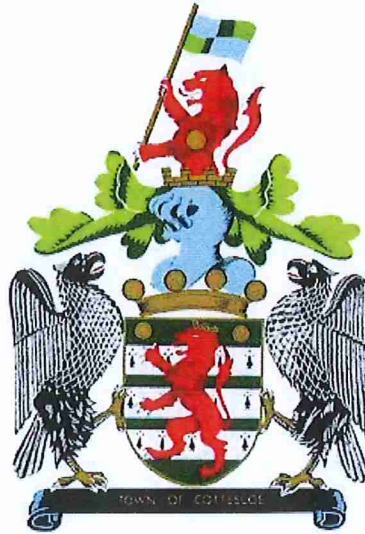

TOWN OF COTTESLOE



UNIVERSAL ACCESS AND INCLUSION REFERENCE GROUP MEETING

NOTES

Monday, 29 April 2024

5.00 – 6.00pm

Mayor's Parlour, Cottesloe Civic Centre - 109 Broome Street, Cottesloe

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Matthew Scott', written over a large, stylized, looping line that serves as a signature flourish.

Matthew Scott
Chief Executive Officer
2 May 2024

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1 DECLARATION OF MEETING OPENING/ANNOUNCEMENT OF VISITORS

Cr Irvine declared the meeting open at 5.00pm.

2 DISCLAIMER

Cr Irvine referred to the Disclaimer on the inside of the cover page.

3 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION

All those in attendance introduced themselves.

4 ATTENDANCE**Members**

Cr Jeffrey Irvine	Presiding Member, Elected Member
Cr Helen Sadler	Deputy Presiding Member, Elected Member (5.45pm departure)
Ms Kerryn Briody	Community Representative (5.19pm arrival)
Ms Paula Jones	Community Representative
Ms Ellen Robinson	Committee Representative
Ms Hilary Rumley	Community Representative

Officers

Mr Shaun Kan	Director Engineering Services
Mr Shane Collie	Director Corporate and Community Services
Ms Sandra Watson	Manager Community and Customer Services
Ms Kelly Marshall	Community Development Officer
Ms Kate Saunders	Executive Services Officer

Service Providers

Ms Bronwyn Croft	Mission Australia
Ms Rochelle Brown	Mission Australia (NDIS partner)

Visitors

Ms Julia Daker	Department of Communities Representative
Ms Pip Davey	Department of Communities Representative

Apologies

Mr Chris Minchin	Curtin Heritage (SHINE Community Services)
Ms Valerie Weyland	Befriend

5 DECLARATION OF INTERESTS

Nil.

6 BUSINESS FROM THE PREVIOUS MEETING

6.1 REVIEW OF PREVIOUS NOTES

Attachment 6.1 Universal Access and Inclusion Community Reference Group meeting Notes – 17 October 2023.

6.2 ACTIONS TAKEN SINCE THE PREVIOUS MEETING

Responsible Officer	Action item
6 September 2022	
HS	1. Liaise with Matthew Scott to encourage the inclusion of universal access provisions within the Planning Policy being developed.
SBC	2. Submit a funding request for the development of a new DAIP, either at the 2022-23 mid-year budget review or for the 2023-24 budget.
14 June 2022	
SBC	1. Pursue the best means for providing access to the beach wheelchair at Cottesloe Beach.
SBC	2. Explore whether equal opportunity laws apply to retail businesses to provide access to people with disabilities.
SBC	3. Investigate if there is an equivalent to <i>Good Access is Good Business</i> training (promoting businesses to provide access to people with disabilities) that can be facilitated by the Town for local businesses, potentially held in partnership with ProCott.

The group were informed that the Local Planning Policy and Strategy is currently under review, that \$30k is allocated in the current budget for the development of a new DAIP and the implementation of the current plan.

7 ITEMS FOR DISCUSSION

7.1 Charter Universal Access and Inclusion Reference Group

[Attachment 7.1 – Universal Access and Inclusion Reference Group Charter](#)

Attendees received a copy of the Charter and an overview of the group's role.

The Charter was last updated in 2019 and could benefit from a review. It was noted that the Charter references the Disability Services Commission which is no longer the most appropriate representation from the Department of Communities and SHINE is now owned by Curtin Heritage Living.

7.2 Disability Access and Inclusion Plan.

Attachment 7.2 – Disability Access and Inclusion Plan

The DAIP Progress Report was presented to outline work complete in the 2022/23 period.

8 SERVICE PROVIDER UPDATES

9.1 Curtin Heritage Living

- Independent living (Waterfront) and aged care (Marine Views) accommodation at 40 Marine Parade has opened, with 142 rooms and 46 apartments. It is now the largest facility for older persons in the Western Suburbs.
- Residents are seeking South Cottesloe beach access, which may also benefit the residents at neighbouring Lady Lawley.

10 GENERAL BUSINESS

Beach Access

Beach Wheelchair is the current option providing access to the water at Cottesloe and North Cottesloe Beaches, with the assistance of surf lifesavers. Beach matting is not suitable at Cottesloe Beach.

There are options to be explored to improve universal beach access at Cottesloe, including potential use of a beach buggy. The City of Stirling are exploring new beach access options.

Universal change facilities ([Change Places](#)) offer a dignified experience to increase participation, notably grants align to assist with the expense of such a facility.

Australian Surf Life Saving Championships

On 20 April 2024, for the first time in history the Surf Life Saving Australia Championships, Adaptive Competition was introduced allowing athletes of all abilities to take part. A future event may be suitable for Cottesloe.

