

# CITY OF BELMONT Access and Inclusion Plan 2022-2026







## **Acknowledgement of Country**

The City of Belmont acknowledges the Noongar Whadjuk people as the Traditional Owners of this land and we pay our respects to Elders past, present and emerging. We further acknowledge their cultural heritage, beliefs, connection and relationship with this land which continues today.

We acknowledge all Aboriginal and Torres Strait Islander peoples living within the City of Belmont.

## **Alternative Formats**

This document is available on the City of Belmont website and can be requested in alternative formats including electronic format by email, in hardcopy both in large and standard print and in other formats as requested. For further information please contact the Community Development team on (08) 9477 7219. For language assistance please contact TIS (Translating and Interpreting Service) on 131 450.

# Contents

<b>Mayor's Message</b> .....	1
<b>Executive Summary</b> .....	2
<b>Community Profile</b> .....	3
Demographics .....	4
Changes in the Environment .....	6
<b>Strategic Alignment</b> .....	7
Disability Access and Inclusion Plan Outcomes.....	7
City of Belmont Goals and Strategies ...	7
<b>Development of the Plan</b> .....	8
Review .....	8
Community Engagement.....	8
Findings.....	9
<b>Moving Forward</b> .....	10
<b>Monitoring and Reporting</b> .....	12
<b>Informing Our Community</b> .....	13
<b>Useful Terms and Legislation</b> .....	14
<b>References</b> .....	16



# Mayor's Message



## **Our Commitment to being an Accessible and Inclusive Community**

The City of Belmont (the City) as a local government plays a pivotal role in

creating a community that is welcoming to all, recognising that access and inclusion are key aspects to ensuring this is possible.

Under the Western Australian Disability Services Act 1993, local governments are required to develop and implement a Disability Access and Inclusion Plan to ensure people with disability have equal access to services and facilities. This Access and Inclusion Plan fulfils the requirements of the Act.

We understand that people with disability wish to live an 'ordinary life'; a life with the same opportunities as people without disability and be openly accepted in all streams of life.

We recognise that the whole community benefits from better designed buildings and public spaces and ensuring all members of our community can participate in and contribute to the social fabric of the community.

We believe an accessible and inclusive community is one in which all Council functions, facilities and services are open, welcoming, and accessible to people with a disability, providing them with the same opportunities, rights, and responsibilities as others.

The Access and Inclusion Plan (AIP) outlines the strategies and actions that will guide the City in continuing to respond to the needs of people with disability, their families, and carers in addition to the broader community.

The development and implementation of the City's Access and Inclusion Plan aligns with the City's Strategic Community Plan 2020-2040 - Social Belmont - Objective 1, which states:

"The City will take a key leadership role to ensure access to services and facilities and developing collaborative partnerships that enable greater accessibility for a changing community."

Based on the findings of the review and engagement process, a number of strategies have been identified to assist the City in responding to its commitment of being an accessible and inclusive community.

The City recognises the need to monitor and evaluate the on-going implementation of the City's Access and Inclusion Plan to ensure it is meeting community needs and is delivering on the key indicators and legislated outcomes.

The implementation of the City's Access and Inclusion Plan is supported by the City's Access and Inclusion Advisory Group consisting of community members with lived experience of disability, service providers, councillors, and City staff. The Internal Access and Inclusion Working Group will continue to meet through the life of the new plan to report achievements and plan initiatives.

**Cr Phil Marks, Mayor  
City of Belmont**



# Executive Summary



The City of Belmont (the 'City') is committed to creating an accessible and inclusive community for all and ensuring it meets its legislative requirements as outlined in the *Western Australian Disability Services Act 1993 (The Act)*. An accessible and inclusive community is one where everyone has the equal opportunity to participate in and contribute to their community. This includes physical access and ensuring there are no barriers to participation. It also considers how inclusive a community is, how welcomed a person feels, how supported they are, and what efforts are made to consider the voice of people with lived experience in creating an accessible and inclusive community.

