



Shire of  
Peppermint Grove

# Disability Access and Inclusion Plan 2023 – 2028

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# 1. Introduction

It is a requirement of the Disability Services Act 1993 that all local governments develop and implement Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA).

The Shire of Peppermint Grove (Shire) adopted its first Disability Service Plan in 1995 and reviewed and updated the Plan in 2001. In 2008 the first DAIP (2012-2016) was adopted and amended in 2014. The Shire's DAIP 2017 -2022 has been reviewed to produce this Plan for 2023 – 2028.

The Shire is committed to the provision of access and inclusion for people with disability and works to identify and implement current best practices by:

- Ensuring compliance with all relevant disability legislation.
- Considering all relevant access and inclusion standards, codes and guidelines.
- Maintaining network contacts with relevant groups, advocacy organisations, service providers and individuals.

## **The current definition of disability**

The current definition of disability in the Disability Services Act 1993 is: disability means a disability — (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and

(b) which is permanent or likely to be permanent; and

(c) which may or may not be of a chronic or episodic nature; and

(d) which results in —

(i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and

(ii) a need for continuing support services;

## About the Shire of Peppermint Grove

Peppermint Grove is one of the State's most beautiful suburbs, known for its large character homes set in tranquil tree lined streets. The area embraces the Swan River and foreshores parks for recreation and is serviced by a major shopping complex and an extensive range of retail and trade services. A large proportion of residents who have long established links with the Shire going back over many generations.

According to Australian Bureau of Statistics 2021 Census, the Shire has a population of 1,597 with just over 20 per cent aged 65 years or over. Given that is estimated that 1 in 5 Australians are living with disability, the estimate is that there are approximately 320 people with disability living in Peppermint Grove.

In addition to its beautiful location, residents enjoy the following community facilities:

- The Grove Library and Learning Centre.
- Manners Hill Park, including a universal accessible toilet and Pavilion.
- Keane's Point parkland including children's play equipment, an all-abilities playground, accessible seating, universal accessible toilets, boat launching ramp, grassed open space and barbeque facilities.
- Freshwater Bay Recreation Jetty and the Royal Freshwater Bay Yacht Club.

## 2. Access and Inclusion Policy Statement

The Shire is committed to ensuring that the community is accessible and inclusive for people with disability, their families and carers. The Shire interprets an accessible and inclusive community as one in which people with disability can access and are welcomed to participate in all local government functions, facilities and services both in-house and contracted in the same manner and with the same rights and responsibilities as other members of the community.

People with disability are contributing members to local, economic and cultural life and the Shire recognises this contribution and acknowledges it has responsibility to enable participation by everyone in the community by creating a welcoming environment in which to live and work.

## 3. Reflection on Progress

### **Achievements and Activities associated with the Shire's Disability Access and Inclusion Plan between 2017-2022 include:**

- Two new ACROD parking bays built next to the recently constructed Freshwaters Café on the foreshore.
- New universal accessible toilets in Freshwaters Café are accessible to everyone; these replaced the old toilet block on the foreshore.
- Dietary and assistance requirements are available at Shire events with separate queuing, assistance and an Auslan interpreter also present for people with a hearing disability at the Shire's Australia Day event.
- The Grove Library increased the e-collection, large print books and home delivery service for those residents requiring this service.

- The Grove Library services include computer and tablet training and help for those requiring assistance.
- A new walking path linking The Esplanade to Lilla Street was built across the Keane Street roundabout, through Manners Hill Park enabling people in wheelchairs or those with prams or walkers to walk along the foreshore to the new café Freshwaters and on to Mosman Bay (Mosman Park).
- Bench seats, with a back and arms, suitable for nursing mothers and the elderly/frail are scattered throughout Manners Hill Park.
- An Access and Inclusion Community Reference Group was established to guide the implementation of the DAIP.
- Elderly/frail members of the community, in particular those living alone, were contacted to establish whether any further services were required to assist them with their daily living activities.
- Street Parties are held within the Shire that encourage socialisation, including amongst residents who may be living alone.
- Shire events were organised in a way that made them as accessible and inclusive as possible by following steps in the “Creating Accessible Events checklist”. This checklist is followed by event, library and community development staff.
- The Grove Library’s home delivery service is provided to those who cannot come to the library personally due to age and/or disability. The library has approximately 20 clients, both in individual residences and in aged care facilities. An IT library officer additionally visits a client who is housebound with multiple disabilities to assist with her technology access.
- Physical access to the Shire’s buildings, facilities and infrastructure was improved by upgrading and installing additional lighting. The shrubbery at the front of the Shire and library is pruned regularly for better access to pathways in direct response to feedback from the community.
- ACROD parking bays are available at Freshwaters Café (Hobbs Place), Keane’s Point Reserve (Lilla Street), as well as in The Grove carpark and adjacent on Leake Street. The bays are kept clean and painted to meet the needs of ACROD users.
- The Shire’s parks, playground and reserves at Keane’s Point and Manners Hill Park as well as Freshwaters Café at the foreshore are equipped with universal accessible toilets.
- An accessible pathway is available from Claremont through Peppermint Grove to Mosman Park along the Swan River with direct access to Freshwater Café, universal accessible toilets, parks and playgrounds along the way.
- A universal accessible toilet is located off the foyer in the Shire building available to patrons of The Grove Library, child health centre, community centre and visitors to the Shire’s administration office.
- All staff toilets in The Grove including the Shire administration offices are appropriate for people with disability.
- Installation of a new accessible exposed aggregate path at Keane’s Point linking the ACROD bays with an accessible drinking fountain, wheelchair friendly picnic table, the Tornado swing and softfall area in the playground and universal accessible toilet.

