

DISABILITY ACCESS and INCLUSION PLAN

2020 - 2025

This Disability Access and Inclusion Plan is available in alternative formats upon request and includes in electronic format by email, in hard copy in both large and standard print and on the website at www.tamalapark.wa.gov.au.

Foreword

The Tamala Park Regional Council's (TPRC) Disability Access and Inclusion Plan 2019 - 2024 (DAIP) demonstrates the Council's commitment to furthering the principles and meeting the objectives of the *Disability Services Act 1993*.

It is our intention to deliver facilities, services and events that are open, available and accessible to the whole community, regardless of physical or intellectual ability, ethnicity, gender, age or any other perceived difference.

The TPRC will ensure that a Disability Access and Inclusion Implementation Plan is developed, implemented and reviewed regularly.

We are committed to achieving the seven desired outcomes of our DAIP, which are:

1. People with disability have the same opportunities as other people to access the **services** of, and any **events** organised by, the TPRC.
2. People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the TPRC.
3. People with disability receive **information** from the TPRC 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 and contractors of the TPRC as other people receive from the TPRC.
5. People with disability have the same opportunities as other people to make **complaints** to the TPRC.
6. People with disability have the same opportunities as other people to participate in any **public consultations** by the TPRC.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** with the TPRC.

The Disability Access and Inclusion Plan 2020 - 2025 is a dynamic document which will be subject to review and improvement.

Mr Tony Arias
Chief Executive Officer
February 2020

Introduction to the Tamala Park Regional Council

The Tamala Park Regional Council (TPRC) was formed in February 2006 for the specific purpose of creating an urban development on a 180-hectare portion of land (Lot 9504) located adjacent Connolly Road, Neerabup Drive and Marmion Avenue in the suburbs of Clarkson and Mindarie.

The purpose of the TPRC is to undertake the rezoning, subdivision, development, marketing and sale of the Tamala Park land.

The objectives of the TPRC are:

- to develop and improve the value of the land;
- to maximise, within prudent risk parameters, the financial return to the participants;
- to balance economic, social and environmental issues; and
- to produce a quality development demonstrating the best urban design and development practice.

The Tamala Park Project, marketed as Catalina, is an urban development in the suburbs of Clarkson and Mindarie which when complete will comprise around 2,500 lots and be home to approximately 6,000 people. It is anticipated to be developed at a rate of 150 lots per annum.

The development of Catalina is guided by the Tamala Park Local Structure Plan which was approved by the City of Wanneroo and WAPC in 2011. The Tamala Park Local Structure Plan allocates land uses, residential densities and provides the general framework under which the land will be progressively developed.

The Project was subject to a comprehensive environmental assessment and approval process and has received State and Federal environmental approvals.

Catalina will provide a range of housing types and densities to meet the emerging needs of the Perth Metropolitan Region with respect to lifestyle, accessibility and changing demography. It is intended to create a community having a sense of place, which takes advantage of prevailing natural features, a well-planned built environment and relationship with existing and future retail, business, community services and other employment opportunities in the immediate locality and wider region.

The first phase of construction and development commenced in 2011, with the first lots released for sale in March 2012. To date over 970 lots have been completed, 920 lots sold and 850 new homes constructed at Catalina. The anticipated timeframe for completion of the Catalina Project is 2034.

The 7 local government participants are joint owners of Lot 9504 in the local authority district of the City of Wanneroo. The share of ownership of the land by the participant local authorities is as follows:

Council	Project Shareholding
Town of Cambridge	One Twelfth Share
City of Joondalup	Two Twelfth Shares
City of Perth	One Twelfth Share
City of Stirling	Four Twelfth Shares
Town of Victoria Park	One Twelfth Share
City of Vincent	One Twelfth Share
City of Wanneroo	Two Twelfth Shares

Vision, Mission and Values

Our Vision

Our vision is “**To create a sustainable urban community offering diverse housing choice, social connectivity and employment opportunities**”.

This vision is a guiding principle and is further supported by the following Objectives:

Our Objectives

- To provide diverse housing options that are attractive to a wide demographic and represent best practice urban design and development.
- To demonstrate high quality stewardship in environmental management and innovation in sustainability.
- To support the development of a connected, inclusive, safe and healthy community.
- To maximise return for member Councils whilst delivering environmental, social and economic objectives.
- To provide strong leadership, good governance and responsive decision making.

Underpinning this are the values of the organisation, the way we operate our business and the way we deal with our stakeholders, community and ourselves.

Our Stakeholders

Our customer base and stakeholders include the member local governments and the general public, as well as some commercial customers and contractors who provide services to the TPRC.

