



# Disability Access Inclusion Plan 2024 – 2028



*Making the City of Gosnells a great place*

The DAIP is available on the City's website in alternative formats on request, including electronic format, standard and large print, hard copy, audio format, alternative language translation and by email.



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# Mayor's Message

The City of Gosnells is committed to building a community where everyone can fully participate and I am pleased to present the Disability Access and Inclusion Plan (DAIP) for the period 2024 to 2028.

The DAIP helps to identify areas for improvement and ensure services, facilities and communications remain accessible and inclusive for everyone in the community.

In developing this new plan, we have engaged with the community, service providers, City staff and the Department of Communities.

The new DAIP provides a pathway for the City to continue to improve access, inclusions and opportunities for people with disability over the next five years.

I would like to thank everyone who has contributed ideas and shared their experiences to support better outcomes for people living with disability.

*Terresa Lynes*

**Terresa Lynes**  
Mayor





# Why have a DAIP?

It is a requirement of the Western Australian Disability Services Act 1993 that all local governments develop and implement a Disability Access and Inclusion Plan (DAIP) which identifies barriers to access and inclusion and proposes solutions to ensure that people with disability have the same access to the organisation's facilities and services as other people.

The City views the DAIP as more than a legislative requirement. The Plan reflects the City's commitment to ensuring that everyone who lives in the City is able to access programs, services and facilities and participate in community activities.

The City is responsible for a range of functions, facilities and services. The DAIP applies to all City employees, agents and contractors and establishes the strategies and actions required to ensure continual improvement across seven outcome areas.

## Disability in the City of Gosnells

A disability may be defined as any physical, sensory, neurological, intellectual, cognitive or psychiatric condition that can impact on a person's lifestyle and/or everyday function.

According to the 2021 Census, 5,987 people (4.7% of the population) in the City of Gosnells reported needing help in their day-to-day lives due to disability.

Of people in the City aged 15 years and older, 10,000 reported having provided unpaid assistance to a person with disability.

As at 31 March 2022, there were 2,331 National Disability Scheme (NDIS) participants in the City.







## Disability in Australia



Australians have a disability with 1.9 million aged 65 years and over.



of people with disability reported a physical disorder as their main condition.



carers provide unpaid care to people with disability in Australia.

## Legislative and strategic alignment

The City's DAIP is a requirement of the Western Australia Disability Services Act 1993. The Plan also aligns with relevant legislation including:

- *Equal Opportunity Act 1984*
- *Commonwealth Disability Discrimination Act 1992*

## Consultation and review

The City undertook an extensive consultation process in the development of the 2024 – 2028 plan.

This included:

- Consultation workshops made available for the community including online and in person
- Engagement with disability service providers throughout the City
- A survey on the City's engagement platform Your Say Gosnells
- Advertisements in the local newspaper and social media
- Employee consultation



# DAIP 2019 – 2023 achievements

The City has made significant progress over the years to improve access and inclusion for people with disability. Examples of some of the achievements include:

- The City's events have been designed to be inclusive including:
  - dedicated areas for ACROD parking
  - well-structured pathways and ramps for accessibility
  - user-friendly accessible toilets
  - track matting over cables
  - clear directional signage
  - provision of AUSLAN interpreters at significant events
  - sensory safe space at Fusion Food and Culture Festival
  - specific wheelchair seating areas designated for events featuring stage shows
- The City upgraded pedestrian ramps along Warton Road, conforming to the latest Australian Standards for gradients. An annual budget allocation was dedicated to rectifying substandard ramps and ensuring compliance with current standards, including the installation of Tactile Ground Surface Indicators in line with Disability Access Standards.
- Universally Accessible Toilets and Changing Places facilities were constructed at Mary Carroll Park and Lexington Park.
- A fully accessible library was developed within the Mills Park Centre.
- The former Kenwick Library was repurposed as a community centre with a new Universally Accessible Toilet.
- Upgrades to accessible toilets at the Addie Mills Seniors Centre were undertaken.
- Eight new all-abilities playgrounds were completed as part of a commitment to build 11 across the community. The completed playgrounds are at Mills Park in Beckenham, Walter Padbury Reserve in Thornlie, Bracadale Park in Canning Vale, Sutherlands Park in Huntingdale, Harmony Field in Maddington, Tom Bateman Park in Thornlie, Langford Park Sporting Complex in Langford and Thornlie Park in Thornlie.
- The fully accessible spa at Leisure World was improved through a significant refurbishment.
- Introduction of captioning on videos.
- Braille characters incorporated into the artwork developed for all-abilities playgrounds.
- Hearing loops installed in the Council Chambers.
- The City's website has been built on an accessible platform to meet the Australian Government's web accessibility requirements (WCAG 2.0). Elements include ReachDeck, which provides assistance for visually impaired and linguistically diverse users, and the ability to scan the site for accessibility issues.
- City staff, groups and clubs have been provided with disability awareness and inclusion training.