- Construction of a new exposed aggregate path at Manners Hill Park linking the Johnston Street access point with the Pavilion and public toilet. 24-hour lighting has also been significantly improved in this area.
- New, non-slip brick paving has been installed at the Manners Hill Park Pavilion with surrounding areas re-graded to provide a smooth, level surface seamlessly linking to the refurbished public toilet.
- Manners Hill Park and Keane's Point public toilets have been modified to outward opening doors with lift-off hinges and fresh air vents.
- The Shire website now has an online audio version called ReadSpeaker to support the visually impaired. ReadSpeaker allows the text on the website to be read out loud to you. This makes the content more accessible and the website more pleasant to visit. As a user you don't have to download anything.

## 4. The Review Process

The Shire initiated a review of its DAIP 2017 -2022 in late 2022 which included:

- A literature and legislation review.
- Consultation with client-facing library and Shire staff.
- Preparation, advertising and distribution of a Review Survey.

The Review Survey was advertised to the community through the December 2022 issue of PepTalk which is delivered to 650 residential properties within the Shire. Surveys were able to be printed from the Shire website.

Additionally, hard copies were available at The Grove Library and at the Shire reception. Direct mail inviting submissions was provided to the CEO of SHINE, The Chair of Westcoast Community Group, the President of the Peppermint Grove Tennis Club and the Community Health Nurses. Hard copies were subsequently made available at the Westcoast Community Group annual meeting.

The Review Survey attracted a total of 19 responses, with 4 being a person with disability and 1 being a carer.

In general, nearly all respondents expressed high satisfaction with the Shire's Customer Service, its Buildings, Facilities and Information. There was only 1 respondent who reported having difficulty with Shire Policies and Procedures and that was regarding development creating traffic congestion.

Regarding the DAIP Planning, respondents rated the Shire highly with requests to be addressed being parking, footpaths and information regarding what is available and accessible for people with disabilities.

Additional suggestions to enhance the friendly and welcoming Shire community was for more events and activities, ranging from simple coffee mornings to community events that bring people together to celebrate culture. The continued use of social media and local paper to promote activities and information was also noted as being useful.

The results of the Survey together with the Shire's current Strategic and Corporate Plans were used to focus the Actions and Outcomes of the DAIP for 2023 – 2028.

## 5. Implementation, Monitoring and Review

Implementation of the DAIP is the responsibility of all Shire staff either directly or in partnership with other organisations. It will be monitored by the Shire’s Senior Management Team and will be reported on within the Shire’s Annual Report. The DAIP will be reviewed towards the end of 2028, however it may be amended to reflect progress and to address any access and inclusion issues which may arise. As part of the review process, the Shire will consider innovative and creative ways of gaining information to value add to its current engagement activities.

## 6. The Plan

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

Action	Timeline	Result
Ensure that people with disability have an opportunity to comment on access to services.	Ongoing	Opportunities are provided and information is used to inform services
Ensure that the DAIP has links and is reflected in other Shire Plans and Strategies.	Ongoing	The DAIP is reflected in the Shire Plans and Strategies.
Continue to ensure all Shire events are organised in a way that makes them accessible and inclusive as possible.	Ongoing	Community Events have accessible assistance and support such as an Auslan interpreter, consideration dietary needs and application of the “Creating Accessible Events” is used by Shire staff.
Continue to maintain partnerships with community groups and organisations to provide services (e.g. SHINE Services).	Ongoing	Contributions and networks are maintained with community groups and organisations.
Maintain The Grove Library services such as e-collection, large print books, home delivery services and technology training.	Ongoing	The Grove Library provides a range of services that meets residents with special needs.

