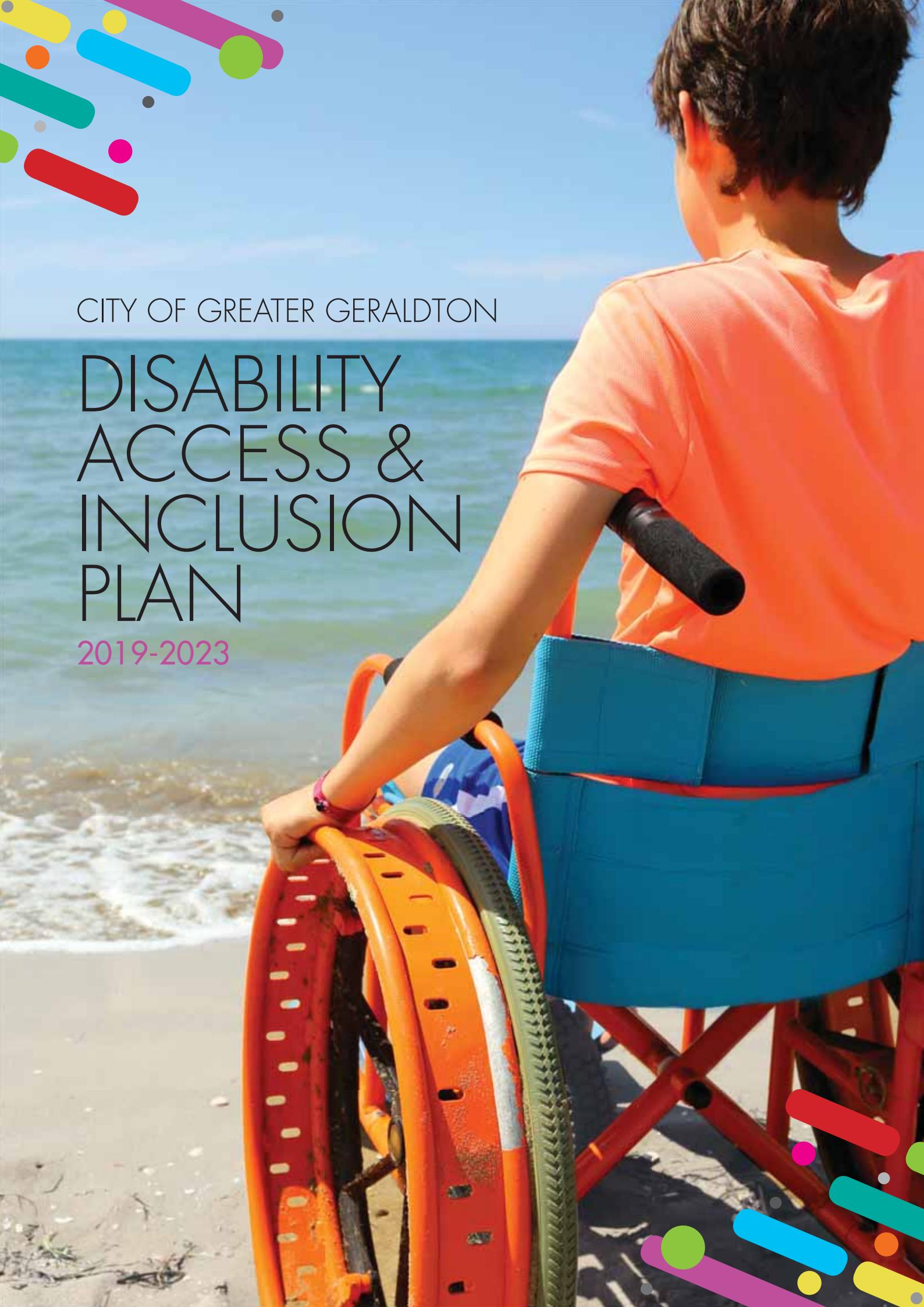




CITY OF GREATER GERALDTON

# DISABILITY ACCESS & INCLUSION PLAN

2019-2023



# TABLE OF CONTENTS

Foreword.....	1
Introduction.....	3
Legislative Requirements for better access.....	4
Achievements to date .....	5
City Planning for better access .....	17
City Action for better access.....	18
City Strategies for better access .....	19
Thank You .....	20
Community Organisations .....	21
Disability Access and Inclusion Implementation Plan .....	22



A copy of this publication is available in alternative formats upon request in standard or large print, electronically by email, in audio format on CD and on the City's website at [www.cgg.wa.gov.au](http://www.cgg.wa.gov.au)



# FOREWORD

On behalf of the City, I am proud to present the 2019 to 2023 Disability Action and Inclusion Plan (DAIP). From listening to the Geraldton community, the City has gained invaluable insight in relation to the daily barriers faced by people living with disabilities.

The feedback received has formed the structure of this document, which will assist our organisation in its decision making, to ensure the requirements of people living with disabilities are met.

