

# Access and Inclusion Plan 2012 - 2017

Community Services



## Council Strategy

# Access & Inclusion Plan

© City of Albany 2014

102 North Road, Yakamia WA 6330 | PO Box 484, ALBANY WA 6331

Tel: (08) 9841 9333 | Fax: (08) 9841 4099 | Email: [staff@albany.wa.gov.au](mailto:staff@albany.wa.gov.au) | Website: [www.albany.wa.gov.au](http://www.albany.wa.gov.au)

Page 1 of 33

## Table of Contents

About the City of Albany .....	3
People Living With Disability in the City of Albany .....	3
Planning for Better Access.....	3
Access and Inclusion in the City of Albany .....	4
Development of the Access and Inclusion Plan .....	4
Scope of the Access and Inclusion Plan .....	4
Consultation.....	5
Communication.....	5
Review and Evaluation Mechanisms.....	6
Reporting on the Access and Inclusion Plan .....	6
Strategic Implications.....	7
Key Outcomes .....	7
Performance Measurement .....	12
Review .....	10
Associated Documents .....	12
References .....	12
Implementation Plan .....	13
Appendix 1: Summary of Initial Community Consultation .....	28
Appendix 2: Summary of Review Community Consultation.....	33

## **About the City of Albany**

The City of Albany comprises an area of 4,312 square kilometres in Western Australia's Great Southern region. Albany, located 409 kilometres from Perth is Western Australia's oldest European settlement, encompassing forest, coastal bush, farmland, and a thriving urban centre.

Once a busy port servicing the Goldfields' immigration and produce needs, and exporting timber and agricultural products, Albany has developed into an established holiday destination providing natural attractions, historical experiences, and recreational and adventure opportunities for domestic and international tourists.

The City values its history and its heritage, and devotes resources to the maintenance of historical buildings and attractions, as well as strengthening the City's cultural heritage. The City has an Accord with the local Noongar community, designed to foster engagement with Noongar people to recognise the role the City must play in the provision of services to that community.

Albany is the administrative and service hub for the Great Southern region, and has an estimated population of approximately 36,042, around 61 percent of the region's total population (Australian Bureau of Statistics, 2011). Its major industries include agriculture, retail trade, manufacturing and tourism.

## **People Living With Disability in the City of Albany**

It is estimated that over 400,000 Western Australians have a disability (over 20 percent of the total population), of whom 7,017 people with a disability are living in Albany. The majority of people with a disability living in Albany are aged over 35 years (Disability Services Commission, 2008). An estimated 250,000 Western Australians are carers for people with disability, of whom 2,576 live in Albany (Australian Bureau of Statistics, 2007).

Between 2006 and 2026 the number of people with disability in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population. While the degree and type of disability varies with individual circumstances, people with disability frequently face barriers with everyday activities such as climbing stairs, hearing or understanding what is said, reading small print or understanding signs.

## **Planning for Better Access**

Public authorities in Western Australia have been required to have Disability Service Plans (DSPs) as part of the Disability Services Act (1993). DSPs have been in place for over ten years, and a great deal of progress has been made by State and Local Government towards ensuring that their services, buildings, and information are accessible to people with disability.

The Disability Services Act (1993) was amended in December 2004, and requires public authorities to develop and implement Disability Access and Inclusion Plans (Access and Inclusion Plans). The requirements of Access and Inclusion Plans build on those of DSPs, so that people with disability can access services provided by public authorities in Western Australia in a way that facilitates increased independence, opportunities and inclusion within the community.

The City of Albany implemented an Access and Inclusion Strategy for People With Disability in 2007.

## **Access and Inclusion in the City of Albany**

The City of Albany is committed to ensuring that all public services, facilities and information are available to all community members, including those who have a disability, thereby enabling all community members to participate in all aspects of community life.

In recent years the City of Albany has made a number of improvements to City infrastructure to improve accessibility and safety for members of the community living with a disability, their families and carers. These improvements include; the introduction of tactile paving, hand rails and non-slip materials to improve the safety of steps and paved areas, installation of ramps at the Manypeaks public toilets, hand rails in the Girl Guide Hall bathroom, and adding accessible toilets and showers at the Albany Leisure and Aquatic Centre.

In addition, the City of Albany has increased the services available to members of the community living with a disability. These include increased programs for people with a disability at the Albany Leisure and Aquatic Centre, the introduction of beach wheelchairs at Middleton Beach and Emu Point, provision of a wheelchair-accessible swing and adult harness swing for older children with high support needs at Eyre Park, provision of accessible Library services, and more accessible facilities at key tourist spots such as Padre White lookout at Mount Clarence.

This document provides the framework to ensure access and inclusion from a City of Albany perspective.

### **Development of the Access and Inclusion Plan**

The City's 2007 Access and Inclusion Plan was due for review in 2011. As part of the process for the development of a new Access and Inclusion Plan, the City engaged in public consultation as well as an extensive review of actions achieved as a result of the 2007 Access and Inclusion Plan.

In March 2014 the City began the process of including Outcome Area 7 (Employment) to the Plan. The development of strategies under this Outcome Area was informed by extensive consultation with the public, and with employment service providers.

### **Scope of the Access and Inclusion Plan**

The City of Albany delivers and facilitates a diverse mix of programs and services typical of a large regional local government. The City's Access and Inclusion plan is intended to overlay all facets of the City's operations with each directorate taking responsibility for planning, implementation, monitoring and reporting on its operations. As such each directorate is responsible for aligning service delivery with the Access and Inclusion Plan. Community Services is the lead directorate for the development and statutory reporting of the Access and Inclusion Plan.

## Consultation

In 2011 the City undertook consultation with stakeholder agencies, community representatives, service providers, parents and carers of people with a disability, and the Disability Services Commission.

The consultation process included:

- Consultation with the Local Area Coordinators and some of their clients;
- Consultation with key agencies and community members;
- Preparation of a draft Access and Inclusion Plan based on the outcomes for disability plans as per the Disability Services Act 2004;
- Review by the City's Executive Management Team, Disability Services Commission and the City's Access and Inclusion Working Group; and
- Public comment called for on the proposed strategy.

See **Appendix 1** for a summary of issues raised through this consultation process.

In 2014 the City undertook consultation with employment service providers, the Great Southern Institute of Technology, the City's Access and Inclusion Working Group, and the general public via interviews and surveys (available in a variety of formats on request). Further, a working party to develop Outcome 7 strategies was formed with City staff (Human Resources Coordinator and Community Development Officer), three disability employment providers, and members of the City's Access and Inclusion Working Group. This working party devised the survey questions and format, identified existing barriers to inclusive and accessible employment, and developed strategies to address these.

