

DANCE
PANTS
DESIGNS

Access & Inclusion Plan

2023-2027



The City of Albany respectfully acknowledges the Menang Noongar people as the traditional custodians of the land on which the City conducts its business and pays respect to Elders past and present.

Alternative Formats

The information in this document is available in alternative formats, including large print, audio, and braille, on individual request.

Please contact the Community Development Team on (08) 6820 3008 for more information.

Language Assistance

We can provide access to City of Albany services and information for non-English speaking residents.

Interpreting and translating services are available via the Translating and Interpreting Service (TIS). The service provides language interpreting in 160 languages. To use this service, please phone TIS on 13 14 50 or contact the City of Albany Community Development Team on (08) 6820 3008 for assistance.

The National Relay Service (NRS)

The NRS can contact the City of Albany on your behalf:

- TTY/Voice Calls: 133 677
- Speak and Listen: 1300 555 727
- SMS Relay: 0423 677 767



102 North Road, Yakamia
PO Box 484, ALBANY, WA 6331
Phone: (08) 6820 3000
Email: staff@albany.wa.gov.au
Web: www.albany.wa.gov.au
Authorisation
Albany City Council
Chief Executive Officer

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Message from the Mayor

The City of Albany Access and Inclusion Plan is a major component in making our community more welcoming to a broad cross section of the community.

Access and Inclusion is part of everything the City of Albany does from projects to events and engagement to customer service. All residents within the municipality should have the same level of access to services and facilities whether they live with a disability or not.

The City is committed to improving access within public places and spaces for all users by working towards a number of key outcomes aimed at increasing the liveability of Albany.

Traditionally the City of Albany Access and Inclusion Plan has been inclusive of seven key outcomes, however the 2023-2027 Access and Inclusion Plan includes a total of eight outcomes.

The City has listened to community feedback and developed an advocacy outcome within the latest Access and Inclusion Plan. This will allow the City to work with community, services, businesses, and groups to build their capacity and improve access and inclusion for all.

All eight outcomes will be driven by community need and expectation and underpin the coming four years of access and inclusion within the City of Albany.

Access encompasses the physical way in which every individual is able to make appropriate use of our natural and built environment. Inclusion refers to all cultural backgrounds, abilities and individual identities being included within our social structure.

The City of Albany Access and Inclusion Plan is intended to guide the City's endeavors to make Albany accessible and inclusive to all individuals.



Dennis Wellington
MAYOR

'Amazing Albany, where anything is possible.'

The City of Albany aims to create a welcoming, healthy, and inclusive community and aspires to be a place where people feel they belong, are supported, and live in neighbourhoods that enhance the lifestyles of all residents.

The City's Access and Inclusion Plan aims to reduce and where possible, eliminate barriers for those living with a disability in our community.

The creation of this plan was made possible with the valuable contribution of community members living with a disability, carers, and those who work to support those living with a disability. We value and appreciate their time in sharing the barriers they face every day.

Albany is the administrative and service hub of the Great Southern region, and the City of Albany is the largest local government in the region. Our central business district is located in the valley between Kardarup/ Mount Melville and Irrerup/ Mount Adelaide.

The topography and many heritage-listed buildings within Albany, create both a challenge for access and an opportunity for the City to work with our Access & Inclusion Working Group to continually explore possible solutions.

Strategic Context

Links to the City of Albany Strategic Community Plan 2032

PILLAR: PEOPLE



A diverse and inclusive community

A happy, healthy, and resilient community

PILLAR: PLACE



Interesting, vibrant, and welcoming places

A safe, sustainable, and efficient transport network

PILLAR: PROSPERITY



A strong, diverse, and resilient economy with work opportunities for everyone

PILLAR: LEADERSHIP



Proactive, visionary leaders who are aligned with community needs and values

A well informed and engaged community

818

As of September 2022, 818 residents were participants of the National Disability Insurance Scheme (NDIS). This represents 73% of total NDIS residents within the Great Southern region³.

1 in 6

Albany is home to approximately 40,115, with an estimated 1 in 6 people (6,685) living with at least one form of disability¹.



10.2%

4,073 (10.2%) residents are carers providing unpaid assistance to a person living with a disability, long-term illness, or old age².