The DAIP outlines the City strategies and plans of action to provide equitable access to the City's facilities and services. As a five year plan, it will be reviewed regularly by the working group to monitor its progress, and to evaluate new initiatives and make recommendations.



Mayor Shane Van Styn  
CITY OF GREATER GERALDTON



# FACILITATING THE INCLUSION OF PEOPLE WITH DISABILITY





# INTRODUCTION

Geraldton is the major regional centre of Australia's Batavia Coast overlooking the Indian Ocean and is a city steeped in indigenous and pioneering history. The city has all the major services you would expect in a city including cultural, shopping and sporting facilities, yet offers a more relaxed pace of life.

Geraldton is within easy driving distance to Perth, being just over 400km north of the State capital. It has regular air services and exports to the rest of the world via the Geraldton Port.

The Greater Geraldton region including Greenough, Walkaway and Mullewa has some of Western Australia's premier heritage buildings and agricultural land that has been farmed since its settlement over 170 years ago.

Like many regional locations the percentage of persons with a disability is slightly higher than that of capital cities and it is estimated at around 21% of the current population. Given the predicted growth rate and an increasing ageing population this number will rise steadily every year.

The City is committed to improving access to its services, facilities, programs and events. By adopting the principles of universal access design, the City will implement best practice principles through its Disability Access and Inclusion Plan.

# LEGISLATIVE REQUIREMENTS FOR BETTER ACCESS

It is a requirement of the Disability Services Act (WA) that all local government authorities develop and implement a Disability Access and Inclusion Plan. The plan outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services, and must be lodged with the WA Disability Services Commission.

The legislative requirements of the Disability Services Act (WA) 1993 (amended 2004), also frame and include the Disability Discrimination Act (Cth) 1992, and the Equal Opportunity Act (WA) 1984 (amended 1988).

The Disability Services Act (WA) requires that the Disability Access and Inclusion Plan addresses seven outcome principles and recommends developing strategies for each. The listed outcomes provide a framework for translating the principles and objectives of the Act into tangible and achievable results.

Schedule 3 of the Act cites the Disability Services Regulations, 2004 and sets out the seven outcomes of a Disability Access and Inclusion Plan are:

1

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

2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

3

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

4

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

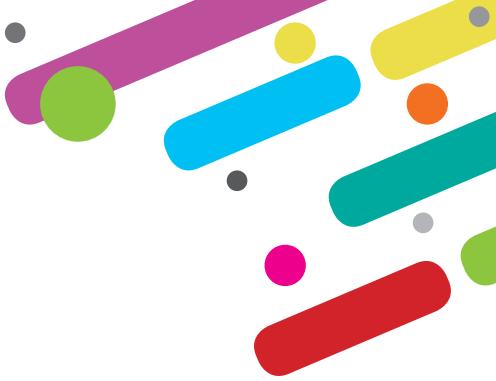
5

People with disability have the same opportunities as other people to make complaints to a public authority.

6

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

7



# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2014/15 PERIOD

### OUTCOME

**1**

**People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.**

- The City's Disability Working Group was established and first met in December 2013, meeting again in March and June 2014.
- Planning and development commenced with progress meetings regarding employment and training, events, governance, communications, customer services, infrastructure, buildings and facilities, access auditing, contractors requirements.

### OUTCOME

**2**

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

- Access to the City's foreshore precinct was evaluated through community consultation. Improvements in access included upgrading access toilets with integrated adult change table and hoist facilities with beach wheelchair storage. An access path for wheelchairs was designed, enabling wheelchair access to the beach. Further improved access to recreational areas with paths to shelters and drinking fountains throughout the foreshore were installed.
- Renewal program of footpaths in Greater Geraldton included 2,905m of footpaths in Chapman Road, Lester Avenue and Gregory Street.
- A new access ramp on the corner of Bailey Street and Foreshore Drive was installed.
- The relocation of the City's Visitors Centre into a heritage building required substantial refurbishment including a new access lift, ramps and access toilets.
- A new initiative to provide recharge stations in City venues for electric wheelchairs and gophers commenced.

### OUTCOME

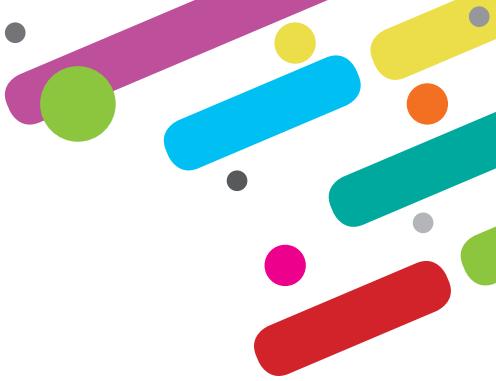
**3**

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

- The City redeveloped its websites to incorporate improved access features including readability features and Read speaker text to voice software on all web pages. Most web documents can be heard with Read speaker, and all documents can be provided in alternative formats upon request, with the exception of graphics and embedded documents such as maps and posters.

