

# Access and Inclusion Plan 2021-2026



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# Acknowledgement of Country

The City of Mandurah would like to acknowledge the Bindjareb people – the traditional custodians of this land – and pay respect to all Elders, past and present.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and the region.

## Message from Mayor Rhys Williams

We're proud to present the City of Mandurah Access and Inclusion Plan 2021-2026, which is our new framework for creating a more inclusive and connected community for all.

The new Plan has been developed in partnership with the Access and Inclusion Advisory Group, many local organisations, City officers, and community members who have all provided invaluable input as to how we continue to improve access and inclusion for everyone. A big thank you to everyone involved.

Mandurah is a leader in this space, and as a local government, it is so important to us that our facilities, services, places and events are accessible and welcoming for all people, including people who have a disability.

The City of Mandurah and the local community have accomplished tremendous achievements and improvements in accessibility and inclusion over the years, which has a significant impact on people living with disability.

The creation of this new Plan allows us to recognise and act on how we can strengthen and build upon the great successes we've achieved together already. The Plan will ensure the City drives continuous improvements to services and events, buildings and facilities, information, quality of service, feedback and complaints, public consultation and employment.

There is still work to be done, and I am confident that we're in a great position to continue to build a more accessible community where all people feel welcomed and are able to actively contribute to community life.



**Mayor Rhys Williams**  
City of Mandurah





# Access and Inclusion Policy statement

The City of Mandurah is committed to ensuring that the community is accessible for and inclusive of people with disability and our aging population, their families and carers. An accessible and inclusive community is a more vibrant place for everyone.

The City interprets an accessible and inclusive community as one in which all City functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

## About the City of Mandurah

### Place vision

We are built in nature – a meeting place surrounded by unique waterways, where the wellbeing of our people and our environment are nurtured; where business in the community can thrive and entrepreneurship is celebrated. We will be the place where a thriving regional city and the heart of a village meet.

This is our Mandjoogoordap.

### Our purpose

To create a vibrant and connected city that supports and improves the community for everyone.

### Mandurah at a glance

The City of Mandurah is Western Australia's largest regional city and covers an area of 173.5km. It is home to more than 85,000 people with an average increase of 1500 new residents each year over the past five years<sup>1</sup>. Between 2016 and 2036, the population for the City of Mandurah is forecast to increase by 36,778 persons (44.26% growth), at an average annual change of 1.85%<sup>2</sup>.

## Alternative formats

This document is available in alternative formats on request including electronically by email or through the City website, in hard copy in large, standard print and Easy English, or braille.

This document is also available in other languages on request. For further information please contact Community Development at the City of Mandurah on (08) 9550 3256 or [cdo@mandurah.wa.gov.au](mailto:cdo@mandurah.wa.gov.au)

The first people known to have inhabited the area were the Bindjareb tribe of the Bibbulmun Nation. The locality then was known as Mandjoogoordap, which translates as 'meeting place of the heart'.

Until recently, Mandurah was one of Australia's fastest growing cities, having experienced more than half a century of phenomenal growth, from a seaside village of less than 2000 residents in 1954 to a city in excess of 85,000 in 2018<sup>1</sup>.

Mandurah is one of Western Australia's most popular 'lifestyle' retiree destinations with one of the state's highest proportions of residents aged 65 years and over (21.9%) compared to the state average of 14% and the national average of 15.3%<sup>3</sup>.

Source: <sup>1</sup> ABS Regional Population Growth Australia – Released 27/03/2019.

<sup>2</sup> City of Mandurah Population Forecast, .idcommunity

<sup>3</sup> Australian Bureau of Statistics, Census QuickStats, 2016



# Mandurah demographics

**Current population: 85,302**

(ABS Regional Population Growth Australia - Released 27/03/2019)

Children (0-9 yrs)



**12.6%**

of the population

Youth (10-19 yrs)



**11.6%**

of the population

Aged (65 and over)



**21.9%**

of the population

**Median age: 43 years old<sup>1</sup>**

**Forecast population in 2036: 119,877**

(Population and household forecasts, 2016 to 2036, prepared by .id, the population experts, October 2017)

Children (0-9 yrs)



**12.2%**

of the population

Youth (10-19 yrs)



**11.6%**

of the population

Aged (65 and over)