6.1%

2,462 (6.1%) residents require assistance due to a severe or profound disability².

1 in 6 people in Australia are estimated to live with a disability¹.

Of those people living with a disability;

23%

have a mental or behavioural disorder (which includes intellectual and developmental disorders, mood affective disorders and dementia or Alzheimer's disease)

32%

have a severe or profound disability

30%

need help with healthcare

27%

need help with property maintenance

23%

need help with household chores

48%

aged over 5 years old have a schooling or employment restriction

4.4%

of people living with a disability are wheelchair users

22%

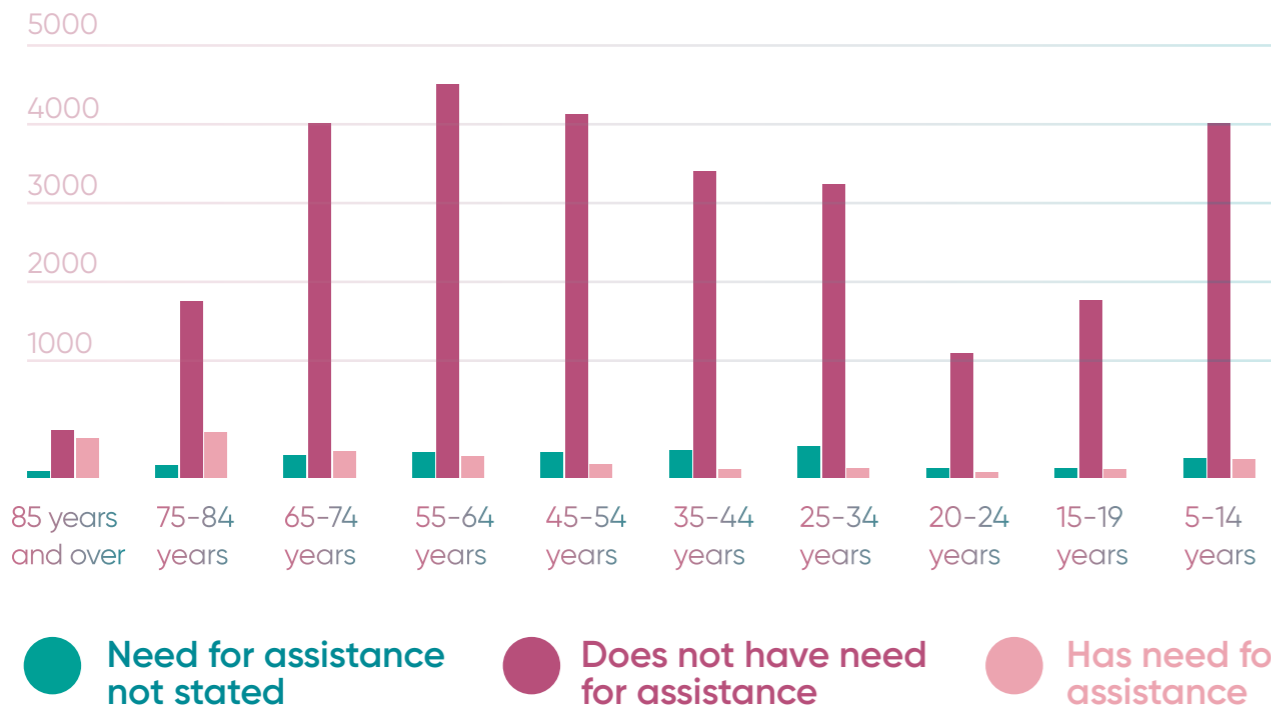
of people living with a disability aged 15-64 experience discrimination, compared with 15% who don't live with a disability

The number of people requiring assistance with core activities living in our community is steadily increasing, with Albany having a higher percentage of people living with a severe or profound disability than regional WA, WA as a whole, and Australia.

The prevalence of disability increases with age. Based on the 2021 Census data, 23.3% of Albany's population is aged over 65. The growing population of senior residents is likely to proportionally increase the number of people living with a disability over time as our lifetime expectancy increases.