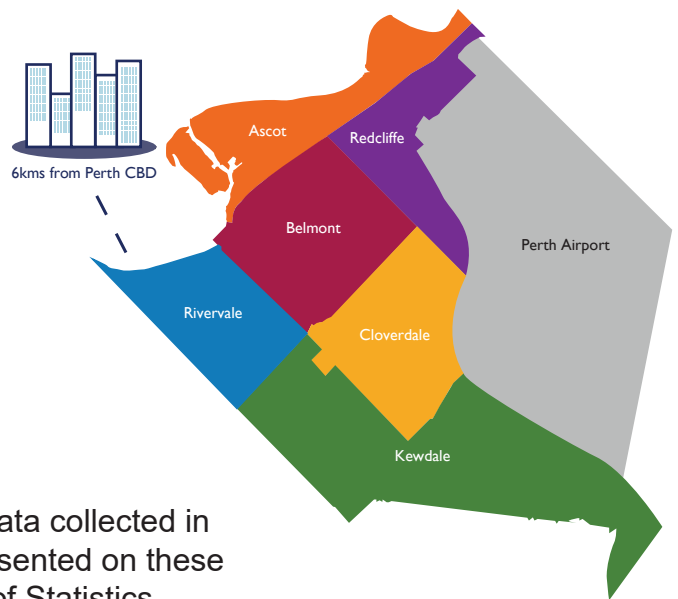
The Act states that all local governments are required to develop and implement a Disability Access and Inclusion Plan (DAIP) every five years to ensure people living with disability have equal access to services and facilities. A DAIP is required to address seven key outcomes in line with the legislative requirements of the Act, namely the seven standards and desired outcomes of disability access and inclusion plans, as stipulated in the *Disability Services Regulations 2004*.

As part of the development of the next version of the City of Belmont Access and Inclusion Plan 2022-2026, a review of the past 4 years has been completed to evaluate the achievements made during the period of the plan. A community engagement process has been undertaken to both understand current views of the City's performance and to consider future actions which will continue to enhance the City in respect to access and inclusion to all those who work, live and play in the City of Belmont.

The WA State Disability Strategy 2020-2030 has been recently released with the vision 'People with disability, and those who share their lives, are engaged and feel empowered to live as they choose in a community where everyone belongs'. The City shares this vision and will contribute to its achievement through the delivery of the City's Access and Inclusion Plan 2022-2026.

# Community Profile

The City of Belmont is a highly diverse metropolitan local government located six kilometres east of the Perth central business district. It comprises of six suburbs including Ascot, Belmont, Cloverdale, Kewdale, Redcliffe and Rivervale covering a total land area of 40km<sup>2</sup>. The Traditional Owners of the land on which the City of Belmont is located are the Noongar Whadjuk people.



## Demographics

At the time of printing, the most recent census data collected in 2021 is not yet available, and therefore data presented on these pages is projected based on Australian Bureau of Statistics (ABS) data 2016, and the Disability, Ageing and Carers, Australia: Summary of Findings 2018.

## Snapshot of Disability in Australia:



Over 4.4 million (17.7%) people in Australia have some form of disability (1 in 5 people) with similar figures for both male and female population.



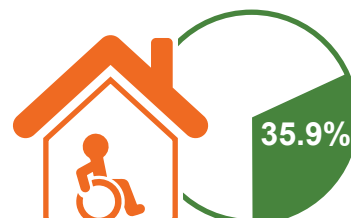
**2.1** million

2.1 million Australians of working age (15-64 years) have a disability.



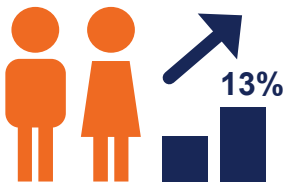
**44.5%**

Of all people with disability, 1.9 million are aged 65 and over, representing almost half (44.5%) of all people with disability. This reflects both an ageing population and increasing life expectancy of Australians.



35.9% of Australia's 8.9 million households include a person living with disability.

## Snapshot of Disability in the City of Belmont:



Based on projections of the City's population there has been an increase of 13% of all City residents from 41,448 in 2016 to 46,190 in 2022. The number of residents over 65 years of age has increased to 5,930.