The consultation was advertised or promoted:

- In the local newspaper;
- On the City of Albany website;
- Through the City of Albany internal staff newsletter;
- Direct to disability service providers;
- Surveys distributed to clients through disability employment providers;
- Direct through the Local Area Coordinators with the Disability Services Commission in Albany;
- Through the City's Access and Inclusion Working Group.

Key findings from this period of review consultation are at **Appendix 2**.

## Communication

Key communication channels for the City of Albany Access and Inclusion plan will include:

- Local media;
- City of Albany internal newsletter;
- City website;
- Staff induction and training;
- Agents and contractors who provide a service to the public on behalf of the City will be advised of the requirements of the Access and Inclusion Plan; and
- Via local community groups and service delivery agencies.

The plan is available in alternative formats such as large print or electronic format (disk or emailed) and audio format on request.

## Review and Evaluation Mechanisms

The Disability Service Act sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. The City's Access and Inclusion Plan will be reviewed at least every five years, in accordance with the Act. The Access and Inclusion Plan Implementation Plan may be amended on a more regular basis to reflect progress and access and inclusion issues which may arise. Whenever the Access and Inclusion Plan is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

## Reporting on the Access and Inclusion Plan

The Disability Services Act set out the minimum reporting requirements for public authorities in relation to Access and Inclusion Plans.

The City will report on the implementation of its Access and Inclusion Plan through the City's Annual Report and via the Disability Service Commission's prescribed progress report template by the nominated date each year, outlining:

- Progress towards the outcomes of its Access and Inclusion Plan;
- Progress of its agents and contractors towards meeting the outcomes; and
- The strategies used to inform its agents and contractors of its Access and Inclusion Plan.

## Strategic Implications

This plan relates to the following elements of the City of Albany Community Strategic Plan 2023 and Corporate Business Plan 2013-2017:

**Key Theme 4:** A Sense of Community

**Strategic Objectives:**

4.3 To develop and support a healthy, inclusive and accessible community.

**Strategic Initiative:** 4.1.2 Community Development

## Key Outcomes

### 1. Access to City Services and Events

People with disability have the same opportunities as other people to access the services and events organised by the City of Albany.

### 2. Access to City Buildings and Facilities

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

### 3. Access to City Information

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

#### **4. Access to Quality Service**

People with disability have the same opportunities to receive the same level and quality of service from the staff of the City of Albany as other people receive from the same staff.

#### **5. Access to City Complaints Procedure**

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

#### **6. Participation in Public Consultation Process**

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

#### **7. Obtain and Maintain Employment**

People with disability and from diverse backgrounds have the same opportunities as other people to obtain and maintain employment with the City of Albany.

### **Strategies to Improve Access and Inclusion**

As a result of the consultation process, the following strategies will guide more detailed tasks reflected in the Implementation Plan that the City of Albany will undertake for the life of the Plan. The desired outcomes provide a framework for improving access and inclusion for people with disability in the City of Albany.



**Outcome 1:**

**People with disability have the same opportunities as other people to access the services and events organised by the City of Albany.**

<b>Strategy</b>	<b>Responsibility</b>	<b>Timeline</b>
1.1 Develop links between the Access and Inclusion Plan and other City strategies and all relevant legislative requirements.	EMT	Ongoing
1.2 Ensure that people with disability and their families/carers have access to the services of the City and events organised by the City	Event Coordinators	Ongoing
1.3 Ensure people with disability and their families/carers are aware if events, meetings and activities are accessible.	Event Coordinators	Ongoing
1.4 Ensure all City officers, agents and contractors comply with the requirements of the Disability Services Act, and relevant Australian Standards..	All Managers; Human Resources; Procurement	Ongoing
1.5 Reduce financial barriers for people with a disability to participate in creative activities, and encourage widespread participation in these activities.	Vancouver Arts Centre; Community Development	Ongoing
1.6 Provide opportunities for people with disability to participate in mainstream recreation activity organised by a range of agencies.	Recreation Services	Ongoing
1.7 Continue to encourage and facilitate collaborative partnerships to increase creative opportunities for people with a disability as audiences and as performers and creators of art.	Vancouver Arts Centre; Community Development	Ongoing
1.8 Consider opportunities to assist in the presentation of works by artists with a disability.	Vancouver Arts Centre	Ongoing
1.9 Explore opportunities to increase the availability of residency programs for artists with a disability.	Vancouver Arts Centre	Ongoing
1.10 Review recruitment guidelines to encourage engagement by people with a disability as volunteers.	EMT	Ongoing
1.11 Continue to program work that specifically engages with, and is relevant to people with a disability.	Vancouver Arts Centre	Ongoing
1.12 Improve access to arts and cultural funding programs for people with a disability.	Vancouver Arts Centre	Ongoing
1.13 Recognise outstanding artistic achievement through supporting events and activities which showcase work by artists with a disability.	Vancouver Arts Centre	Ongoing
1.14 The needs and aspirations of people with a disability are addressed in arts and cultural policy and program development, and the impact of policies and programs to people with a disability is measured.	Vancouver Arts Centre	Ongoing
1.15 Continue to ensure that the City's library provides products and services such as the housebound reader service, audio books, large print books, books in a wide range of reading levels and computer access including the internet.	Library Manager	Ongoing

**Outcome 2:**

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

<b>Strategy</b>	<b>Responsibility</b>	<b>Timeline</b>
2.1 Ensure City offices and buildings are accessible to people with disability.	EMT	Ongoing
2.2 Incorporate provision for disability access into all future asset and facility development for the City.	EMT	Ongoing
2.3 Facilitate the improvement of pedestrian road crossings to meet the requirements of people with disability in terms of location.	Works and Services; Planning and Development	Ongoing
2.4 Continue to review and improve access to public open spaces and public areas including: <ul style="list-style-type: none"> <li>• Parks and reserves</li> <li>• Beaches</li> <li>• Facilities (including footpaths)</li> </ul>	Parks and Gardens	Ongoing

**Outcome 3:**

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

<b>Strategy</b>	<b>Responsibility</b>	<b>Timeline</b>
3.1 Provide information regarding services, facilities and customer feedback in appropriate formats.	EMT	Ongoing
3.2 Improve employee awareness of accessible information needs and how to obtain and provide information in alternative formats.	Human Resources; Community Development	Ongoing
3.3 Improve the City's website to ensure it is user-friendly for people with disabilities.	Communications Unit; ICT	Ongoing
3.4 Where appropriate, ensure that City publications promote inclusion and participation for people with a disability.	Communications Unit	Ongoing
3.5 Develop a strategy for making direct contact with local people with disability.	Community Development	September 2012
3.6 Collaborate with relevant peak bodies and disability service providers to ensure the dissemination of venue accessibility information is appropriately targeted for people with a disability.	Community Development	Ongoing

**Outcome 4:**

**People with disability have the same opportunities to receive the same level and quality of service from the staff of the City of Albany as other people receive from the same staff.**