11 NEXT MEETING

Monday 17 June, 5.00-6.30pm

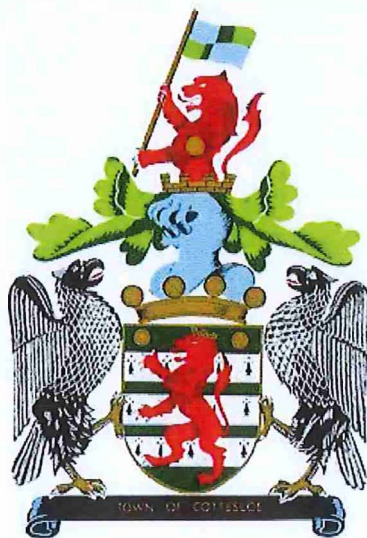
12 MEETING CLOSURE

The Meeting closed at 6.00pm.

Actions:

1. The Charter – Universal Access and Inclusion should be reviewed at a future meeting.

TOWN OF COTTESLOE



UNIVERSAL ACCESS AND INCLUSION REFERENCE GROUP MEETING NOTES

Tuesday, 17 October 2023
9.30am – 11.00am

Mayor's Parlour, Cottesloe Civic Centre, 109 Broome Street, Cottesloe
This meeting incorporated consultation on the new Accessibility Plan.



Matthew Scott
Chief Executive Officer
27 October 2023

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1 DECLARATION OF MEETING OPENING/ANNOUNCEMENT OF VISITORS

Cr Sadler declared the meeting open at 9.35am.

E-QUAL Consultant Leanda Syme, was welcomed as a guest. Leanda has been contracted to facilitate community engagement to inform the 2023-2028 Disability Access and Inclusion Plan for the Town. She has extensive experience in the accessibility sector and is a carer for her brother who lives with a disability.

2 ACKNOWLEDGEMENT OF COUNTRY

Cr Sadler delivered an Acknowledgement of Country.

3 DISCLAIMER

Cr Sadler referred to the Disclaimer on the inside of the cover page.

4 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION

There were no further announcements.

5 ATTENDANCE**Members**

Cr Helen Sadler	Presiding Member, Elected Member
Ms Ella Fitzpatrick	Community Representative
Ms Ellen Robinson	Committee Representative
Mr Chris Wiggins	Committee Representative

Officers

Mr Shaun Kan	Director Engineering Services
Ms Silvia Collasius-Basson	Community Development Officer
Ms Kate Saunders	Executive Services Officer

Service Providers

Ms Bronwyn Croft	Mission Australia
Ms Paula Jones	Curtin Heritage Living (Wearne)

Visitor

Ms Leanda Syme	Consultant – E-QUAL
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Apologies

Ms Katrina Porter OAM	Community Representative
Ms Patricia Alessi	Community Representative
Mr Shane Collie	Director Corporate & Community Services
Mr Matt Aitken	Mission Australia (NDIS Partner)
Ms Valerie Weyland	Befriend
Ms Leanne Jayaseela	SHINE Community Services (no longer employed by Shine)
Ms Jenelle Macri	WA Foundation for Deaf Children

6 DECLARATION OF INTERESTS

7 CONSULTATION FOR DAIP

The community consultation was facilitated by Ms Syme for the Disability Access and Inclusion Plan (DAIP).

The seven objectives of the DAIP remain:

1. Improve access to services and events
2. Improve access to buildings and facilities
3. Improve access to information
4. Improved staff awareness and skills in assisting people with disabilities
5. Improved access for people with disabilities to complaints mechanism
6. Improved access to consultation process
7. Improved access to employment opportunities

Themes for improvement identified by the group included:

- Employment
 - Explore procuring services from a disability employment provider to ensure support is provided
 - Explore which grants are available to support employment
 - Explore the need for volunteerism to enhance services/ access for those with disabilities. For example, assistance to put out a neighbour's bin.
- Beach access:
 - Beach pathways are okay
 - Access on the sand is steep
 - Limited shade
 - Explore toilets and change facilities access near the Dutch Inn Playground/ South Cottesloe
- Information/ communications:
 - Test accessibility of the website and use PDFs where possible for readability functionality.
 - Link to partner websites to improve customer's experiences. For example Universal Beach Access website, Public toilets website.
 - Wayfinding information for residents and visitors, including events
- Events, services and programs to explore the need and appetite:
 - A scheduled program or event for assisted access to the water/ other amenity
 - Kerbside bin service for those unable to complete this task themselves
 - Partner with and promote existing activities, including those for older adults. Providers – Lady Lawley, Wearne, et al.
- Wayfinding and access:
 - Use technology (an App) to assist with wayfinding from ACROD bays to key destinations.
 - Barriers to access include gradients (<24 degrees accessible), unlevelled paths, shade, unknown conditions.
 - Improved access at the Civic Centre and its grounds.

- Infrastructure:
 - More raised/ at grade crossing locations
 - Liberty swing

The UAIRG were informed that there is a survey open on Engagement Hub via the Town of Cottesloe website which members are asked to share with their networks. The survey closes on Friday, 3 November.

8 BUSINESS FROM THE PREVIOUS MEETING

8.1 REVIEW OF PREVIOUS NOTES

Attachment 6.1 Universal Access and Inclusion Community Reference Group meeting Notes – 6 September 2022.

