

CONSULTATION REPORT

Aha! Consulting

When will you have your next Aha! moment?

PROJECT | Disability Access and Inclusion Plan Review

CLIENT | Shire of Serpentine Jarrahdale

DATE | May 2023

VERSION | Final (V.3)

PROJECT	2022 DAIP Review	DATE	May 2023
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Introduction

The Shire of Serpentine Jarrahdale is currently reviewing its Disability Access and Inclusion Plan (DAIP) and developing a new plan. It is a legislative requirement that a local government review its DAIP at least every five years and facilitating community and stakeholder input to the review is crucial in ensuring it meets the needs of people with disability, their carers, the Shire and the broader community.

The Shire conducted a series of consultations as part of its review of the DAIP. A community survey and workshops were undertaken with the Shire of Serpentine Jarrahdale community, external stakeholders, Access and Inclusion Advisory Group and Shire staff, to better understand the current level of accessibility and inclusion within the Shire, and to determine what actions might be taken to continue to improve the accessibility and inclusiveness of the Shire across the seven outcome areas contained within the DAIP:

1. Access to services and events
2. Buildings and facilities
3. Information
4. Staff awareness and skills
5. Complaints
6. Consultation
7. Employment

Consultation activities undertaken are outlined in Table 1 below:

STAGE 1 – Community Consultation and Previous Disability Access and Inclusion Plan Review		
Consultation Format	Dates	Attendees/Responses
Community survey (Online and hard copies)	14 November – 9 December 2022	19 responses (Including 6 additional responses received after closing)
2 x Community workshops	29 November 2022	9 Attendees
Access and Inclusion Advisory Group session	8 December 2022	5 Members (plus three Shire staff)
Initial Management Group briefing	27 October 2022	13 Attendees
Shire staff workshop	7 February 2023	11 Attendees
STAGE 2 – Draft Access and Inclusion Plan 2023 – 2028 Document Development and Review		
Consultation Format	Dates	Attendees/Responses
Individual Manager Consultation Meetings	Weeks starting 27 February and 6 March 2023	9 managers and/or teams
Executive Management Team update and briefing	14 March 2023	All Executive Management Team
Access and Inclusion Advisory Group update	16 February 2023	4 members (plus 3 Shire staff)
Access and Inclusion Advisory Group –	4 May 2023	6 members (plus 3 Shire staff)

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presentation of draft documents prior to Council		
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Table 1: Summary of Consultation Activities undertaken

The opportunity to participate was widely promoted via:

- Social media
- Dedicated Access and Inclusion page on Your Say SJ
- Shire website
- Local community places and spaces
- Local newspaper
- Direct email to local community groups
- Direct email to service providers
- Email newsletters to subscribed residents and stakeholders
- Access and Inclusion Advisory Group member's networks
- Displays in Shire Administration, Library and Mobile Library Van
- Pop-Up displays at events in the consultation period, including the International Day of People with Disability come-and-try sports event (3 December)
- Radio promotion via Heritage FM

Part A of this report provides a summary of the key themes emerging from the consultation. Detailed data from each of the consultation activities undertaken in Stage 1 (Table 1) are provided in **Part B**.

PART A - Summary of key themes

Throughout the review process, key themes emerged that were consistently expressed across the consultation. These have been summarised below and will inform the priority objectives in the Shire's new Access and Inclusion Plan.

1. **Facility and infrastructure improvements** – to improve people's ability to access events, engage with services, attend facilities and to allow for employment opportunities.
2. **Improving communication and promotion** – targeted, thoughtful messaging in diverse formats, encouraging participation in events and programs, feedback and engagement with services and to enable involvement in consultation activities.
3. **Building understanding, awareness and tolerance** – initiatives to improve the service received from the Shire and other places, supporting an improved culture and improving people's sense of belonging in their community.

A more thorough summary is provided below, for each of the outcome areas.

1 Services and events

Overall, there was a positive sentiment towards the services and events accessed by the community, however there is room for improvement in some areas.

Participants reported some challenges in accessing services and events within the Shire, along with a desire to improve some elements. The following key themes were identified:

- Physical access in local places and venues, such as narrow pathways or lack of ramps, or events held on turf
- Availability, location and advertising of accessible parking, for access to services and events
- Reliance on technology to access information about services, or registering for events and programs
- Advertising and marketing to people with disability
- Encouraging external providers to create accessible events and programs
- Safety of events for people with disability
- Urban planning challenges and building new homes, both the process and the service provided by staff

2 Buildings and facilities

Mixed sentiment was expressed regarding the accessibility of the Shire's buildings and facilities, with clear themes emerging regarding the need for improvement in some areas.

Participants reported a desire to improve:

- Physical access to facilities, such as paths and ramps to venues
- Lack of footpaths in semi-rural areas
- Parking at both public and private facilities

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- Accessible toilets at both public and private facilities
- Public transport and associated facilities (ie. footpaths to bus stops, and facilities at bus stops)
- Planning and approval processes for private spaces, such as shopping centres
- Access to playgrounds and inclusive playground equipment

3 Information

People reported mixed sentiment regarding accessibility of the Shire's information, with the main focus of feedback being on social media and the Shire's website.

Participants reported a desire to improve some elements of information provided by the Shire:

- Provision of information in multiple formats
- Availability of information (including disability-specific) on the City's website
- Information not reaching the right target audience (eg. on social media)
- Lack of direct communication with residents

4 Quality of service

Participants reported positive experiences with Shire staff members, although several themes emerged regarding opportunities for improvement. It was also suggested to acknowledge and encourage more of the positive service that people have received.

Participants reported a desire to address some challenges:

- Perceptions and bias, particularly around disabilities that aren't visible
- Resourcing and providing education of staff, councillors and contractors on providing services to people with disabilities
- Quality of communications to people with disabilities
- Level of engagement with residents
- Urban planning challenges and building new homes, both the process and the service provided by staff

5 Complaints and Feedback¹

There was mixed sentiment reported regarding accessibility of the complaints process. However, most participants who have had direct experience with providing a complaint to the Shire, reported that the process was accessible.

Participants reported a particular desire to address a lack of follow up from Shire staff, as well as the reliance on technology required to submit complaints. Additionally, the process requires a lot of effort, and this combined with the fear of retribution, can result in people not submitting their feedback or complaint.

6 Consultation

Most people did not report challenges experienced when accessing consultation opportunities, however the majority of people do not often participate in these activities.

Participants reported a desire to improve:

- Challenges in reaching people with disabilities and getting the right people in the right place, at the right time
- Poor promotion of public consultation opportunities
- Challenge in providing multiple methods for participation
- Poor provision of information about the consultation

7 Employment

Very few people reported experience in applying for an employment or volunteer position at the Shire, however some feedback was provided regarding accessibility of the process.

Participants noted the following challenges to address:

- Accessibility of Shire office
- Shire culture and perception of lack of inclusive practices
- Training of volunteers
- Accessibility of application process

¹ Community feedback suggested the inclusion of 'feedback' in this outcome area, not just 'complaints'.