# LEARNING KEY WORD SIGN LANGUAGE





# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2014/15 PERIOD (CONT)

### OUTCOME

**4**

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

- Training for customer service areas included learning key word sign language with six staff available to assist in communications with signing.

### OUTCOME

**5**

**People with disability have the same opportunities as other people to make complaints to a public authority.**

- The City provided information and links on how to access complaints procedures through its website.
- The City is contactable online, via telephone, and in person at its Civic Centre Offices.

### OUTCOME

**6**

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

- The City undertook wider community consultation to further establish the needs of people living with disabilities.

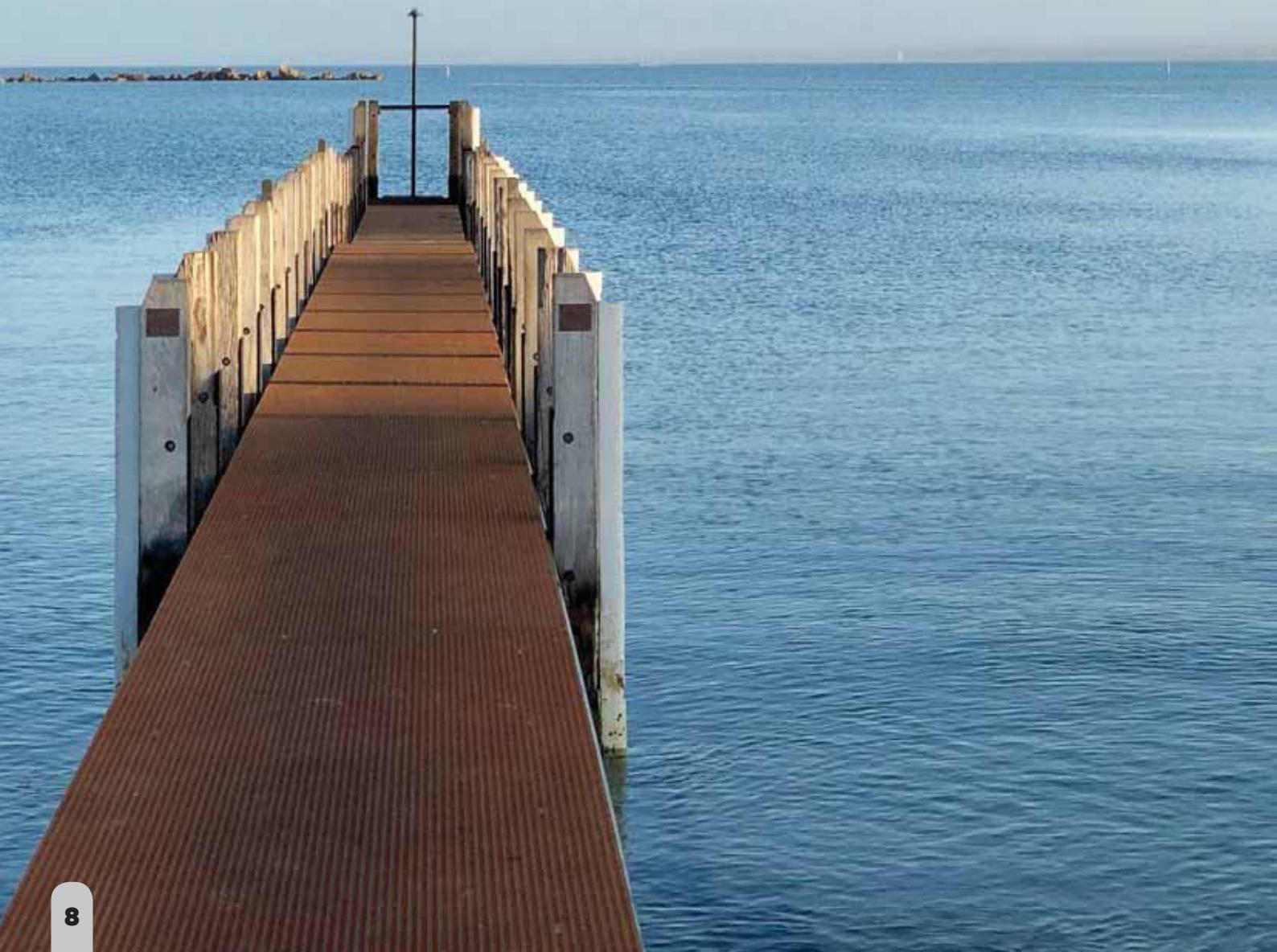
### OUTCOME

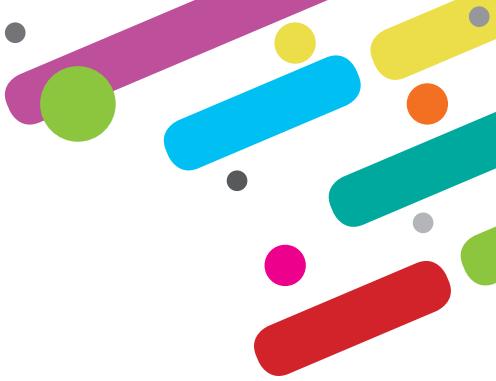
**7**

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

- To increase representation by people living with disabilities, the City realigned its recruit process/criteria with higher consideration given to those applicants holding core organisation values as opposed to skills.