# Outcomes

## 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 Gosnells.

	Strategy	Action Required	Responsibility
1.1	Continue to encourage community feedback on accessibility to City services, events and facilities.	<ul style="list-style-type: none"> <li>Continue to provide a dedicated access email link on the website for reporting access issues.</li> <li>Establish an Access and Inclusion Network to provide opportunities for people with disability and disability services providers to provide advice on access and inclusion issues.</li> </ul>	Business Systems  Community Engagement
1.2	Enhance the skills and capacity of staff and the community to deliver events, services, and programs that are accessible and inclusive.	<ul style="list-style-type: none"> <li>Utilise the City's Accessible Events Checklist for all City events.</li> <li>Promote the accessible elements of programs, activities and events to the community.</li> <li>Include accessibility requirements for the delivery of events and projects in Community Grant Program Guidelines.</li> <li>Conduct regular accessibility assessments of City services and events to identify and address barriers.</li> </ul>	Marketing and Community Events  Marketing and Community Events  Community Engagement  Community Engagement
1.3	Provide options to ensure accessibility for people with disability when interacting with City services, events, facilities and information.	<ul style="list-style-type: none"> <li>Establish a 'one-stop-shop' on the City's website for information on access and inclusion initiatives, translation support and useful resources.</li> <li>Promote the Books on Wheels library program to support people with disability and housebound community members.</li> <li>Support community organisations to deliver inclusive events and programs through the City's grants program.</li> <li>Offer accessible shuttle bus services to Fusion Food and Culture Festival and programs at Addie Mills Seniors Centre</li> </ul>	Community Engagement Business Systems  Leisure and Culture  Community Development  Marketing and Community Events Community Development



## 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 Gosnells.

	Strategy	Action Required	Responsibility
2.1	Develop and implement a program of works to improve accessibility of City buildings, facilities and road reserves.	<ul style="list-style-type: none"> <li>Continue to review and prioritise access upgrades to City buildings as a component of the planning and budget process.</li> <li>Review Emergency Evacuation Plans to ensure consideration of the management of people with disability.</li> <li>Maintain training for Fire Wardens on evacuation procedures for people with disability.</li> </ul>	Infrastructure Services  Infrastructure Services  Human Resources
2.2	Provide the community with updated information on the accessibility of buildings, facilities, parks and playgrounds.	<ul style="list-style-type: none"> <li>Include information on accessibility upgrades to buildings, facilities, parks and playgrounds on the City's website.</li> <li>Include accessibility features of all City parks and facilities on the City's website and promotional material (including ACROD parking).</li> </ul>	Infrastructure Services Business Systems  Infrastructure Services Business Systems Marketing and Community Events
2.3	Ensure that agents and contractors are aware of the City's requirements under the DAIP.	<ul style="list-style-type: none"> <li>Provide plain English information on DAIP responsibilities in Request for Tender documents.</li> <li>Include requirements as part of contractor on-boarding system.</li> </ul>	Procurement  Procurement



## OUTCOME 3: INFORMATION AND COMMUNICATION

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

	Strategy	Action Required	Responsibility
3.1	Facilitate easy access to information for community members.	<ul style="list-style-type: none"> <li>• Provide ReachDeck Toolbar (text to speech) on the City's website to assist those with vision impairment and/or those who speak a language other than English.</li> <li>• Regularly review the City's website to ensure it meets web content accessibility requirements.</li> <li>• Ensure the community is aware that City information is available in alternative formats upon request.</li> <li>• Consider accessible information requirements when designing and delivering external communication campaigns.</li> <li>• Ensure access to translating and interpreting services for people with disability.</li> </ul>	<p>Communications and Marketing</p> <p>Business Systems</p> <p>Customer Services</p> <p>Communications and Marketing</p> <p>All Directorates</p>
3.2	Improve access for people with hearing impairments.	<ul style="list-style-type: none"> <li>• Continue to provide an audio loop for Council meetings.</li> <li>• Consider the inclusion of an audio loop in new City buildings and upgrades where applicable.</li> </ul>	<p>Governance</p> <p>Facilities</p>