8 Overall

Overall, people provided mixed views regarding access and inclusion of the Shire across the board. Participants were provided opportunities to provide any additional feedback on access and inclusion matters in the Shire. Feedback focused on elements such as:

- Need to focus just as much on inclusion, as on access
- Need to acknowledge organisations doing a good job in access and inclusion
- Need to further explore what is actually meant by access and inclusion, and the notion that it is for all people, not just those with a disability
- Need to prioritise 'easy wins' in the DAIP
- Other areas of focus outside of the Shire's responsibility, such as disability and aged care housing and additional services for children with disabilities

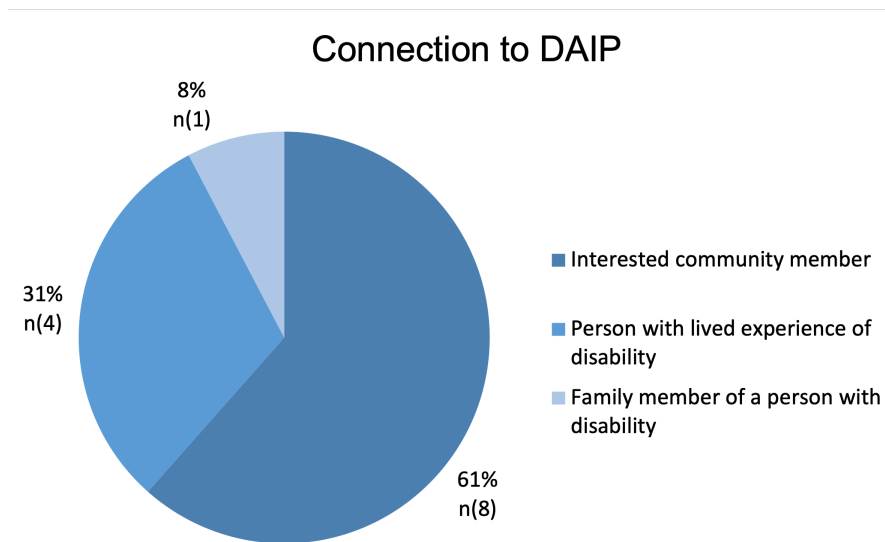
PART B - Data from consultation activities

9 Community Survey

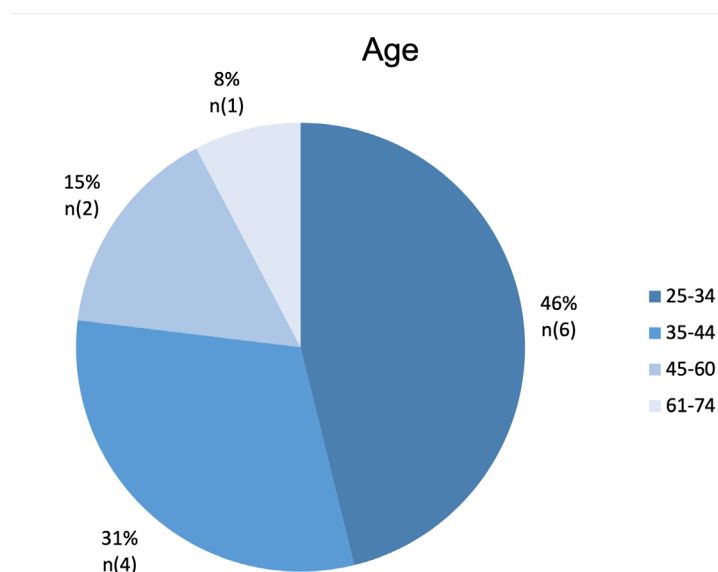
9.1 Community Demographics

Overall, n13 people from the community participated in the survey.

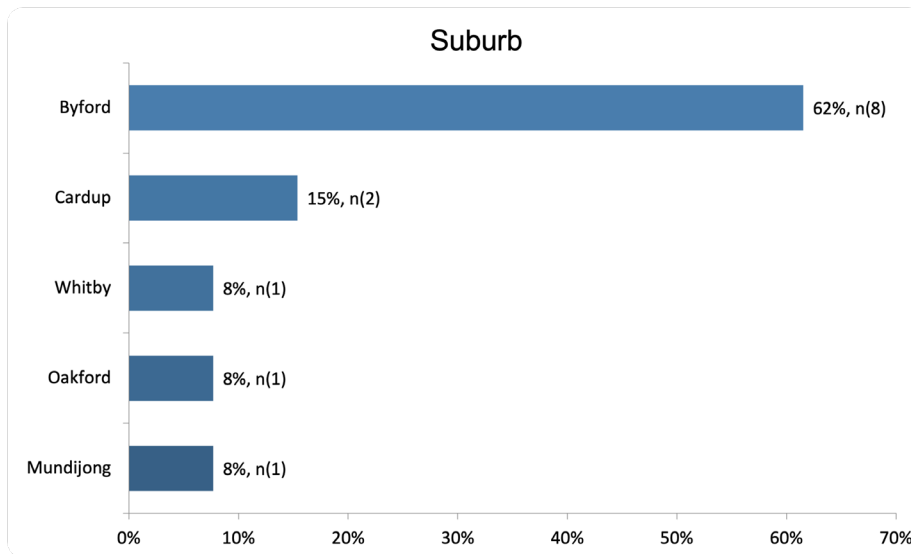
Most participants were interested community members (61%, n8) with a further four people being people with lived experience of a disability, and a family member of a person with a disability.



The most represented age group were people between 25-34 years (46%, n6), followed by 35-44-year-olds (31%, n4), whereas the other age groups had similar levels of representation (15%, n2 to 8%, n1).

