

# Disability Access and Inclusion Plan (DAIP) 2020-2024

This plan will be made available on request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

### **DRAFT FOR COMMENT**

As presented to Council 23 August 2022

#### Contents

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#### Acknowledgements

The Shire of Wagin acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access Inclusion Plan. Thanks are extended to Wagin Homecare; Wagin Care and Share; councillors and staff of the Shire of Wagin; and the many valued, individual community members who offer volunteer support to others.

#### Background

#### The Shire of Wagin

The Shire of Wagin is a rural local government servicing an area of 1,956 square kilometres including the townsite of Wagin and the localities of Piesseville; Ballaying; Cancanning; Collanilling; Jaloran; and, Wedgecarrup.

Major industries are agricultural farming, including wheat, canola, barley, sheep and some beef cattle. Other industries include production of grain feeds, hay, agricultural farming support businesses, machinery and vehicle dealerships.

The population of the district is 1,761 while the town of Wagin is home to the Giant Ram, is located 228km's south-east of Perth and supports a population of 1,448. This increases considerably during March each year with the Woolorama festival bringing crowds of around 20,000 people over a single weekend. Wagin is proving to be attractive to retirees and people seeing lifestyle change.

Established in 1887, Wagin has retained a number of heritage-listed public buildings and features an attractive main street with modern and heritage features.

### Functions, facilities, and services (both in-house and contracted) provided by the Shire of Wagin

The Shire of Wagin is responsible for a range of functions, facilities and services including:

- Services to property/infrastructure: construction and maintenance of Shire-owned buildings and public facilities, roads, footpaths, land drainage and their development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; lot and street numbering; street lighting; and bush fire control.
- **Community and Economic Development:** provision and maintenance of recreational space such as infant play areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation facilities; public library and information services; community and public health programmes, including the Wagin medical centre; youth services, community events and environmental health services. The local

government also supports the sustainable of the natural environment and economic development throughout the Shire by programmes for small business, promoting equitable access to government services and participating in inter-government programmes with local, state and federal governments.

- **Regulatory services:** planning and construction of road systems, subdivisions, and town planning schemes; building approvals for construction, additions, or alterations to buildings; environmental health services and ranger services, including dog control and the development, maintenance, and control of parking.
- **General administration:** the provision of general information to the public and the lodging of complaints and payment of fees including rates, vehicle licensing and dog licences.
- **Processes of government:** ordinary and special Council and committee meetings; electors' meetings and election of Council Members; ward meetings and community consultations.

#### People with disability in the Shire of Wagin

Persons are considered to have a disability if they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities<sup>1</sup>.

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2018) estimates that more than seventeen percent of all Australians identify themselves as having some form of disability. This would equate to more than 310 persons meeting this definition within the district of Wagin.

The influx of retirees will most likely increase this number and increase demand for infrastructure and services support.

#### Planning for better access

The Western Australia Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to 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), both of which make discrimination on the basis of a person's disability unlawful.

<sup>&</sup>lt;sup>1</sup> Australian Public Service Commission <u>https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/definition-disability</u>

#### **Making Progress**

The Shire of Wagin is committed to facilitating the inclusion of all people living within the district, including those who live with disability or support those who do. This will be achieved through the improvement of access to information, facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community and has regularly updated and improved planning, awareness and delivery at the local government and in the wider community.

#### Access and Inclusion Policy Statement

The Shire of Wagin is committed to ensuring that the community is accessible for and inclusive for all people, including those who live with disability, their families and carers.

The Shire of Wagin interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

#### The Shire of Wagin:

- Recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- Believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life;
- Believes that people with disability, their families and carers should be supported to remain in the community;
- Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;

- Will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- Is committed to supporting local community groups and businesses to provide access and inclusion of people with disability; and,
- Is committed to achieving the seven desired outcomes of its DAIP.