**24.4%**

of the population

Number of families<sup>1</sup>



**22,213**

Couple families with children<sup>1</sup>



**37.2%**

Average number of children per family<sup>1</sup>



**1.8**

Average number of people per household<sup>1</sup>



**2.4**

Lone person household<sup>1</sup>



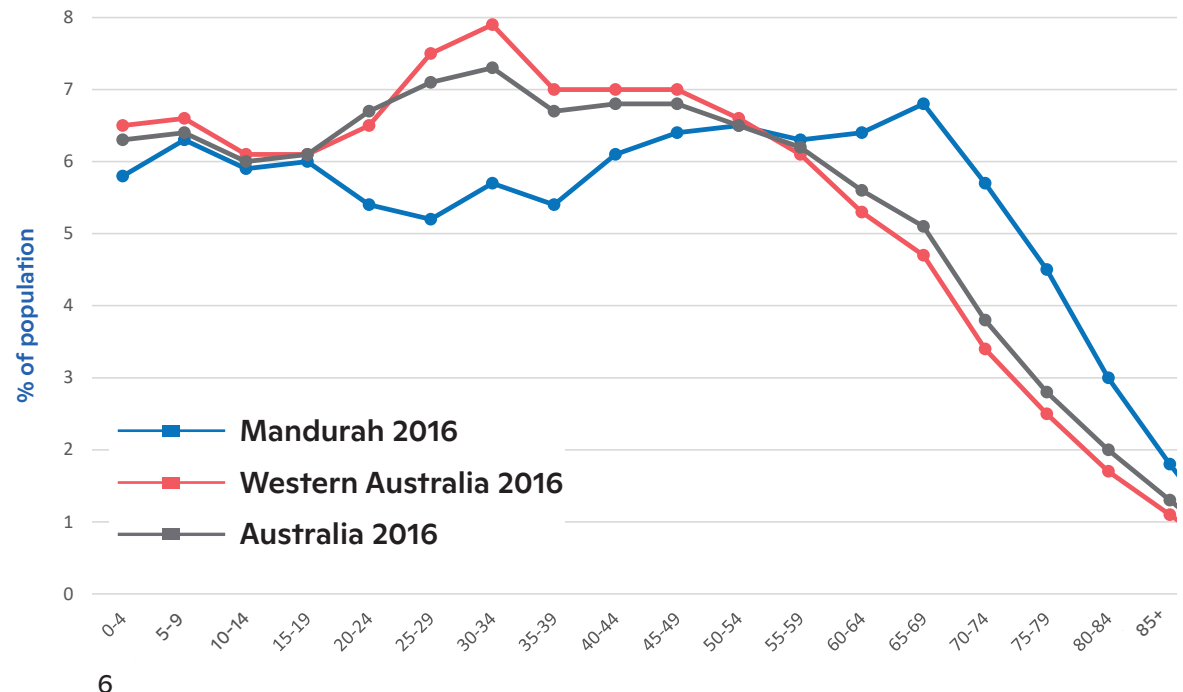
**25.6%**

One parent family<sup>1</sup>



**16.1%**

## Mandurah's age structure: a comparison<sup>1</sup>



<sup>1</sup>Source: Australian Bureau of Statistics; 2016 Census

# People with disability in the community



**4.4 million<sup>1</sup>**

People in Australia have disability

**17.7%<sup>2</sup>**

% of the Australian population are people with disability



**2.65 million<sup>1</sup>**

People in Australia are unpaid carers for people with disability

**10.8%<sup>1</sup>**

% of the Australian population are unpaid carers for people with disability



**411,500<sup>2</sup>**

People in Western Australia have disability

**16.4%<sup>1</sup>**

% of the Western Australian population are people with disability



**6,933<sup>3</sup>**

People in Mandurah are unpaid carers for people with disability (including long-term illness or require support due to age)

**10.5%<sup>3</sup>**

% of the Mandurah population are unpaid carers for people with disability (including long-term illness or require support due to age)

Disability can impact on a person's ability to attain employment, gain access to educational opportunities and to participate in social and community activities.

## People aged between 15 and 64 who have a disability:

- Have lower participation than people without disability (53.4% vs 84.1%).<sup>1</sup>
- Have higher unemployment rates than people without disability (10.3% vs 4.6%).<sup>1</sup>

## People accessing the National Disability Insurance Scheme (NDIS) - Forecast for Mandurah 2023



**35%<sup>4</sup>**

The total projected increase in the number of people with disability, accessing NDIS funded supports, within the City of Mandurah by 2023.



