confident Recruiter Accreditation and/or opportunities to achieve the employment targets in the EEO.		HRD	2022	Ongoing

Ongoing actions

No.	Task	Cost	Team
7.5	Provide training for all staff on their obligations under Equal Opportunity Act 1984.	Nil	HRD
7.6	Continue to build and maintain relationships with local Disability Employment Service providers to enhance access to employment at the City by people with disability.	Nil	HRD

Outcome 8 - Advocacy and Governance: The City of Rockingham provides opportunities for awareness raising, collaboration and advocacy; and delivers governance improvements to enhance accessibility and inclusion for people with disability.

New Actions

No.	Task	Cost	Team	Commence	Complete
8.1	Develop a Council and Executive Policy which ensures the integration of access and inclusion into the ongoing work of the City and steers the implementation of the DAIP, including key actions such as the provision of training and use of guidelines.	Nil	CCB	2022	2026
8.2	Provide opportunities for Elected Members and Advisory Committee members to increase their awareness of disability access and inclusion.	\$5,000 pa	CCB, GCS	2022	Ongoing
8.3	Advocate for more affordable and specialist disability accommodation and housing to be developed within the City.	Nil	CCB, PDS	2022	Ongoing
8.4	Investigate the feasibility of applying planning incentives to encourage the development of more affordable and specialist disability accommodation and housing within the City.	Nil	PDS	2023	2024
8.5	Provide training that ensures that all City staff have a high level of awareness regarding disability access and inclusion. Explore the option to make training mandatory for all staff within one year of commencement and every three years thereafter.	Within Corporate Training budget	HRD, CCB	2022	Ongoing

Ongoing actions

No.	Task	Cost	Team
8.6	Implement biannual meetings of the Disability Access and Inclusion Internal Working Group (DAI IWG) to optimise collaboration and consistency across all teams in relation to disability access and inclusion and support the implementation of the DAIP.	Nil	CCB
8.7	Utilise opportunities such as International Day of People with Disability (IDPWD) to promote positive attitudes towards people with disability and their full inclusion in the community.	\$10,000 pa	CCB
8.8	Provide opportunities for community members and stakeholders with a passion for access and inclusion to come together to share ideas, develop skills, identify aspirations and create opportunities for collaboration. For example, continue to support MKRAIN and provide one forum a year that engages an inspirational key note speaker.	\$2,000 pa	CCB
8.9	Engage businesses and other local organisations to identify opportunities and address barriers in relation to employment, economic participation and access to services for people with disability.	\$5,000 pa	CCB, EDT
8.10	Build the capacity of local community members to champion, advocate and share information related to access and inclusion in Rockingham. For example, promote and/or provide leadership training programs.	\$1,000 pa	CCB
8.11	Create opportunities to build capacity of local clubs and groups in relation to inclusion, in particular for people with disability.	\$5,000 pa	CCB
8.12	Create partnerships and opportunities to connect the community with information regarding NDIS and supports available.	Nil	CCB
8.13	Work with the Rockingham Volunteer Centre to develop strategies that support people with disability to volunteer and also ensure organisations are resourced to effectively engage and support them, in line with the Volunteer Strategy 2016 - 2022.	Nil	CCB

No.	Task	Cost	Team
8.14	Review and implement improvements to the City's processes for reporting and engagement of agents and contractors in relation to disability access and inclusion.	Nil	CCB

9. Stakeholder Engagement

Key Stakeholders invited to participate	Contributed? (Yes/No)	Engagement method used
Department of Communities	Yes	Meeting
Disability Access and Inclusion Advisory Committee members	Yes	Facilitated session
Seniors Advisory Committee members	Yes	Facilitated session
Rockingham Beach Education Support Centre families	Yes	Facilitated session
Local Sporting/Community Group representatives	Yes	Facilitated session
Mandurah, Kwinana and Rockingham Access and Inclusion Network (MKRAIN) members	Yes	Facilitated session
Community Workshops (one held at Gary Holland Community Centre and one via Zoom)	Yes	Facilitated session
Community members	Yes	Online survey
City Managers and Staff	Yes	Facilitated session Meetings Emails

10. References

A Western Australia for Everyone State Disability Strategy 2020 - 2030

<https://www.communities.wa.gov.au/media/2990/state-disability-strategy-2020-2030.pdf>

A Western Australia for Everyone: State Disability Strategy Action Plan

<https://www.communities.wa.gov.au/media/2989/state-disability-strategy-2020-2030-action-plan.pdf>

Australian Institute of Health and Welfare (AIHW) 2020, People with disability in Australia, viewed 21 January 2021,

<https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia>

City of Rockingham Disability Access and Inclusion Plan (DAIP) 2016 - 2019
<https://rockingham.wa.gov.au/forms-and-publications/community/people-with-disability/disability-access-and-inclusion-plan-2016-2019>

City of Rockingham Disability Access and Inclusion Strategy (DAIS) 2016 - 2019
<https://rockingham.wa.gov.au/forms-and-publications/community/people-with-disability/disability-access-and-inclusion-strategy-2016-2019>

City of Rockingham Strategic Community Plan (2019 - 2029)
<https://rockingham.wa.gov.au/forms-and-publications/your-city/our-vision/strategic-community-plan-2019-2029>

National Disability Insurance Scheme (NDIS) Demand Map
<https://blcw.dss.gov.au/ndis-demand-map/>

National Disability Strategy Position Paper <https://engage.dss.gov.au/wp-content/uploads/2020/07/national-disability-strategy-position-paper-accessible-pdf.pdf>

The Disability Services Act (1993 amended 2004)
<https://www.slp.wa.gov.au/Index.html>