



Alternative formats

The information in this document is available in alternative formats, including large print, audio and braille, on individual request. Please contact the Customer Contact Centre on (08) 9205 8555 to request.

Language assistance

As one of the most culturally diverse local governments in Western Australia, we can provide access to our services for non-English speaking residents.

Interpreting and translating services are available via the Translating and Interpreting Service (TIS). The service provides language interpreting in 160 languages.

To use this service, please phone TIS on 13 14 50 or ask a City of Stirling staff member for assistance.

The National Relay Service (NRS)

The NRS can contact the City of Stirling on your behalf:

- **TTY/voice calls** 133 677
- **Speak and Listen** 1300 555 727
- **SMS relay** 0423 677 767

Acknowledgement of Country

**City of Stirling kaadatj Nyoongar moort
Nyoongar boodja-k Wadjak boodja-k,
Mooro boodja-k.**

**Ngalak kaadatj Nyoongar nedingar wer
birdiya, baalap barn boodja-k wer kaaratj
boodja-k koora koora wer yeyi.**

**Ngalak kaadatj baalabang malayin wer
nakolak baalap yang ngalany-al City
of Stirling dandjoo Nyoongar moort-al
kolbang koorliny.**

The City of Stirling acknowledges the
Wadjak people of the Nyoongar nation as
the traditional custodians of Mooro country.
We pay our respects to Aboriginal and Torres
Strait Islander Elders past and present, for
they hold the memories, the traditions, the
culture and the hopes for Aboriginal Australia.

The City is committed to forging stronger
relationships and a deeper respect for
Aboriginal and Torres Strait Islander
Australians. By acknowledging and respecting
the diversity and history of our Aboriginal
and Torres Strait Islander community, we will
continue to realise our vision for reconciliation.



City of Stirling Access and Inclusion Advisory Group.

Thank you

The City of Stirling (the City) would like to acknowledge the input received from many individuals and groups within the community, which has contributed to the development of this Access and Inclusion Plan.

Thanks are given to the City's Access and Inclusion Advisory Group (AIAG), who provide a wealth of expertise, guidance and support to the City with the aim of improving access and inclusion for people of all abilities. AIAG membership is drawn from residents and representatives of disability service organisations or support groups operating within the City. This group is committed to supporting the City in creating a diverse, inclusive, accessible and engaged community.

Contents

Acknowledgement of Country	4
Thank you	5
Mayor's foreword	7
What is disability, access and inclusion?	9
Who is this plan for?	10
City profile	12
Disability in Australia	13
Legislative and strategic alignment	13
State Disability Strategy 2020 – 2030	15
City of Stirling Strategic Community Plan 2018 – 2028	16
Community consultation	18
Review of the Plan	19
Access and Inclusion Plan 2021 – 2025: Outcomes and strategies	20
Outcome one: Events and services	21
Outcome two: Buildings and facilities	22
Outcome three: Accessible information	23
Outcome four: Quality of service	24
Outcome five: Opportunities to provide feedback	25
Outcome six: Public consultation	26
Outcome seven: Employment opportunities	27
Outcome eight: Capacity building	28
Did you know?	29
Contacting the City	32



Mayor Mark Irwin with members of the Access and Inclusion Advisory Group.

Mayor's foreword

The City of Stirling is committed to building an inclusive community where people of all ages, abilities and backgrounds can participate in and contribute to our diverse community. The review of the City's Access and Inclusion Plan was launched with a period of extensive community consultation, connecting with people with disability, families and carers, peak bodies, service providers, businesses, and the broader community.

The feedback received by the City identified current barriers to the participation and inclusion of people in our community. This information, under the guidance of the City's Access and Inclusion Advisory Group, assisted in determining the priorities and future direction of the new Plan. Two emerging priorities are support for the community accessing the National Disability Insurance Scheme (NDIS) in Stirling, and the increased need for Mental Health education and support.