<b>Strategy</b>	<b>Responsibility</b>	<b>Timeline</b>
4.1 Improve Elected Members and Staff awareness of disability access issues and improve skills to provide better services.	Human Resources; Council Liaison	Ongoing
4.2 Seek feedback on service provision for people with a disability.	Community Development	Ongoing

**Outcome 5:**

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

Strategy	Responsibility	Timeline
5.1 Ensure complaint procedures are accessible to people with a disability.	Community Development; Customer Service	Review quarterly
5.2 The City is able to respond to feedback and complaints in accessible formats for people with a disability.	EMT	Ongoing

**Outcome 6:**

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

Strategy	Responsibility	Timeline
6.1 Investigate establishing a Disability Access and Advisory Working Group to assist in the implementation of the Disability Access and Inclusion Plan and prioritisation of projects.	Community Development	Ongoing
6.2 Support people with disability, their families and carers to attend public community consultation processes arranged by the City.	Community Development	Ongoing
6.3 Increase the involvement of people with disability in the City's public consultation.	All Staff	Ongoing

**Outcome 7:**

**People with disability and people from diverse backgrounds have the same opportunities as other people to obtain and maintain employment with the City of Albany.**

Strategy	Responsibility	Timeline
7.1 Ensure the City's recruitment policies, practices and procedures are inclusive.	Human Resources	December 2014
7.2 Ensure that City workplaces are safe, accessible and inclusive.	Human Resources; EMT	Ongoing
7.3 Continue to work with disability employment providers vocational training organisations, and schools to support employment or work experience placement of people with disability.	Human Resources	Ongoing

## **Performance Measurement**

### **Access to City Services and Events**

- Numbers taking part in “Companion Card” initiative and take up by private entrepreneurs through City facilities;
- Satisfaction Surveys, distributed via Disability Services Commission;
- Number of people with disability participating in City of Albany events and activities (including Vancouver Arts Centre, Leisure Centre)

### **Access to City Buildings and Facilities**

- Organisational training completed in key areas;
- Number of City buildings and facilities with disabled access;
- Number of improvements completed to venues to provide greater access.

### **Access to City Information**

- Number of publications produced in alternate formats;
- Number of publications promoting inclusion and participation;

### **Access to Quality Service**

- Number of staff, volunteers and elected members who have completed relevant training;
- Review of Induction process.

### **Access to City’s Complaints Procedure**

- Number of complaints registered by people with disability, their families and carers of people with disability;
- Satisfaction surveys distributed via Disability Services Commission.

### **Participation in the Public Consultation Process**

- Number of meetings held with Access and Inclusion Working Group;
- Number of priorities identified and remedied by the Access and Inclusion Working Group;
- Satisfaction Surveys.

### **Obtain and Maintain Employment**

- Number of people with disability employed by the City of Albany;
- All City staff and Councillors receive regular, ongoing awareness training about inclusive workplace behaviour;
- Number of referrals from employment providers for City vacancies;
- Number of staff who have transitioned to employment from vocational training.

## **Review**

Executive Director, Community Services to review bi-annually.

## Associated Documents

- Disability Services Act 1993
- WA Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992
- “Creating Accessible Events “ Checklist – Disability Services Commission
- “Disability Services Community Consultation Project Report” – Great Southern Employment Development Committee Inc

## References

- Australian Bureau of Statistics. (2007). *2006 Census Community Profile Series - Albany (C) (LGA 50080)*. Canberra: Commonwealth of Australia.
- Australian Bureau of Statistics. (2011). *Australian Demographic Statistics, September 2011*. Canberra: Commonwealth of Australia.
- Disability Services Commission. (2008). *Profile of Disability - Lower Great Southern Statistical Division*. Perth: Government of Western Australia.

## Implementation Plan

**Outcome 1: People with disability have the same opportunities as other people to access the services and events organised by the City of Albany.**

Strategy	Task	Task Timeline	Responsibility
1.1 Develop links between the Access and Inclusion Plan and other City strategies and all relevant legislative requirements.	1.1.1 Identify relevant City plans, strategies and legislation that require alignment with the Access and Inclusion Plan.	December 2013	EMT
	1.1.2 Develop a matrix to include objectives of the Access and Inclusion Plan in relevant City plans, strategies and legislation.	February 2014	Community Development
	1.1.3 Modify relevant plans in accordance with the above findings.	February 2013	EMT
1.2 Ensure that people with disability can access City of Albany services and events.	1.2.1 Develop a strategy to receive input and feedback from the community and service providers regarding event access.	September 2012	Event Coordinators
	1.2.2 Based on the feedback provided by the community, develop strategies to improve universal access at events including an Event's Checklists, Risk Management Plan and a Promotion Strategy.	September 2013	Event Coordinators
	1.2.3 Communicate and promote event access, including parking through a variety of strategies.	Ongoing	Event Coordinators
	1.2.4 All event organisers to be aware of the Guidelines for Creating Accessible Events publication available from the DSC website.	Ongoing	Event Coordinators; Community Development
	1.2.5 Participate in the 'Companion Card' initiative where possible to events conducted in City facilities.	Ongoing	Albany Leisure & Aquatic Centre; Princess Royal Fortress; Vancouver Arts Centre
	1.2.6 Continue to provide programs at the Albany Leisure and Aquatic Centre for people with a disability, including water aerobic style classes and accessible games.	Ongoing	Albany Leisure and Aquatic Centre

	1.2.7 Continue to provide access to an automatic sling hoist and electric raising and lowering bed for people with a disability accessing the Albany Leisure and Aquatic Centre swimming pool.	Ongoing	Albany Leisure and Aquatic Centre
	1.2.8 Continue to provide access to an aquatic wheelchair at the Albany Leisure and Aquatic Centre.	Ongoing	Albany Leisure and Aquatic Centre
1.3 Ensure people with disability and their families/carers are aware if events, meetings and activities are accessible.	1.3.1 Utilise existing distribution lists (internal and external) to send event information directly to people with disability and their families.	Ongoing	Event Coordinators
	1.3.2 Include information on event advertising materials including directing to City website for more information.	Ongoing	Event Coordinators
1.4 Ensure all City officers, agents and contractors comply with the requirements of the Disability Services Act, and relevant Australian Standards.	1.4.1 Include the requirements of the Act in all inductions, contracts and Contractor Information Packs	September 2013	Human Resources; Procurement
1.5 Reduce financial barriers for people with a disability to participate in creative activities, and encourage widespread participation in these activities.	1.5.1 Continue to identify funding opportunities and/or revenue raising opportunities that will assist in the provision of low cost or free programs.	Ongoing	Vancouver Arts Centre
	1.5.2 Promote the Vancouver Arts Centre's Community Arts Program to all peak bodies and disability service providers in the region.	Ongoing	Vancouver Arts Centre
1.6 Provide opportunities for people with disability to participate in mainstream recreation activity organised by a range of agencies.	1.6.1 Investigate partnerships with key agencies to provide access for all abilities to mainstream leisure activities.	Ongoing	Recreation Services
1.7 Continue to encourage and facilitate collaborative partnerships to increase creative opportunities by people with a disability as audiences and as performers and creators of art.	1.7.1 Promote the availability of the Emerging Artist Fund to all peak bodies and disability service providers in the region.	Ongoing	Vancouver Arts Centre
1.8 Consider opportunities to assist in the presentation of works by artists with a disability.	1.8.1 Actively encourage artists with a disability to participate in key Vancouver Arts Centre events.	Ongoing	Vancouver Arts Centre
	1.8.2 Identify potential touring exhibitions that feature works by artists with a disability.	Ongoing	Vancouver Arts Centre