8.2 ACTIONS TAKEN SINCE THE PREVIOUS MEETING

Responsible Officer	Action item
6 September 2022	
All UAIRG	1. For consideration, provide any suggestions for ACROD bays or improved access locations in Cottesloe to CR.Sadler@cottesloe.wa.gov.au.
SBC	2. Add ACROD bay locations to the website.
HS	3. Liaise with Matthew Scott to encourage the inclusion of universal access provisions within the Planning Policy being developed.
SBC	4. Submit a funding request for the development of a new DAIP, either at the 2022-23 mid-year budget review or for the 2023-24 budget.
SBC	5. Universal access information to be updated on the website.
KS	6. Circulate the link to the SpacetoCo Beach wheelchair booking page for feedback from UAIRG members.
SBC	7. Promote the new Beach wheelchair booking process to the community. i.e. website, social media, service groups.
SBC	8. Add/ update Cottesloe Beach details on the Accessible Beaches website.
14 June 2022	
SBC	1. Pursue the best means for providing access to the beach wheelchair at Cottesloe Beach.
SBC	2. Explore whether equality opportunity laws apply to retail businesses to provide access to people with disabilities.
SBC	3. Investigate if there is an equivalent to <i>Good Access is Good Business</i> training (promoting businesses to provide access to people with disabilities) that can be facilitated by the Town for local businesses, potentially held in partnership with ProCott.

9 ITEMS FOR DISCUSSION

9.1 Civic Centre Access Map

Attachment 9.1 – Disability Access and Inclusion Plan

The UAIRG suggested incorporating the below updates into the Civic Centre map:

- Display gradients on paths as well as the lawn
- More clearly display the steps and level changes
- More descriptors on the map
- Clearer symbols

9.2 ACROD Bays in Cottesloe

Attachment 9.2 – ACROD bays in Cottesloe

The UAIRG suggested incorporating the below updates into the ACROD map:

- Check and display private ACROD bays on the map in a different colour
 - Cottesloe Medical Centre
 - Cottesloe Village
 - Albion Hotel
- Displaying bays near the boundary of the Town also:
 - The Grove Library (each level, note the vehicle height restrictions in the basement)
- Consider ACROD bays are new destinations like the Dutch Inn Playground and East Cottesloe Park, explore the possibility for an additional bay at the groyne.
- Promote the map.

9.3 Beach Wheelchair bookings

[Book Beach Wheelchair - Surf n Turf - Cottesloe Beach | SpacetoCo](#)

Provided for information.

9.4 DAIP Progress Report 2023

Attachment 9.4 – DAIP Progress Report 2023

10 SERVICE PROVIDER UPDATES

10.1 Curtin Heritage Living (Wearne)

Residents will be moving into the new Wearne residential facility on Marine Parade in December and March, with community facilities and services to open in March 2024. Wearne has a community focus and some services will be open to the whole community. It is planned for Wearne to provide some services for residents of Lady Lawley.

11 GENERAL BUSINESS**11.1 Reference Group Membership**

Cr Sadler explained that there is an imminent Council election, with her term continuing. The new Council will form new committees and working groups, where community representatives will be asked to nominate. Existing community representatives are encouraged to re-nominate for the UAIRG.

12 NEXT MEETING

To be advised.

13 MEETING CLOSURE

The meeting closed at 10.59am.

Town of Cottesloe

Disability Access and Inclusion Plan 2018 - 2023



This Document is available in alternative formats, such as Braille, large print, digital (on disk or by email) and audio, upon request to the Town of Cottesloe.

This document replaces the Town of Cottesloe's previous *Disability Access and Inclusion Plan 2012-2017*.

	Date
Adopted by the Disability Services Advisory Committee	27 February 2018
Adopted by Council	24 April 2018

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Message from the Mayor

The Town of Cottesloe is pleased to release its latest Disability Access and Inclusion Plan, 2018 – 2023.

The intention of this Plan is to address the ongoing barriers to access and social inclusion that people with disabilities and their carers face.

People with disabilities have a right to access services, buildings and events and to be treated with dignity and respect, which all people need in order to feel a sense of belonging and to live healthy productive lives.

Local governments play a crucial role in ensuring an accessible and inclusive community, given the number and diversity of services provided, from the development of roads and pavements to Library Services and Community Development. It is Council's responsibility to optimise equality for people with disabilities and to make social inclusion part of our core business for all staff and volunteers.

In order to demonstrate previous commitment to people with a disability in our local government, we have already made progress with the implementation of many of the actions of previous Plans. These include the provision of beach wheelchairs at Cottesloe and North Cottesloe Beach, the Grove Library's Books on Wheels service for people physically unable to visit the library, and the adoption of the Companion Card program allowing carers of disabled persons to attend events for free when accompanying a disabled patron.

I would like to thank all of the community members, service providers and staff who have contributed their time and ideas to our consultation and review process.

It has been a pleasure to see and hear about the energy and commitment in the focus group sessions and other forums.

The Town of Cottesloe looks forward to working and collaborating with our residents and community groups in the ongoing journey to an accessible society for all.

Introduction

Local governments have unique personal knowledge and close connections with their communities. Interaction between ratepayers and council staff occur at many levels and in many modes of life and settings. This enables the actions of local governments to be closely guided by its community and conversely have direct impact on those who live within in.

The 2018-2023 Town of Cottesloe Disability Access and Inclusion Plan (DAIP or the Plan) has been created as a result of engagement with people who experience exclusion in community life. Conversations with Town of Cottesloe staff, contractors, disability service providers, community clubs, people with disability and their families has been essential in the development of the DAIP.

The DAIP follows on from the 2012-2017 Town of Cottesloe DAIP by incorporating lessons learnt and identifying reoccurring themes from the community to make the Plan relevant, useful and achievable.

The DAIP improves access and inclusion for all. This includes not just people with a permanent disability, but also parents with young children and prams, the elderly and people from cultural and linguistically diverse backgrounds as well as community members who have a transient injury.

Legislation

The *Western Australian Disability Services ACT (DSA) 1993* and amendments 2004, requires that all state and local government authorities implement a DAIP. The purpose is for the authority to ensure that people with disabilities have equal access to its facilities and services.