Based on the City's 2016 ABS figures, it is estimated that there are approximately 1,995 residents reporting needing assistance with daily tasks with 888 of these being over 65 years of age.



Based on the projected population, there are up to 8,023 residents living with disability with more than 3,500 being over the age of 65 years.



Statistics provided by Dementia Australia indicates that up to 830 of City residents are living with dementia.

It is acknowledged that while the City's Access and Inclusion 2022-2026 Plan is aimed to ensure people with disability have access to facilities and services, the needs of those living with dementia and those who may be experiencing frailty due to age are also considered in the development of the plan.





## Changes in the Environment



As part of the construction of the the City's Belmont Hub and with partial funding from Lotterywest, the City has created a space for non-for-profit organisations to better meet the needs of the local community. The new premises has attracted a range of tenants including a number of disability organisations who have relocated to the City of Belmont.

The National Disability Insurance Scheme (NDIS) was introduced in the Perth South East Metropolitan area in 2019. The policy framework includes 'Information, Linkages and Capacity Building' (ILC), which promotes collaboration and partnership with local communities to create greater inclusivity of people with disability.

NDIS funding aims to give people with disability access to a range of mainstream, community and government initiatives, ensuring they have the same fundamental rights and opportunities as all members of the community.

The City has partnered with the Local Area Coordinator for NDIS, and has actively supported the promotion of NDIS through its activities during the period since the rollout. Since the inception of the NDIS the number of disability services providers has increased significantly to assist people secure support and services.



# Strategic Alignment

## Disability Access and Inclusion Plan Outcomes

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



**Outcome 1:** People with disability have the same access to services and events.



**Outcome 2:** People with disability have the same access to buildings and facilities.



**Outcome 3:** People with disability receive information in a format that is accessible.



**Outcome 4:** People with disability receive the same level and quality of service.



**Outcome 5:** People with disability have the same opportunities as others to make complaints.



**Outcome 6:** People with disability have the same opportunities to participate in public consultation.



**Outcome 7:** People with disability have the same opportunities regarding employment practices (recruitment and retention).

In addition to the above outcomes, Outcome 8 has been developed to guide the City in providing support to increase access and inclusion across the Belmont community.



**Outcome 8:** The broader community is aware of, and involved in, creating an inclusive community.

## City of Belmont Goals and Strategies

The City of Belmont's Strategic Community Plan (SCP) for 2020-2040 was developed through extensive community engagement resulting in the following community vision for the City:

*'We will be home to a diverse and harmonious community, thriving from the opportunities of our unique, riverside City.'*



**Goal 2:** Connected Belmont - We can all get to where we want to go.

**Strategy:** Design our City so that it is accessible by people of all ages and abilities.



**Goal 5:** Responsible Belmont - We are inclusive, engaging and act with integrity.

**Strategy:** Support collaboration and partnerships to deliver key outcomes for our City.

**Strategy:** Engage and consult the community in decision-making.

Through alignment with The DAIP outcomes and the City's Strategic Community Plan, the Access and Inclusion Plan 2022-2026 will continue to contribute to an accessible and inclusive community.

# Development of the Plan

## Review

The City has continued to deliver on the outcomes and actions defined in the City's Access and Inclusion Plan 2018-2021 with additional opportunities during the life of the plan to support new and existing initiatives. Additional actions have been undertaken through other City plans and strategies which have contributed to an accessible and inclusive community such as the City's Age-Friendly Belmont Plan and Multicultural Strategy. A review of the plan demonstrates of the 49 defined plan actions, over 85% have been completed or are in progress. Examples of key achievements include:



The installation of changing places at Belmont Hub and Belmont Oasis Leisure Centre.



Partnerships with local disability service providers in the rollout of NDIS through information sessions, pop-up stalls and expos.



Upgrade of City's website to be compliant with AA compatibility standards of the Web Content Accessibility Guidelines (WCAG) 2.0.



Delivery of annual awareness training for staff and community in disability and dementia.



Inclusion of Auslan interpreters at key City events.

