



# ACCESS AND INCLUSION PLAN 2004 - 2008

## Contents

1.0	Introduction	1
2.0	Responsibility for the planning process	1
3.0	Council functions, facilities and services (both in-house and contracted)	2
4.0	Consultation Process	3
5.0	Disability Access and Inclusion Plan	5
	5.1 Community Wellbeing	5
	5.2 City Development	9
	5.3 Organisational Development	16
6.0	Review and Evaluation Mechanisms	26
7.0	Communication Strategy	28

## 1.0 Introduction

The City of Joondalup has adopted the following Disability Access and Inclusion Plan to ensure that all people can access council facilities, functions and services. The Plan is subject to review and may be amended and extended as priorities and needs change.

The City of Joondalup Plan includes;

- Information on council functions, facilities and services (both in-house and contracted),
- Policies about council's commitment to addressing access and inclusion
- A description of the process used to consult with people with disabilities, their families, carers, disability organisations and relevant community groups,
- Actions to overcome barriers that people with needs for access and inclusion identified during the consultation process,
- Timelines and the identification of officers responsible for the actions and tasks
- A method of review and evaluation of the plan, and
- Information about how the plan is being communicated – communication strategy

## 2.0 Responsibility for the planning process

Implementation of specific actions within the Plan are in the main, the responsibility of Business Unit Managers within each Directorate. Recognition of this responsibility should be reflected in annual business plans and budgets (where extra resources are required).

Co-ordination of the implementation of the City's Access and Inclusion Plan will be the responsibility of the Community Development Officer.

### 3.0 Functions, facilities and services (both in-house and contracted)

The City of Joondalup provides;

**Services to property** including construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of building lots, street lighting; and bush fire control.

**Services to the community** including provision and maintenance of playing areas and reserves; parks and gardens and facilities for sporting groups, recreation centres, swimming pools, beaches, halls; citizenship ceremonies, public library and information services; environmental health services, senior citizens centres, youth services, financial counselling; cultural services; safety and security services; and planning for services for people in the community.

**Regulatory services** include planning of road systems, sub-divisions and town planning schemes; building approval for any construction, addition or alteration to a building; dog control including the registration of dogs; and the development, maintenance and control of parking.

**General administration** including the provision of general information to the public, the lodging of complaints and payment of rates.

**Processes of government** including ordinary and special council and committee meetings; electors meetings and election of council members.

## **4.0 Consultation Process**

Sanderson-Green, a company specializing in Disability Service Plan reviews for Local Government, were contracted to undertake a review of the City's Disability Service Plan in November 2002.

### **Community Involvement in the Review**

Questionnaires were made available at public venues throughout the City and to organisations that provide services for people with disabilities. An online questionnaire was also developed for input through the Internet. An advertising campaign was conducted in community newspapers and through posters advertising the consultation. The public was provided with options for returning completed questionnaires through access to collection boxes and/or reply paid envelopes.

A total of 1452 residents of the City gave direct or indirect feedback that contributed to the review. Of this 1452, 102 people gave direct information about issues and access within the City of Joondalup. Service providers/interest groups represented approximately 1350 people with disabilities living or using services in the City.

The Australian Bureau of Statistics 2001 Census (used at the time of this study) has shown that 20% of people living in the City of Joondalup will have a disability. This equates to approximately 29,653 residents. The questionnaire therefore captured approximately 5% of the total population of people living with a disability in the City of Joondalup.

### **Staff involvement in the Review**

A total of 40 staff gave direct input into the review. Consultation took place at individual and group meetings and through a staff forum.

Initially the Business Unit Managers were introduced to the review of the DSP as a whole group at a Business Unit Managers meeting in August 2002. Times were then organised for ½ hour to 1-hour meetings for them to meet the consultants individually or with key staff from their areas.

The consultant's were required to submit a draft Disability Access and Inclusion plan taking in to consideration the findings from the review. A copy of the review is attached.