One of the recent methods used by the City to engage with people in the community is the 'Chatter that Matters' teardrop caravan. This distinctive van has been visiting locations across Stirling, including shopping centres, parks and at scheduled events, encouraging people to stop and chat with our friendly staff about the things that are important to them. There has been an overwhelming response to this innovative way of connecting with the community.

The City's new Access and Inclusion Plan 2021 – 2025 outlines the actions for the next five years that will guide the City in responding to the needs of people with disability and result in improved outcomes for all people in our community.

Cr Mark Irwin

Mayor

Community members participating in a tactile tour at Sunset Veranda 2020.



What is disability, access and inclusion?

Disability

A disability may be defined as any physical, sensory, neurological, intellectual, cognitive, or psychiatric condition that can impact on a person's lifestyle and/or everyday function.¹

Access

The City has strategies across all outcome areas which address physical access to the natural and built environment. This includes buildings, recreational and leisure facilities, parks, footpaths and beaches, as well as access to the City's services, events, information and employment opportunities.

Inclusion

Strategies for inclusion aim to foster a sense of belonging where people of all abilities have the opportunity to participate and connect in a welcoming community.

What is our vision for the Access and Inclusion Plan?

An inclusive community where all people are engaged and connected.

¹ www.disability.wa.gov.au, 2020



Balga Senior High School students.

Who is this plan for?

The City of Stirling Access and Inclusion Plan 2021 – 2025 (the Plan) is for all people living, working in or visiting the City of Stirling. The Plan aims to empower the community by being more inclusive and improving physical access not only for people with disability, their family and carers, but also:

- Parents with prams, who benefit from ramps and blended kerbs
- Older people, who may require slip-resistant, even surfaces for their mobility
- People from culturally and linguistically diverse backgrounds, who need access to information that is easy to understand
- Tourists and visitors, who require clear and visible signage
- Pregnant women, who may benefit from facilities such as handrails on stairs
- Young children, who may need access to family changerooms and toilets
- People experiencing mental illness, who require access to information on services and support
- People carrying heavy loads, who would benefit from ramps and automatic doors.



Community members at the Citizenship Ceremony 2021.

City profile

The City of Stirling's population and households are increasingly diverse.

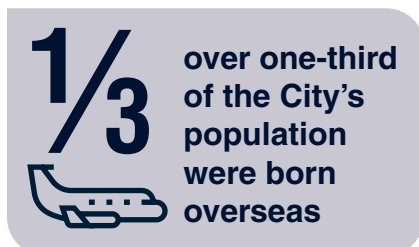
In 2016, the Census determined that:



Approximately four per cent of the City's population (7,849 residents) requires assistance with the core activity areas of communication, mobility or self-care due to a disability



Of people in the City aged 15 years and older, 16,025 reported having provided unpaid assistance to another person with disability



Over one-third of the City's population were born overseas and about a quarter of the population speak a language other than English at home



15.4 per cent of the City's population are aged 65 years and over.²

According to the National Disability Insurance Scheme (NDIS):



As at 30 September 2020, there were 2,463 active NDIS participants in the City of Stirling³



There are 281 NDIS participants in the City of Stirling who are aged up to seven years old accessing NDIS funding. Of this cohort, 31 per cent have been diagnosed with autism.⁴

² ABS GCP_50502

³ www.data.ndis.gov.au/data-downloads 15/12/2020

⁴ Wanslea ECEI Data current 31 October 2020

Disability in Australia

- In 2018, there were 4.4 million Australians with disability, equating to 17.7 per cent of the population
- Over three-quarters (76.8 per cent) of people with disability reported a physical disorder as their main condition (the condition causing them the most problems)
- Of all people with disability, 1.9 million were aged 65 years and over
- In 2018, there were 205,200 Australians with autism, a 25.1 per cent increase from 2015 (164,000)
- 2.65 million carers, representing 10.8 per cent of all Australians, provided unpaid care to people with disability and older Australians⁵
- One in five (20 per cent) Australians aged 16-85 experience a mental illness in any given year. The most common mental illnesses are depression, anxiety and substance use disorder. These three types of mental illnesses often occur in combination.⁶

Legislative and strategic alignment

The review of the City of Stirling's Access and Inclusion Plan is a requirement of the Western Australia Disability Services Act 1993 (amended 2004). The Plan also aligns with relevant legislation including:

- Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992
- The Disability (Access to Premises Buildings) Standards 2010.