#### These are:

- People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Wagin;
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Wagin;
- 3. People with disability receive information from the Shire of Wagin in a format that will enable them to access the information as readily as other people are able to access it;
- 4. People with disability receive the same level and quality of service from the staff of the Shire of Wagin;
- 5. People with disability have the same opportunities as other people to make complaints to the Shire of Wagin;
- 6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Wagin;
- 7. People with disability are able to obtain and maintain employment within the Shire of Wagin.

# Development of the Disability Access and Inclusion Plan (DAIP)

#### Responsibility for the planning process

The Chief Executive Officer has executive responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant tasks.

#### Community consultation process

In 2020 and 2022, the Shire undertook to review its Disability Service Plan (DSP) and consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included an examination of the initial DSP and subsequent progress reports to see what has been achieved and what still needs work; consultation with key Shire staff; consultation with the Wagin Home Care staff; and consultation with the community.

Two issues have been identified in the current consultation methodology: firstly, engagement by broadcasting is a poor indicator of any measure of the target audience (and need); this is especially the case if the resulting response rate is low. Secondly, there is almost no visibility of persons living with disability, their carers or support mechanisms (other than the shire's Home Care services). This means great improvement in finding persons requiring support is necessary as this will provide good information on which to base decisions.

The Disability Services Act Regulations 2004 set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods were used in 2020 and 2022 with the same results:

The community was informed through the local newspaper, Shire newsletter, local radio, Shire social media page and Shire's website that the Shire was

reviewing its DAIP to address barriers to access for people with disability and their families. They were invited to provide input either in writing, by telephone or in person. No input was received on either occasion.

In 2020, a meeting was held with Shire employees to gain feedback on barriers and strategies to address them. Council endorsed the draft DAIP.

- A public meeting was held in June 2020 with a group of senior residents all of whom were receiving Homecare services, to discuss barriers to access and potential solutions to overcoming barriers and enhancing inclusion in the community;
- Individual Shire employees made contact with many people at the local CommuniTEA Hub to discuss the barriers to services and facilities.

In 2022, additional advertising encourage disabled persons or those who support them to simply email or phone the shire to express the fact they lived with a disability or knew someone who lived with a disability. There was no response.

It is highly likely that stigma or a lack of engagement with the channels employed by the shire means new alternative methods to engage with any person with mobility or other limitations needs to occur.

Similar issues are present in consulting the community more generally across any issue of importance.

#### Review of the Shire of Wagin DAIP 2020 - 2024

The recommendations of the reviews are now included in this 2020-2024 DAIP for the Shire of Wagin with acknowledgment of previous and subsequent feedback from residents, carers, people with disability and Shire Staff.

#### **Responsibility for implementing the DAIP**

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act 1993 requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

#### Communicating the final plan to staff and people with disability

• The community will be informed through the local media (newspaper and radio) that copies of the plan are available upon request and in alternative formats if required, including hard copy in standard and large print,

electronic format, audio format on cassette or CD, by email and on the Shire's website;

• As plans are amended Shire staff and the community will be advised of the availability of updated plans, using the above methods.

#### Review and evaluation mechanisms

The Disability Services Act requires that DAIP's be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

Although this plan extends to 2024, it is intended to review the plan in 2023 in preparation for a more strategic re-write.

#### Monitoring and Reviewing

Progress will be monitored with regular reporting by staff resources, reported to Council and published for comment by community members.

• The Shire's DAIP will be reviewed and submitted to the Disability Services Commission in 2023. The report will outline what has been achieved under the Shire's DAIP 2020 – 2024 and make recommendations for a renewed plan from 2024.

#### Evaluation

An evaluation will occur as part of the five-yearly review of the DAIP.

• The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

#### Reporting on the DAIP

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

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and,
- The strategies used to inform agents and contractors of its DAIP.

The Shire is obligated report annually to the Disability Services Commission for the year ending 30 June on progress made in the prescribed format

#### Strategies to improve access and inclusion

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

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

This outcome area is about enhancing or ensuring that all people can access the organisations public events and general services.