In 2003, Community Development Services updated and modified the draft Plan whilst adding timelines, resources and Business Unit responsibilities. Meetings were held with all Business Units, and feedback from key professionals and professional bodies within the industry were sought. The Community Development Officer further developed the draft plan, to incorporate the City's Strategic Plan (2003 – 2008).

The draft plan was then made available for community comment. and no comments were received.

## 5.1 COMMUNITY WELL BEING

OUTCOME: The City of Joondalup is a cultural centre  
 OBJECTIVE 1.2 To meet the cultural needs and values of the community  
 STRATEGY 1.2.1 Continue to enhance and create new cultural activities and events

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The accessibility needs of people are always considered in the <b>cultural activities and events</b> provided by the City ie, Joondalup Festival events, Little Feet, Extreme Expo and other community events	1. Establish a user-friendly guide with checklists for all City run event coordinators to follow and comply with.	June 2004	Existing resources	Guidelines and Checklist are used by event coordinators	Community Development Services
	2. All City run event coordinating committees to liaise with the Community Development Officer prior to establishment of the event	June 2004	Existing resources	Ongoing monitoring program is implemented	& Library and Information Services
	3. Advertise events on the website with a link outlining the accessible areas	Ongoing	Existing resources	Information on website is up to date	
People with needs for access and inclusion are encouraged to become involved and participate in <b>cultural programmes and community events.</b>	1. Involvement by people with needs for access and inclusion will be encouraged in events and cultural activities	Ongoing	Existing resources	Number of groups/individuals involved	Community and Development Services & Library and Information Services

## COMMUNITY WELL BEING

**OUTCOME:** The City of Joondalup provides social opportunities that meet community needs  
**OBJECTIVES 1.3** To continue to provide services that meet changing needs of a diverse and growing community  
**STRATEGIES 1.3.1** Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The accessibility needs of people are always considered in the <b>leisure/recreational activities</b> provided by the City	1. Establish a user-friendly guide with checklists for all coordinators to follow and comply with	June 2004	Existing resources	Guidelines and Checklist are used by coordinators	Community and Development Services
	2. All leisure/recreation organisers to liaise with the Community Development Officer prior to establishment of activities	June 2004	Existing resources	Ongoing monitoring program is implemented	& Library and Information Services
	3. Advertise programs/services on the website with a link outlining the accessible areas	Ongoing	Existing resources	Information on website is up to date	

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
<p>People with needs for access and inclusion are encouraged to become involved and participate in <b>leisure/recreational activities</b> provided by the City.</p>	<p>1. Involvement by people with needs for access and inclusion will be encouraged in leisure and recreational activities</p>	<p>Ongoing</p>	<p>Existing Resources</p>	<p>Number of groups/individuals involved</p>	<p>Community and Development Services  &amp;  Library and Information Services</p>

## COMMUNITY WELL BEING

OUTCOME: The City of Joondalup provides social opportunities that meet community needs

OBJECTIVES 1.3 To provide services that meet changing community needs, particularly for youth and seniors

STRATEGIES 1.3.2 Provide quality of life opportunities for all community members.

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
A key role of the Community Development Officer is to liaise with internal and external customers with regard to accessibility and inclusion.	1. Ensure the Community Development Officer is included in all matters regarding accessibility and inclusion.  2. Ensure all projects and issues are included on a data-base	June 2004  Ongoing	Existing Resources	Establishment of a database of all projects and issues.  Information is up to date	Community Development Services

## 5.2 CITY DEVELOPMENT

**OUTCOME** The City of Joondalup has well-maintained assets and built environment.

**OBJECTIVE 3.1** To develop and maintain the City of Joondalup's assets and built environment

**STRATEGY 3.1.1** Plan the timely design, development, upgrade and maintenance of the City's infrastructure

**STRATEGY 3.1.2** Facilitate the safe design, construction and approval of all buildings and facilities within the City of Joondalup

**STRATEGY 3.1.3** Create and maintain parklands that incorporate nature and cultural activities accessible to residents and visitors