⁵ www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release 21/10/2020

⁶ www.blackdoginstitute.org.au/wp-content/uploads/2020/04/1-facts_figures.pdf

Community members participating in
the Community Tree Planting Program.





Presentation at the City of Stirling Access and Inclusion Advisory Group meeting.

State Disability Strategy 2020 – 2030

In December 2020, the state government launched a 10-year strategy to protect, uphold and advance the rights of people with disability. The State Disability Strategy 2020 – 2030 sets the foundation for building a more inclusive Western Australia, empowering people with disability to participate meaningfully in all parts of society and to have the resources to do so.

The state's Strategy is committed to promoting transformative change, including equitable opportunities and outcomes in all areas of life. Its four 'pillars of change' were developed by a co-design group and underpin the Strategy:

1. Participate and contribute – everyone is involved
2. Inclusive communities – places and attitudes are welcoming
3. Living well – people are happy and healthy, with the support they need
4. Rights and equity – everyone is treated fairly.

City of Stirling Strategic Community Plan 2018 – 2028

This Access and Inclusion Plan will help the City deliver the vision outlined in our Strategic Community Plan 2018 – 2028 and complements our other social plans:

It is recognised that individuals and groups may experience different challenges in life based on a wide range of factors, including age, impairment, race, religion, gender, sexual identity and family circumstances. Through the development and implementation of these social plans, the City aims to meet the changing needs of our diverse community.

Strategic Community Plan

Our Vision – the City of Choice

The City of Stirling will be a place where people choose to live, work, visit and invest. We will have safe and thriving neighbourhoods with a range of housing, employment and recreational opportunities. We will engage with our diverse community to help shape our future into the City of Stirling – City of Choice.

**Access and
Inclusion Plan**

**Age Friendly
Strategy**

**Multicultural
Framework**

**Reconciliation
Action Plan**

**Youth
Framework**



Book Club participants
at Stirling Libraries -
Scarborough.

Community consultation

In 2019, the City of Stirling initiated the process to review its Access and Inclusion Plan. One of the integral and mandatory requirements of reviewing the Plan is community consultation: engaging with people with disability, family and carers, peak bodies, local disability agencies, the wider community and businesses.

The purpose of the consultation was to identify barriers experienced in accessing facilities, services, events, information, employment, or community participation, and to gather feedback on strategies to reduce these barriers. Information collected during the consultation process has helped to ensure that the new Plan reflects contemporary values and practices, and enhances inclusion of all people, including people with disability, in the community.

During the review of this Plan, the City reached out to people in the community who historically may not have been engaged using traditional consultation methods. This process involved the provision of information by a range of means to meet individual communication requirements, including Easy Read, large print, and pictorials, and by utilising more flexible engagement methods, such as:

- Your Say online platform
- Social media promotion
- Community surveys at the City's libraries, museum, recreation and community centres
- Individual discussions conducted both face to face and over the phone
- Distribution of information electronically through community services networks, including residents with disability, peak bodies, Stirling Community Care, and other disability service providers

- Listening posts at five large local shopping centres
- The 'Chatter that Matters' teardrop caravan at events and local reserves/venues
- Workshops facilitated at the City of Stirling's Joe Camilleri Day Club
- Discussions with the Access and Inclusion Advisory Group and dissemination of information through their networks
- A co-design workshop
- A staff survey.

Here is a sample of comments received from the consultation that highlight some of the barriers:

"I use my gopher and share pathways with bicycles. I have a hearing impairment and get so frightened when they (bike riders) don't slow down."

"Transport is a big issue for people with disability."