Other relevant legislation underpinning access and inclusion include:

- *WA Equal Opportunity Act 1984*
- *Commonwealth Disability Discrimination Act- Access to Premises/Buildings 2011*
- *United Nations Convention on the Rights of People with Disabilities*

The National Disability Insurance Scheme (NDIS) which will support a better life for Australians with a significant and permanent disability and their families and carers is also rolling out across Australia and will influence the disability landscape.

What is Disability?

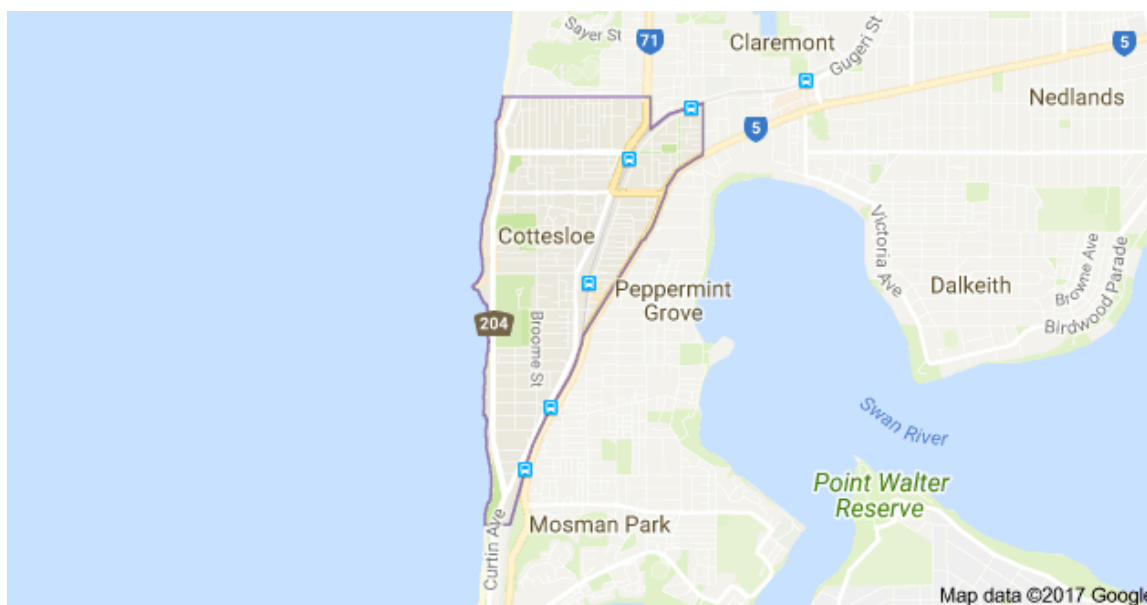
A disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* defines 'disability' as something:

- Which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments.
- Which is permanent or likely to be permanent.
- Which 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 services.

Information about the Town of Cottesloe

The Town of Cottesloe comprises an iconic beachside location in the western suburbs of Perth. Its boundaries are bordered by the City of Nedlands to the north, the Town of Claremont to the east and the Shire of Peppermint Grove and Town of Mosman Park to the east and south. The Town of Cottesloe covers approximately four km² and is predominantly single residential in nature with discreet pockets of medium density housing and apartments.



Environment (Natural and Built)

The Indian Ocean foreshore is a key geographical component of the Town. There are few other foreshores in Perth where the land slopes to the sea. The interaction of elevated lawn terraces at Cottesloe beach provides a unique outlook and area for passive recreation. This unique topography also presents access challenges.

Separation between the ocean and the community is minimal with generally uninterrupted beach access along the western boundary of the local authority. The connection between the beach and the community is not interrupted by a major road system and this serves to reinforce the physical sense that the beach is actually part of Cottesloe.

Cottesloe also has a variety of parks, recreation reserves, and public transport connections through rail and bus nodes as well as neighbourhood centres providing a variety of retail offerings.

The Town of Cottesloe also has significant heritage buildings, vegetation and landmarks. Civic buildings such as the Cottesloe Civic Centre were built prior to accessibility compliant regulations. Balance is needed between access and heritage.

Community Statements

Town of Cottesloe Community Vision Statement

An Iconic coastal community with a relaxed lifestyle.

Town of Cottesloe Mission Statement

To preserve and improve Cottesloe's natural and built environment and beach lifestyle by using sustainable strategies. Members of the community will continue to be engaged to shape the future for Cottesloe and strengthen Council's leadership role.

Community aspirations:

- The visible presence of people going about the Town.
- Exercising or relaxing at the beach or foreshore.
- Belonging to local clubs, groups.
- Redevelopment should result in more choices in housing style and size.
- The landscape setting of the foreshore will remain.
- Improved connection between east and west Cottesloe.
- A relaxed, well planned beachfront.

Demographics

Key data from the 2016 Australian Bureau of Statistics census are listed below:

Town of Cottesloe Population: 7,851


	Town of Cottesloe	National Average
Median Age	41.3 years	37.2 years
% individuals needing assistance for core activities	3.3	5.6

A simple analysis of this data suggests that the population of the Town of Cottesloe is older than the national average, however, the percentage of individuals identifying that they require assistance for daily activities is below the national average.

In developing the DAIP, consideration needs to be given that Cottesloe is a destination for many people outside of the local community. As such there needs to be awareness that many people from Perth and beyond utilise the foreshore, parks, commercial and civic centres.

What Facilities and Services are provided by the Town of Cottesloe?

The Town of Cottesloe provides the normal functions of a local government including:

- Asset management. e.g. Footpaths, roads, buildings, playgrounds 
- Ranger 
- Parking 
- Sustainability 
- Events 
- Community Development 
- Waste 
- Environmental Health 
- Building and planning approvals 

This diversity of activities needs to be considered when developing an effective DAIP. The Town of Cottesloe employs the equivalent of 40 full time equivalent positions across its organisation and engages with a significant number of external contractors.