1.9	Explore opportunities to increase the availability of residency programs for artists with a disability.	1.9.1 Promote the availability of Residency Programs to all peak bodies and disability service providers in the region	Ongoing	Vancouver Arts Centre
		1.9.2 Investigate housing options for resident artists with relevant agencies.	June 2013	Vancouver Arts Centre
1.10	Review recruitment guidelines to encourage engagement by people with a disability as volunteers.	1.10.1 Continue to encourage volunteer participation by people with a disability.	Ongoing	Vancouver Arts Centre Coordinator; Princess Royal Fortress; Community Development; Library
		1.10.2 Promote the availability of volunteering opportunities to all peak bodies and disability service providers in the region.	Ongoing	Vancouver Arts Centre Coordinator; Princess Royal Fortress; Community Development; Library
		1.10.3 Continue to work with the Lower Great Southern Community Living Association to deliver the Arty Party series.	Ongoing	Vancouver Arts Centre
		1.10.4 Continue to work with ACTIV to encourage their participation in Vancouver Arts Centre events and volunteering opportunities.	Ongoing	Vancouver Arts Centre
		1.10.5 Identify and develop new potential partnerships to encourage inclusive volunteering.	Ongoing	Community Development
1.11	Continue to program work that specifically engages with, and is relevant to people with a disability.	1.11.1 Continue to work with the Lower Great Southern Community Living Association to deliver the Arty Party Series.	Ongoing	Vancouver Arts Centre
		1.11.2 The City will participate in an International Year of the Disabled Person event each year.	Ongoing	Community Development



1.12 Improve access to arts and cultural funding programs for people with a disability.	1.12.1 Review existing arts funding programs and processes to ensure they are appropriately accessible, inclusive and flexible to support the diverse needs and aspirations of artists and arts/ culture workers with different types of disability through the course of their careers.	December 2012	Vancouver Arts Centre
1.13 Recognise outstanding artistic achievement through supporting events and activities which showcase work by artists with a disability.	1.13.1 Identify potential touring exhibitions that feature works by artists with a disability.	Ongoing	Vancouver Arts Centre
	1.13.2 Assist other regional organisations in the promotion of events and activities which showcase work by artists with a disability.	Ongoing	Vancouver Arts Centre
1.14 The needs and aspirations of people with a disability are addressed in arts and cultural policy and program development and the impact of policies and programs to people with a disability is measured.	1.14.1 Identify gaps and research and data collection and undertake research on arts and disability issues including audience development, arts practice and engagement by people with a disability in arts and cultural activities.	Ongoing	Vancouver Arts Centre
1.15 Continue to ensure that the City's library provides products and services such as the housebound reader service, audio books, large print books, books in a wide range of reading levels and computer access including the internet.	1.15.1 Investigate changing current keyboards to white keyboards with large black print.	February 2013	Library Manager

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
2.1 Ensure that access to City offices and buildings are available to people with disability.	2.1.1 Review last Disability Audit and identify unresolved accessibility issues in City offices and buildings.	June 2013	Community Development
	2.1.2 Investigate ways of improving access to buildings where full compliance cannot be achieved.	Ongoing	Asset Management
	2.1.3 Research access options for Mary Thomson House.	June 2013	Vancouver Arts Centre
	2.1.4 Place a courtesy sign on the accessible change room at ALAC requesting that patrons give priority to people with a disability.	September 2012	Albany Leisure and Aquatic Centre
	2.1.5 Improve directional signage to meeting rooms and toilets in the City's administration building.	January 2013	Works and Services
	2.1.6 Ensure Albany Regional Airport (and its facilities) remains accessible to people with disability.	Ongoing	Community Services
	2.1.7 Promote accessible facilities and locations in City information.	Ongoing	Communications Unit
2.2 Incorporate provision for disability access into all future asset and facility development for the City.	2.2.1 Ensure people with disability in the City's outlying communities are included in consultation about improvements to parks and recreational facilities in their community	Ongoing	Community Development
	2.2.2 The City's CBD Traffic and Parking Study to include assessing whether there are sufficient ACROD Bays and pedestrian crossings in the CBD, and that these are conveniently sited.	June 2013	Major Projects
2.3 Facilitate the improvement of pedestrian road crossings to meet the requirements of people with disability in terms of location.	2.3.1 Improve access and facilities in parks and reserves to coincide with scheduled upgrades and maintenance.	Ongoing	Reserves; Parks & Gardens
2.4 Continue to review and improve access to public open spaces and public areas including: <ul style="list-style-type: none"> <li>- Parks and reserves</li> <li>- Beaches</li> <li>- Facilities (including footpaths)</li> </ul>	2.4.1 Ensure that new facilities in parks such as BBQs, picnic tables and play equipment are accessible to people with disability.	Ongoing	Reserves; Parks & Gardens

	2.4.2	Introduce a risk management process to identify, upgrade and maintain pathways to ensure accessibility and removal of hazards.	Ongoing	Works and Services
	2.4.3	Ensure that gum nuts and other hazards are regularly removed from pathways in key, high usage areas and in response to requests.	Ongoing	Works and Services
	2.4.4	Upgrade to footpaths utilise appropriate surfacing wherever possible.	Ongoing	Works and Services
	2.4.5	Investigate the development of an accessible playground within the City of Albany.	September 2013	Works and Services; Parks and Gardens
	2.4.6	Policy developed to ensure that all new playground developments include at a minimum, paving to allow for wheelchair access, sensory and tactile features, undertake research into the development of accessible playgrounds in other local government areas. Provide information about accessible playgrounds to developers.	June 2014	Planning and Development
	2.4.7	Public Open Space policy developed to improve the accessibility of facilities in public open spaces and other recreation facilities.	June 2014	Planning and Development
	2.4.8	Investigate and identify a natural beach most suitable for improving access.	February 2013	Planning and Development; Works and Services; Reserves
	2.4.9	Continue to provide Beach Access wheelchairs at both Middleton Beach and Emu Point through the beach kiosks at these locations.	Ongoing	Community Development
	2.4.10	Develop pathway network in Eyre Park, connecting Middleton Road to the Liberty Swing and accessible toilets.	July 2012	Works and Services
	2.4.11	In partnership with the Association of the Blind install a tactile statue at Mills Park.	September 2012	Parks and Gardens