"I can't go to my local shops using my wheelchair as it is not safe. More pedestrian ramps off footpaths are needed to cross busy roads, and there is often sand on the footpaths, making it difficult for my wheelchair."

"Parking across footpaths is one of the most important issues faced by the City of Stirling."

"ACROD parking is a high priority. (There are) issues with non-compliant ACROD bays, not enough bays and bays being too far from entrances at shopping centres."

Community Development Director Michael Quirk engaging with members of the community, as part of the Chatter that Matters consultation.



Review of the Plan

The Disability Services Act 1993 (amended 2004) states that public authorities must review their access and inclusion plans at a minimum of every five years over the seven outcome areas. As a result of community consultation, the City of Stirling has included an eighth outcome area in relation to community capacity building. It was identified that the City needs to increase awareness in the community of access and inclusion.

The new Plan is the strategic guiding document that contributes to a more inclusive and accessible City. An Implementation Plan is used by the City's business units to ensure we are meeting our responsibilities as outlined in the Plan. The Implementation Plan is reviewed annually, and a report submitted to the Department of Communities. Information on the implementation of the Access and Inclusion Plan is also included in the City of Stirling's Annual Report. The City takes measures to ensure contractors that interact with the public on its behalf are aware of and work towards the outcomes of the Access and Inclusion Plan.

Access and Inclusion Plan 2021 – 2025: Outcomes and strategies

Based on the City's extensive consultation process, the following strategies have been developed to meet identified community needs and deliver positive actions in each of the eight outcome areas.

Outcome one: Events and services

The City will provide events and services that are accessible to all community members.

Strategies:

- Maximise physical accessibility and social inclusivity
- Adapt services to meet the needs of a changing population.

Example:

The City has purchased 50 metres of matting to increase access and participation at City-run events and on the beach. The matting will benefit a broad range of people, including people with disability, people who are aged and families with prams.

Community member using a walking frame on access matting.





Jessica and her son Matthew enjoying the accessible play equipment at the Whale Playground, Scarborough.

Outcome two: Buildings and facilities

City of Stirling buildings and other facilities will be accessible to all community members.

Strategies:

- Offer accessible and inclusive open spaces
- Provide and maintain safe and accessible parking and footpaths
- Improve accessibility to community buildings, halls and toilets.

Example:

An accessible triple swing comprising a 'You and Me' swing seat, bird's nest and toddler swing has been installed on rubber Softfall at the Whale Playground at Scarborough Beach. The City of Stirling and the Metropolitan Redevelopment Authority made the upgrades to provide access for people with disability.

Outcome three: Accessible information

City of Stirling information will be accessible to all community members.

Strategies:

- Create City of Stirling documents in a range of suitable formats, including in hard copy and digital
- Provide information in alternative formats on individual request
- Effectively communicate the range of City information, services, and supports available to people with disability.

Examples:

Availability of information in alternative formats.

City staff are equipped with the knowledge and skills to engage the Translating and Interpreting Service (TIS). This is to ensure the City communicates effectively with its diverse community.



A Customer Experience Officer assisting a member of the public.



Alexander Clark utilising the hearing loop at Stirling Libraries.

Outcome four: Quality of service

All community members will receive the same level and quality of service from City of Stirling employees.

Strategies:

- Provide relevant training and resources for City staff, so that they have the knowledge and skills required to service our diverse community.

Example:

City of Stirling staff can communicate effectively with all community members. Alexander Clark, Vice President of the Deafness Council WA, says that using hearing loops is beneficial for older people who wear hearing aids or have cochlea implants, and for young people with hearing impairment.

Paralympian Elizabeth Edmondson using the hoist at Stirling Leisure Centres - Terry Tyzack Aquatic Centre.



Outcome five: Opportunities to provide feedback

All community members will have the same opportunities to provide feedback or make complaints to the City of Stirling.

Strategies:

- Ensure a range of methods are available to capture complaints and feedback
- Communicate and respond appropriately to complaints received.