## Community Engagement

With the City's previous DAIP expiring in December 2021, an engagement process was developed to provide feedback on the City's performance and seek the community's views and ideas of the City's accessibility and inclusiveness. This has included:

- Engagement with the community, in particular people living with disability, their families, carers and disability service providers through an online survey, community forums and one on one discussions with service providers.
- On-going engagement through 2021 at key events the International Day of People with Disability, City's Pioneer's Luncheon and seniors week program.
- Consultation with:
  - Key City employees through the Internal Access and Inclusion Working Group involving representation from across the City;
  - The City's Access and Inclusion Advisory Group;
  - The Accessible Business Program PWD co-design group.

The engagement process was promoted through the following channels:

- Belmont Bulletin
- City of Belmont website
- The City's newsletter BeNews
- Social media (Facebook)
- Email networks
- City programs and events










# Findings

General feedback indicated that the City is doing well in meeting the needs of people with disability and older residents.



While this feedback is positive, participants raised concerns that continue to impact on the level of accessibility and inclusion experienced by those who live, work and play in the City of Belmont. The barriers identified are presented under the below themes:

-  External – pathways, road crossings
-  Transport and ACROD parking
-  Provision of information
-  Public seating (parks and shops)
-  Employment
-  Community Safety
-  Opportunities to socialise/connect

Feedback from the community is considered in the design of strategies and actions to be addressed in the new Plan.



# Moving Forward



The Access and Inclusion Plan 2022-2026 is developed to address the seven outcomes defined by the WA Disability Services Act 1993 that directly relate to the City's performance in relation to its own facilities, programs and services. The plan also includes outcome eight which identifies strategies to address access and inclusion in the wider community.

Based on the findings of the review and engagement process a number of strategies have been identified to assist the City in responding to its commitment of being an accessible and inclusive community.

## Outcome 1



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

### Strategy

- ✓ Access and Inclusion are considered as part of all planning, delivery and evaluation of City services and events.
- ✓ Develop and promote services and events that support people living with disability.
- ✓ Ensure accessibility information for services and events is clearly communicated.
- ✓ Ensure access and inclusion is incorporated into relevant policy and procedures.

## Outcome 2



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

### Strategy

- ✓ Ensure the accessibility of all City buildings and facilities in the planning, design and construction phases through meeting standards and giving consideration to universal design principles.
- ✓ Continue to improve accessibility and inclusion of all City buildings and facilities.
- ✓ Maintain up to date and easy to understand information on of all access features of City's buildings and facilities.



### Outcome 3



People with disability receive information from City of Belmont in a format that is accessible.

#### Strategy

- ✓ Review and improve City information methods to address diverse needs of people living with disability including range of formats.
- ✓ Review and improve the accessibility of information in digital formats.

### Outcome 4



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

#### Strategy

- ✓ Ensure City of Belmont staff have the appropriate level of awareness and skills to provide a high level of service for people with disability through training and development.

### Outcome 5



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

#### Strategy

- ✓ Review and improve the City's complaints/request for service process to ensure available in flexible and accessible formats.
- ✓ Ensure people with disability are aware of complaint process and feel empowered to utilise the process.

### Outcome 6



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

#### Strategy

- ✓ Consider access and inclusion in the planning, design and implementation of City of Belmont public participation.

### Outcome 7



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

#### Strategy

- ✓ Ensure that the City's recruitment policies, procedures and practices continue to encourage and include people with disability.
- ✓ Ensure City workplaces are accessible and supportive for people with disability.

### Outcome 8



The broader community is aware of, and involved in, creating an inclusive community.

#### Strategy

- ✓ Develop partnerships with service providers, community groups to support the inclusion of people living with disability in the City.
- ✓ Promote inclusion and participation of people with disability in the community.

A detailed implementation plan has been developed to guide City officers in delivering on the strategies and outcomes defined in the plan.