Primary Stakeholders	Other Stakeholders
<ul style="list-style-type: none"> • TPRC Councillors • TPRC Staff • Member Local Governments: <ul style="list-style-type: none"> ○ City of Stirling ○ City of Wanneroo ○ City of Joondalup ○ City of Perth ○ City of Vincent ○ Town of Cambridge ○ Town of Victoria Park • TPRC Contractors 	<ul style="list-style-type: none"> • Federal Government Agencies • Ministers and Politicians • State Government Agencies • Non-Government Agencies • Regional Business Groups • Regional Community and Reference Groups • Customers and Clients • Visitors • Businesses • Volunteers • Local Residents

Consultation

The TPRC consulted with the member local governments through the senior executives’ group on the draft DAIP. The TPRC published a notice of consultation in the West Australian newspaper on 10 October 2019. It also posted the draft DAIP on the TPRC website from 10 October 2019 to 8 November 2019 and sought comments from interested parties. There were no responses to either notification.

Facilities and Services provided by the TPRC

Facilities

Facility	Opening Hours	Services
Administration Office	8:30am – 5:00pm Monday to Friday	<ul style="list-style-type: none"> • General administration support • Customer service and information
Sales Office	12:00pm – 5:00pm Friday to Wednesday	Sales and Information Centre
Community Events	Periodically, in accordance with Annual Community Development Plan	Community engagement

Services

- The TPRC is responsible for the rezoning, subdivision, development, marketing and sale of the Catalina land.
- The TPRC operates an administration office which provides general administration support, governance, project delivery and implementation, customer service and information.
- The TPRC, in conjunction with the Satterley Property Group, operates a land sale and information office which provides information about the Catalina Project and handles purchasers' enquiries.
- The TPRC manages and implements Catalina according to all relevant Local, State and Federal Government approvals and conditions.
- Community events are held on a regular basis in accordance with the Community Development Plan.
- The TPRC is responsible for the provision of subdivision infrastructure in accordance with the requirements and specifications of relevant Local, State and Federal Governments.



Principles Applicable to People with Disability as Relevant to the Tamala Park Regional Council

- People with disability are individuals who have the inherent right to respect for their human worth and dignity.
- People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
- People with disability have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
- People with disability have the same right as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities.
- People with disability have the same right of pursuit of any grievance in relation to services as have other members of society.
- People with disability have the same right to employment as other members of society.

Disability Anti-Discrimination Policy Statement

The TPRC is committed to furthering the principles and objectives of the *Disability Services Act 1993* (amended 2004) and meeting the seven Standards in the *Disability Services Regulations 2013*.

The TPRC will achieve the desired outcomes of the Act and meet its commitment to ensuring that all users of the authority are treated equally with opportunity to access all activities and services. It will achieve this through the following approach.

Information and Communication

The TPRC will endeavour to:

- Provide information that is accessible to members of the community, which is appropriate to the language, format, and ability of residents;
- Advertise TPRC services and activities in a way that allows all residents, as potential consumers, to know of their existence.

Community Relations

The TPRC will endeavour to ensure that all facilities and events organised by the TPRC are accessible to all members of the community.

Employment

The TPRC will endeavour to ensure that employment is equally available and accessible to all members of the community.

All agents and contractors engaged by the TPRC will be advised of, and expected to embrace and abide by the TPRC's disability and anti-discrimination procedures and work together with the TPRC to participate in achieving the outcomes.

Implementation

An Implementation Plan will be developed to target outcomes and address barriers in an appropriate and timely manner. It will be important to prioritise strategies to address the barriers that have been identified and to accurately assess the resources, both human and financial, required to overcome them. Funds for implementing the Plan will need to be found from within existing resources. Creating better access can be about doing things differently and about careful planning in the initial stages of future projects or developments. Strategies requiring significant resourcing will need to be incorporated into the TPRC's overall planning and budgeting cycle.

The TPRC will take all practicable measures to ensure that the Plan is implemented by the Council and its officers, employees, agents and contractors.

DAIP Outcomes:

1. People with disability have the same opportunities as other people to access the **services** of, and any **events** organised by, the TPRC.
2. People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the TPRC.
3. People with disability receive **information** from the TPRC 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 and contractors of the TPRC as other people receive from the TPRC.
5. People with disability have the same opportunities as other people to **make complaints** to the TPRC.
6. People with disability have the same opportunities as other people to participate in any **public consultations** by the TPRC.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** with the TPRC.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of the TPRC with the support of its contractors.

Promotion and communication of the DAIP

The DAIP will be promoted on the TPRC's website and through an advertisement in the written media once it has been approved by the TPRC and the Department of Communities.