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
3.1 Provide information regarding services, facilities and customer feedback in appropriate formats.	3.1.1 Develop and implement a Communications Strategy to improve how information is provided.	February 2013	Communications Unit
	3.1.2 Include a generic statement on all City publications advising the community that, upon request, information about City Services and events can be made in alternative formats, such as large print, or compact disc.	February 2013	Communications Unit
	3.1.3 Mayor and CEO will provide regular feedback on Community Radio. The Mayor every third Thursday of each month and the CEO every first Thursday of every month.	Ongoing	Mayor and CEO
3.2 Improve employee awareness of accessible information needs and how to obtain and provide information in alternative formats.	3.2.1 Include in the City's staff induction Officer's responsibilities on providing the community access to information in a variety of formats.	September 2012	Human Resources; Community Development
	3.2.2 Provide information on the intranet for staff about how to provide information that is inclusive and accessible.	February 2013	Community Development
	3.2.3 Include a section in the Communication Guide outlining inclusive language for describing people with disability	February 2013	Communications Unit
3.3 Improve the City's website to ensure it is user-friendly for people with disability.	3.3.1 Investigate software options for the City's website to provide alternative formats including audio formats and instructions to increase font size.	December 2013	Information Technology
	3.3.2 Investigate developing websites for each of the business units that will include information about the accessible services the City provides.	October 2013	Information Technology; Communications Unit
	3.3.3 Update the Disability Services page on the website to include more information about the services the City provides including at Vancouver Arts Centre, ALAC, Albany Regional Airport and the Library.	September 2012	Community Development

3.4 Where appropriate, ensure that City publications promote inclusion and participation for people with a disability.	3.4.1 Build an image catalogue that includes people living with a disability.	February 2013	Communications Unit
	3.4.2 Include images of people with a disability in the community calendar.	September 2013/ Ongoing	Communications Unit
	3.4.3 Include two articles each year in the Community Information page, sharing the achievements of people living with disability.	Ongoing	Communications Unit
3.5 Develop a strategy for making direct contact with local people with disability.	3.5.1 Develop strategies for getting information directly to and from community members with disabilities and their families.	March 2013	Community Development
	3.5.2 Disseminate relevant information on a bi-weekly basis to a data base of community members with disabilities, their families and organisations in the disabilities sector.	Ongoing	Community Development
3.6 Collaborate with relevant peak bodies and disability service providers to ensure the dissemination of venue accessibility information is appropriately targeted for people with a disability.	3.6.1 Vancouver Arts Centre to identify all peak bodies and disability service providers in the region.	February 2013	Vancouver Arts Centre
	3.6.2 Add peak bodies and disability service providers to the Vancouver Arts Centre's distribution network.	Ongoing	Vancouver Arts Centre
	3.6.3 Vancouver Arts Centre to liaise with groups about best targeting techniques and implement where appropriate.	Ongoing	Vancouver Arts Centre officers

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
4.1 Improve Elected Members and Staff awareness of disability access issues and improve skills to provide better services.	4.1.1 Develop and implement a training program for all City employees and Elected Members to provide awareness of needs of people with disability.	Annually/Ongoing	Human Resources
	4.1.2 Include disability awareness into the City's staff induction program.	September 2012	Human Resources
	4.1.3 Identify training for key staff to ensure that, in relation to service provision and community consultation, they are aware of the main access needs of people with disability, their families and carers who use the City's services.	Ongoing	Human Resources
	4.1.4 Provide regular updates on Access and Inclusion Plan initiatives, achievements and progress.	Ongoing	EMT; Community Development
	4.1.5 Recognise achievements and best practice in disability access and inclusion.	Ongoing	Communications Unit; Community Development
	4.1.6 Provide an article in 'the Link' twice a year acknowledging staff achievements in provision of accessible programs/infrastructure/services.	Ongoing	Communications Unit
4.2 Seek feedback on service provision to people with a disability.	4.2.1 Develop mechanisms for people to provide feedback.	September 2012	Community Development

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
5.1 Ensure the current complaint procedures are accessible to people with a disability.	5.1.1 Review current feedback mechanisms and develop alternatives as appropriate.	February 2013	Customer Service
	5.1.2 Promote the complaints and feedback mechanism to disability groups, service providers and community, including in alternative formats where requested.	Ongoing	Community Development; Communications Unit
	5.1.3 Advertise the City's Complaint Procedure on the City's website.	Ongoing	Communications Unit
	5.1.4 Provide assistance, where required, in the lodgement of a complaint.	Ongoing	Customer Service
5.2 The City is able to respond to feedback and complaints in accessible formats for people with a disability.	5.2.1 Consult with disability groups and service providers on the best way to provide feedback.	February 2013	Community Development
	5.2.2 Develop and implement new feedback and complaints mechanisms as appropriate.	June 2013	Customer Service
	5.2.3 Act on grievances and complaints made by community members related to access, and resolve the issue in line with the complaints mechanism.	Ongoing	EMT

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
6.1 Investigate establishing a Disability Access and Advisory Working Group to assist in the implementation of the Disability Access and Inclusion Plan and prioritisation of projects.	6.1.1 Develop Terms of Reference for Working Group.	November 2012	Community Development
	6.1.2 Develop an internal and external marketing strategy to promote Disability Access and Inclusion Working Group to officers and the community.	January 2013	Community Development
6.2 Support people with disability, their families and carers to attend public community consultation processes arranged by the City.	6.2.1 Develop a list of accessible venues within the City and distribute to Staff and consultants conducting consultation on behalf of the City. Make the list available to community-based organisations upon request.	February 2013	Community Development
6.3 Increase the involvement of people with disability in the City's public consultation.	6.3.1 Seek a broad range of views on a disability and access issues from the local community.	Ongoing	Community Development
	6.3.2 Create opportunities for people with disability to be included in invitations to attend public workshops, public forums or community consultation processes of the City, to ensure that people with disability are included in invitations.	Ongoing	All staff
	6.3.3 Widely promote opportunities for consultation through newsletters, newspapers and on the website.	Ongoing	Communications Unit
	6.3.4 Support people with disability, their families and carers to attend public community consultation processes arranged by the City.	Ongoing	Community Development