**1,273 - 1,719<sup>4</sup>**

The projected number of people with disability, accessing NDIS funded supports, within the City of Mandurah by 2023.

\* These figures do not include people with disability who choose not to access the NDIS or who are not eligible for NDIS funded supports.

Source: <sup>1</sup> ABS survey of Disability, Ageing and Carers (SDAC, 2018)

<sup>2</sup> WA State Disability Strategy 2020-2030

<sup>3</sup> Australian Bureau of Statistics, Census QuickStats, 2016

<sup>4</sup> The National Disability Insurance Scheme (NDIS) Demand Map



# City of Mandurah functions, facilities and services

The City of Mandurah is responsible for a range of functions, facilities and services including:

## Services to infrastructure:

- Construction and maintenance of Local Government owned buildings.
- Construction and maintenance of road.
- Footpaths and cycle facilities.
- Land drainage and development.
- Waste collection and disposal.
- Litter control and street cleaning.
- Planting and caring for street trees.
- Numbering of building and lots.
- Street lighting.
- Bush fire control.

## Services to the community:

- Provision and maintenance of recreation areas, parks, gardens, reserves and facilities for sporting and community groups.
- Management of recreation centres and swimming pools.
- Public libraries and information services.
- Youth centre.
- Seniors activity centre.
- Environment and health education programs.
- Community, arts and cultural events.
- Assistance and support to community groups.

## Regulatory services:

- Planning road systems.
- Sub-divisions and local planning schemes.

- Building approvals for construction, additions or alterations to buildings.
- Environmental health services and ranger services, including dog control.
- Development, maintenance and control of parking.

## General administration:

- The provision of general information to the public and the lodging of complaints and payment of fees including rates, hall hire and dog licenses.

## Processes of government:

- Ordinary and special Council and committee meetings.
- Community consultations.
- Governance administration of local government.





# People with disability in the community

Creating an accessible and welcoming community, benefits everyone. With the full roll-out of the National Disability Insurance Scheme (NDIS) across Australia, including Mandurah, more people with disability have access to support to assist them to participate in, and contribute to their Mandurah community.<sup>1</sup>

Disability is a part of everyday life. In Western Australia, one in five people (or 411,500 people) have a disability, and currently, 68,000 Western Australians are the primary carer for a friend or family member with a disability. Many people with disability are Aboriginal, from a culturally and linguistically diverse background or identify as LGBTQI+.<sup>2</sup>

The Disability Services Act 1993 defines 'disability' as meaning a disability which:

- 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.
- Which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support<sup>3</sup>.

Disability can impact on a person's ability to attain employment, gain access to educational opportunities and to participate in social and community activities. For instance, people aged between 15 and 64 years with disability have both lower participation (53.4%) and higher unemployment rates (10.3%) than people without disability (84.1% and 4.6% respectively)<sup>4</sup>.

The NDIS Demand Map forecasts that there will be between 1,273 and 1,719 people living within the City of Mandurah accessing NDIS supports, for disability-related needs, by 2023<sup>5</sup>.

In the 2016 Census 6,933 people in Mandurah reported providing unpaid assistance to family members or others due to a disability, long term illness or support required due to age. This is 10.5% of the Mandurah population.<sup>1</sup>

These statistics have important implications for the City of Mandurah, which supports the State's highest proportions of residents aged 65 years and over (21.9%). This is compared to the state average of 14% and the national average of 15.3%. Many people with access and inclusion requirements also visit the city as tourists due to Mandurah being a destination place for short visits and longer stays.<sup>1</sup>

## Sources:

<sup>1</sup> Australian Bureau of Statistics, Census QuickStats, 2016

<sup>2</sup> WA State Disability Strategy 2020-2030

<sup>3</sup> Department of Communities

<sup>4</sup> Australian Bureau of Statistics, 2018

<sup>5</sup> NDIS Demand Map



## Planning for better access

The City of Mandurah values people with disability as an integral part of the local community and considers this plan as an important tool to support continuous improvement to the access for, and inclusion of, people with disability across the city.

It is a requirement of the Disability Services Act 1993 that all local governments develop and implement an Access and Inclusion Plan (AIP) 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 of Mandurah's Access and Inclusion Plan 2021-2026 (AIP) intends to meet the requirements of the Act.