# Monitoring and Reporting



The City recognises the need to monitor and evaluate the on-going implementation of the City's Access and Inclusion Plan to ensure it is meeting community needs and is delivering on the key indicators and legislated outcomes. The implementation of the City's Access and Inclusion Plan is supported by the City's Access and Inclusion Advisory Group consisting of community members with lived experience of disability, service providers, councillors and City staff. The Internal Access and Inclusion Working Group will continue to meet through the life of the new plan to report achievements and plan initiatives.



# Informing our Community



The community will be advised of the release of the City's Belmont Access and Inclusion Plan 2022-2026 through a range of channels including:

- PerthNow Southern newspaper
- Belmont Bulletin
- City of Belmont website
- The City's newsletter BeNews

The plan will be available in the following format:

- Easy English
- Large print
- Audio/braille (on request)
- Hard copies at City of Belmont Civic Centre
- Available on City of Belmont website
- Email on request.

# Useful Terms and Legislation

To better understand and respond to the needs of people living with disability in our community it is important to be familiar with the following terms.

**Access** (sometimes referred to as universal access): means that regardless of ability a person can approach, enter, pass to or from and make use of an area and its facilities without assistance.

**Co-design:** a way of improving services through involving people with disability in design, development and implementation. This provides a better opportunity to understand the experience of services for people with disability and to design appropriate actions.

**Disability:** a disability is any continuing condition that restricts everyday activities. The Act defines 'disability' as meaning attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments.

**Inclusion:** social inclusion refers to a sense of being included in the social life of the community and treated with equality and dignity.

**PWD:** This acronym is an abbreviation of the term Person with Disability.

**Universal design:** An outcome of a design process, indicating that something is as functional as possible for as many people as possible based on seven key principles:

- **Equal:** The design is useful and marketable to people with diverse abilities.
- **Flexible:** The design accommodates all individual preferences and abilities, such as tools that allow for right or left-handed use, level entrances or larger washroom facilities that allow for wheelchair access.
- **Simple and intuitive:** The design is easy to understand and operate, allows for different literacy levels and language abilities, and provides prompts and feedback.
- **Uses perceptible information:** The design makes it easy to provide pictorial, verbal and tactile directions/ instructions to communicate information effectively to the user regardless of ambient conditions or sensory abilities
- **Minimises risks and accidents:** The design minimises hazards and risks of accidental or unintended actions by arranging commonly used elements in most accessible locations and hazardous elements either removed or shielded.
- **Requires low physical effort:** The design can be used efficiently and comfortably, with little effort or fatigue.
- **Appropriately sized and spaced:** The design incorporates enough size and space for approaching, reaching, manipulating and using, regardless of user's body size, posture or mobility.



A range of legislation and standards have been developed to protect the rights of those living with disability and to provide guidance to government agencies on how to create an accessible and inclusive community.

- Commonwealth Disability Discrimination Act 1992
- WA Disability Services Act 1993
- Western Australian Equal Opportunity Act 1984, and the Commonwealth Disability Discrimination Act 1992
- Disability (Access to Premises-Building) Standards 2010
- National Standards for Disability Services 2013.





# References

## **A Western Australia for Everyone State Disability Strategy 2020 - 2030**

- <https://www.wa.gov.au/system/files/2021-05/State-Disability-Strategy-2020-2030.pdf>

## **A Western Australia for Everyone: State Disability Strategy Action Plan**

- <https://www.wa.gov.au/system/files/2021-04/state-disability-strategy-2020-2030-action-plan.pdf>

## **The Disability Services Act (1993)**

- [Disability Services Act 1993 - \[04-f0-00\].pdf \(legislation.wa.gov.au\)](#)





## City of Belmont

215 Wright Street, Cloverdale WA 6105  
Locked Bag 379, Cloverdale WA 6985  
Open 8:30am - 4:45pm, Monday - Friday  
☎ PH: (08) 9477 7222  
☎ A/H: (08) 9477 7224

✉ [belmont@belmont.wa.gov.au](mailto:belmont@belmont.wa.gov.au)  
🌐 [belmont.wa.gov.au](http://belmont.wa.gov.au)  
f @BelmontCouncilWA  
🐦 BelmontCouncil  
📺 City of Belmont

**BELMONT**  
CITY OF OPPORTUNITY