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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
7.1 Ensure the City's recruitment policies, practices and procedures are inclusive.	7.1.1 Distribute City job vacancies to disability employment and support agencies.	Ongoing	Human Resources
	7.1.2 Ensure job advertisements and selection documentation are available in accessible formats, and alternate formats on request.	Ongoing	Human Resources
	7.1.3 Ensure job interviews are accessible and inclusive of the needs of applicants with disability.	Ongoing	Human Resources; Chairs of Recruitment/ Selection Panels
	7.1.4 Allow successful candidates the opportunity to meet with their prospective team and workplace prior to accepting the offer of employment.	Ongoing	Human Resources; Executive Directors
7.2 Ensure that City workplaces are safe, accessible and inclusive.	7.2.1 Establish a dedicated contact officer for people with disability to discuss employment, work experience and/or volunteer opportunities with the City.	December 2014	Human Resources
	7.2.2 Conduct regular workplace audits to ensure accessibility to people with disability as part of ongoing maintenance and planning processes.	Ongoing	Human Resources; Works and Services
	7.2.3 City staff to receive regular disability awareness training so all staff develop skills in creating and maintaining an inclusive workplace that focuses on ability.	Ongoing	Human Resources
	7.2.4 Staff induction to include disability awareness so all staff develop skills in creating and maintaining an inclusive workplace that focuses on ability.	Ongoing	Human Resources
7.3 Continue to work with disability employment providers, vocational training centres and schools to support employment or work experience placement of people with disability.	7.3.1 Investigate and provide work experience and flexible working arrangements for people with disability where possible, including customised employment options.	Ongoing	Human Resources; Executive Directors
	7.3.2 Work with Great Southern Institute of Technology to establish transitional pathways to relevant employment from vocational training for people with disability.	Ongoing	Human Resources

## Appendix 1: Summary of 2011 Community Consultation

In March 2011 the City of Albany held consultations with relevant community members as part of its Disability Access and Inclusion Plan review process. A total of 17 community members gave feedback on accessibility issues for the City's infrastructure, public buildings and spaces. A summary of the issues and problems identified is included.

<b>Library</b>	<p>Install additional level ACROD Bays behind the library.</p> <p>Change current keyboards to large black print on a white keyboard.</p> <p>Improve access to upper shelves for people in wheelchairs (staff are always helpful)</p> <p>Staff training in Auslan</p> <p>Ensure there are accessible pathways leading from ACROD Bays to library entrance. Preferable close to undercover area so that when there is wet weather the person in the wheelchair can depart the car and move undercover while the carer/family member packs away the hoist.</p>
Priority	<p>Modify ACROD Bay in York Street (located near library) to ensure there is adequate 'pull in space' at front and rear so that the vehicle cannot get boxed in. There is currently not enough room to unload with back hoist.</p> <p>Provide staff training to build awareness about serving people with an intellectual disability.</p> <p>Provide symbols/voice instructions so people know who they need to go to for help (this will assist people who are visually impaired and people who have an intellectual disability.)</p>

### Albany Leisure and Aquatic Centre

	<p>Increase the number of accessible parking bays in convenient locations.</p> <p>Have a designated accessible shower and toilet. Often people with disability have difficulty accessing the change room/ toilet as there is always a long line. Develop a priority system.</p> <p>Install a new lift to leisure pool (not all wheelchairs can use the current one)</p>
Priority	<p>Create a safe pedestrian crossing point on North Road so that pedestrians can safely cross North Road to get to ALAC.</p>
Priority	<p>Change speed limit on North Road to 50km</p> <p>Increase water temperature so its suitable for rehab activities eg knees and hips. The current water temperature is currently too cold for some people in wheelchairs.</p> <p>What is the current policy on the one on one learning how to swim classes?</p> <p>Dose the standard school holiday programs have the capacity for children with disability?</p> <p>Gym – are there assumptions made that people with a disability need a support worker (staff development around disability)?</p>

### **Vancouver Arts Centre**

Improve access from car park.

Sloping carpet area in the corridor is difficult for person in wheelchair to push themselves along – change surface of flooring.

Only one ACROD Bay on street level, need another, possibly as part of the bus bay outside front entrance. Negotiating the steps from the bottom car parks is impossible for patrons who use a wheelchair or walking aides.

Reassess the skill level of some of the art classes designed for people with a disability, there are assumption that people with disability have a lower skill level. Do people with disability access regular classes? Need to provide further information.

### **Day Care Centre**

Good reputation

### **Albany Visitors Centre**

No ACROD Bays immediately adjacent to entrance. Visitors have to cross traffic from the parking area. A bay close to the ramp would be of benefit.

Staff to undergo staff customer service training and disability awareness training.

TransWA counter is too high for people in wheelchairs.

Provide additional seats for seniors.

Slight change in slope of pavers in front not good for people with sight impairment.

There is a small step at the entrance door which creates difficulties in access.

### **Administration Building**

Increase number of accessible parking bays.

Improve directional signage (for example to meeting rooms and toilets).

Improve seating at front counter; people currently have to stand when dealing with staff. Stools could be provided for people with a disability near the computers where most of the activity takes place.

### **Forts**

There is insufficient shade when events are on.

There is a small step at the entrance to the cafe which limits access.

Visual displays are difficult to read for people with vision impairment (provision of audio descriptors would make it more accessible).

Ambiguity regarding costs when visitors drive in.

Improve wheelchair access to the guns at the top.

Handrails: conduct an audit and install handrails in key locations

## Events

Create/use events check list.  
Increase number of “temporary” accessible parking bays and police them.  
Provide transport options for example a shuttle bus.  
No access to York Street ACROD parking bays when street is closed.  
Advertise locations of accessible parking so people know they have options.  
Christmas pageant – is there a designated place for wheelchairs?  
Include on flyers ‘For more information about accessibility of events please visit City website’  
People who require accessible parking or toilets, to contact the City so they have an indication of numbers.  
Informing events accessibility through the Bush Telegraph.

## Buildings and Facilities

### ***Toilets/ Change Rooms:***

Rest Centre Toilets: Ladies accessible toilet door is too small (it leaves a large gap when closed and people can see in).  
The doors on accessible toilets are too heavy, sliding doors are preferable.

Priority Provide a hoist in at least one public toilet in the CBD.  
Improve directional signage and signage on toilet doors; it is not bold enough for people who are visually impaired.  
Remove jumbo toilet rolls in accessible toilets; they take up too much room.

Priority Install hot water at Emu Point change rooms (Groyne). Cold showers are not suitable for seniors and some people in wheelchairs. Improve lighting and floor surface as it is slippery and dark. Need shower in accessible toilet.  
There are no accessible shower facilities at Emu Point near the swimming baths. However the existing shower areas are large enough for safe use for people with disability if safety/holding rails are provided on the side walls- at present have to hang on to taps to maintain balance.  
The only change room in the CBD is at ALAC (need to be able to lie down to be changed). Investigate the possibility for another change room at the rest centre (Citizens Advice Bureau).