INSTALLED TO  
**ASSIST**  
PEOPLE WITH  
**MOBILITY**  
ISSUES





# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2016/17 PERIOD

### OUTCOME

# 1

**People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.**

- The City supported a range of activities and events including International Day for People with Disabilities in partnership with local service providers.
- An Access upgrade of the Queen Elizabeth II Seniors & Community Centre (QEII) incorporated significant improvements to access toilets, entrances, pathways car parking and signage.
- An access audit resulted in the installation of an audio loop in the QEII lower hall.
- Installation of Recharge stations, for people using electric scooters, gophers or wheelchairs were installed in the Geraldton Regional Library and the QEII.
- A range of art programs for people with disability, including City hosted or supported exhibitions and partnered projects with Disability in the Arts WA were held.

### OUTCOME

# 2

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

- The Renewal program of footpaths in Greater Geraldton included replacement footpaths in Augustus Street, Ainsworth Street and the North West Coastal Highway. The Foreshore recreational area had additional concrete pathways installed for access to BBQs, picnic tables and drinking fountains.
- A number of ACROD parking spaces were upgraded and additional spaces installed, including new access parking spaces in Foreshore Drive, Marine Terrace and the QEII carpark.
- A program of Access audits on buildings to identify access improvement needs, capital works requirements and establishing costs progressed.
- A new Access toilet block with access pathways commenced construction in Derna Park, Wandina.
- Additional access pathways and improvements at the Wonthella sports park and football oval were undertaken.
- Design work and costings were completed for access improvements, pending budget allocations, and funding for footpaths in Durlacher Street, Wallabi Drive and Gummer Avenue. Pathway improvements at the HMAS *Sydney II* Memorial were made and a connection pathway to Stirling shopping centre from parking stations was installed.
- A new finger jetty at the Francis Street boat ramp was installed to provide people with mobility issues easier access to boats.

A close-up portrait of a young woman with long brown hair and glasses, smiling warmly at the camera. She is wearing a red button-down shirt with white polka dots. A name tag is pinned to her collar, which reads "Kaitlin".

INCREASE  
EMPLOYMENT  
OPPORTUNITIES



# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2016/17 PERIOD (CONT)

OUTCOME

**3**

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

- Audio loops installed in QEII lower hall.
- The City's website redesigned to be accessible and inclusive to all. A wide range of accessibility features were incorporated into the design.

OUTCOME

**4**

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

- The City continued to train staff in order to raise awareness around access and inclusion.

OUTCOME

**5**

**People with disability have the same opportunities as other people to make complaints to a public authority.**

- The City provides and updates information and links on how to access complaints procedures through its website.

OUTCOME

**6**

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

- The City continues to improve community consultation and sector liaison and undertake consultations to establish community needs. The City consults with its disability advisory group on major projects affecting public access from the design phase through to the evaluation of the project.

OUTCOME

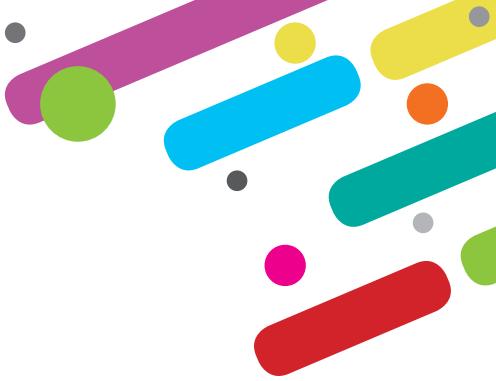
**7**

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

- The City continued to review improvements in recruitment and retention strategies.
- The City reviewed employment application forms to encourage and attract more people with disabilities to apply for work within the City.

SUPPORT  
AND  
CELEBRATION





# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2017/18 PERIOD

### OUTCOME

**1**

**People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.**

- Information and links regarding access and inclusion are now contained within the City's events application form.
- A Media Arts project for people with disability involved making films in order to raise community awareness and promote inclusion. The project included film scripting, camera and editing skills workshops. Participants also undertook drama and comedy improvisation workshops to support their skill set for film-making.
- The City provided a range of art and music program initiatives inclusive of people with disability, including City hosted workshops and exhibitions.
- The City participated in and supported expos and forums within the disability sector by providing venues and opportunities for local and visiting service providers to promote their events and activities.
- The City held its inaugural Disability Support Awards as part of its ongoing support and celebration of International Day of People with Disabilities. This will be an annual event.