Example:

My name is Elizabeth and I sit on the City of Stirling Access and Inclusion Advisory Group. I enjoy sitting on this committee as I can be involved in discussions on new projects that are being built in the community. As I have a disability, I like to make constructive comments to improve access for residents in the City of Stirling. I regularly use the Snap, Send, Solve app to highlight issues for the City to resolve.

Outcome six: Public consultation

All community members have opportunity to participate in public consultation conducted by the City of Stirling.

Strategies:

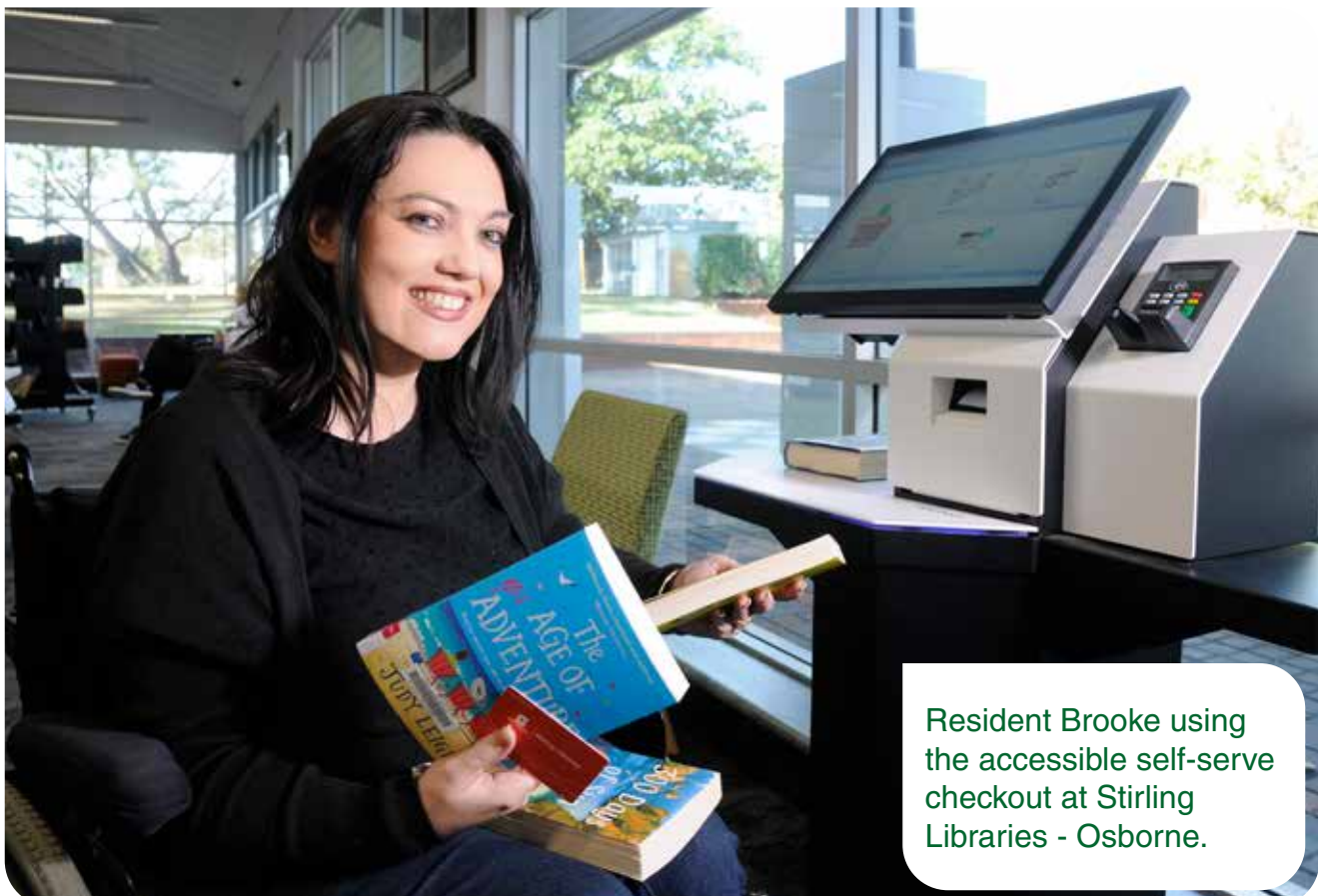
- Proactively engage with people with disability by utilising a range of consultation tools and methods
- Maintain networks with community and key stakeholders that can provide advice and guidance, including the City's Access and Inclusion Advisory Group
- Recognise and apply the skills, knowledge, and experience of people with disability.