**Parking:**

- Priority Increase the length and width of some accessible parking bays to cater for buses with rear access lifts.
- Priority Increase policing of ACROD Bays.  
Accessible bay on Albany Highway near Great Southern Regional Medical Group has a 30 minute time period, this does not allow enough time to depart from the car and wait for medical appointments – increase the time limit.
- Priority Advocate for ACROD bay near target to have to be converted to a longer wider bay (similar to trailer parking length to allow for bus with rear hoist access).
- Priority Albany Highway outside Coles needs an ACROD parking bay. Existing bay are very important, no need to remove any. Make an ACROD Bay immediately in front of the last car bay (nearest York Street), as this will use only a small portion of the pull in area before the bus bay and as ACROD bays are not always in use it is less likely to inconvenience the bus company or its passengers. It is a long walk from the ACROD bays in the plaza car park through to Coles.  
Install accessible parking bay at the Tip Shop.  
ACROD Bays- investigate lip from car park to footpath.

**Beaches:**

- Priority Provide beach wheelchairs that do not float. For example a beach trekker.  
Install beach matting to improve access at Middleton and Emu Point (see example Leighton Beach and Hillary's).  
Improve access to beach via ramp at groyne.
- Priority Ellen Cove- steps near children's playground are dangerous and do not conform to safety standards. Install a wooden ramp which provides access to both north and south from a central platform alongside the sea wall.  
Council should provide a boardwalk alongside the beach front between Ellen Cove, Surf Club Building and Surfers beach where the Emu Point walkway begins. Perhaps funding would be available for this if it was promoted as for 'disability access.'  
Access to beach and fishing facilities:

- Conduct audit (ensure that a person with a disability is in audit team). Establish a Disability Advisory Committee to assist with audit.
- Improve access to beach at Middleton, there is currently no viable access
- Advertise emu point ramp
- No suitable change facilities at Middleton Beach, Eyre Park and Emu Point.

Provide hoist for beach wheelchair.

**Parks:**

Eyres Park- the bars around the Liberty Swing have been vandalised could be dangerous for children who slip through the gaps and get hit by the swing.  
Lake Weelara – cannot get down to water (Serpentine).  
Explore accessible playgrounds that *all* kids would enjoy. Need to work in partnership with KidSafe.

**Roads:**

- Priority Install pedestrian crossing points at dog rock shopping centre, North Road East and West Aberdeen Street.
- High Priority Improve pedestrian crossing on North Road  
Paint more curb edges white.  
Remove obstacles along roads and footpaths.  
Increase safe road crosswalks (audio)  
Install flashing lights indicating school zones at priority locations.

**Paths:**

- Improve quality of footpaths (uneven and narrow) and remove obstructions for example outside of eagle boys.  
Are the footpaths wide enough if you have a wheelchair on either side or pram/ bicycle etc  
Lake Seppings, tree half fallen, path way needs to be compact.  
Improve footpath network in North Road precinct.  
Conduct a footpath audit.  
Provide good clear signage with road works etc (especially for pedestrians).

**Access to Information**

- Provide accessible tourism information (participate in the “Your Welcome” Access WA initiative).  
Provide information in large print format and audio if requested.  
The Mayor/CEO should provide regular (same timeslot) feedback on local ABC Radio and Community Radio.  
Provide council brochure in Braille.  
Ensure that information is provided in various formats (not everyone has access to a computer)  
Provide/improve information about access and inclusion in Albany for both residents and visitors – include accessible information on the website.  
Celebrate and promote new “accessible” services and infrastructure.  
The current website does not help ‘sell’ the City to community or visitors, it lacks community feeling.  
Are minutes of council available in alternative formats and other information?  
Consultation targeting specific groups.

**Same Level and Quality of Services**

- High Priority Inclusion – employ people who have a disability.  
Councillors, town planners and engineers to get in a wheelchair, walk, drive gophers, wear vision blindfolds and proceed from the Council and North Road Shopping Centre along the ‘footpaths’ and go into town and York Street to feel the experience/difficulties at 8:30am, 12 noon and 3pm.  
Rubbish services – Does the City assists with rubbish removal, bins and kerb side pickups? If so is this information available?  
Disability Awareness Training Annually – Open it up to councillors and possibly other organisations.

## **Feedback and Complaints**

We expect respectful acknowledgment and options/constructive responses.

People need to know there is a Seniors Committee for passing on information.

Suggestion Box – continue to provide feedback/ it is more positive then submitting a complaint. Feedback focuses on ‘what might be’  
Are there any questions regarding disability access and inclusion in the annual community surveys conducted by the City?