### OUTCOME

**2**

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

- Construction was completed on the 1.8 km long 4 metre wide Beresford foreshore pedestrian promenade. The foreshore includes new accessible amenities, an accessible events recreation area, beach wheel chair access and ACROD parking spaces.
- The Renewal program of footpaths in Greater Geraldton included replacement footpaths in Burgess St, Kelly St and Sanford St.
- New footpaths were commissioned along sections of Durlacher St, North West Coastal Highway, Johnston St and Eastern Rd and Pedestrian Island refuges have been commissioned on Ajax Drive and Gregory St.
- Design work and costings were completed for access and pathway improvements pending budget allocations and funding for footpaths in Fitzgerald St, Chapman Rd, Anzac Tce, Whitehill Rd, Queens Park and Separation Point
- New accessible toilets were commissioned in Derna Park, Wandina.

### OUTCOME

**3**

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

- The City now provides documents in large print or as an audio file on request to support communication. Viable support aids can be determined on a needs basis to best suit.

INSTALLED  
TO ASSIST  
PEOPLE USING  
WHEELCHAIRS





# ACHIEVEMENTS TO DATE

## OUTCOMES ACHIEVED 2017/18 PERIOD (CONT)

### OUTCOME

# 4

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

- The City produced a staff Disability Awareness Training film which is shown as part of the induction training for all new employees.
- A lower height desk at a customer service counter was installed to assist people using wheelchairs to be more comfortable when making enquiries.

### OUTCOME

# 5

**People with disability have the same opportunities as other people to make complaints to a public authority.**

- The City manages all complaints in line with established policies and procedures.
- All complainants are treated with respect, courtesy and professionalism by City staff.
- Alternative methods to lodge a complaint are provided by the City upon request.

### OUTCOME

# 6

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

- As part of consultative processes, access and inclusion issues are factored in when designing feedback methods.
- Opportunities for people of all abilities to comment on facilities, services and events delivered by the City are available and accessible.
- Alternative methods to provide feedback are available from the City upon request.

### OUTCOME

# 7

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

- The City participated in Access Ability Day, and hosted six placements over a three day period within three departments.
- The City's Human Resources Department developed a strategy to provide work experience for people living with disabilities in a variety of roles within the Authority.
- The City continued to actively engage with local Disability Employment Agencies.
- The City continued to raise awareness of the value and potential in employing people with disabilities through its access and inclusion induction.

PROMOTING  
AN ADVOCACY  
AVENUE FOR THE  
COMMUNITY





# CITY PLANNING FOR BETTER ACCESS

The City of Greater Geraldton's Strategic Community Plan, has made a commitment to fostering democratic representation and social inclusion.

In the development of the Disability Access and Inclusion Plan, advertising was placed in the local newspapers, social media and on the City's website calling for community input. The Geraldton community was invited to provide feedback through focus group attendance or by completing a survey on Access and Inclusion. The City also conducted a staff survey.

The information was collated and presented to the City's Disability Working Group for consideration. The draft DAIP was endorsed by the group and sent to the Disability Services Commission for initial approval. The DAIP was then endorsed by Council.

The final stage was the placing of advertisements in local newspapers and on the City's website, informing the community that the DAIP was available online or in hardcopy by request.

The group will meet regularly to assess if the outcomes in the DAIP are progressing. A commitment has been made, that where practicably possible, people living with disabilities will be involved at the initial planning stage of major City projects.

On endorsement by Council an advert will be placed in local newspapers advising the community that a copy of the final DAIP is available in alternative formats upon request and located on the City's website at [www.cgg.wa.gov.au](http://www.cgg.wa.gov.au)

# CITY ACTION FOR BETTER ACCESS

The Disability Access and Inclusion Plan is a dynamic document to guide the City of Greater Geraldton in its work to continue to create an accessible and inclusive community for all.

The Disability Access and Inclusion Plan is available on the City website and is promoted amongst our staff and publicised widely within the community, including key community disability groups.

The City will endeavour to address and progress all items in the Disability Access and Inclusion Plan and prioritise within its resource capabilities.

The responsibility for implementing the Disability Access and Inclusion Plan is inclusive of all areas within the City. Directors and Managers are responsible for ensuring staff and contractors apply best practice access and inclusion principles and are familiar with any relevant legislation, policy and applicable items of the Disability Access and Inclusion Plan.

The City will apply best practice access principles to services, facilities, programs and events. Staff will apply and review policy and procedures for functional implementation of the Disability Access and Inclusion Plan.

The strategies within the Disability Access and Inclusion Plan will remain throughout the five year life of the plan. The implementation plan will be reviewed annually to evaluate the effectiveness of the actions from each strategy.

The City will promote disability awareness and advocate to the community by providing access guidelines to community and commercial sectors to consider the needs of people with a disability.

- The City's agents and contractors are informed about the Disability Access and Inclusion Plan and its obligations through the following mechanisms:
- Contractors engaged to design infrastructure for the City are guided by the statutory access requirements.
- Tender contracts reference the Disability Access and Inclusion Plan where appropriate and directs contractors to the City website to access the Plan.
- Selection of contractors or award of tender can be assessed in accordance with the contractor's observation and promotion of the Disability Access and Inclusion Plan outcomes.