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services	Ongoing with annual reporting
Develop the links between the DAIP and other Shire plans and strategies.	Ongoing with annual review
Ensure that events, whether shire-provided or externally funded, are accessible to people with disability.	Ongoing
Ensure that people with disability are provided with adequate opportunity to comment on access to services.	Ongoing with annual review and reporting
Monitor the Shire's access and inclusion policy to ensure it supports equitable access to services by people with disability throughout the various functions of the Shire.	Review Annually with related budget, reporting and other

	strategic activities.
Ensure the Shire staff and contractors are aware of the relevant requirements of the Disability Services Act 1993.	Ongoing
Conduct systematic reviews of the accessibility of services	Annually and as required.

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

This outcome area is about enhancing or ensuring accessibility in the planning, design, and improvement of built infrastructure.

Strategy	Timeline
Ensure that all buildings and facilities meet the appropriate standards for access and any demonstrated additional need.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, wherever practicable.	Ongoing
Advocate to local businesses and tourist venues the requirements for - and benefits flowing from - the provision of accessible venues.	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Ongoing
Ensure that all recreational areas are accessible	Ongoing

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

This outcome area is about enhancing and ensuring that information and communications are inclusive and accessible.

Strategy	Timeline
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Ongoing as staff changes
Budget for and provide interpreters to significant events on request.	Ongoing
Ensure that the Shire's website meets contemporary good practice.	Ongoing with annual review and reporting

**Outcome 4:** People with disability received the same level and quality of service from the employees of the Shire of Wagin as other people receive from employees of the Shire of Wagin.

This outcome area is about enhancing and ensuring that the quality and range of your services and processes are consistent, inclusive, or readily adjust to people's needs.

Strategy	Timeline
Ensure that all organisational members including Elected Members are aware of disability and access issues; and that employees, existing and new, have the skills to provide appropriate services.	Ongoing
Improve community awareness about disability and access issues	Ongoing

**Outcome 5:** People with disability have the same opportunities as other people to make complaints to the Shire of Wagin.

This outcome area is about enhancing and ensuring that complaints mechanisms effectively receive and address complaints from any members of the community, staff or customers.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities and are acted upon.	Ongoing
Improve staff knowledge so they can receive complaints for people with a disability.	Ongoing

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

This outcome is about enhancing and ensuring consultation and engagement strategies consider the ways in which all people can participate to inform information, strategies, or decision-making processes of an organisation.

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing with annual review and reporting
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing with annual review and reporting
Improve community awareness about consultation processes in place.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing with annual review and reporting
Improve access for people with disability to the established consultative process of the Shire.	Ongoing
Seek a broad range of views on disability and access issues	Ongoing

from the local community.

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

This outcome is about your organisation's activity in directly employing people with disability; and enhancing the recruitment and maintenance of the employment of people with disability.

Strategy	Timeline
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing with annual review of workforce planning
Engage with key disability employment support providers such as Forrest Personnel in Narrogin	Ongoing
Provide support and training for management staff	Ongoing with annual review of development needs
Ensure policies and procedures are regularly reviewed	Ongoing with annual review

#### **Appendix 1 Achievements**

Significant progress has been made since 1995 with several iterations of the Shire of Wagin Disability Services Plan or Disability Access and Inclusion Plan.

Major initiatives included:

- 2013 major upgrade of the swimming pool complex included the installation of a disabled access ramped entry into the 50-metre pool, the building of a new leisure pool with beach entry, an accessible level landscaped and tiered shaded grass area for spectators;
- In 2014 a new ablution, office and function centre was built with all aspects being compliant with disability access;
- In 2015 an extensive upgrade to the town's Footpath network has been undertaken to assist with movement in the town and access;
- The Shire's Administration Office foyer and front counter was redeveloped to include correct counter heights for people using wheelchairs.