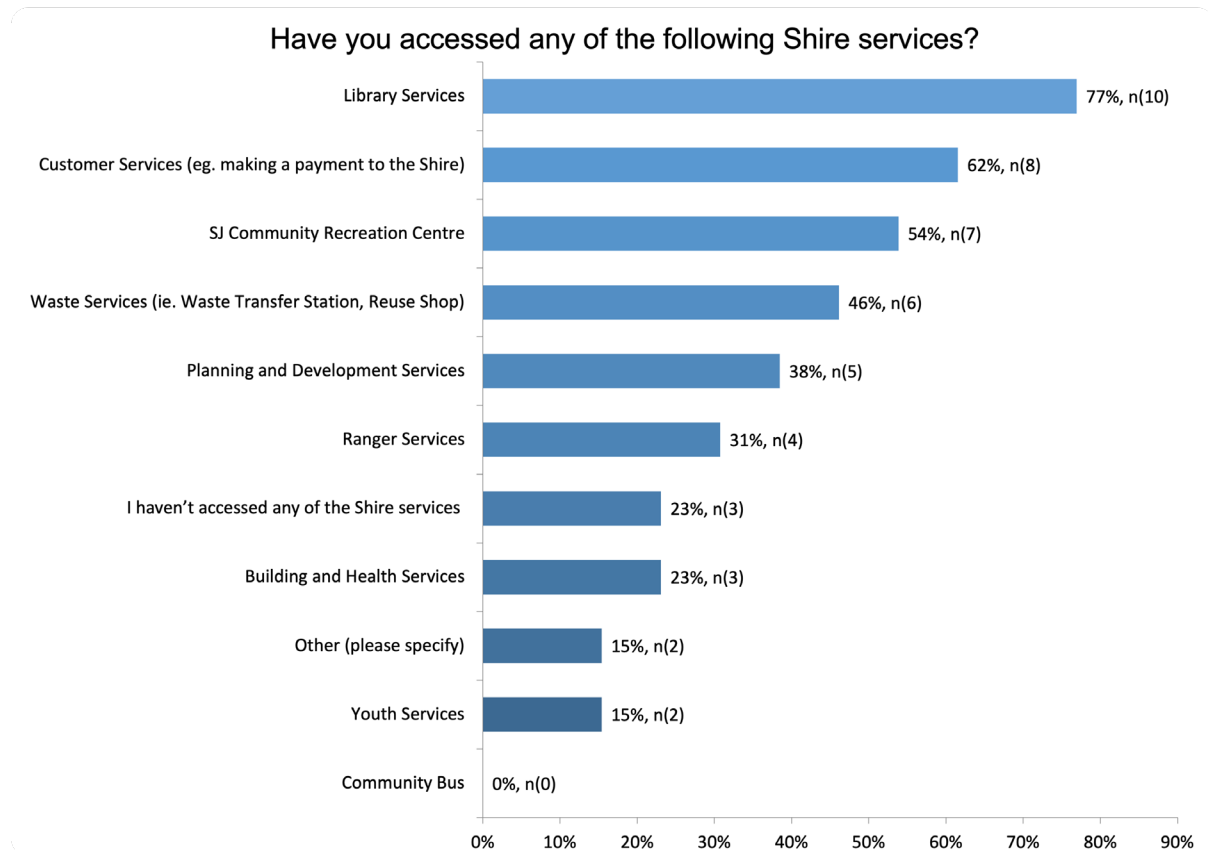


The most common suburb respondents lived in was Byford (62%, n8) followed by Cardup (15%, n2), and the remaining 3 participants lived in Whitby, Oakford, and Mundijong (8%, n1 in each).



9.2 Services and Events

The service that participants have used the most was the library services (70%, n10), this was closely followed by customer services (62%, n8) and the SJ Community Recreation Centre (54%, n7). The least used services were the youth services (15%, n2) and the community bus which no one has accessed.



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Two people also reported having accessed a local playgroup.

Most people (54%, n7) hadn't had any trouble accessing Shire services, but 46% (n6) had.

Some challenges people experienced were:

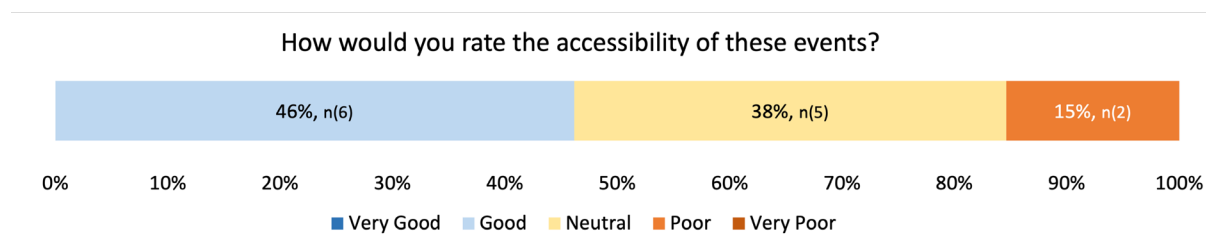
- **Ramps:** community members can't access the playgroup with prams because there's no ramp
- **Distance:** services (e.g., the rec centre) are located too far away from some residents
- **Processes:** the process to get assistance for accessing the waste transfer station is complicated, has lots of forms, and only applies to certain furniture items
- **Pathways:** narrow paths are unsafe for prams and gophers, pats flood in winter, people leave bins out that obstruct the path, gravel paths are unsafe for wheelchairs (e.g., around the George Street area)

The majority of participants (69%, n9) have attended events or programs provided by the Shire such as concerts, food truck events, school holiday programs, workshops, or citizenship ceremonies.

People who had attended Shire events were provided with an open-ended question about their experience:

- **Well done:** events/programs were executed well and provided a good experience
- **Advertising:** events need to be better advertised, e.g., signs in the Byford Centre
- **Food truck events:** community members enjoyed the food truck events
- **Parking:** parking can be an issue in places like the library and Shire offices
- **Events attended:** other events mentioned were holiday programs and playgroup

The largest proportion of people felt that the accessibility of the Shire events was good (46%, n6), closely followed by those who were neutral (38%, n5), and 15% (n2) felt it was poor.

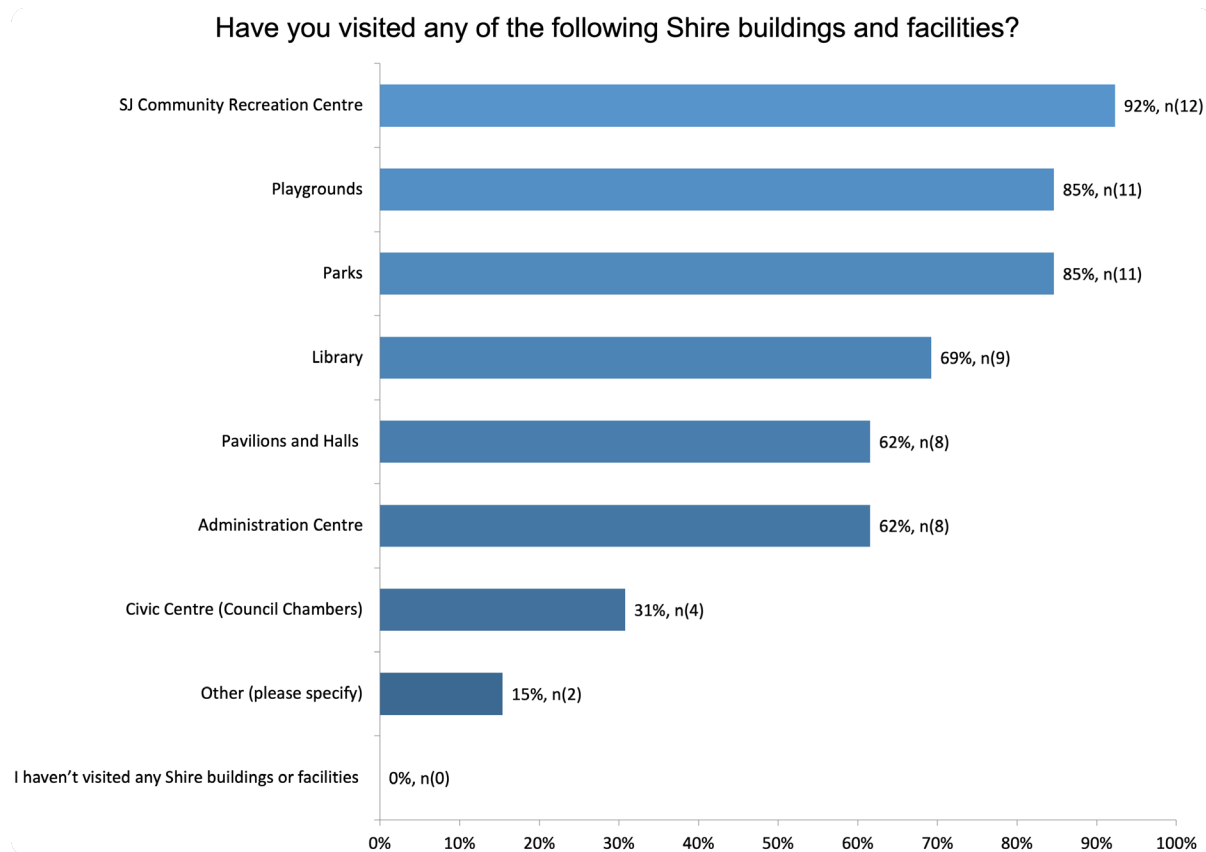


People were given an open-ended question asking about ways in which the Shire can improve accessibility to events and programs. Comments mentioned:

- **Location:** including programs which can be conducted at different locations (e.g., Byford Central) including more accessible location (need more ramps, no ramp access to the playground building)
- **Advertising:** advertise in a variety of places (e.g., the roadside bay heading into Byford, school newsletters) and do more last-minute promotion
- **Parking:** varied spaces for people affected by sensory overload, varied walking distances, accessible parking advertised explicitly in event information
- **Cost:** make entry free

9.3 Buildings and Facilities

Almost all participants (92%, n12) have visited the SJ Community Recreation Centre, closely followed by playgrounds and parks (85%, n11 for both). The least visited buildings/facilities were the council chambers (31%, n4).



Two people reported that they had accessed a local playgroup facility.

Half the participants had experienced challenges accessing the Shire's buildings and facilities (50%, n6).

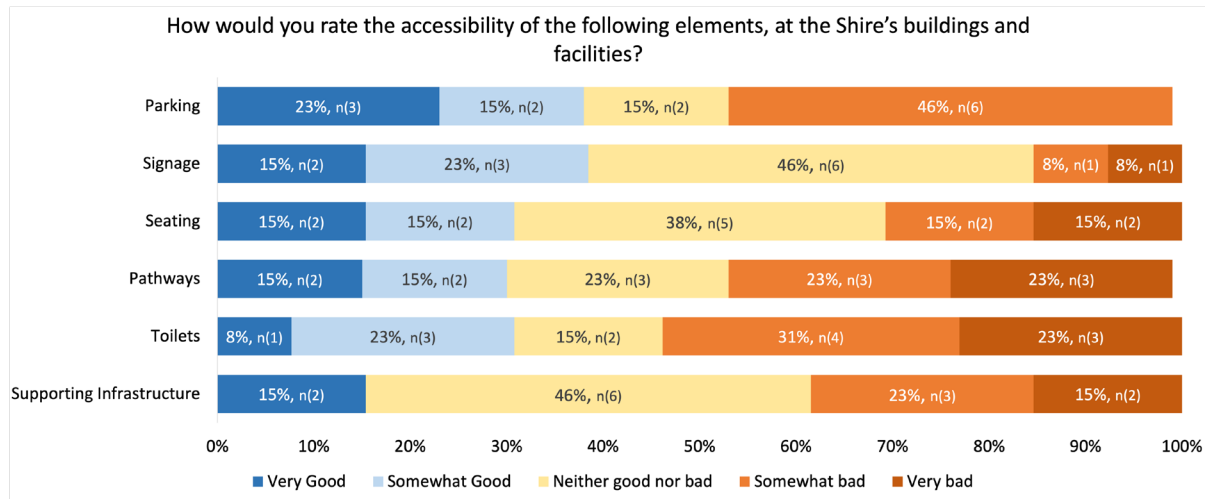
Challenges faced include:

- **Ramps:** ramp access to the playgroup building is needed for prams and wheelchairs
- **Parking:** limited accessible parking, Percy Park and library parking is inefficient
- **Pathways:** footpaths hard to navigate in a wheelchair, uneven surfaces
- **Doors:** non-automatic doors can't be opened in a wheelchair
- **Toilets:** only one toilet next to the library
- **Playgrounds:** playground in the Scarp isn't accessible to wheelchairs (e.g., mulched areas and disjointed areas between pathways and play equipment)

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Parking was rated the most accessible with 23% (n3) rating is very good and 15% (n2) rating it somewhat good, 46% (n6) felt it was somewhat bad and 15% (n2) were neutral. Provision of handrails and other supporting infrastructure had the lowest agreement ratings with 15% (n2) of participants rating it as having very good accessibility and none rating it somewhat good, the largest proportion of people were neutral (46%, n6) and 38% (n5) total felt it was bad or very bad.

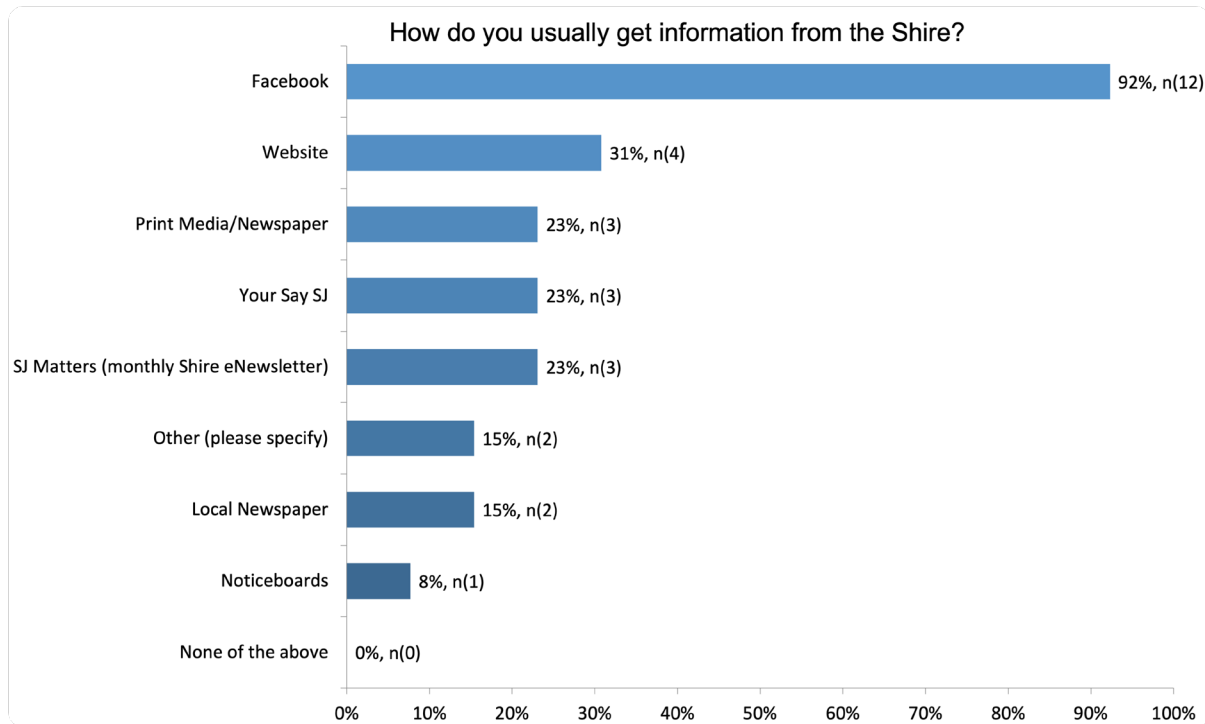


People were given an open-ended question asking about ways in which the Shire can improve accessibility of its buildings and facilities. Comments mentioned:

- **Pathways:** need more shaded pathways, have regular inspections (to ensure safety for mobility aids),
- **Ramps:** need ramp access at Mundijong playgroup
- **Toilets:** no disabled toilet facilities at “the house” or path connecting to the toilet block (hard to access), need more user-friendly toilets that are open for longer,
- **Parking:** difficult to access the library in Byford from the south,
- **Planning:** poorly planned retrofitting is not accessibility
- **Bus stops:** need more accessible bus stops (seating and level areas)
- **Signage**

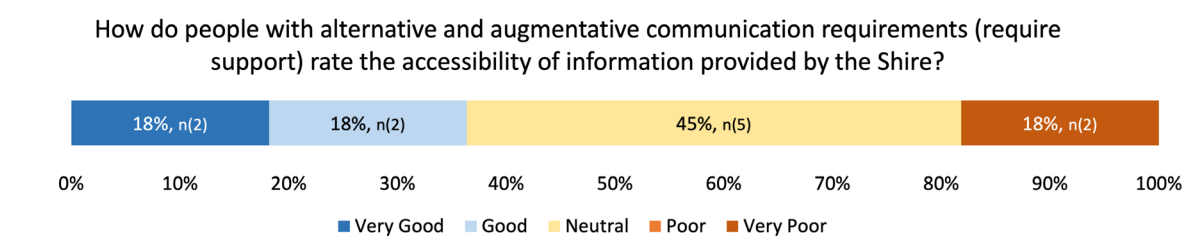
9.4 Information

Almost all participants reported that they receive their information from the Shire via Facebook (92%, n12), with the next most used platform being the Shire website (31%, n4). The two least used methods were the local newspaper (15%, n2) and noticeboards (8%, n1).



Other communications methods included printouts from the post box and Linked in.

People with alternative and augmentative communication requirements (require support) were asked to rate the accessibility of information provided by the Shire. Most people were neutral (45%, n5), while the other responses were spread evenly.



People were given an open-ended question asking about ways in which the Shire can improve accessibility of the information it provides. Comments mentioned:

- **Formats:** plain text formats, text only versions for screen readers, videos, auslan, aided language display
- **Physical communication:** more physical signage in the Byford City Centre and more ramps for prams and wheelchairs to access physically displayed information
- **Website:** improve navigation of website, limited information available online and assume people can make a phone call to find out more

- **Noticeboards:** using more noticeboards in the public realm that are presentable, promoting both community group initiatives and Shire events
- **Other:** unsure, think it's alright at the moment

9.5 Quality of service

Most respondents don't often engage with Shire staff (54%, n7), while 23% (n3) engage often and 15% (n2) engage very often, and only 8% (n1) never engage.

The majority of respondents (69%, n9) felt that people with disabilities either don't receive the same quality of service from staff as other people, or were unsure.

Participants' experiences included:

- **Maintenance:** large size of the Shire prevents regular inspection/audit
- **Accessibility:** accessibility isn't given enough thought or effort

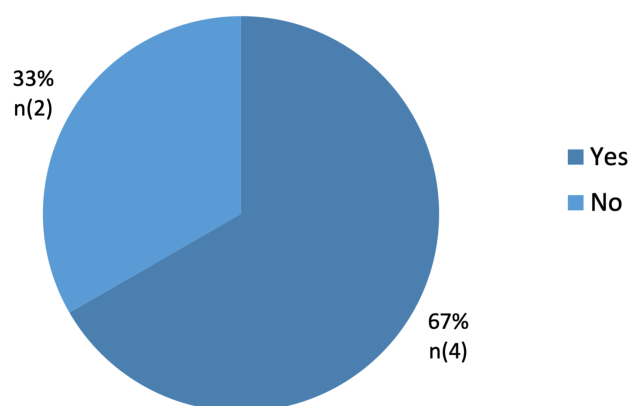
People were given an open-ended question asking about ways in which the Shire can improve the quality of service provided by staff. Comments mentioned:

- **Communication:** emails using phrases such as "a gentle reminder" can help people with mental health distress, training in things like auslan, more staff so they have time to get back to people
- **Engage with locals:** listen and improve, get out and about more, wearing name badges
- **Accessibility:** provide accessible options as the default rather than making people work to find out how to access what's needed

9.6 Complaints

The majority of people (54%, n7) didn't know how to lodge a complaint or request with the Shire. Six people reported that they had lodged a complaint with the Shire; four of these felt that the process was accessible for people with disabilities.

Is the process to lodge a complaint with the Shire accessible for people with disabilities?



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Overall, some respondents (42%, n5) felt people with disabilities have the same opportunities as others to make complaints to the Shire, while others felt that they don't (25%, n3) or were unsure (33%, n4).

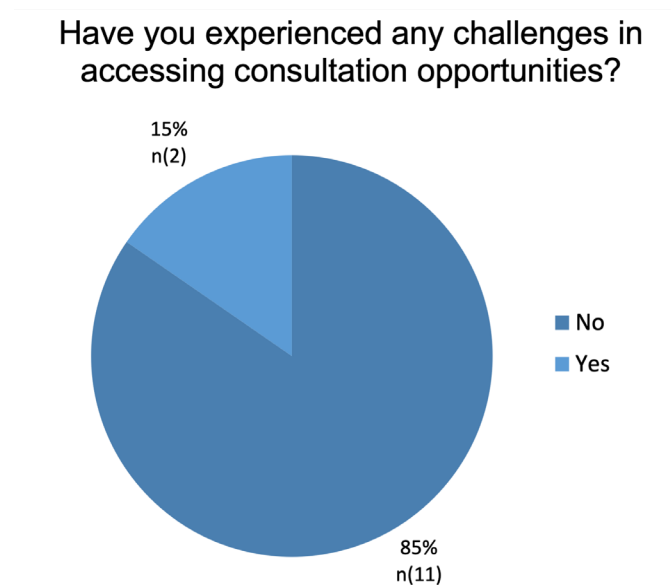
Comments provided:

- Many people with intellectual and/or profound disability need active supporters who are well informed on the processes
- Was able to submit a complain successfully via email

9.7 Consultation

The largest proportion of participants said that they don't participate in public consultation conducted by the Shire very often (46%, n6), followed by those who participate often (31%, n4), and then those who have never participated (23%, n3).

The majority of respondents (85%, n11) have not experienced challenges accessing consultation opportunities, while 15% (n2) have.



One person noted that they were not aware that this (consultation) was happening, so maybe there is a need for a space on the website for people to receive newsletters and updates, and frequently posting about it on social media.