<b>ACTION</b>	<b>TASKS</b>	<b>TIME FRAME</b>	<b>RESOURCES</b>	<b>PERFORMANCE INDICATOR</b>	<b>BUSINESS UNIT RESPONSIBLE</b>
All City of Joondalup infrastructure to be accessible to best practice standards	1. Produce a prioritised plan for conducting access audits of all City infrastructures.	Mar 2004	Existing Resources	Plan endorsed by Council	Infrastructure and Operations Services Directorate
	2. Undertake an access audit of all City infrastructure according to the plan	Ongoing	Dependent on Plan (Step 1)	Audits carried out according to timelines in plan	& Planning and Community Development Directorate
	3. Produce a plan of upgrading, refurbishing or redeveloping present infrastructure to make them more accessible	Ongoing	Dependent on Plan (Step 1)	Plan endorsed by Council	& Assets and Commissioning
	4. Carry out works to the City's infrastructure as stated in the plan	Ongoing	Dependent on Plan (Step 2)	Works carried out according to timelines in plan	

<p>All City of Joondalup infrastructure to be accessible to best practice standards</p>	<p>5. Prepare a checklist for the purpose of assessing any new City infrastructure</p>	<p>Ongoing</p>	<p>Existing Resources</p>	<p>Infrastructure meeting checklist requirements</p>	<p>Infrastructure and Operations Services Directorate  &amp;  Planning and Community Development Directorate  &amp;  Assets and Commissioning</p>
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## CITY DEVELOPMENT

OUTCOME The City of Joondalup has well-maintained assets and built environment.

OBJECTIVE 3.1 To develop and maintain the City of Joondalup's assets and built environment

STRATEGY 3.1.2 Facilitate the safe design, construction and approval of all buildings and facilities within the City of Joondalup

STRATEGY 3.1.3 Create and maintain parklands that incorporate nature and cultural activities accessible to residents and visitors

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
All City of Joondalup facilities to be accessible to best practice standards	1. As part of an overall information strategy, develop a brochure to publicise accessibility and advertise it widely	Dec 2004	\$10 000	Brochure distributed and advertised	Community Development Services  &  Marketing Communication & Council Support

## CITY DEVELOPMENT

OUTCOME The City of Joondalup is recognised as a great place to visit

OBJECTIVES 3.2 To develop and promote the City of Joondalup as a tourist attraction

STRATEGIES 3.2.3 Develop marketing strategies to support the promotion of the City of Joondalup as a tourist attraction

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Implement a marketing strategy promoting accessibility of the City's attractions	1. Develop a map of attractions highlighting the accessibility of attractions and disabled toilets  2. Provide this map to all service providers in the region as well as those that may visit the region	Dec 2004	Existing Resources  (resources contained in brochure development)	Map distributed and advertised	Community Development Services  & Marketing Communication & Council Support

## CITY DEVELOPMENT

OUTCOME The City of Joondalup is recognised as a great place to visit

OBJECTIVES 3.2 To develop and promote the City of Joondalup as a tourist attraction

STRATEGIES 3.2.3 Develop marketing strategies to support the promotion of the City of Joondalup as a tourist attraction

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Promote the positive achievements of the City in terms of access in the region	1. Write regular articles for the Council News (quarterly) promoting access and inclusion	Ongoing	Existing Resources	At least two articles per year are included in the Council News	Community Development Services
	2. Maintain and update the City of Joondalup website to include this information	Ongoing	Existing Resources	Information on Website is up to date	Marketing Communication & Council Support

## CITY DEVELOPMENT

OUTCOME The City of Joondalup is recognised for investment and business development opportunities

OBJECTIVE 3.5 To provide and maintain sustainable economic development

STRATEGY 3.5.1 Develop partnerships with stakeholders to foster business development opportunities