## OUTCOME 4: QUALITY OF SERVICE

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

	Strategy	Action Required	Responsibility
4.1	Ensure all staff are aware of potential barriers to access and inclusion.	<ul style="list-style-type: none"> <li>Review Disability Awareness module to ensure that employees are adequately trained in relation to service provision for people with disability.</li> <li>Develop an internal working group to monitor progress against the DAIP.</li> <li>Review customer service standards across the City for opportunities to improve the interaction between the City and people with disability.</li> </ul>	Human Resources  Community Engagement  Organisational Performance
4.2	Ensure new staff understand the City's commitment to access and inclusion.	<ul style="list-style-type: none"> <li>Continue to include Disability Awareness and DAIP information in all Corporate Inductions.</li> <li>Require new staff to undertake Corporate Induction as soon as possible.</li> </ul>	Human Resources  Human Resources
4.3	Ensure staff have access to approved access and inclusion training programs	<ul style="list-style-type: none"> <li>Continue to provide training in how to teach swimming to clients with disability to Leisure World Swim School teachers.</li> <li>Identify staff training requirements through annual performance review process.</li> </ul>	Leisure and Culture  All Directorates
4.4	Promote and facilitate inclusion of people with disability in local community clubs.	<ul style="list-style-type: none"> <li>Collaborate with disability and access organisations to host workshops on disability awareness and inclusion for club members.</li> <li>Work with local community clubs to build capacity, awareness, knowledge and confidence to increase the involvement of people with disability in their clubs.</li> </ul>	Community Engagement  Community Engagement
4.5	Further develop networks with key disability stakeholders and people with lived experience of disability.	<ul style="list-style-type: none"> <li>Establish an Access and Inclusion Network and convene quarterly meetings of the group.</li> <li>Participate in disability forums and groups such as the Western Australian Access and Inclusion Network Group in order to learn about opportunities to improve access and inclusion at the City.</li> </ul>	Community Engagement  Community Engagement



# OUTCOME 5: COMPLAINTS

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

	Strategy	Action Required	Responsibility
5.1	Regularly review complaint mechanisms to ensure that people with disability are able to make complaints and provide feedback.	<ul style="list-style-type: none"><li>Continue to provide a range of accessible options for customers to lodge complaints or provide feedback including in writing, in person, online or by email.</li><li>Regularly review complaints and feedback on access and inclusion issues and address any systematic issues or opportunities for improvement.</li></ul>	Customer Services  Customer Services







## OUTCOME 6: CONSULTATION

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

	Strategy	Action Required	Responsibility
6.1	Ensure that people with disability have equal access to all City community consultation processes.	<ul style="list-style-type: none"> <li>Promote community engagement opportunities using a range of media and networks considering the needs of people with disability.</li> <li>Continue to review community consultation processes and identify any improvements for future consultations.</li> <li>Ensure that people with disability are actively consulted about the DAIP.</li> <li>Promote the availability of surveys in alternative formats upon request including Braille and other languages.</li> <li>Use the City's Accessible Events Checklist for public consultation sessions.</li> </ul>	Project Consultation Advisor  Project Consultation Advisor  Community Engagement  Customer Service  Project Consultation Advisor



## OUTCOME 7: EMPLOYMENT

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

	Strategy	Action Required	Responsibility
7.1	Ensure recruitment practices provide equal employment opportunity.	<ul style="list-style-type: none"> <li>Regularly review the City's Human Resources Manual (Recruitment and Selection Procedure) to ensure it meets the requirements of Equal Employment Opportunity legislation.</li> <li>Continue to encourage people with disability and those from diverse backgrounds to apply for jobs at the City by including an equal opportunity statement in job advertisements.</li> <li>Continue to ensure the interview process is accessible to all by inviting applicants to advise the City if they require additional assistance.</li> </ul>	Human Resources  Human Resources  Human Resources
7.2	Develop innovative strategies to improve the attraction, recruitment and retention of employees and contractors with disability.	<ul style="list-style-type: none"> <li>Continue to provide opportunities for WA Disability Enterprises to quote or tender for services or contracts.</li> <li>Actively work with support organisations to provide traineeship and volunteering opportunities for people with disability.</li> <li>Ensure all access barriers are identified and addressed in the workplace including workplace adjustments and parking arrangements for employees with disability.</li> </ul>	Procurement All Directorates  Human Resources/Branch Managers/Supervisors  Human Resources

## Monitoring implementation

Progress on the actions in the City's DAIP will be reported in the City's Annual Report and in an annual progress report to the Department of Communities. The report will outline progress towards the desired outcomes of the DAIP by the City, its agents and contractors.

Contractors and agents of the City will be advised of the reviewed DAIP via email and contract documents.

In accordance with the Western Australian Disability Services Act 1993, the City will review the DAIP every five years.





## Feedback and enquiries

Feedback on any aspect of the services and functions of the City is always welcome in person, by phone, by mail or email and via the website.

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