Some key recent implementations have included:

- 1. People with disability have the same opportunities as other people to access the services of, and any events organised by the Shire of Wagin.
  - Additional large print books and audio books purchased for the library
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Wagin.
  - Increased provision of disabled ramps and facilities at functions and recreation centres;
  - Footpaths in the main street and Wetlands Park were upgraded and kerb ramps installed;
  - Construction of a ramp for egress of the Town Hall

- Wheelchair and gopher ramp crossings have been installed in the main CBD area of town in the past two years;
- Automatic doors fitting to our medical centre, as well as redesign of the counter to provide better connection to people as needed;
- Street and facility furniture designed with wheelchair and mobility in mind; grab rails and the like installed where practicable. Further review of seating to be considered.

# 3. People with disability receive information from the Shire of Wagin in a format that will enable them to access the information as readily as other people are able to access it.

• The availability of alternative format information is promoted via local newspaper, radio and disability groups.

### 4. People with disability receive the same level and quality of service from the staff of the Shire of Wagin.

- Disability awareness training will be developed;
- Accessible Parking/Physical Access/Building requirements have been implemented by Engineering staff.
- 5. People with disability have the same opportunities as other people to make complaints to the Shire of Wagin.
  - Electronic submission emails is available on our website
- 6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Wagin.
  - Information is simplified and made available in alternative formats upon request;
  - Municipal election voting is held in accessible buildings with some voting booths were modified to suit people using wheelchairs.
- 7. People with disability are able to obtain and maintain employment within the Shire of Wagin.
  - Council has agreed to a Statement of Commitment with specialist disability employment agency, Forrest Personnel. This agreement will

ensure the Shire give people with disability the same opportunities to obtain and maintain employment within the Shire of Wagin.

• People with disability with the Shire of Wagin are provided with suitable tools to ensure safe and supported employment.

### Shire of Wagin

#### Disability Access and Inclusion Plan Implementation Plan 2020 – 2024

**Implementation Plan** 

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2020 - 2024 to progress the strategies of the DAIP.

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

**Glossary:** 

**CEO** Chief Executive Officer **DCEO** Deputy Chief Executive Officer **Principal EHO** Principal Environmental Health Officer **EA** Executive Assistant

# 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 Wagin.

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	Develop a feedback mechanism for use by all members of the community	July 2023	CEO / DCEO
Monitor Shire services to ensure equitable access and inclusion.	<ul> <li>Conduct systematic reviews of the accessibility of services.</li> <li>Rectify identified barriers and provide feedback to consumers.</li> </ul>	Ongoing Ongoing	DCEO, Manager Homecare
Develop links between the DAIP and other Shire plans and strategies.	<ul> <li>Incorporate the objectives and strategies of the DAIP into the Shire's existing plans and Integrated Planning Process.</li> </ul>	Ongoing	CEO, Deputy CEO, Works Manager and Manger of Works
Ensure that events, whether provided or funded, are accessible to people with disability.	• Ensure all events are planned using the Accessible Events checklist.	Ongoing	All Staff
Improve access to the information in the library.	Provide large print books for relevant community members	Ongoing	Shire Librarian

# Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Wagin.

Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Address new issues as they arise and resolve	Ongoing	Community Liaison Officer
Continue to upgrade the footpaths in Wagin	Upgrade footpaths through a process of need and community advice on status	Ongoing	Manager of Works and CEO
Ensure that all new or redevelopment works provide access to people with disability, where	• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.	Ongoing	Principal EHO, CEO
practicable.	<ul> <li>Ensure that key staff are trained and kept up to date with the legal requirements.</li> </ul>	Ongoing	Principal EHO, CEO
Ensure that ACROD parking continues to meet the needs of people with disability in terms of quantity and location.	• Consider the need for additional bays at some locations.	As arises	Community Liaison Officer and Works Manager