Disability Services Advisory Committee

The Town of Cottesloe has established a Disability Services Advisory Committee (DSAC).

This group meets bi-monthly and is made up of Elected Members, internal staff, community members and service providers working in the area of disability and access.

The Disability Services Advisory Committee is responsible for the following activities in accordance with its Charter adopted by Council;

To support and recommend to Council, action and policies relating to the provision of services to persons with disabilities in the Cottesloe community.

- To advise Council on matters effecting persons with disability generally.
- To oversea the implementation, regular reviews and evaluation of the Town of Cottesloe Disability Access Inclusion Plan and make recommendations to the Council on matters relation to the plan.
- Assist Council with the implementation of the Disability Access and Inclusion Policy and review the Policy at regular intervals to ensure its ongoing accuracy and relevance.

Annual Implementation Plan

The Disability Services Advisory Committee will every April prepare an Implementation Plan to identify DAIP priorities for completion in the next financial year.

This Plan will be submitted to Council for consideration as part of the annual budget adoption process.

The Plan will be used by the Committee to monitor progress towards achieving the identified priorities and be included in the Agenda for the Committee's bi-monthly meeting.

Monitoring and Reporting on the DAIP

The Community Development Department at the Town of Cottesloe is responsible for monitoring and reporting on the DAIP through annual updates to Department of Communities - Disability Services (DoC). The multidisciplinary approach to the DAIP means that each business unit of the Council will have actions that they are best suited to report on.

The Disability Services Act requires the Town of Cottesloe to report on the implementation of its DAIP in its annual reporting. This needs to include information about:

- Progress towards DAIP outcomes.
- Progress from contractors and agents engaged to provide goods or services.
- Strategies used to inform contractors and agents of the DAIP.

The Disability Services Advisory Committee will monitor progress towards achieving the DAIP's objectives at the bi-monthly committee meeting. A standing Agenda Item at these meetings will be an update on the status of the Annual Implementation Plan.

Strategies Used to Promote the Disability Access and Inclusion Plan

In order to promote the DAIP and its objectives, Council will undertake various activities, including but not limited to:

- DAIP listed on Council website.
- Regular Facebook posts.
- Regular articles in the monthly 'Cottesloe Post' Council newsletter.
- Reminders to staff about the DAIP and its objectives.
- An advertisement will be placed in the Local Newspapers, The Post and the Western Suburbs Weekly to advise the community that the final DAIP is available on the Town of Cottesloe website.

Strategies Used to Inform Agents and Contractors

Information included in the yearly reports to Department of Communities – Disability Services need to include information on how contractors have met the requirements of the DAIP. This process has generally included email, phone and face to face information gathering.

To ensure contractors comply with the requirements of the DAIP, they will be provided with a copy of the Plan prior to commencing work. The Plan will also be provided to event organisers who are hosting events within the Town of Cottesloe.

Achievements during the 2012-2017 DAIP

Objective 1: Improved access to services and events

- Promotion of local service providers for example Shine Community Services and Lady Lawley Cottage.
- 'Words on Wheels' home delivery service.
- Accessible events checklist used by the Community Development Officer for internal Council events, and other relevant Officers involved in event approvals.
- Digital Inclusion Program for seniors commenced at The Grove Library.
- Beach wheelchair funding for surf life saving clubs.
- AUSLAN interpreter available for events such as Children's 'Storytime' session during Disability Awareness week 2016.
- Affiliate member of the 'Companion Card' program.

Objective 2: Improved access to buildings and facilities

- Cottesloe Foreshore Redevelopment Project, including plans to extend the universal access path at Cottesloe Beach.
- ACROD parking bay audit for Cottesloe completed in 2014/2015.
- Council building Disability Access Audit Report 2016 carried out by PlanOT.
- Building upgrades to Cottesloe Civic Centre.
- Accessible upgrade to playground- 'Birds Nest swing'.

Objective 3: Improved access to information

- Ongoing support of the Disability Services Advisory Committee.
- Alternate formats of website information available on request.
- Electronic stakeholder database initiated to assist with information distribution.

Objective 4: Improved staff awareness and skills in assisting people with disabilities

- Promotion of Shine Community Services and Lady Lawley Cottage.
- Targeted customer service training provided to staff which covers disability and access issues in 2014/2015.

Objective 5: Improved access for people with disabilities to complaints mechanism

- Ongoing support of the Disability Services Advisory Committee.
- Feedback/Contact Us section added to the Disability Access and Inclusion page on the Town's website.

Objective 6: Improved access to consultation process

- Ongoing support of the Disability Services Advisory Committee.

- Engagement with people with disabilities in Cottesloe Foreshore Renewal Strategy 2017.

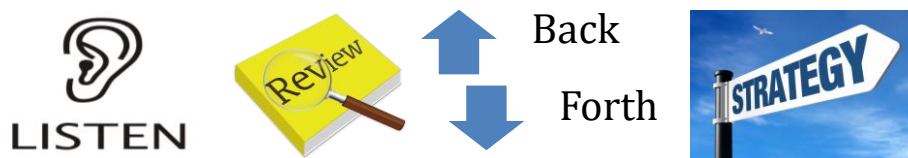
Objective 7: Improved access to employment opportunities

- The Grove Library continued to employ a young person with a disability under a 'traineeship'.
- Investigation within Engineering Services begun on establishing connections with services that support people with disabilities.

Development of the Town of Cottesloe 2018-2023 Disability Access and Inclusion Plan

The Town of Cottesloe undertook a specific community engagement and consultation process to create the new DAIP over several months (July-December) in 2017. This engagement resulted in a variety of feedback from community members and key stakeholders and formed an integral part of a continual feedback process for inclusion awareness and improvement.