## **Consultations**

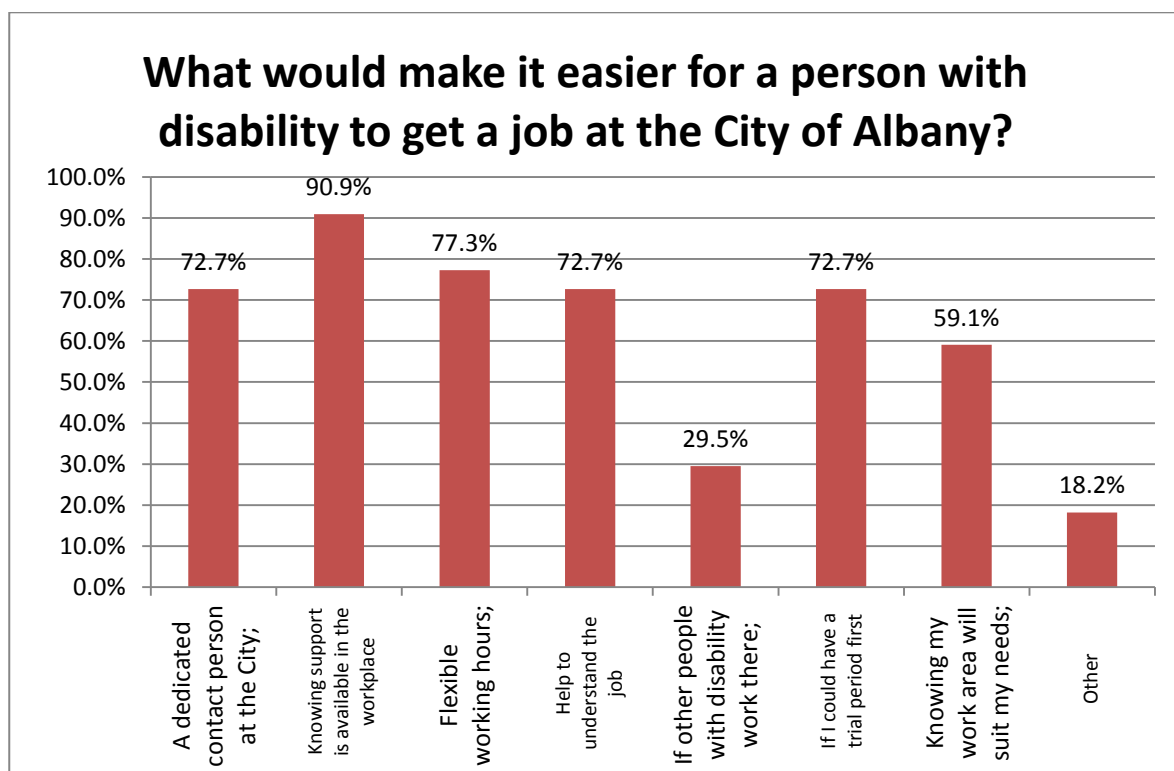
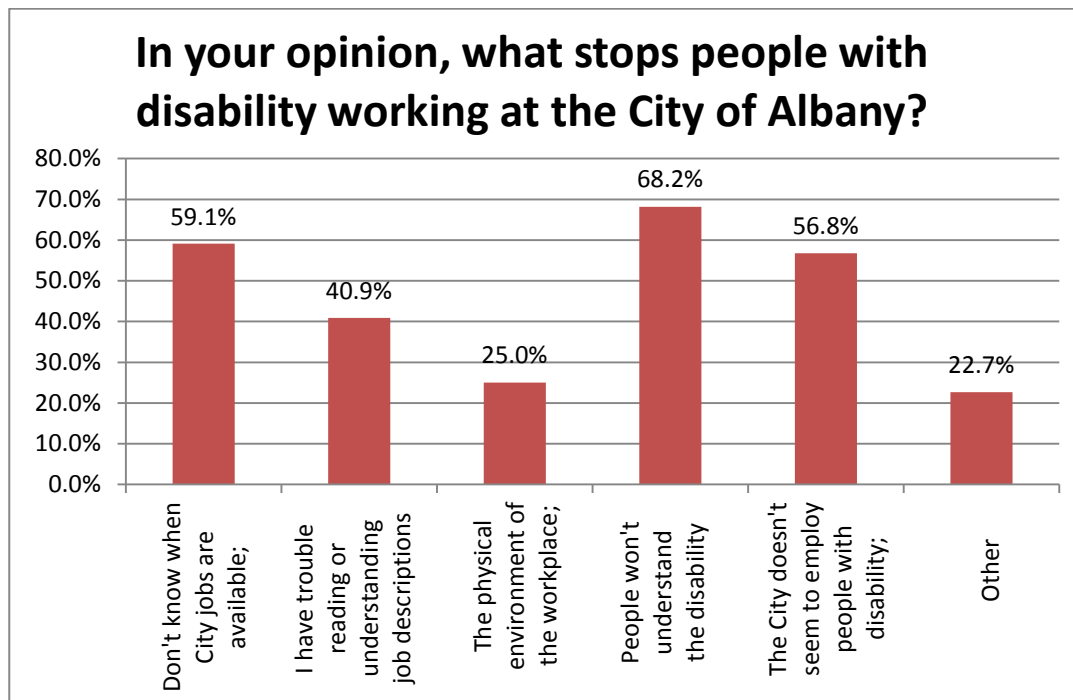
Priority

Need a committee of local people including who have a disability and who are experienced with disabled/elderly/blind/deaf people to provide assistance to city staff monthly to keep access and inclusion plan moving along.

Disability Advisory Committee, ongoing, committed group of people, active, they are a resource with a specific focus.

## Appendix 2: Summary of 2014 Community Consultation

In March and April 2014 the City of Albany surveyed people with disability, their families, carers and support workers to identify barriers to employment with the City, and ways these barriers could be removed. A total of 47 community members returned surveys. In addition, the City convened a working party comprising disability employment providers, Great Southern Institute of Technology, members of the City's Access and Inclusion Working Group, and the City's Community Development Officer and Human Resources Coordinator to work through barriers and potential strategies to address these. A summary of these issues is below.





## Qualitative Responses

"I would gladly work at a trial period for free or at productivity based wage if that would help. Could I maybe have a question and answer period with my employer and coworkers so that they could be less frightened of me?"

"No I'm young and still at school. This is my last I hope to get experience through Activ but would like to think there are other options."

"It would be fantastic if there were possible opportunities for our children to have chances of a job placement and feel accepted into the community and given a fair go. Not many job chances around town. People with disability have abilities and just are not given a chance or a go. MAKE SOMETHING COME OF THIS!!!"

"The City should be setting an eg to all local businesses - showing their support to the local community as a whole by employing people with a disability. Most have so much ability."

"Employing people with disability has an impact on the worksite and co-workers need training in the disability, to have an understanding how best to work with them."

"Promote people with disabilities as equal/viable workers. Often they are happy to do tasks (repetitive or simple) that others are not."

"Although most council buildings have disabled access/facilities, many cafes and businesses in town do not. This should be addressed and inspected regularly by appropriate council dept."

"The school can provide extra supervision or support if appropriate or necessary. A number of our students are attending GSIT and enrolled in Cert II in Horticulture having completed Cert I in Agrifoods in 2013."

"There are many young people in Albany that have boundless energy but learning difficulties. This gives them a poor school record, it would be good to see trial periods for young people who have had behavioural issues in the classroom as they often perform better in the workplace."

"Maybe the City could work with the High School Ed Support School and disability employment agencies in the area."

<b>Document Approval</b>			
<b>Document Development Officer:</b>		<b>Document Owner:</b> <i>(Member of EMT)</i>	
Community Development Officer		Executive Director Community Services	
<b>Document Control</b>			
<b>File Number - Document Type:</b>	CM.STD.6 – Strategy CS.PLA.13		
<b>Synergy Reference Number:</b>	NS1225580_2		
<b>Meta Data: Key Search Terms</b>	Access, Inclusion, Disability		
<b>Status of Document:</b>	Adopted		
<b>Document file details:</b>	Location of Document: Intranet, Extranet <a href="#">N:\General\Governance\Corporate Documents</a>		
<b>Quality Assurance:</b>	Executive Management Team Community Services Committee		
<b>Distribution:</b>	Public Document		
<b>Document Revision History</b>			
<b>Version</b>	<b>Author</b>	<b>Version Description</b>	<b>Date Completed</b>
1.0	Community Development Officer	Final Draft adopted by Council. Reference: OCM 16/10/2012 Item 3.1	16/10/2012
1.1	Community Development Officer	Fully revised in consultation with people with disability, disability employment agencies, Great Southern Institute of Technology (GSIT) and the City of Albany Access and Inclusion Working Group. Draft prepared for review by the Community Services Committee.	19/06/2014
2.0	Community Development Officer	Adopted by Council. Reference: OCM 22/07/2014 Item CS012.  <i>Note: The City will use amended legislated terminology to refer to people with disability.</i>	19/06/2014