## THE DISABILITY ACCESS AND INCLUSION PLAN IS AVAILABLE VIA:

1. City website [www.cgg.wa.gov.au](http://www.cgg.wa.gov.au)
2. City office counters.
3. Available in alternative formats.

The Plan is distributed and promoted to local disability service providers and community groups.



# CITY STRATEGIES FOR BETTER ACCESS

The City has developed the following strategies to direct the planning and implementation of Disability Access and Inclusion Plan, and each is allocated to one of the designated seven outcomes as set by the WA Disability Services Regulations.

## **OUTCOME 1 – People with disability have the same opportunities as other people to access services and events organised by City of Greater Geraldton.**

- 1.1 Provide governance and review of access to services, facilities, programs and events.
- 1.2 Provide and develop policy, procedures and guideline information on access to services, facilities, programs and events.
- 1.3 Advocate to community and commercial sectors to consider the needs of people with disability in the provision of services, facilities, programs and events.
- 1.4 Promote inclusion and participation of people with disability in the community.
- 1.5 Develop relationships and liaise with disability agencies and community organisations and address local issues affecting people with disability.

## **OUTCOME 2 – People with disability have the same opportunities as other people to access buildings and other facilities of City of Greater Geraldton.**

- 2.1 Provide for the needs of people with disability in the design, construction, refurbishment and maintenance of City buildings and infrastructure.
- 2.2 Advocate to the community and commercial sectors to provide for the needs of people with disability in the design, construction, refurbishment and maintenance of buildings and infrastructure.

## **OUTCOME 3 - People with disability receive information from the City of Greater Geraldton in a format that will enable them to access the information as readily as other people are able to access it.**

- 3.1 Provide for the needs of people with disability to access information.
- 3.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to access information.

## **OUTCOME 4 – People with disability receive the same level and quality of service from the staff of City of Greater Geraldton as other people receive from the staff.**

- 4.1 Provide for the needs of people with disability to receive quality of service.
- 4.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to receive quality of service.

## **OUTCOME 5 – People with disability have the same opportunities as other people to provide feedback and make complaints to the City of Greater Geraldton.**

- 5.1 Provide for the needs of people with disability to provide feedback and make complaints.
- 5.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to provide feedback and make complaints.

## **OUTCOME 6 – People with disability have the same opportunities as other people to participate in any consultation by the City of Greater Geraldton.**

- 6.1 Provide for the needs of people with disability to participate in any consultation.
- 6.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to participate in any consultation.

## **OUTCOME 7 – People with disability have the same opportunities as other people to obtain and maintain employment with the City of Greater Geraldton**

- 7.1 Provide for the needs of people with disability to obtain and maintain employment.
- 7.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to obtain and maintain employment.

"Due to increased number of participants at events, extra ACROD parking could be made accessible"

Local businesses need more awareness on invisible disabilities, like autism! Also, some shops and all the new trendy cafes can't fit a pram in let alone a wheelchair. Shops are so bright and play loud music, which is upsetting for people with sensory needs and for the elderly.

More information pertaining to paid and volunteer positions for employment could be offered.

Have staff move through the City with a disabled person to personally experience their problems (as Chris Kerr organised several years ago).

By active engagement with all people of difference

Make buildings and events accessible for those unstable on their feet, occasional events for sensory overload people.

City would like to thank the 148 community and City staff members who provided invaluable feedback that has guided the development of the 2019-23 Disability Access and Inclusion Plan.

Staff are excellent to deal with

We need more disabled toilets

Correct and effective liaison staff and volunteers

As I said before, I think we need to move beyond "inclusion", past the focus on a minority and instead progress our focus onto "everyone" when we plan and design facilities.

Footpaths. Lips are not great. There needs to be more attention given to lip heights

# COMMUNITY ORGANISATIONS

## **Activ Business Services**

208 Shenton St, Geraldton 6530  
(08) 99213477  
geraldton@activ.asn.au  
*- employment*

## **Activ Accommodation & Community Services**

Geraldton Lotteries House  
4/ 114 Sanford St, Geraldton 6530  
(08) 9938 0770  
*- service*

## **Advanced Personnel Management**

3/14 Anzac Terrace, Geraldton 6530  
(08) 9965 0466  
stephanie.webber@apm.net.au  
*- employment*

## **Aidan's Place**

11/114 Sanford St, Geraldton 6530  
(08) 9938 0793  
*- autism*

## **ATLAS (Access To Leisure And Sport)**

Level 1, 268-270 Foreshore Drive, Geraldton 6530  
(08) 9956 2180  
atlas@sportshouse.net.au  
*- recreation*

## **Australian Hearing – Geraldton**

Shop 12, 27 Chapman Rd, Geraldton 6530  
(08) 9920 7500  
geraldtonadmin@hearing.com.au  
*- health*

## **Avivo**

Level 1/114 Sanford Street, Geraldton 6530  
(08) 9920 7600  
hello@avivo.org.au  
*- service*