People were given an open-ended question asking about ways in which the Shire can improve access to consultation opportunities. Comments mentioned:

- Reaching out: Shire needs a contact list of people with disabilities, reaching directly to service agencies and carers, go to schools and community groups with English as a second language
- Advertising: more publicly available information

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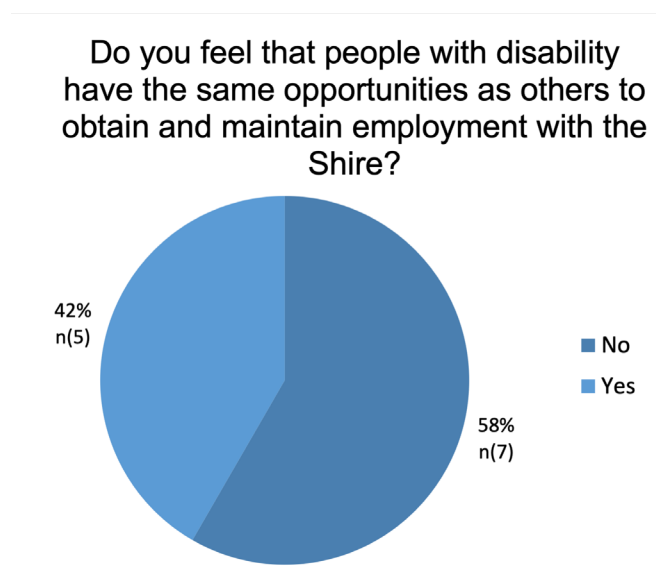
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- Variety of methods: make consultation accessible by offering in-person, online, or phone methods to participate, surveys that are quick and easy rather than having lots of long open-ended questions

9.8 Employment

Most respondents (92%, n12) have not applied for employment or requested to volunteer at the Shire, and 8% (n1) had.

The majority of participants (58%, n7) felt that people with disabilities don't have the same opportunities as others to obtain and maintain employment with the Shire, while 42% (n5) feel that they do.



Comments provided:

- **Shire office:** the Shire office is difficult to access via public transport (which a lot of disabled people rely on), if shire office isn't accessible people can't trust that their employment opportunities be accessible either, poor accessibility to offices is a barrier to employment
- Change from online to in-person stopped disabled people from applying for these jobs as they can no longer access them
- Shire needs to get NDIS support for employing local people registered with NDIS
- Work culture

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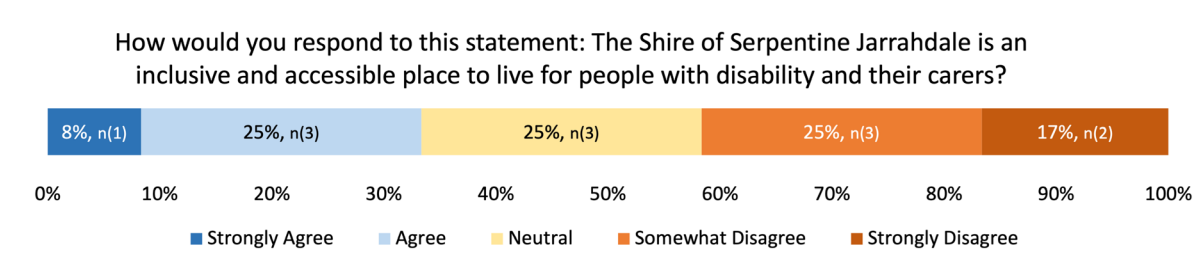
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9.9 Overall

People were asked to consider the seven outcome areas within the plan and respond to the statement:

‘The Shire of Serpentine Jarrahdale is an inclusive and accessible place to live for people with disability and their carers’

Responses were mixed across the spectrum.



People were given an opportunity to provide additional feedback on access and inclusion matters:

- Shire please give out certificates of acknowledgement to organisations that are proactive with disability inclusion
- Inclusiveness is just as important as access for disabled people
- Ramp access to Mundijong playgroup
- Make paths more wheelchair friendly

10 Additional survey submissions

Six (6) additional completed surveys were received following the analysis of the community survey, being hard copies collected at a local aged care residential facility. These surveys were reviewed and compared with the consolidated results of the community survey – reported below is a summary of these findings, notably where responses differed from the broader results.

- Overall, the respondents were in an older age category, with four of the six being aged 75+.
- Respondents were more likely to have accessed the Shire’s community bus service. They were less likely to report access issues across the board, however some noted an improvement in the provision of pathways is required, to access the Shire’s facilities.
- Respondents were more likely to rate accessibility of the Shire’s services and facilities higher, with positive sentiment reported regarding their experiences across all categories; however, these respondents were less likely to have engaged with Shire staff, or accessed the Shire’s complaints or consultation processes, and none had applied for employment with the Shire.
- Two respondents suggested the Shire could use staff training to improve access and inclusion.
- Respondents were more likely to access information from the local newspaper or other print media, or the Shire’s e-newsletter, with some people noting that access to this information was assisted by a carer or support person.
- All respondents agreed or strongly agreed that the Shire is an inclusive and accessible place to live for people with disability and their carers.

11 Community Workshops

The following challenges and opportunities were identified for each outcome area; the feedback has been consolidated from both workshops. Participants at the first workshop were asked to identify their priorities to be addressed, which are listed at the top of the lists, in **bold print**. Due to time constraints (the workshop had to finish early due to an issue at the venue) this prioritisation was not done at the second workshop.

11.1 Services and Events

Challenges:

- **Wheelchair access to park events – on turf**
 - Stops people going to events
- **Events not necessarily run at the “safest” facility, e.g., perception that the LGBT event run at Briggs next to skate park**
- Technology – not everyone can access for information, buying tickets, etc
- Urban development – house accessible, but block ended up with steps at the front
- Registering can be a barrier
- House design/urban development
- Not enough events focusing on marketing to people with access and inclusion environment
- Technology issues
- Blind people have challenges crossing roads as not many traffic light situations
- Semi-rural area (Oakford) – no footpaths; road and shoulder not accessible – isolated on own property; barrier to access local facilities and services
 - Better services in new areas
 - Also applied to older residents
- Footpaths not designed to accommodate e-scooters and older people on scooters – educate school kids
 - Setback crossovers more to accommodate side of scooters
 - Electric wheelchairs hard to manoeuvre
- Parking – have ACROD parking plan that responds to access needs – not just a bay situated in wrong location, or not ‘accessible’, e.g., next to rose bushes (fit for purpose)
- Events – when phone to ask information about accessibility, they don’t always know
 - Or asking at events – hard to find someone who can help
- Events often run by others
- Building requirements – minimum requirement

Opportunities:

- **Shire source turf mats to loan/hire to event organisers – not just have at entry**
- Plans – could identify lots that are accessible
- People with disabilities to have input into urban design
- Events to be inclusive (sport, etc)
- Recognise and promote good practise

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- To broaden the knowledge and skills around forms of communication
- Deliver wheelchair yoga
- Promote on local Facebook pages – not SoSJ page
- Develop annual program for footpath maintenance and installation in semi-rural areas
- Shire – has been asking people about access needs but not always done
- Could inform event organisers what is required – access and inclusion checklist
- Informing community – need more details about parking

11.2 Buildings and facilities

Challenges:

- Accessible bathrooms
 - Pedestal bins – foot pedal – not accessible
 - Sensor water and dryers preferred
- Coles Armadale – can only use their one trolley in their store only
- Footpaths in newer areas adequate – older areas left to walk on road – lack of paths, gravel only in some areas (near church, behind library – tree roots)
- Lack of disabled parking near Bendigo Bank – good for carers to leave someone in car and run in while still in view
- Parking access and drop off points
- Access to public transport (to get from e.g., home to the public stop)
- To feel physically and mentally safe
- Handrails – need to be round at ends, many aren't
- Shops not always accessible – new buildings (Woolworths/Coles) drop off footpath
 - How did this get approved?
 - How were builders not held accountable?
 - No checks and balances
- Medical centres – no ambulance access
- Not accessible parking either – Council response “but there's parking at Coles”
- Parking access obstructed by plants/planter boxes
- Turnover of people (e.g., architect for Kieman Park) means lost knowledge, have to repeat feedback to people
- People with disabilities can create more waste – have to pay for additional bin – incentivise
- People live with these decisions – they don't get to go home

Opportunities:

- Incentivise shops/local store (smaller ones) to have at least one shopping trolley for wheelchairs with carers seat
- Better signage showing relevant access ways
- Create drop off zones at facilities
- More concrete areas near bus stops for wheelchair access to buses
- Hold events at appropriate facilities for a safe space

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- Parks/playgrounds that allow people in wheelchairs to play with kids/grandparents
- Talk to people to inform planning, development process
- Show people the challenge, e.g., accessing something/somewhere with a wheelchair
- Ensure access requirements at beginning of planning process – prioritise this
- Improve documentation, reviewing, accountability process
- Consider changing places facility, e.g., at places where hold biggest events – large enough spaces are for whole family
- Example of good facility – Adventure Park Kwinana
- Develop play space/park – all abilities, consider fencing, accessible parking, suitable benches, etc

11.3 Information

Challenges:

- **Information often missed by many as limited to one-off Facebook posts**
- **Political correctness often changes or blurs the intent of the message**
- Information not directed in the right areas to the target market
- Irrelevant information often takes over relevant information
- “Disabled people” is not the same as having a disability
- Can’t just rely on online methods to accommodate those with memory challenges
- Send information directly to people, e.g., information on services
- Website fine, but needs a disability and inclusion section that’s easier to find, plus need to have link to access and inclusion information for each section (e.g., events have link to click on about access and inclusion)

Opportunities:

- Communication skills development
- Fun events using different forms of communication
- Supporting businesses to have websites that are presented in different forms (audio, large print, colour contrast)
- Consultation with paid people with disabilities to offer feedback on information
- Flyers around the area for events (not everyone has a computer) – e.g., at cafes/coffee shops

11.4 Quality of service

Challenges:

- Time – need to allow time to engage with someone long enough to interact with people properly
- Hard to see some disabilities
- Who is responsible for identifying the disability?
- When do we have to know?
- Educating contractors

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- Perceptions – what people see or don't see
- COVID world (or similar events)
- Not necessarily Shire staff
- Lack of empathy from people/staff (across board)
- Shire demonstrating care for people with disabilities with lack of services available for people with disability
- Only small amount allocated in budget for disability, not allocated well, e.g., Auslan course for staff
- Response “suck it up” when seeking assistance following damage to house

Opportunities:

- **Teach staff that not all disabilities can be seen**
- Staff always helpful
 - Acknowledge and encourage more of this
- Staff there to help how to accommodate disability access/needs into new house (planning and building)
- Actually came out to house, looked at block, direction of sun and patio – allowed greater portion of lot to be covered
 - Acknowledge and encourage more of this
- Staff always need to be respectful of everyone
- Councillors need to be more respectful of everyone, no matter what walk of life – lead from the top
- Identify priorities for people in the Shire to allocate resources
 - E.g., survey/ask people which suggestions they support
- Develop register of people with access and inclusion needs – categories of needs
 - Gather baseline information
 - Could send with rates; or use multi-channels
 - Opt-in service
 - Database – used for consultation, sharing of information
- If person in need phones for assistance need someone 24/7 to contact, e.g., following fire (e.g., Armadale provided resource with contact details, etc)
- Website – community run, need help setting up

11.5 Complaints

Challenges:

- **Technology – must be on email**
- Phone calls don't necessarily get logged and followed up on
- Lack of Shire staff to follow up and fix
- People don't know how to contact Shire easily
- Process involves a lot of effort
- Fear of retribution
- Not sure whether issue is local, state, or federal issue
- Receive generic response, but never hear from again – process not followed?
- Have to jump through hoops to get things changed (e.g., asked to show NDIS plan to change back to verge collection) and process changed and not informed

Opportunities:

- On-site real-time logging
 - Like speed indicator cameras that can be moved
- Demonstrate types of complaints and how they're being dealt with (Hugh Jones doing this, graffiti — state member)
- Snap. Send. Solve. app to report things – directly to Shire
- Identify access needs of people (on complaints form) to help Shire identify different ways to support people
- Front desk staff good at helping people (but can be intrusive and require knowing what issue is) – shouldn't have to explain if don't want to

11.6 Public consultation

Challenges:

- **Getting the right people in the right place at the right time**
- Everything is on a computer these days
- Barrier – being comfortable around other people
- Motivation – why would people come
- People don't realise the potential impacts of the subject of the consultation
- Practical consultation – e.g., a wheelchair tour of Shire facilities
- Only small number of people tend to be able to contribute – time and capacity
- Every day is a fight to get heard
- Hard to get people to talk in front of big group
- Shire knowledge of people with disabilities/where they are is low

Opportunities:

- To maybe have a monthly meeting to discuss things in our area
- Provide different opportunities/methods/channels for people to contribute, e.g., 1-1
- Get the right people in the right room
- Going out and sourcing those people in case they weren't aware (inviting specific communities)
- Make it fun
- Councillors need to interact with their own ward regularly
- Listen to the smaller voices, not always the loudest
- Use waste services (incentivise people needing extra bin, collect disability data) to gather data about who in Shire has a disability (to identify who/where people are)
- Support development of website to house information for people with disabilities and people wanting to work in the field locally (to connect people) – fill gap of local employment services
- Use multiple channels to ask people e.g., email, paper
- Provide alternative ways to engage e.g., online workshops
- Has to be something in it for them

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- Improve marketing of consultation opportunities – Facebook consider targeted advertisements/posts (including paid ads)
- Use infrastructure they have better (work smarter) – demonstrates Council is listening

11.7 Employment

Challenges:

- **Do councillors treat all staff and volunteers with full respect and equality? No**
- Are Shire offices fully accessible?
- Does Shire cater for non-physical disabilities?
- Does Shire include others in access and inclusion realm, such as Indigenous and English not first language?
- Does Shire have time to train volunteers?