OUTCOME	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Development of an information package and support service to local businesses that promotes opportunities for attracting customers with needs for access and inclusion.	1. Develop package	June 2005	\$7000	Package is completed	Strategic and Sustainable Development
	2. Promote the package	Dec 2005	(as above)	Promotion is completed	
	3. Develop a support service to assist businesses to improve access and inclusion through Disability Access and Inclusion training	Mar 2006	\$2000	Training programme has been established	

## CITY DEVELOPMENT

OUTCOME The City of Joondalup is recognized for investment and business development opportunities

OBJECTIVE 3.5 To provide and maintain sustainable economic development

STRATEGY 3.5.2 Assist the facilitation of local employment opportunities

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Create a policy that develops a City workforce that reflects the community diversity	1.1 Liaise with employment agencies for people with a disability to create training opportunities within the City structure	June 2004	Existing resources	All employment agencies have been contacted	Human Resource Services
	1.2. Create a system that allows trainees to move into part or full time employment if opportunities arise	June 2004	Existing resources	System has been completed and endorsed	
	1.3. Provide training and support for employees who undertake a mentoring role for trainees from the scheme	Dec 2004	Existing resources	Support is provided	

### 5.3 ORGANISATIONAL DEVELOPMENT

OUTCOME            The City of Joondalup provides quality value adding services

OBJECTIVE 4.2    To provide quality services with the best use of resources

STRATEGY 4.2.1   Ensure efficient and effective service delivery

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
<p>The progress of the Disability Access and Inclusion Plan is reported on quarterly by all Business Unit Managers. The information provided will be used by the Community Development Officer for keeping other agencies and levels of government informed of progress and of opportunities for service development for people with needs for access and inclusion</p>	<ol style="list-style-type: none"> <li>1. Community Development Officer to be included on the Business Unit Managers meetings agenda quarterly</li>   <li>2. Community Development Officer to attend these meetings and report accordingly</li> </ol>	<p>Ongoing</p>	<p>Existing resources</p>	<p>Establish and maintain a reporting system with up to date information</p>	<p>All Business Units</p>

Distribute the Disability Access and Inclusion Plan to staff, volunteers and Councillors	1. Make the Disability Access and Inclusion Plan available to all staff throughout the organization	June 2004	Existing resources	The Plan has been located on the website and intranet	Community Development Services
	2. Copies of the plan to be kept by designated personnel in each area	June 2004	Existing resources	Identify and keep a record of key personnel in each area	
	3. Provide information to staff that meet the same criteria as for the general public, with an emphasis on font size, background, Plain English etc	June 2004	Existing resources	Information packages provided to all areas	
	5. Present initial plan and subsequent progress to annual staff conference.	Ongoing	Existing resources	Present at staff conference	
Establish a knowledge base of Government contacts and sources of funding for initiatives that support people with needs for access and inclusion. Additional knowledge to include government policies and current perspectives.	1. Keep Business Unit Managers up to date with information relevant to their areas	Ongoing	Existing resources	Establish a link on the intranet for access and inclusion information	Community Development Services

## ORGANISATIONAL DEVELOPMENT

OUTCOME The City of Joondalup is recognized as a great place to visit

OBJECTIVES 4.2 To provide quality services with the best use of resources

STRATEGY 4.2.2 Provide quality customer service

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The City actively seeks information from residents and service users concerning customer service issues for people with needs for access and inclusion	1. Establish a database of people with needs for access and inclusion that are willing to contribute to regular surveys on customer service issues.	April 2004	Existing resources	Establish a data base  Maintain data base with up to date information	Marketing Communication & Council Support  & Community Development Services
Advertise complaints procedure and policy on the website and other media outlets	1. Ensure the current brochure and website information is published in best practice format  2. The brochure is available on request in alternative formats	June 2004	Existing resources	Access and inclusion guidelines have been taken into account in the public website redevelopment  Guidelines to staff are available	Marketing Communication & Council Support