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and	<ul> <li>Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.</li> </ul>	Ongoing	DCEO, and Community Liaison Officer
benefits flowing from, the provision of accessible venues.	<ul> <li>Promote access to business.</li> </ul>	Ongoing	
Ensure that all recreational areas are accessible.	<ul> <li>Develop and implement a program of progressive upgrade.</li> </ul>	Ongoing	DCEO, Community Liaison Officer and Works Manager

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

Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire	• Ensure that all documents carry a notation that it is available in alternative formats.	Ongoing	CEO / DCEO
information is available in			CEO / DCEO
alternative formats upon request.	• Publicise the availability of other formats in the local newspaper.	Ongoing	
Improve employee awareness of accessible information needs and how to provide information in	Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee intranet site.	21/07/2022	Community Liaison Officer
other formats.	<ul> <li>Train employees in providing accessible information.</li> </ul>	Ongoing	CEO / DCEO
Budget for and provide interpreters to significant events on request.	Source available Interpreters	Ongoing	CEO / DCEO

Outcome 4: People with disability receive the same level and quality of service from the staff of the Shire of Wagin.

Strategy	Task	Task Timeline	Responsibility
Improve staff knowledge of skills available to them within the current staff.	<ul> <li>Identify current staff skills and utilise to assist clients gain a higher standard of service.</li> </ul>	Ongoing	All Staff
Improve community awareness of disability and access issues.	<ul> <li>Develop new strategies for the Shire of Wagin's DAIP Implementation plan as new matters arise.</li> </ul>	Ongoing	CEO
	• Discuss at relevant Community forums – ensuring all new residents have information regarding services provided.	Ongoing	
Improve training of new staff and Councillor's on disability access issues.	Update staff induction package to include information regarding disability and access issues within the Shire	Update complete, training ongoing as required.	DCEO / Community Liaison Officer

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Wagin.

Strategy	Task	Task Timeline	Responsibility
Ensure that grievance process is accessible in a format required by the customer	Review current format as required on a case-by- case situation and provide what is needed to the customer.	Ongoing	All Staff
Ensure all customers are able to make complaints if necessary.	Encourage staff in the potential of taking a spoken complaint for the customer and following through in a manner suitable to the customer	Ongoing	All Staff

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are suitably consulted regarding the DAIP and any proposed implementation changes.	Consult local people with disability in a range of different consultation methods – e.g.: a presentation at Waratah Lodge, Care and Share, Wagin Youth Centre and the Wagin Community Resource Centre	Annually	DCEO / Community Liaison Officer
	• Develop a register of interested people to provide comment on access and inclusion issues.	March 2024	Community Liaison Officer / Homecare Co- Ordinator
Ensure that people with disability are aware of and can access other processes where they are able to	• Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.	Ongoing	All Staff
participate.	• Establish a link with the Community Resource Centre ensuring they are able to access and guide customers to access any required information within the Shire Website.	Ongoing as staff changes	Community Liaison Officer
Ensure people with disability have access to facilities where consultations are held.	Arrange public consultation at suitable venues where access is available for people with a disability	Ongoing	DECO / CEO/Community Liaison Officer

employment within the Shire of Wagin.			
Strategy	Task	Task Timeline	Responsibility
Continue to work with specialist Personnel group in Narrogin.	<ul> <li>Connect with specialist group for assistance and communicate job opportunities as they arise.</li> </ul>	Ongoing	CEO, DCEO, Community Liaison Officer
Assess advertisement layout.	• Ensure layout and wording of advertisement is clear and reasonable to follow for and apply to.	Ongoing	EA
	<ul> <li>Make any changes necessary to better enable members of the community who have disability to apply for relevant positions.</li> </ul>	Ongoing	EA
Facilitate interview location to ensure access for people with disability.	<ul> <li>Hold employment interviews at a location that meets all access requirements for people with disability.</li> </ul>	Ongoing	DCEO / CEO

### Outcome 7: People with disability have the same opportunities as other people to obtain and maintain