Other legislation and policies relating to disability when planning for access and inclusion include:

- The Building Code of Australia (BCA) – provides a set of minimum requirements for new buildings and renovations.
- The Access to Premises Standard under the Disability Discrimination Act (DDA) – effective for any buildings or major redevelopments commencing after May 2011.
- State Disability Strategy 2020-2030 – to build an inclusive community which supports and empowers people with disability.
- National Disability Strategy 2020 and beyond – the 2010-2020 Strategy set out a ten year national plan for improving life for Australians with disability, their families and carers. That plan is currently under review and a new plan in development.
- WA Equal Opportunity Act 1984.
- Commonwealth Disability Discrimination Act 1992.
- United Nations Convention on the Rights of Persons with Disabilities.

# Alignment with other City of Mandurah strategies

The AIP contributes to other key priorities of the City including the Strategic Community Plan and the Public Health and Wellbeing Plan.

City of Mandurah plan	Plan objective/strategy	AIP strategy
<b>Strategic Community Plan 2020-2040</b>	<b>Focus area 2: Social</b> 2.6. Advocate for and facilitate the provision of diverse and environmentally sustainable places and spaces for people to enjoy an inclusive and active lifestyle.	2.2
	<b>Focus area 3: Health</b> 3.3. Provide and facilitate quality infrastructure that is accessible, and conducive to a healthy, active community.	2.2
	<b>Focus area 5: Organisational excellence</b> 5.2. Listen to and engage with our community in the decision-making process.	2.3 6.1 6.2 6.3
<b>Public Health and Wellbeing Plan 2020-2023</b>	<b>Strategic objective 1</b> Provide community, social infrastructure and services to maintain quality of life in a growing and increasingly diverse city.	1.4 2.2
	<b>Strategic objective 2</b> Create an environment that feels safe and minimises harm, including from alcohol and drug misuse, using internal and external resources.	2.4
	<b>Strategic objective 3</b> Facilitate and advocate for opportunities for all people to participate in the social, economic and community life of the city, irrespective of ability, background, class, gender or orientation and support improved mental health.	All
	<b>Strategic objective 4</b> Partner with external agencies to identify and provide community relevant health messages and services where resources permit and integrate into City business.	1.1 2.1 3.1 3.2 4.3



# Progress to date

The City of Mandurah has made considerable progress to improve access and inclusion for people with disability. Progress has been reported annually to the Department of Communities. A snapshot of some of the achievements over the life of the 2015-2020 AIP include:

- Opening of the Mandurah Aquatic and Recreation Centre with a strong focus on providing universal access for all of community.
- Opening of a Changing Places facility next to the Mandurah Visitors' Centre.
- Increased access to Mandurah's waterways including floating jetties, beach matting, availability and promotion of beach wheelchairs and a beach walker and support to local groups such as Fishability and Sail-into-Life.
- Greater access and opportunities to contribute and participate in arts and culture within the city including sensory experiences with Wearable Art Mandurah, availability and promotion of inclusive art projects and upgrades to access at the Mandurah Performing Arts Centre.
- Developing stronger relationships with local Disability Employment Service providers through collaborative projects including AccessAbility Day, job carving workshops and a Disability Traineeship.
- Increased utilisation of the City's Access and Inclusion Advisory Group to provide feedback into City projects, services and initiatives.
- Availability of dementia-friendly resources and 'Make Me' packs at Mandurah Libraries, which support independence and social interaction between family members and people living with dementia.
- The City's new website has been built on an accessible platform and has an accessibility checker within it to support the inclusion of accessible content. Ongoing content improvements aim to meet the Australian Government's web accessibility requirements to AA compliance (WCAG 2.0).
- The City has provided City officers, community members, groups and clubs with access to a range of disability awareness and inclusion training which has helped to build a more welcoming and inclusive community for all.
- Continuous improvements to access and inclusion at City-led events including 'Chill-Out Zones', additional ACROD parking, accessible bathroom availability, accessible fonts and colour contrast on event signage at large events and Auslan interpreters.
- Progressed accessibility to a range of neighbourhood parks, open spaces and foreshores in addition to delivering new spaces with an emphasis on universal design.
- Increased accessibility to footpaths/pedestrian access and traffic light signals.



# Review and development of our Access and Inclusion Plan

## Responsibility for review and development process

The City's Community Development team has the responsibility to oversee the development, review and evaluation of the AIP with the support of the Access and Inclusion Advisory Group and the City's Management and Executive Leadership Team.

## Review and development process

The City's AIP 2021-2026 continues to provide outcomes for people with disability that reflect the Department of Communities guidelines and the requirements of the *Disability Services Act 1993*.