1. www.aihw.gov.au/reports/disability/people-with-disability-in-australia-2022-in-brief/contents/about
 2. www.profile.id.com.au/albany
 3. www.data.ndis.gov.au/explore-data

Need for assistance by age



Percentage of Albany residents with a severe or profound disability compared to Regional WA, WA as a whole, and Australia.

Census Year	Albany	Regional WA	WA	Australia
	%	%	%	%
2021	6.4	4.6	4.6	5.8
2016	5.7	3.8	3.9	5.1
2011	5.2	3.4	3.5	4.6
2006	4.6	3.1	3.5	4.1

WWW.ABS.GOV.AU

What is access and inclusion?

Access and inclusion aims to ensure communities are liveable for everyone, where people can participate in community life without barriers. Access and inclusion considers physical access needs to buildings, facilities, and outdoor spaces, as well as the development of inclusive, welcoming communities where people are treated with respect, have a sense of belonging, and have the opportunity to contribute to their community.

Who is this Plan for?

The City of Albany Access and Inclusion Plan 2023 – 2027 is for all people living, working in, or visiting the City of Albany. The Plan aims to empower the community by being more inclusive and improving physical access not only for people with disability, their families, and carers but also for:

- Parents with prams who benefit from ramps and flush kerbs;
- Older people, who may require slip-resistant, even surfaces for their mobility and ramps to transition between different surface heights;
- People from culturally and linguistically diverse backgrounds who need access to information that is easy to understand;
- Tourists and visitors who require clear and visible signage;
- Pregnant women who may benefit from facilities such as handrails on stairs;
- People experiencing mental illness who require access to information on services and support; and
- People carrying heavy loads who would benefit from ramps and automatic doors.

Disability as defined by the Disability Services Act (1993)

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent;
- may or may not be of a chronic or episodic nature;
- and results in a –
 - substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - need for continuing support services.

Why do we need to have an Access and Inclusion Plan?

Amendments made to The Disability Services Act (1993) in December 2004 require public authorities to develop and implement Disability Access and Inclusion Plans (Access and Inclusion Plans). Prior to this amendment, public authorities were required to have Disability Service Plans (DSPs). The requirements of Access and Inclusion Plans are to build on those of DSPs, to ensure 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. A great deal of progress has been made by State and Local Governments towards ensuring that their services, buildings, and information are accessible to people with disability.

Additional legislation and definitions of disability/impairment underpinning the requirement by public authorities to provide access and inclusion for people with disability include:

- Western Australian Equal Opportunity Act 1984;
- Commonwealth Human Rights and Equal Opportunity Act 1992;
- Commonwealth Disability Discrimination Act 1992;
- Commonwealth Disability Access to Premises Standards 2010;
- National Disability Insurance Scheme Act 2013; and
- United Nations Convention on the Rights of Persons with a Disability 2007.

This plan has been developed to also align with:

- A Western Australia for Everyone State Disability Strategy 2020-2030; and
- Australia's Disability Strategy 2021-2031

The City of Albany is committed to:

1. Access to 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 Albany.

2. Access to Buildings and Facilities:

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

3. Access to City Information:

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

5. Access to City Complaints Procedures:

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

6. Participation in Public Consultation:

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

7. Obtain and Maintain Employment:

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

Based on feedback from our community, the City commits to an eighth (8th) outcome.

8. Advocacy and the Community:

The City of Albany will work with the community, local services, businesses, and community groups to build their capacity to improve access and inclusion for all.

Achievements under the 2018–2022 Access and Inclusion Plan

- Provision of a low stimulus space at the 2022 Binalup / Middleton Beach Festival and Christmas Festival & Pageant.
- Participation in the Building Inclusive Communities WA Project.
- Continued delivery of the Home Library Service.
- New beach wheelchair at Binalup / Middleton Beach.
- Promotion of event accessibility videos for all major events.
- Installation of wheelchair trampoline at Weerlara Lake and Eyre Park.
- Additional beach matting installed at Emu Point.
- Installation of wheelchair accessible picnic table in Bovell Park.

Achievements cont.