## **Bethanie Care Services**

36 Cairncross St, Geraldton 6530  
131 151  
*- care*

## **Centacare Family Services**

3 Maitland St, Geraldton 6530  
(08) 9921 1433  
admin@centacaregeraldton.wa.org  
*- service*

## **Central Regional Tafe**

175 Fitzgerald St, Geraldton 6530  
(08) 9956 6124  
Paul.barnett@crtafe.wa.edu.au  
*- training*

## **Desert Blue Connect**

25 Chapman Rd, Geraldton 6530  
(08) 9964 2742  
info@desertblueconnect.org.au  
*- service*

## **Department of Communities**

78 Forrest St, Geraldton 6530  
(08) 9964 3455  
pamela.syme@communities.wa.gov.au  
*- service*

## **Forrest Personnel Inc**

Building 3, 24-28 Gregory Street, Geraldton 6530  
1800 224 548  
info@fpi.org.au  
*- employment*

## **Geraldton Personnel Inc.**

180 Durlacher St, Geraldton 6530  
(08) 9964 3525  
tony@geraldtonpersonnel.org.au  
*- employment*

## **Geraldton Resource Centre**

114 Sanford St, Geraldton 6530  
(08) 9938 0600  
*- service*

## **Geraldton Senior High School**

Carson Tce, Geraldton 6530  
(08) 9965 8400  
geraldtonshs@education.wa.edu.au  
*- education*

## **Headspace**

193 Marine Terrace  
Geraldton 6530  
9943 8111  
admin@headspacegeraldton.com.au  
*- service*

## **Holland St School**

12 Holland St, Geraldton 6530  
(08) 9921 2342  
hollandstreet@education.wa.edu.au  
*- education*

## **Mid West Community Living Association**

4 Armstrong St, Geraldton 6530  
(08) 8821 1505  
admin@mwcla.org.au  
*- service*

## **Mid West Mental Health Service**

Shenton St, Geraldton 6530  
(08) 9956 1999  
*- health*

## **Real Futures Employment Specialists**

88 Marine Terrace, Geraldton 6530  
0436 429 810  
Lacey.graham@realfutures.net  
*- employment*

## **RUAH**

5D Hadda Way, Geraldton 6530  
137 824  
*- service*

# CITY OF GREATER GERALDTON

## DISABILITY ACCESS & INCLUSION IMPLEMENTATION PLAN

### 2019-2023

The City has developed the following strategies to direct the planning and implementation of Disability Access and Inclusion Plan, and each is allocated to one of the designated seven outcomes as set by the WA Disability Services Regulations.

#### **OUTCOME 1 – People with disability have the same opportunities as other people to access services and events organised by City of Greater Geraldton.**

##### **1.1 Provide governance and review of access to services, facilities, programs and events.**

- 1.1.a Implement a Disability Working Group to be responsible for overviewing the progress of the Disability Access and Inclusion implementation plan and the annual progress report and to evaluate policy, processes and recommendations.
- 1.1.b. Disability Working Group to develop access initiatives, based on community and City recommendations and implementation plans.

##### **1.2 Provide and develop policy, procedures and guideline information on access to services, facilities, programs and events.**

- 1.2.a. Provide legislative requirements and guideline information to staff to develop best practice for access to services, facilities, programs and events.
- 1.2.b. Identify, review and amend public documents pertaining to access to services, facilities, programs and events.
- 1.2.c. Review event application documents and develop an events accessibility checklist to assist event organisers in meeting access requirements.

##### **1.3 Advocate to community and commercial sectors to consider the needs of people with disability in the provision of services, facilities, programs and events.**

- 1.3.a. Disseminate legislative requirements and guideline information to community and commercial sectors to develop best practice for access to services, facilities, programs and events.
- 1.3.b. Provide best practice information to community and commercial sectors on accessible events.

##### **1.4 Promote inclusion and participation of people with disability in the community**

- 1.4.a. Promote and support significant dates and events relevant to people with disability.
- 1.4.b. Support and promote accessible services, programs, attractions and accommodation.

##### **1.5 Develop relationships and liaise with disability agencies and community organisations and address local issues affecting people with disability.**

- 1.5.a. Provide feedback to the Disability Working Group on issues affecting people living with a disability through regular contact with all stakeholders.
- 1.5.b. Support local disability service providers and community groups with lobbying or applying for funding and sponsorship.