During 2019-2021, the City undertook a review of the AIP 2015-2020 and engaged with key City employees, community members and local agencies to draft an AIP that will guide further improvements in access and inclusion.

The review and development process included:

- Surveys for City officers and community conducted by the Community Development team in 2019-2020.
- Co-design with the City's internal project group, External Reference Group and Access and Inclusion Advisory Group to plan and conduct further community engagement in 2020 and develop strategies for the new AIP.
- Consultation with the community, in particular people with disability, their families, networks and disability service providers.
- Consultation with City officers to develop the AIP strategies and AIP Implementation Plan using information provided by community.

**Image:** City of Mandurah, Access and Inclusion Advisory Group, March 2021



# Community engagement process

The City of Mandurah appointed a consultant with experience in the disability sector to assist with community engagement for the AIP 2021-2026.

The City was committed to a high level of community engagement for the development of the AIP and to support this, a co-design approach was used with the City's internal project team, external working group and the consultant working in close collaboration. The outcomes of this collaboration included:

- AIP Community Engagement Plan – outlining methods of engagement, priority groups for targeting, access considerations and timeline.
- AIP Community Survey – online and in alternative formats.
- AIP Staff Survey – online and in alternative formats.
- Community Engagement Summary report.
- AIP 2021-2026 – this document.

The community engagement period extended from 4 August 2020 to 16 September 2020 and was advertised on the City's website and social media channels, Mandurah Matters, to service providers, and directly to people with disability.

The methods for community engagement included a survey for community and City officers, focus groups (face-to-face and online), forums and phone interviews.

The focus of the community engagement sessions was on collecting information about barriers to access and inclusion and suggestions for improvement.

Focus groups/forums were facilitated by the consultant and/or the City's Community Development Officer (Access and Inclusion) and hosted by:

## Face to face

- Midway Client Reference Group.
- Chorus (Aged Care and Disability Services).
- Fishability.
- Halls Head College, Education Support Centre.
- John Tonkin College, Education Support Centre.
- Mustangs Integrated Football Team.
- Billy Dower Youth Centre.
- City of Mandurah - open public session.

## Online

- Midway Family Reference Group.
- Department of Local Government, Sports and Cultural Industries.
- City of Mandurah - open public session.

A series of workshops were also offered to City officers throughout the development of the new plan.

Approximately 500 people contributed to the development of the AIP 2021-2026.



## Findings from the community engagement

Most people were satisfied that the City of Mandurah was welcoming and inclusive of people with disability and appreciated the progress made in improving access including Changing Places facilities, better access to parks, reserves and beaches and more inclusive opportunities in events and consultations.

Information collected from the community has provided the City with key considerations to increase access and inclusion of people with disability in future projects including:

- Targeted promotion and communication about accessible and inclusive features of facilities, services and events.
- Increased awareness by City officers and external contractors about the positive impact made on the lives of people with disability when access and inclusion is considered in planning and delivering City projects.
- Availability and promotion of inclusive programs in the City including inclusive sports, school holiday programs and general social activities.
- Further improvements to buildings, facilities, outdoor environments and public spaces.
- Easier access to information, especially for those people who don't use digital platforms.
- Different ways to engage with people with disability in providing feedback on City projects.
- More employment and volunteer opportunities within the City for people with disability.

The strategies in the AIP 2021-2026 reflect these findings and many of the specific suggestions have been included in the AIP Implementation Plan.



# Strategies to improve access and inclusion

The City of Mandurah is dedicated to ensuring that the community is accessible for, and inclusive of, people with disability, their families and support networks and is committed to delivering an updated Access and Inclusion Plan.

The City is committed to achieving the seven outcomes described in the Disability Services Act 1993. The strategies that the City plans to implement to meet these outcomes are included below. These strategies have been informed by community engagement.

Further details on the actions and timelines for implementing each strategy are detailed in the operational AIP Implementation Plan.

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

## Strategy

1.1	Develop and implement a communication strategy to ensure people with disability receive information about access to, and inclusion in, City services and events.
1.2	Build the capacity of internal and external stakeholders to deliver accessible and inclusive projects and events.
1.3	Expand on access and inclusion requirements across all City-led events.
1.4	Identify opportunities to provide inclusive services and programs for community members.
1.5	Identify new funding sources for innovative projects and events that celebrate access and inclusion.