- Replacement of the pool hoist at Albany Leisure and Aquatic Centre.
- Installation of wheelchair-accessible picnic tables and barbeques at Binalup / Middleton Beach.
- Hosted the 2022 Access and Inclusion Summit bringing together City of Albany staff, people living with a disability, and local service agencies.
- Increased work experience opportunities for people living with disability.
- Upgrades to footpaths and parking based on community feedback.
- Increased consultation with the Access and Inclusion Working Group during the design and planning stage for new developments and redevelopments.

Development of the 2023–2027 Access and Inclusion Plan

The City commenced its review of the Access and Inclusion Plan in 2022.

The purpose of the review was to:

- Identify progress and opportunities in the access and inclusion space through a review of current literature;
- Understand community concerns, priorities, and aspirations through consultation with community members who are living with a disability, carers, and industry stakeholders; and
- Conduct internal engagement with City of Albany staff to raise awareness of community priorities, develop achievable strategies and actions for the 2023–2027 Access and Inclusion Plan, and encourage continued aspiration towards a more accessible and inclusive City.

Community Consultation

From September–October 2022, the City conducted consultation with the Access and Inclusion Working Group, disability service providers, and the wider community. Community members had the opportunity to provide their feedback by completing an online or hard copy survey, one-on-one consultation (in person or over the phone), attending the Access and Inclusion Summit on 15 September 2022, or requesting an alternative feedback option.

Community consultation was promoted through:

- The City's website, newsletter, and social media pages;
- Local newspaper and radio;
- Letter drops and flyer distributions throughout the City of Albany; and
- Targeted emails to the Great Southern Disability Network, disability advocates, Access and Inclusion Working Group, community groups, and disability service providers.

Access and Inclusion Summit

On Thursday, 15 September 2022, the City held an Access and Inclusion Summit facilitated by disability advocate Ben Aldridge.

The Summit was attended by 32 community members who had the opportunity to share their concerns, ideas, and aspirations to improve access and inclusion. Attendees discussed what access and inclusion means to them and identified what the City should prioritise in the 2023–2027 Access and Inclusion Plan. To conclude the Summit, attendees were joined by City of Albany staff to participate in a co-design workshop focused on creating an accessible precinct. Following the success of the 2022 Access and Inclusion Summit, the City plans to deliver a biennial Summit to encourage open communication between the City and the community.

In addition to public consultation, City staff met with:

- Members and participants from FishAbility, Uniting WA, Albany Pride, and ACE Camera Club;
- Students from Albany Secondary Education Support Centre;
- Members of the Support Coordinators network; and
- Access and Inclusion Working Group members.

A total of 141 people participated in the consultation process.

Of those who participated in community consultation:

97% were Albany residents

53% identified as living with a disability

37% work in the disability sector

19% were disability advocates

11 City of Albany Access and Inclusion Working Group members participated in the consultation process

Feedback received through the consultation process informed the strategies and actions detailed in the 2023–2027 Access and inclusion Plan and Action Plan.

Consultation Feedback and Findings

The community acknowledged the City has made significant improvements to access and inclusion over the past four years, completing the majority of actions listed in the 2018–2022 Access and Inclusion Action Plan. The community commended the continued improvements made to City venues, facilities, and outdoor spaces; accessibility of City run events and programs; and support from City staff and customer services.

The City acknowledges there will always be a need to improve access and inclusion and remains committed to working with the community to identify opportunities for change.

Through the consultation process, the community identified eight key issues for the City to prioritise in the 2023–2027 Access and Inclusion Plan and Action Plan, including:

- **Continued need to improve Albany's footpath network, including pedestrian ramps and median islands;**
- **Upgrade of ACROD bays to meet current standards where possible and increased availability of ACROD bays near the CBD and allied medical health professionals;**
- **Lack of tactile ground surface indicators within high foot traffic zones;**
- **Improved availability and distribution of information, including information on City events, services, venues, facilities, and public open spaces;**
- **More social events and activities are needed for people living with a disability;**
- **Greater opportunity for people living with disability to obtain work experience and employment;**
- **Improved consultation with people living with a disability during the design phase of new development and redevelopment projects; and**
- **Improved communication between the community and City of Albany staff is needed to break down barriers, understand community needs, and work towards common goals.**

From December 2022 until January 2023 staff were invited to attend Access and Inclusion planning workshops with the Community Development team. Staff were presented with key findings identified through the community consultation process relating to their departments and worked with the Community Development team to determine achievable strategies and actions to incorporate into the 2023–2027 AIP and Action Plan. A total of 25 City of Albany staff contributed to developing the 2023–2027 AIP and Action Plan.