Availability in alternative formats

The DAIP will be available, upon request, in electronic format, in hard copy format in both standard and large print, on request by email and on the TPRC's website (www.tamalapark.wa.gov.au).

Evaluation, Review and Reporting

The TPRC will monitor and report on the DAIP and on the progress of the Implementation Plan. The Implementation Plan will be evaluated by the TPRC on a bi-annual basis to monitor, measure and review results and evaluate the effectiveness of the Plan.

As part of this evaluation process, any feedback received from people with disability via the TPRC's website, email, telephoning or contact via the TPRC Administration Offices, will be included. In seeking feedback, the TPRC will also seek to identify additional barriers that were not identified in the Draft DAIP. Council members and employees will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Implementation Plan items will be amended based on the feedback received, and copies of the amended Implementation Plan will be available to the community.

The DAIP will be reviewed at least every five years. The community, staff and Council members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

The *Disability Services Act* requires the TPRC to report on the implementation of its DAIP in its annual report, outlining:

- progress towards the desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting the outcomes;
- the strategies used to inform its agents and contractors of the DAIP.

Written contact will be made with agents and contractors about the outcomes of the DAIP and progress made in achieving the outcomes. (*Disability Services Act 1993 29B*)

Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven desired outcome areas of the *Disability Services Act* from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

Outcome 1:

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

Strategy	Timeline
Ensure policies and procedures relating to access and inclusion are integrated within the practices of the organisation.	Ongoing
Monitor TPRC services to ensure equitable access and inclusion.	Ongoing
Ensure that all events, whether organised, sponsored or funded, are accessible to people with disability.	Ongoing
Ensure TPRC staff and agents and contractors are aware of the relevant requirements of the <i>Disability Services Act</i> .	Ongoing
Audit events to check the adequacy of access and inclusion to build improvement measures.	Ongoing
Indicate on promotional materials if an event is accessible for wheelchairs and mobility devices, and if special assistance is available to attendees upon request.	Ongoing
Incorporate the objectives of the DAIP into strategic planning and other relevant plans and strategies where relevant.	Ongoing
Promote DAIP to all relevant contractors and agents, by verbally advising contractors/agents during initial contract discussions, inclusion requirements in contracts as they are developed, reviewed or renewed and by providing a copy of the DAIP.	Ongoing

Outcome 2:

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

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
Ensure the quantity and location of ACROD parking meets the needs of people with disability and relevant standards.	Ongoing
Include non-car travel consideration in planning and design.	Ongoing

Outcome 3:

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

Strategy	Timeline
Ensure that the community is aware that TPRC information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Ongoing
Ensure that the TPRC's website meets contemporary good practice.	Ongoing
Employees and Contractors use best practice colour contrast techniques when creating all documents for inclusion of people who are colour blind.	Ongoing
Ensure that upgrades to the website are in a format suitable for people with disability and readable with screen-readers and other assistive technology.	Ongoing
Provide readily accessible information regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ongoing

Outcome 4:

People with disability receive the same **level and quality** of service from the staff and contractors of the TPRC as other people receive from the TPRC.

Strategy	Timeline
Ensure that all employees, agents and contractors, existing and new, are aware of disability and access issues and have the knowledge and skills to provide appropriate services.	Ongoing
Provide readily accessible information regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ongoing

Outcome 5:

People with disability have the same opportunities as other people to **make complaints** to the TPRC.

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing
Incorporate good practice in handling complaints from people with disability into induction and disability awareness training for staff.	Ongoing
Monitor complaints and feedback received to identify areas for improving accessibility for people with disability.	Ongoing

Outcome 6:

People with disability have the same opportunities as other people to participate in any **public consultations** by the TPRC.

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing
Widely promote opportunities for consultation through: newspapers, website, communication to key agencies and ratepayers, newsletters.	Ongoing

Outcome 7:

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

Strategy	Timeline
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing
Engage with key disability employment support providers.	As required
Provide support and training for management staff.	Ongoing
Ensure policies and procedures are regularly reviewed.	Ongoing
Ensure recruitment processes and practices meet the requirement for the employment of people with disability.	As required
Workplaces will be accessible and safe for existing and new staff.	Ongoing
Ensure workplace infrastructure is adequately provided to support new and ongoing employment for people with disability.	Ongoing

Appendix 1 – Implementation Plan

The Implementation Plan details the tasks, timelines and responsibilities for each broad strategy to be implemented, within the period 2020–2025, to progress the strategies of the Disability Access and Inclusion Plan.

It is intended that the Implementation Plan will be updated bi-annually to progress the achievement of all the strategies over the duration of the five-year plan.