# 2019-2023 (CONT)

## **OUTCOME 2 – People with disability have the same opportunities as other people to access buildings and other facilities of City of Greater Geraldton.**

- 2.1 Provide for the needs of people with disability in the design, construction, refurbishment and maintenance of City buildings and infrastructure**
  - 2.1.a. Develop Disability Access Audit procedures and Access Audit Register to document recommendations of council buildings and infrastructure.
  - 2.1.b. Ensure new or redeveloped City buildings and infrastructure incorporate the principles of universal access design and that all relevant City staff are adept in implementing the requirements of legislative and building access standards.
  - 2.1.c. Identify and recommend changes to improve access to assistive technologies in all City buildings.
  - 2.1.d. Develop a City wide coordinated program to identify and improve access in high volume pedestrian and disability services locations using pathways, ramps and aids.
  - 2.1.e. Report any needs for access signage where accessible features are available and implement a coordinated City wide program for redevelopment.
  - 2.1.f. Report any needs and upgrades required to improve accessible amenities in public areas.
  - 2.1.h. If required, report any needs and improvements for access to public beaches, accessible boat ramps and accessible fishing platforms.
  - 2.1.i. Assess and implement any improvements needed to improve access to public tourist sites and recreational areas, including universally designed play spaces.
- 2.2 Advocate to the community and commercial sectors to provide for the needs of people with disability in the design, construction, refurbishment and maintenance of buildings and infrastructure**
  - 2.2.a. Provide the community and commercial sectors with information on the principles of universal access design, legislative requirements and building access standards.
  - 2.2.b. Promote the principles of Universal Housing Design in order to be more accessible and to meet the changing needs of households.
  - 2.2.c. Provide best practice information to the community and commercial sectors on accessible parking and amenities requirements.
  - 2.2.d. Promote the benefits of using appropriate standard accessible feature signage to the community and commercial sectors.
  - 2.2.e. Encourage the community and commercial sectors to publicise their accessible features locally and via the state wide You're Welcome website, [www.accesswa.com.au](http://www.accesswa.com.au)

# 2019-2023 (CONT)

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

## 3.1 Provide for the needs of people with disability to access information.

- 3.1.a. Develop all City websites to be accessible in line with the guidelines set by the World Wide Web Consortiums Web Accessibility Initiative Guidelines 1.0.
- 3.1.b. Provide general information on the City's website on assistive technologies, alternative format services, contact information and resetting computer access features.
- 3.1.c. Develop style guidelines for all City public printed materials in order to meet access standards and ensure all City generated print material is readily available in digital media formats.
- 3.1.d. Regularly update directory of local disability service organisations on both the City website and in the appendix of the Disability Access & Inclusion Plan.
- 3.1.e. Continually improve community information in order to support those people living with disability. This includes, the "You're Welcome" project, location maps of accessible buildings, parking, ramps, pathways and amenities. Printed and electronic copies will be made available in visitor information centres, community centres and libraries.
- 3.1.f. Support disability service providers and people with disability to access information and training in assistive technologies.

## 3.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to access information.

- 3.2.a. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to access information.
- 3.2.b. Ensure the Disability Access & Inclusion Plan and updates to services are made available to all local disability service organisations.

**OUTCOME 4 – People with disability receive the same level and quality of service from the staff of City of Greater Geraldton as other people receive from the staff**

## 4.1 Provide for the needs of people with disability to receive quality of service.

- 4.1.a. Continue to deliver best practice access and inclusion awareness training for staff, volunteers, contractors and elected members.
- 4.1.b. Develop disability etiquette protocols into the City's Customer Service Charter, policies and procedures.
- 4.1.c. Continue to revise and improve City information in a range of alternative formats.

## 4.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to receive quality of service.

- 4.2.a. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to receive quality of service.
- 4.2.b. Through the Disability Working Group, develop and implement a city wide disability access and inclusion awareness campaign.

# 2019-2023 (CONT)

**OUTCOME 5 – People with disability have the same opportunities as other people to provide feedback and make complaints to the City of Greater Geraldton.**

## 5.1 Provide for the needs of people with disability to provide feedback and make complaints.

- 5.1.a. Implement best practice access processes to enable people with disability to provide feedback and lodge complaints through the City's Customer Services Department.
- 5.1.b. Develop accessible alternative formats to enable people with disability to provide feedback and lodge complaints.
- 5.1.c. Promote the City's access assistance to enable people with disability to provide feedback and lodge complaints.

## 5.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to provide feedback and make complaints.

- 5.2.a. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to provide feedback and make complaints.

**OUTCOME 6 – People with disability have the same opportunities as other people to participate in any consultation by the City of Greater Geraldton.**

## 6.1 Provide for the needs of people with disability to participate in any consultation.

- 6.1.a. Implement best practice access processes to enable people with disability to participate in any consultation.
- 6.1.b. Provide City communication in accessible alternative formats to enable people with disability to participate in any consultation.
- 6.1.c. Promote the City's access assistance to support people with disability to participate in any consultation.

## 6.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to participate in any consultation.

- 6.2.a. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to participate in any consultation.

**OUTCOME 7 – People with disability have the same opportunities as other people to obtain and maintain employment with the City of Greater Geraldton**

## 7.1 Provide for the needs of people with disability to obtain and maintain employment.

- 7.1.a. Implement recruitment and employment policies and practices to reflect equal opportunity for people living with disability.
- 7.1.b. Develop, implement and promote access processes to enable staff with disability to be supported in their employment.

## 7.2 Advocate to the community and commercial sectors to provide for the needs of people with disability to obtain and maintain employment.

- 7.2.a. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to obtain and maintain employment.



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