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

## Strategy

2.1	Provide residents and visitors with information about accessible features across the City.
2.2	Review and expand the availability of accessible and inclusive facilities across the City.
2.3	Engage people with lived experience in the planning and development of City buildings, facilities and services.
2.4	Include improvements to access and inclusion for buildings, facilities and services in the City's strategic and business planning.

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

## Strategy

3.1	Strengthen the accessibility of the City's digital (online) communications.
3.2	Strengthen the accessibility of the City's printed materials, including signage.
3.3	Embed representation of people with disability throughout general City publications and communications.

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

Strategy	
4.1	Enhance staff awareness of supports and services available to ensure a greater level of service is provided to people with disability.
4.2	Strengthen the commitment to access and inclusion into the City's culture.
4.3	Review customer service standards across the City for opportunities to enhance the interaction between City officers and community members who have a disability.

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

Strategy	
5.1	Commit to continuous improvement of the City's customer feedback and complaints processes to ensure that they are accessible and inclusive for everyone.
5.2	Improve the analysis and response to complaints and feedback data.

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

Strategy	
6.1	Ensure access and inclusion requirements are considered for any community engagement undertaken by the City.
6.2	Build the capacity of internal and external stakeholders to deliver accessible and inclusive community engagements.
6.3	Increase awareness of the role and function of the City's Access and Inclusion Advisory Group.

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

Strategy	
7.1	Develop a diversity strategy to proactively employ people with disability.
7.2	Collaborate with business leaders and local disability employment providers to grow business confidence to employ people with disability.
7.3	Expand and improve volunteer opportunities within the City for people with disability.
7.4	Foster a culture that supports the employment of people with disability in the City.





## Responsibility for implementing the Access and Inclusion Plan

Implementing the City of Mandurah's AIP is the responsibility of all operating sections of the City including agents and contractors. The Department of Communities describes an 'agent' or 'contractor' as:

- An agent is a person or business authorised to act on another's behalf.
- A contractor is an entity who performs a service or delivers a product under an agreement (or contract) with a public authority.
- There is an exchange of money for services (this includes grants).

## Communicating the Access and Inclusion Plan

The availability of the AIP will be publicised in the local community newspaper and directly to disability service organisations, groups and interested individuals. The AIP will be available on the City's website and by request in alternative formats, including print (standard or large), electronic format or Braille. An Easy English version of the AIP will also be produced and made available. For further information please contact Community Development at the City of Mandurah on (08) 9550 3256 or [cdo@mandurah.wa.gov.au](mailto:cdo@mandurah.wa.gov.au).

City officers will be advised of the contents of the AIP and their responsibilities during regular internal meetings. Agents and contractors used by the City will be advised about the AIP through procurement documentation and through capacity building initiatives included in the AIP strategies.

A copy of the AIP will also be lodged with the Australian Human Rights Commission.

# Monitoring, review and evaluation of the Access and Inclusion Plan

The City's Community Development Officer will continue to liaise with the Access and Inclusion Advisory Group, the AIP internal working group and relevant managers to review progress on the implementation of the strategies identified in the AIP.

The City's Community Development Officer and the Access and Inclusion Advisory Group will also continue to inform and seek feedback from people with disability, their families, networks and disability organisations regarding the AIP outcomes and strategies.

Elected Members and City employees will be kept informed about the implementation of the AIP and feedback on the effectiveness of the strategies will be sought.

The City's AIP will be formally reviewed at least once every five years. Should the AIP 2021-2026 be amended, a copy of the amended plan will be lodged with the Department of Communities.

The AIP Implementation Plan will be amended on a more regular basis to reflect budget considerations, progress and any access and inclusion issues which may arise.

## Thank you

Thank you to everyone who attended engagement sessions, provided feedback and responded to the surveys during the review of the previous plan and the development of the Access and Inclusion Plan 2021-2026. Your collective contributions have been incorporated into this document.

# Reporting on the Access and Inclusion Plan

The City's Community Development Officer, in collaboration with the Access and Inclusion Advisory Group and relevant City officers, will prepare a report each year on the implementation of the AIP. A status report will be provided to Council for formal endorsement.

The City will report on the implementation of the AIP through its Annual Report and by completing the Department of Communities progress report template each year, outlining:

- Progress towards the outcomes of the AIP.
- Progress of the City's agents and contractors towards meeting the AIP.
- Strategies used to inform agents and contractors about the AIP.





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For more information visit: [relayservice.gov.au](http://relayservice.gov.au)

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