Opportunities

- Audit of job descriptions (what tasks? Can they be separated?)
- Applications can be made in a variety of media – video, audio, written
 - Staff have the ability to access
- Audit accessibility of Shire workplaces
 - Audit/consult with existing staff
- Engage with NDIS/participants/carers to see employment/volunteer opportunity
- To remunerate people with disability doing tasks “able bodied” would be paid (or done by people in paid jobs)
- AIAG – COVID change to online meetings good
- Online access to Council meetings
- AIG – how is it advertised? Didn’t know about it

11.8 Overall/Other feedback

- Access and inclusion:
 - More than just disability
 - Should be for all
- Some disabilities aren’t visible/physical
- Support for children with disabilities to access OSHC – how to access this?
- What does access really mean? E.g., accessible inside but can’t get in the venue
- Stopped food truck for some time
- Serpentine has no ATMs – have to plan to get money out at limited venues; have to plan ahead with carer
- Services moved from Serpentine to Byford; Serpentine community can no longer access things locally
- More disability housing
- Aged care facility
- Register of abandoned houses to try to engage owners – housing shortage – rentals, etc
- Public transport (non-Transperth) – shopping, community events

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- Run English lessons for linguistically diverse community
- Remove “disability” from name of access and inclusion plan, or make it a sub-plan
- Human rights training – is there a better way training?
- Prioritise easy wins in DAIP, e.g., targeted communications, database

In addition to the workshops held on 29 November, a visitor to the venue dropped by after the first workshop had concluded. This person identified as having a disability, was interested in the project, and offered some feedback – included below.

Stakeholder interview

- Footpaths in the local area need to be wider, flatter, and smoother surfaces
- Local businesses need to improve access, e.g., fell over walking into San Churros due to mixed surface of entry way
 - Installing signage to ‘watch your step’ is suggested
- The area has an aging population, particularly in the Jarrahdale area – access is important to make places safe
- Tactile pavers on footpaths – not sure how useful these are, they don’t assist people in wheelchairs but acknowledge the benefit to people with vision impairment
- There is a challenge with adapting heritage listed buildings, but safety and access should be prioritised

12 Access and Inclusion Advisory Group

A summary of the feedback collected from the two community workshops was provided to the Shire's Access and Inclusion Advisory Group. Members were asked to consider the feedback collected and provide any further information for consideration. Below is the feedback collected at this session.

Services and events

Opportunities:

- Provision of sensory spaces at events
- Co-designed guidebook on making community events more accessible – coming soon

Information

Opportunities:

- People with autism might prefer to go by disability first or person first, eg. autistic vs a person with autism
- Use rates notice to create communities of interest groups, opt-in, to aid direct communication

Quality of service

- Hidden disability sunflower lanyard, an initiative from the UK, that signals someone has a hidden disability – currently used at the airport.

Complaints

Opportunities:

- When demonstrating the types of complaints received and how they're being dealt with – this will help open people's eyes how they can improve things
- On the complaints form, also ask for someone's preferred way of communicating
- Suggestion to rename complaints to 'feedback'

13 Staff Workshop

Participants were asked to consider the feedback collected during the community engagement process and generate strategies to improve access and inclusion in each of the outcome areas. Participants were then asked to identify their priorities for implementation, which are listed at the top in **bold**.

13.1 Services and events

- **Onsite advertising in the lead up to an event**
- **Bring back verge collection and transfer station access to ALL residents**
- **Promotion of accessibility at Shire facilities (including parks and spaces) on Shire platforms (such as website)**
 - Accessible BBQs
 - ACROD parking
 - Ramp access
 - Tables and chairs
- Use maps/images
- Targeted comms relating to event accessibility
 - Toilet facilities
 - Parking
 - Food and drink
- Better promotion of event access and inclusion checklist
 - More prominent on event web page
 - Promote to event organisers
- Event calendar sent out in different format to residents with a disability
- Be proud of your disability – inclusive – make it fun!
- Introduce more online editable pdf forms on the website
- Accessible list of contractors/volunteers to help with maintenance, gardening, etc (for Seniors or impaired residents)

13.2 Buildings and facilities

- **Implement Priority Works Plan for facilities**
- **Engage more with AIAG during design phase of projects**
- **Apply for more grants for footpath/cycling paths for regional areas from State government**
- **Way finding for Shire facilities and trails improved – priority to be done when upgrading**
- Highlighting what access initiatives local business are doing, eg. shopping trolley for wheelchairs
- Ensuring inspections are undertaken for compliance
- Ensure Shire DAIP is part of all project scopes
- Provide opportunities for sharing of accessible opportunities with developers (or as part of building process) eg. Guidelines etc
- Ensure accessible parking available at ALL Shire facilities
- Review/update facilities work

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- Working with experts in the trails that can assist in making Shire trails more accessible – breaking the boundaries

13.3 Information

- Simplify the website for beginners – currently not very user friendly
- List of disability residents ability to text message (need to clarify what this means)
- Improve current channels of communication with and Access and Inclusion ‘lens’
- Provide a variety of community, eg. blind – website audio, mental (health) – via carers, Auslan comms and explainers
- Communication – Rates notice tickbox
- Event – ‘try out a disability’
- Clarity of comms
- Promote Access and Inclusion Working Group page where info is shared (avoids trolling on main pages)
- Digital and non-digital materials with frequency
- Posted newsletters to all residents, with info on how to access and connect with resources
- Increase use of variable message boards for upcoming projects

13.4 Quality of service

- Making accessible communication a priority for the organisation
 - Providing communication tools to the community to utilise
 - Considering how to advertise and communicate to the community about access and inclusion
- Have sunflower lanyards at customer service for people to grab and at programs and events – this would require education not only for Shire staff but for the community
- Internal staff training – awareness
- Have staff wear name badges – organise for name badge to be ready for staff on day one of starting. Make text easy to read!! (not expose staff’s full name)
- Provide more tailored service
- Be open and ask questions – how we can improve our service
- Understand/register of skills of staff that may be able to assist (eg. sign language)
- Implement suggestions that staff suggest

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13.5 Complaints and feedback

- Accountability EMG to make it a priority
- Review complaints process and form with Access and Inclusion group or other representative that has lived experience
- More reporting tools for complaints and follow up actions (escalating) 1st point coordinators, 2nd managers, 3rd EMG
- Improve CRM processes to close out/feedback in timely manner in preferred format (eg. call, email, text)
- Clear and precise policies and procedures

13.6 Consultation

- Use different consultation methods – town halls, work cafes, etc
- Training for staff on consultation
- PM (project management)/DAIP – user group/stakeholders, DAIP consultant, Disability Access and Inclusion community
- Resourcing to engage – should be part of scoping and budgeting
- Project Management Framework – can it be improved

13.7 Employment

- Make sure all venues (depot, admin, etc) are compliant and practical for those with access challenges
- Identify jobs that we could approach NDIS providers to help fill – customer service, parks and gardens crew, etc
- Annual training to all employees re. appropriate practices. Fostering good culture and customer service
- Raising awareness on job advertisement that disability access is available at the Shire in certain areas (facility can improve) also making aware of flexible working arrangements
- Ensure Shire work practices equal opportunities
- Encourage disability applicants
- Audit Shire facilities and prepare program of upgrades for access compliance

13.8 Other

- Spotlight on positive stories/initiatives (eg. businesses doing a good job)
- Access to grant funding for some of these initiatives (state) or small grants to community groups/business
- More cafes/shops access to smaller suburbs. More online deliveries to smaller suburbs
- Advocate for services outside of Shire control (eg. public transport)
- More focus on groups within the community who experience negative outcomes in the community (eg. LGBT community, culturally diverse groups)
- Workshops for businesses? Opportunity in Economic Development?

– END –

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