These four steps were undertaken to develop the Town of Cottesloe 2018-2023 Disability Access and Inclusion Plan, namely:



Step 1- Listen

Consultation - Development of a Consultation and Communications Plan identifying key stakeholders and best methods to engage including:

- Face to face, phone and electronic conversations.
- Workshops held at the Town of Cottesloe, Lady Lawley Cottage, and Cottesloe Tennis Club involving the community, staff, elected members and DSAC members.
- Community Survey, online and hard copies.

Communication - Identifying a variety of methods needed to spread the word and seek community understanding of the DAIP as per strategies outlined in the Consultation and Communications Plan. This included:

- Word of Mouth.
- Advertising on Council website.
- Distribution through electronic networks.
- Advertising in local newspaper (The Post & Western Suburbs Weekly).

Step 2- Review

- Assessment of the past five year annual updates to Department of Communities - Disability Services.
- Analysis of survey information.
- Analysis of workshop, one to one and individual comments.

Step 3- Back and Forth

Draft DAIP reviewed by internal staff, DSAC, community members, Elected Members and Department of Communities - Disability Services.

Step 4- Strategy

The creation of the 2018-2023 Town of Cottesloe Disability Access and Inclusion Plan.

Strategies to Improve Access and Inclusion for People with Disability

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any event organised by the Town of Cottesloe.

Strategy	Task
Attract more representatives with disability and carers to the DSAC.	<p>Through community outreach, educate citizens on the Committee and how they may become involved. (i.e. word of mouth, advertising, community networks)</p> <p>Hold one committee meeting per year at a Cottesloe disability service agency.</p>
Increase links between disability access grants information and the engineering and planning department.	Engineering department to register with Dept. of Communities (Disability Services) grants E-newsletter.
Ensure that events are accessible to people with disability.	<p>Include accessible events checklist in paperwork required for external event bookings and approvals.</p> <p>Implement access advice into Sculpture by the Sea, including whether beach matting on their Access Days could be made available after hours for Lady Lawley Cottage clients to utilise.</p> <p>Investigate beach matting priority areas and procedures for Cottesloe beaches.</p> <p>External contracts identified as high priority access will receive copy of DAIP at contract confirmation time.</p>
Ensure all events are compliant with relevant legislation	Review the Town's current event approval process to identify any areas of improvement and any gaps.
Ensure that Council's staff and agents are aware of the relevant requirements of the Disability Services Act.	Incorporate into disability awareness training.
Ensure that signs and signals are carefully designated to inform all users.	Signage for significant projects such as Cottesloe Foreshore Renewal to be reviewed by DSAC.
Ensure that there are adequate parking spaces for people with disability.	<p>Continue to assess parking options and monitor illegal use of parking bays; issuing infringements to vehicles that do not display the appropriate ACROD permit.</p> <p>Conduct an ACROD audit.</p> <p>Make available temporary ACROD parking event passes.</p>

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

Strategy	Task
<p>Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.</p>	<p>Implement high priority recommendations from 2006 & 2016 Disability Access Audit reports.</p> <p>Liaise with the Cottesloe Surf Life Saving Club and Seaview Golf Club regarding access improvements.</p> <p>Investigate steps towards the Department of Communities Changing Places grants.</p>
<p>Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.</p>	<p>Assess the number of ACROD bays in high use areas such as beachfront, shopping centres and disability service providers. Prioritise a program of implementation.</p> <p>Establish appropriate ACROD size bays and implement at suitable locations.</p>
<p>Advocate to local businesses and tourist venues and community groups the requirements for, and benefits flowing from, the provision of accessible venues.</p>	<p>Invite ProCott representative to DSAC meeting.</p>
<p>Ensure a continuous, unimpeded accessible pathway linking facilities in Cottesloe.</p>	<p>Ensure footpath plan includes disability access; to be reviewed by DSAC.</p> <p>Beach access is prioritised at Cottesloe, North Cottesloe and in front of Wearne (South Cottesloe).</p> <p>Bike plans to be reviewed by DSAC.</p>
<p>Ensure access is included in all POS upgrades.</p>	<p>Identifying and implementing park access as POS upgrades are undertaken (including seats, bubblers, kerb ramps, gate openings).</p>

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

Strategy	Task
Ensure that the community is aware that the Council information is available in alternative formats upon request.	<p>Homepage includes information regarding alternate formats.</p> <p>Major public documents to include information regarding alternative formats on request.</p>
Improve employee awareness of accessible information needs on how to provide information in other formats.	<p>Train administration staff on how to provide alternative formats and provide a guidelines sheet to all new staff as part of staff induction.</p> <p>Identify important public documents to be made available in other formats.</p> <p>Update website to identify accessibility and inclusion services available for community service information.</p>
Ensure that the Council's website meets contemporary best practice.	<p>DSAC to trial website for user-friendliness and provide feedback.</p>
Access Information is readily and easily available to the community.	<p>Develop a user friendly Cottesloe access map (electronic and hard copy).</p>

Outcome 4: People with disability receive the same level and quality of service as other people receive from the staff of the Town of Cottesloe.