<p>Customer service is improved by using information technology</p>	<p>1. Develop a link of the Joondalup website for access and inclusive information dissemination</p> <p>2. Provision for people to make comments and give feedback is available on the website</p>	<p>Dec 2004</p>	<p>Existing resources</p>	<p>Link is established on website and information is up to date</p> <p>Customer Feedback mechanism is available on the website</p>	<p>Community Development Services</p> <p>&amp;</p> <p>Marketing Communication &amp; Council Support</p>
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## ORGANISATIONAL DEVELOPMENT

OUTCOME The City of Joondalup is recognized as a great place to visit

OBJECTIVES 4.2 To provide quality services with the best use of resources

STRATEGIES 4.2.3 Further develop a range of services that are proactive, innovative and of best practice to meet organizational requirements

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Submit best practices for various awards offered throughout Australia and the world.	1. Investigate Access Awards available throughout Australia and the world.  2. Place City of Joondalup on mailing lists of these Access Awards  3. Submit the City of Joondalup for Access Awards	Ongoing	Existing resources	Submission file is established	All Business Units

## ORGANISATIONAL DEVELOPMENT

OUTCOME The City of Joondalup is an interactive community  
 OBJECTIVE 4.3 To ensure the City responds to and communicates with the community  
 STRATEGY 4.3.1 Provide effective and clear community consultation

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
People with needs for access and inclusion are actively consulted by the City	1. Investigate effective options regarding future consultation	Dec 2004	Existing resources	A report with recommendations is finalized	Community Development Services
	2. From the investigation, endorse and undertake one of the recommended options	June 2005	Subject to report	A system of consultation is maintained	
Ensure people with needs for access and inclusion are included in the current database of people who wish to be consulted on the activities of the City.	1. Actively seek to expand the list through contact with organizations and through advertising.	Dec 2004	Existing resources	People with needs for access and inclusion are on the list.	Strategic and Corporate Planning & Community Development Services

## ORGANISATIONAL DEVELOPMENT

OUTCOME The City of Joondalup is an interactive community  
 OBJECTIVE 4.3 To ensure the City responds to and communicates with the community  
 STRATEGY 4.3.2 Provide accessible community information

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
All information to be available in alternative formats upon request from customers	1. Establish avenues to produce material in various formats as requested: <ul style="list-style-type: none"> <li>• Braille</li> <li>• Large print</li> <li>• Audio tape</li> <li>• Internet</li> </ul> 2. Advertise these to all staff	June 2004	\$500 annually	Guidelines are advertised to all staff	Community Development Services  &  Marketing, Communication & Council Support
Conduct appropriate advertising when events, public meetings, workshops or forums occur.	1. Establish a user-friendly Guide with checklist to follow and comply with.  2. All public consultations and meetings to be held in accessible venues and be promoted as accessible	June 2004	Existing resources	Guidelines and checklist are used  All public consultations are advertised as accessible	All Business Units

<p>All City online services acknowledge best practice approaches of service delivery to people with needs for access and inclusion</p>	<p>1. The public website redevelopment project effectively applies the City of Joondalup Website Design Standards and includes other relevant access and inclusion best practices as appropriate.</p> <p>2. Incorporate access and inclusion best practice into the planning of all future online services as appropriate.</p>	<p>June 2004</p> <p>Ongoing</p>	<p>Existing resources</p> <p>Existing resources</p>	<p>Evaluation and development of program finalized</p> <p>Access and inclusion best practice has been considered</p>	<p>Information Management</p>
<p>Develop a link on the Joondalup website that outlines community development activities and events accessible or designed for people with a disability</p>	<p>1. Develop a comprehensive web link.</p>	<p>Dec 2004</p>	<p>Existing information</p>	<p>Website link has been established and information is up to date</p>	<p>Community Development Services</p>
<p>The accessibility needs of people are always considered with regards to Libraries and Library programs provided by the City</p>	<p>1. Each library to have a designated person trained in access support</p>	<p>Dec 2004</p>	<p>Existing resources</p>	<p>There is a designated access support person in each library</p>	<p>Library and Information Services</p>