Implementation

To ensure effective implementation of the 2023–2027 Access and Inclusion Plan, the City has developed an Action Plan detailing key targets, timeframes, and responsibilities for each outcome area and associated strategies. Responsible departments will be required to report on their allocated actions every six months. The Action Plan will be updated annually by the Community Development Team to maintain accountability, identify completed actions, add new actions, and amend actions where required. In addition, the City is required to submit a progress report to the Department of Communities on an annual basis.

Strategies to Improve Access and Inclusion within the City of Albany from 2023–2027

Outcome 1: Access to City of Albany Events and Services

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

- 1.1. Continue to improve the distribution of event communications and ensure event accessibility information is readily available.
- 1.2. Continue to improve the availability of accessible features at events and programs delivered by the City of Albany.
- 1.3. Engage people living with disability to identify opportunities to improve the accessibility of City events and programs.

Outcome 2: Access to City Buildings and Facilities

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

- 2.1. Continue to improve the availability of accessibility information for City venues, facilities, and outdoor spaces.
- 2.2. Prioritise universal access through the application of Australian accessibility standards, for all new development and redevelopment projects managed by the City of Albany.
- 2.3. Continue to upgrade City roads, footpaths, pedestrian ramps, and parking to improve safety and accessibility.
- 2.4. Prioritise Binalup / Middleton Beach, Emu Point, Eyre Park, Cosy Corner West, Cheyne Beach, Bovell Park, Central Business Precinct, and Tjuitgellong / Lake Seppings, as 'accessible destinations'.
- 2.5. Continue to upgrade City venues, facilities, and outdoors spaces with improved accessibility features.

Outcome 3: Access to City Information

People with disability 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.

- 3.1. Continue to improve opportunities for people living with a disability to access information from City facilities and communication platforms.
- 3.2. Ensure City of Albany documents are available in a range of formats, including digital and hard copy.
- 3.3. Increase staff capacity to develop accessible content on City communication platforms.
- 3.4. Continue to support the community to access digital information through technology assistance sessions.

Outcome 4: Access to Quality Service

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

- 4.1. Continue to increase staff awareness of available resources and information to support the delivery of high-quality customer service to all.
- 4.2. Improve the availability of resources to assist people with disability to access City services.
- 4.3. Continue to deliver biennial disability awareness training for all City of Albany staff.

Outcome 5: Access to City Complaints Procedures

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

- 5.1. Continue to identify opportunities to improve the accessibility of City complaints and feedback processes.
- 5.2. Increase community awareness of complaints and feedback processes.

Outcome 6: Participation in Public Consultation

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

- 6.1. Encourage open communication between City of Albany staff and community members through a biennial Access and Inclusion Summit.
- 6.2. Continue to provide opportunities for community consultation through the Access and Inclusion Working Group.
- 6.3. Continue to improve the implementation of inclusive consultation practices.

Outcome 7: Obtain and Maintain Employment

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

- 7.1. Finalise, endorse, and implement the Equal Opportunity Policy.
- 7.2. Continue to encourage people living with a disability to apply for job vacancies and work experience opportunities with the City of Albany.
- 7.3. Continue to improve the accessibility of City workspaces.

Outcome 8: Advocacy and the Community

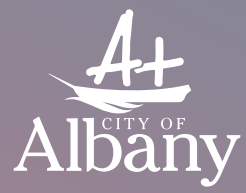
The City of Albany will work with the community, local services, businesses, and community groups to build their capacity to improve access and inclusion for all.

- 8.1. Continue to deliver and support accessible and inclusive programs and events for the Albany community.
- 8.2. Build the capacity of local businesses and developers to prioritise access and inclusion for people living with a disability.
- 8.3. Develop accessibility resources to support external event holders to improve the accessibility of their events.

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City of Albany