Strategy	Task
Ensure Elected Members and employees are aware of access needs and can provide appropriate services. Raise awareness of these services amongst the community.	<p>Ensure the DAIP is prioritised as a strategic document.</p> <p>Advertise accessible services in the Cottesloe Post Newspaper monthly page.</p>
Improve community awareness of disability and access issues.	Participate in partnership with recreation or businesses in Disability awareness week and Come and Try Days.
Foster an organizational culture that recognizes the special needs of customers, especially those with disability.	<p>Provide targeted customer service and Elected Member training to cover disability access issues.</p> <p>Support Cottesloe sporting clubs to implement inclusion programs.</p> <p>Promote Carer’s Week and Disability Awareness Week.</p>
Dedicated services in the community: Raise awareness of other current services provided by community organizations.	Partner with service providers to support and promote Disability Awareness Week.
Greater awareness of ageing population.	<p>Provide Ageing Well training for all staff.</p> <p>Develop partnerships with Aged care services.</p>

Outcome 5: People with disability have the same opportunities as other people to provide feedback or make complaints to the Town of Cottesloe.

Strategy	Task
The community is aware of feedback mechanisms.	<p>Advertise feedback mechanisms on webpage, and other mediums, print and electronic.</p> <p>Ensure access and inclusion resources are budgeted for in annual budget.</p>
Customer service staff have appropriate skills.	Prioritise disability awareness training for customer service staff.

Outcome 6: People with a disability have the same opportunities as other people to participate in any public consultation by the Town of Cottesloe.

Strategy	Task
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Email annual DAIP update to disability stakeholder list.
Ensure that people with disability are aware of and can access other established consultative processes.	All major consultation projects to be included on DSAC agenda. Email disability stakeholder list as part of any consultation plan.
Reduce barriers to public consultation	Hold public consultation at a variety of accessible community locations. Hold public consultation during periods of high stakeholder engagement.

Outcome 7: People with disability have the same opportunities as other people to access employment at the Town of Cottesloe.

Strategy	Task
Develop strategies to improve the attraction, recruitment and retention of employees with disability.	Develop disability employment policy & procedure. Establish meetings with Disability Employment Service providers.
Provide a non-discriminatory work environment.	Develop and implement programs and policies to actively support staff with a disability. Obtain request for quotes from disability specific contractors. Investigate opportunities for volunteer positions for Town of Cottesloe.

References

Cottesloe Strategic Community Plan 2013-2023
Australian Census Data
WA Disability Services Act 1993
Cottesloe Enquiry by Design Report 2009
Planot Building Audit Report 2016
Brian J Kidd Building Audit Report 2006
Cottesloe Foreshore Renewal Masterplan 2016
Cottesloe Foreshore Renewal Summary Strategy 2017
Cottesloe Workforce Plan 2014-2018



Disability Access and Inclusion Plan (DAIP)

Progress Report 2022/2023

Public Authority Details

Name of public authority:	Town of Cottesloe
Name of contact person:	Silvia Collasius
Phone number:	9285-5000
Email:	cdo2@cottesloe.wa.gov.au

The [Disability Services Act 1993](#) requires Public Authorities to report annually on the implementation of its Disability Access and Inclusion Plan (DAIP). These reports are used to generate the DAIP Minister's Progress Report each year which will be tabled in Parliament by December 2023.

[A Western Australia for Everyone: State Disability Strategy 2020-2030](#) (the Strategy) sets the foundation for building a more inclusive Western Australia. The Strategy intends to protect, uphold and advance the rights of people with disability living in Western Australia. The vision of the Strategy is that 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 Strategy references the role of Disability Access and Inclusion Plans (DAIPs) as an important way of ensuring that public authorities continue to improve access and inclusion outcomes for people with disability.

DAIP progress report is due on **Monday 31 July 2023**.

To send completed Progress Reports, or for enquiries, please email:
statedisabilitystrategy@communities.wa.gov.au

Reporting guidelines

- Detail activities that can showcase your organisation's work in implementing your DAIP.
- Highlight any progress made towards your organisation's DAIP.
- When detailing an activity or action, please provide:
 - description of the activity
 - outcome or impact of the activity
 - quantitative (anything that can be measured) and qualitative data (feedback, direct quotes etc)
- Focus areas for this reporting period are:
 - Outcome 3; strategies or activities that improved communication accessibility. For example, training, policy standards or communication tools to ensure people with different communication needs experience an equitable level of service. Please see *Attachment 1 – Outcome 3; Information and Case Studies*
 - Outcome 5: strategies or activities that have resulted in a more accessible and inclusive complaints management process. Please see *Attachment 2 – Outcome 5; Information and Case Studies*
 - Outcome 7; Increased employment and retention of people with disability in Public Authorities.
 - any new approaches being taken to increase the rate of disability employment.
 - Any new approaches or strategies to retain existing people with disability employed at Public Authority.

Administrative requirements:

- Please send your Progress Report in Word format.
- please include high resolution¹ photos wherever possible. Permission from individuals featured in photos must be sought and made available upon request as photos will be used in preparing Minister's Progress Report to be tabled in Parliament.

¹ High Resolution (hi-res) is a term that refers to a high-resolution image. A hi-res image is an image that has been scanned at a large size or with a high DPI (dots per inch). This results in an image that can be enlarged to a large size without losing quality.

Progress Report

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

This outcome area is about enhancing or ensuring that all people can access your organisation's public events and general services.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

Australia Day and ANZAC Day Events 2023

- An AUSLAN Interpreter was provided at the 2023 Australia Day and ANZAC Day events.



Figure 1: AUSLAN interpreter at Australia Day Event



Figure 2: AUSLAN interpreter at the ANZAC Day event

Carol by Candlelight Event – Dec 2022

- The words to the songs were all displayed on the screen.
- The venue was wheelchair friendly with a specific location marked for the wheelchair seating area.