<p>The accessibility needs of people are always considered with regards to Libraries and Library programs provided by the City</p>	<p>2. The designated person to establish a network and relationship with the Community Development Officer, disability services and relevant organizations</p>	<p>Ongoing</p>	<p>Existing Resources</p>	<p>Regular meeting are established between community Development Officer and Library Access Support person</p>	<p>Library and Information Services</p>
<p>Libraries in the City to keep up to date with technologies suitable for a wide range of access and inclusion</p>	<p>1. Maintain and extend all library technology in order to ensure the widest possible service access by all community members</p>	<p>June 2004</p>	<p>Existing Resources</p>	<p>To be incorporated into library technology plan</p>	<p>Library and Information Services</p>

## ORGANISATIONAL DEVELOPMENT

OUTCOME: The City of Joondalup is recognized as an Employer of Choice  
 OBJECTIVE 4.5 To manage our workforce as a strategic business resource  
 STRATEGY 4.5.3 Implement a structured employee training and development plan

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Develop a range of access and inclusion awareness and skill building courses that staff, volunteers and councillors can access according to their needs and level of skill development	1. Establish a compulsory Access and Inclusion Awareness Basic course	Dec 2004	HR Consultant	Completed and endorsed program for training course	Human Resource Services
	2. Establish a database of staff that have completed this basic course	Dec 2004	HR Consultant	Completed database that is up to date	
	3. Establish Advanced Access and Inclusion Awareness skills development courses to meet specific work areas	June 2005	HR Consultant	Completed and endorsed program for training course	
Specific courses to be developed to enhance skills of workers specific to their work setting	1. At the conclusion of basic training courses participants are asked to identify any specific skills they require for improved customer service.	On going	HR Consultant	Course evaluation sheets are completed	Human Resource Services
	2. Collate responses and tailor training specific to the work areas	Jan 2005	HR Consultant	Training programs are tailored to each work area	Human Resource Services

## **6.0 Review and Evaluation Mechanisms**

### **Review and Monitoring**

The progress of the Disability Access and Inclusion Plan will be reported on quarterly by all Business Unit Managers. The information provided will be used by the Community Development Officer for keeping other agencies and levels of government informed of progress and of opportunities for service development for people with needs for access and inclusion.

The Community Development Officer will prepare a report to council on the implementation of the disability access and inclusion plan. A status report will be provided to council every six months after that. Council will formally endorse these reports.

A status report will be included in the City of Joondalup's annual report.

### **Evaluation**

Once a year the Community Development Officer will arrange for formal consultations with people with disabilities, their families, carers, disability organisations and the Seniors Interest Advisory Committee. This will provide an update on the implementation of the plan and feedback on how well strategies are overcoming barriers.

In seeking feedback the Community Development Officer will also seek to identify any additional barriers that were not identified in the initial consultation and will amend plans as required.

Council will use a number of processes similar to those used during the initial consultations including; questionnaires, forums and request for formal submissions (both oral and written). People and organisations that took part in the initial consultations will be contacted for feedback.

Elected members of Council and Council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

The Plan will be evaluated annually. A review and evaluation report will be sent to Council for their information and amendments to the plan need to be endorsed by Council.

### **Amend Plans**

Plans will be amended based on the outcome review and evaluation process and will be available to the community once endorsed by council. Plans will be submitted to the Disability Services Commission annually.

## 7.0 Communication Strategy

### Staff, Volunteers and Councillors

The Plan will be available to all staff, with copies of the plan to be kept by designated personnel in each area. The Plan will be advertised widely to ensure staff know of its existence and where it is available

The finalised plan will be sent through to Council for endorsement with future training and information available to all Councillors.

With regards to the community, the plan will be placed on the City of Joondalup's website on the proposed access and inclusion link.

Council will advise through the local media and its own publications that copies of the plan are available upon request and in alternative formats if requested.

Each year as plans are amended both staff and the community will be advised of the availability of the updated plans.