Example:

Hi, my name is Brooke and I am a wheelchair user and assistive technology mentor. In other words, I help those who use assistive technology as part of their disability to get the most out the equipment they use in their lives for better independence.

I am passionate about my community and access and inclusion for all. The City of Stirling shows their passion for access and inclusion for all by always seeking out and engaging with those with lived experience to ensure that the City is as accessible and welcoming as possible.

I love living within the City and seeing the constant co-design changes based on the feedback provided by those of us with lived experience with disability.



Resident Brooke using the accessible self-serve checkout at Stirling Libraries - Osborne.

Outcome seven: Employment opportunities

All community members are encouraged to pursue employment opportunities with the City of Stirling.

Strategies:

- Utilise best-practice and inclusive recruitment processes
- Employ people at the City of Stirling that reflect our diverse community
- Foster a workplace culture that is inclusive and welcoming for people of all abilities and backgrounds
- Support community members to participate in meaningful volunteering opportunities.

Example:

My name is Jackie. I have cerebral palsy and I have lived in the City of Stirling for more than 23 years. I have a real passion to see people with disabilities included in all parts of our community, especially in employment. I work part-time in West Perth. However, it would be great if I could work closer to home. I'd really like to see more businesses within the City of Stirling use a Disability Employment Services (DES) provider and take the opportunity to employ someone with a disability. A business employing someone with a disability will benefit in so many ways.

Local resident Jackie,
at her computer.



Mother and son with a disability.



Outcome eight: Capacity building

The City will build community capacity and advocate for inclusion.

Strategies:

- Support residents to access information and services including the National Disability Insurance Scheme and mental health supports
- Work with local businesses, services and organisations to enhance accessibility of public transport and facilities, including parking and pathways
- Provide education to encourage inclusive recruitment and increase employment opportunities in the local business community
- Increase the capacity of local groups, clubs and organisations to be more inclusive.

Example:

The National Disability Insurance Scheme (NDIS) is a national scheme providing funding directly to individuals under 65 years old with permanent disability affecting their participation in everyday activities. City of Stirling residents started transitioning onto the new scheme from July 2019, supported by NDIS partner organisations: Mission Australia (for people aged between seven and 65 years) and Wanslea Early Childhood Early Intervention (for children aged up to seven years).

Since 2019, the City of Stirling and Mission Australia have collaborated to promote and facilitate community NDIS information sessions and 'pop up' hubs. People can chat with a local area coordinator (LAC) at the hub about their NDIS Plan, ask questions and discuss any concerns.

Did you know?

Changing Places facilities

Changing Places are facilities for people who cannot use standard accessible toilets as they require additional support and equipment. Changing Places facilities enable people to participate by providing adjustable adult-sized change tables, a ceiling hoist system, centrally located toilet, circulation space for wheelchairs, automatic doors and a privacy screen.

Within the City of Stirling, there are currently two of these facilities, both based in Scarborough: one at the Surf Life Saving Club and the other at the Scarborough Pool. In addition, two major shopping centres in Stirling have included Changing Places facilities in their upcoming redevelopment plans.

Eligible people can access these locked facilities 24 hours a day, seven days a week by purchasing a key from a Master Locksmiths Access Key (MLAK) locksmith. For more information, please refer to the Master Locksmiths website or call 1800 810 698. Users are advised to bring their own sling.