**Outcome 2:** *People with disability have the same opportunities as other people to access the Shire of Peppermint Grove buildings, facilities and infrastructure.*

Action	Timeline	Result
Monitor and improve physical access to the Shire’s facilities.	Ongoing	The Shire’s facilities are maintained and compliant with Local Planning and statutory compliance
Ensure that the Shire’s parks, playgrounds, public toilets and reserves are as accessible as possible.	2023/24 financial year	The Shire’s Asset Management and Maintenance Programs are funded and achieved with accessibility being an ongoing consideration. \$350,000 has been allocated in the 2023/24 budget to fence and upgrade play equipment at the Keane’s Point playground. The design

		brief will include consideration for inclusive and accessible play equipment including replacement of the 'tornado' swing. Footpath and intersection upgrade feasibility assessment will continue to identify opportunities for improved access.
Ensure that ACROD Parking meets the needs of people with disability in terms of number, design and location.	Ongoing	Shire staff will monitor the adequacy of the four current on street ACROD bays located in Lilla Street, Hobbs Place, and Leake Street and ensure Ranger Services are suitably policing their usage.
Ensure that the Shire staff are aware and comply with the latest version of Building Code of Australia and AS 2890.6.	Ongoing	Shire Staff remain aware and compliant with any changes in the Building Code of Australia and to standards pertaining to accessible car parking spaces.
Advocate to local businesses the requirement for and benefits flowing from improved access for people with disability.	Ongoing	As part of ongoing development and building approval processes the benefits that enable access and inclusion for people with disabilities are championed to local business owners and compliance required to be demonstrated.

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

Action	Timeline	Result
Ensure that Shire information is available in alternative formats.	Ongoing	Continue to provide alternative formats via the Shire's website (e.g: ReadSpeaker), The Grove Library and Shire administration office.
Continue to keep the community informed on accessibility options and progress on the DAIP via its PepTalk Newsletter.	Ongoing	Inclusion of relevant information is included in PepTalk newsletters on a regular basis.
Consider social media opportunities to promote the Shire's accessibility recreational activities, locations events and programs to the community.	Ongoing	Social media opportunities are considered within the Shire's resource capacity.
In conjunction with neighbouring local governments, community service providers and businesses consider opportunities for joint promotions of information relevant to people with disabilities.	Ongoing	Joint promotions are considered and actioned within the Shire's resource capacity.



Outcome 4: *People with disability receive the same level and quality of service from the staff of the Shire of Peppermint Grove as other people receive from the staff of the Shire of Peppermint Grove.*

Action	Timeline	Result
Shire staff have customer skills that recognise diversity and provide that customer service that meets the needs of people with disability.	Ongoing	Professional development and training for staff includes disability and access, inclusion needs for customers.
Ensure Council is advised on matters that may require consideration or funding relevant to the delivery of the DAIP.	Ongoing	Council is aware of their responsibilities in relation to the delivery of the DAIP.
Enable a creative environment for staff to generate ideas for the delivery of the DAIP.	Ongoing	Consider staff ideas within Shire resources for creative initiatives relevant to the DAIP.
In conjunction with neighbouring local governments, community service providers and businesses consider opportunities for joint promotions.	Ongoing	Joint promotions are considered and actioned within the Shire's resource capacity.

Outcome 5: *People with disability have the same opportunities as other people to provide feedback and make complaints to the Shire of Peppermint Grove.*

Action	Timeline	Outcome
Continue to ensure that the Shire's customer feedback process has provision for feedback and complaints as well as suggestions and compliments in a format accessible to people with disability.	Ongoing	The Shire's customer feedback process records and responds to complaints, suggestions, and compliments from people with disability.
Feedback, complaints as well as suggestions and compliments are recognised and actioned where appropriate.	Ongoing	All Customer feedback is recognised and included for action as appropriate and within the Shire's resources.

Outcome 6: *People with disability have the same opportunities as other people to participate in public consultation by the Shire of Peppermint Grove.*

Action	Timeline	Outcome
Ensure the Shire's Community Consultations are available in ways that are accessible and inclusive.	Ongoing	The Shire's Community Consultation processes are accessible for people with disabilities to contribute to and participate in.
When engaging with the Community on its services, events and activities consider creative ways of interacting that encourages participation with people with disability.	Ongoing	Innovative and creative opportunities community engagement activities and opportunities are accessible and inclusive.

*Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Peppermint Grove*

<b>Action</b>	<b>Timeline</b>	<b>Outcome</b>
The Shire's recruitment practices are inclusive, and opportunities exist for equal opportunity employment.	Ongoing	The Shire's recruitment processes are inclusive and open to people with disabilities.
Where appropriate consider working with disability employment services to offer employment opportunities directly to people with disability.	Ongoing	Networks are established with disability employment services.