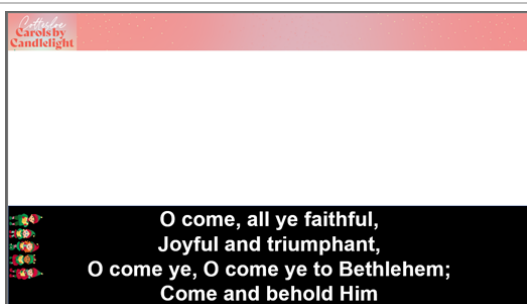


Figure 3: The words of the songs were put up on screen.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

Seniors Week – Dec 2022

- The annual Seniors Week Morning Tea is held in collaboration with the Town of Mosman Park and the Shire of Peppermint Grove and is held at accessible venues such as The Mosman Park Bowling Club. Adequate spacing was made for those with mobility aids. Bus transport was provided.
- Information is distributed to attendees about disability and accessibility services.

Building at Harvey Field – currently underway

- The new pavilion that is currently being constructed at Harvey Field. This new pavilion has accessible facilities and toilets for use by all sports players.

Sculptures by the Sea - February 2023

- The event organisers included a disability access program:
- Beach matting was laid down on two days to allow for easier wheelchair access and to allow more people to view the art up close.
- The event made use of the Town's instant beach wheelchair booking option on Space2Co.
- A time was made for a low sensory viewing time during which fewer people were at the sculptures to allow for people with high sensory needs to attend the event.

NAIDOC Week event – 8 July 2023

- An Astronomy night was held at the Civic Centre for NAIDOC Week 2023. The event was held at an accessible venue with space allowed for wheelchair access.

Reconciliation Week - Movie Screening – 1 June 2023

- A copy of the movie was obtained that included titles. The titles were displayed with the movie.

Suburban Vibes – Ocean Heroes event – 18 March 2023

- The town supported a music event for people with autism that was held by Suburban Vibes.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

This outcome area is about enhancing or ensuring accessibility in the planning, design, and improvement of built infrastructure.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

Town of Cottesloe Civic Centre Access Map

- The accessibility map of the town is being distributed to our Universal Accessibility and Inclusion Reference Groups for comments and feedback in order to improve the map.



Beach Wheelchairs

- The Town’s beach wheelchairs have been added to the Space2Co platform. The benefit of this is that the booking is instantaneous and no longer requires 5 days for processing.
- The Town currently has 2 wheelchairs available for booking. User can choose which type of wheelchair is more suitable to them.
- Feedback or comments are received from every booking which can be used for reviewing the wheelchairs.
- These are regularly hired during the summer months.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

TADWA Beach Trekker

Designed to be used on all terrains from soft loose beach sand to hard surfaces and into the water.



ACROD parking information

- Easy-to-read ACROD parking plans are being developed for distribution and website publishing.

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.

This outcome area is about enhancing and ensuring that information and communications are inclusive and accessible.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

- The Town is in the process of compiling a new website. This website will include options more options for accessibility.
- The Grove Library provides a words-on-wheels delivery service to members of the local community. They also provide a collection of large print books and audio resources.

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.

a) Description of activity, action, or event.

b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

- The Town is currently reviewing its DAIP.
- The new DAIP will include disability awareness training for the staff.
- The Town has strong partnerships with disability and aged care services to assist the Town will building capacity and providing inclusive services. These partnerships include Shine Community Services, Mission Australia, and COTA WA.

This outcome area is about enhancing and ensuring that the quality and range of your services and processes are consistent, inclusive, or readily adjust to people's needs.

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

This outcome area is about enhancing and ensuring that complaints mechanisms effectively receive and address complaints from any members of the community, staff or customers.

a) Description of activity, action, or event.

b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

- The Town's current website has a comments and feedback section on the website.
- As the new website is being developed, additional options will be investigated.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

This outcome is about enhancing and ensuring consultation and engagement strategies consider the ways in which all people can participate to inform information, strategies, or decision-making processes of an organisation.

- a) Description of activity, action, or event.
- b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

The Department of Local Government, Sport, and Cultural Industries recently sent information about a workshop for people with a disability on Becoming an Elected Member.

- This information was shared with The Grove Library
- The email was forwarded to our Universal Access and Inclusion Reference Group, who were kindly asked to consider the workshop and forward the information to their contacts.
- The email was sent to our Community Group list with a kind request to forward it to any interested parties.



Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

This outcome is about your organisation’s activity in directly employing people with disability, and enhancing the recruitment and maintenance of the employment of people with disability.

- a) What strategies or actions has your Public Authority undertaken to increase the number of people with disability employed?
- b) What strategies or actions has your Public Authority implemented to retain the people with a disability you employ?
- c) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and/or the community)

- A new Manager of People and Culture has recently been appointed to the Town.
- One of her deliverables is to develop a plan to increase and retain employed people with a disability.

Additional questions

1. Were there any factors that impacted your ability as a Public Authority to implement your Disability Access and Inclusion Plan?
 - The Town has identified areas that require improved access to the beach area. The upgrading of these areas is not possible as a result of a **lack of funding**.
 - The Town has a Foreshore Redevelopment project that improves accessibility to the main Cottesloe Beach foreshore. This has not been implemented as a result of a **lack of funding**.
 - Numerous requests for beach matting have been made. Unfortunately, the town's **beach is dynamic** and moving continuously. There is almost no beach during the winter months.
 - The Town's DAIP has expired and a **review** of the DAIP has started.
 - The Town's administrative building is a **heritage building** and so little opportunity for upgrading is available.
2. What specific activities did your organisation undertake to promote or raise awareness of your Disability Access and Inclusion Plan in this reporting period?
 - The Town is in the process of reviewing its DAIP which has now expired. This will include extensive advertising and consultation.

General feedback

If you have anything else you wish to share about your organisation's experiences, please include below:

- The Town's DAIP has expired and is currently being reviewed.
- The Town has a very passionate Universal Access and Inclusion Reference Group.

Thank you for completing the 2022/2023 DAIP Progress Report.