To locate a Changing Places facility, access the national website:
www.changingplaces.org.au



The facilities inside the Changing Places facility at Scarborough.



Segun Olowoyo using the ground tactiles to inform his directional decisions.

Tactile ground surface indicators (TGSIs)

Tactile ground surface indicators (TGSIs) are tiles with raised projections installed on the ground or floor surface to provide tactile information which can assist a person with vision impairment to orient themselves and find their way.

The two types of indicators used in Australia are warning and directional. Warning or hazard indicators are a grid of raised dots that indicates an imminent change in ground surface. For example, they may be used at pedestrian/vehicle conflict areas, ramps, stairs and train platform edges. Directional indicators are raised parallel lines which indicate the direction of travel.

City of Stirling Inclusive Recruitment

The City of Stirling has been on a journey to remove barriers from our recruitment processes and implement initiatives to attract people into employment at the City. In November 2019, with the support of a Lighthouse Project Grant, the City of Stirling facilitated the Workability Project, a series of three workshops for 43 employees directly involved in the recruitment process. The core focus was to facilitate a shared understanding of the benefits of an inclusive workplace and the practical steps required to obtain this goal.



Tactile indicators at the Administration Centre, 25 Cedric Street, Stirling

Contacting the City

By telephone

Customer Contact Centre: (08) 9205 8555

24-hour security patrol: 1300 365 356

Facsimile: (08) 9205 8822

In person

Administration Centre

25 Cedric Street, Stirling WA 6021

Monday – Friday, 8.30am – 5.00pm
excluding public holidays

By post

PO Box 1533, Osborne Park WA 6916

Online via our website

stirling.wa.gov.au/enquiry

Alternative contact methods

If you experience difficulty speaking or hearing, assistance to contact the City is available via the National Relay Service:

TTY/voice calls: 133 677

Speak and Listen: 1300 555 727

SMS Relay: 0423 677 767

Internet Relay: www.relayservice.gov.au

The Translating and Interpreting Service (TIS) is available on 131 450 and can contact the City on your behalf.

إذا كنت تريد المساعدة في الحصول على هذه المعلومات مترجمة يرجى الاتصال بخدمة الترجمة التحريرية والشفهية (TIS) Translating and Interpreting Service على الرقم 131 450.

اگر برای ترجمه این معلومات ضرورت به کمک دارید، لطفاً با خدمات ترجمانی تحریری و شفاهی (TIS) به شماره 131450 به تماس شوید.

در صورت نیاز به کمک برای ترجمه این اطلاعات، لطفاً با شماره 131 450 خدمات ترجمه نوشتاری و گفتاری تماس بگیرید.

اگر شمو نیاز د کمک دیرین که ای اسناد را ترجمه کنین د تماس شونین قنجه کمپنی ترجمانی (TIS) د شماره 131 450 تېلفون.

Ako vam je potrebna pomoč za prevođenje ovih informacija, kontaktirajte Službu prevoditelja i tumača (Translating and Interpreting Service - TIS) na 131 450.

Se ha bisogno di aiuto per tradurre queste informazioni, la preghiamo di contattare il Servizio di Traduzione e Interpretariato (TIS) al numero 131 450.

Ако ви треба помош да ви се преведат овие информации, ве молиме јавете се на Службата за писмено и усно преведување (TIS) на 131 450.

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如果您需要帮助翻译此信息，请致电 131 450 联系口笔译服务处 (Translating and Interpreting Service, 简称 TIS)。

如欲索取此項資訊之翻譯協助，請致電131 450聯絡「翻譯及傳譯服務」(Translating and Interpreting Service, 英文簡稱「TIS」)。

Notes



Administration Centre 25 Cedric Street Stirling WA 6021

Telephone (08) 9205 8555 | **Enquiries** www.stirling.wa.gov.au/enquiries | **Web** www.stirling.wa.gov.au |    /citystirlingwa
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