



# SHIRE OF QUAIRADING

## Disability Access and Inclusion Plan

2015-2020

Adopted by Council on 25<sup>th</sup> June 2015

# Shire of Quairading

## Draft Disability Access and Inclusion Plan (DAIP) 2015 - 2020

This plan is available in alternative formats such as large print or electronic format (disc or emailed) on request.

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**Acknowledgements** - wording to be completed at the conclusion of the Public Comment Period prior to adoption of the Final DAIP.

# The Shire of Quairading

## The Shire of Quairading

The Shire of Quairading covers an area in excess of 2,000 square kilometres and encompasses the townsites and localities of Quairading, Yoting, Pantapin, Dangin, South Caroling, Balkuling, Badjaling, Doodenanning and Wamenusking and rural farmland. It remains however, primarily rural. The combined population of approximately 1,022 is one of diverse backgrounds.

Council is particularly concerned that the needs of people in our community are met so they may enjoy the unique lifestyle that the Quairading district offers.

The district has a wide array of recreational and social, leisure, and community facilities which add to the natural beauty of the area, and provides a major part of the infrastructure required to meet the needs and expectations of people who choose to live and work within the Shire of Quairading.

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

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

**Services to property:** construction and maintenance of Shire-owned buildings; roads and footpaths; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; and bush fire control.

**Services to the community:** provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of the Recreation Precinct and Pool; public library and information services; youth services and community events.

**Regulatory services:** planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; Environmental Health services and ranger services for dog and cat control.

**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 registrations.

**Processes of government:** Ordinary and Special Council and Committee meetings; Electors' meetings and election of Council Members and community consultations.

### **People with disability in the Shire of Quairading**

It is estimated that there are around 230 people with disability living within the Shire, 21% of the permanent population of 1,022 (ABS Census 2011). The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003) estimate that 20.6% of Australians identify themselves as having some form of disability. The influx of retirees will increase this number as according to the ABS survey, 50% of people aged over 60 identified themselves as having a disability. The seasonal increase of tourists (July to October), including tourists with disability, must also be considered.

### **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.

### **Progress since 1995**

The Shire of Quairading is committed to facilitating the inclusion of people with disability through the improvement of access to its information, facilities and services. Towards this goal, the Shire adopted its first Disability Service Plan (DSP) in 2004 to address the Access barriers within the community.

Since the adoption of the initial DSP, the Shire has implemented initiatives and made progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 2004 DSP.

# Access and Inclusion Policy Statement

The Shire of Quairading is committed to ensuring that the community is accessible for and inclusive of people with disability, their families and carers.

The Shire of Quairading 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 Quairading:**

- 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.

## **The seven desired outcomes of the DAIP:**

These are:

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

# Development of the Disability Access and Inclusion Plan

## Responsibility for the planning process

The Chief Executive Officer has 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 actions.

## Community consultation process

In 2015, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP):

- Consultation with key stakeholders.
- Drafting of a new DAIP to guide further improvements to access and inclusion.
- Examination of the initial DAIP and subsequent progress reports to see what has been achieved and what still needs work.
- Consultation with key staff.
- Consultation with the community.

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 and on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods are planned to be used:

- In May 2015 the Community will be informed through the local newspaper, Shire eNewsletter and Shire's website that the Shire is developing a new DAIP to address barriers to access for people with disability and their families. They are invited to provide input either in writing, by telephone or in person.

## **Findings of the consultation**

The initial review found that most of the objectives in the first DSP had been achieved and that a new plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The review also identifies a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

### **Access Barriers**

The access barriers identified in the consultation process were:

- Footpaths required in areas around the town, many footpaths require upgrading or repair.
- Some events not readily accessible.

These barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access barriers.

## **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 plan to staff and people with disability**

- In 2015 the plan was finalised and formally endorsed by Council.
- The community was informed through the local newspaper and Shire website that copies of the plan were 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 DAIPs 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.

## **Monitoring and Reviewing**

The employee with responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

- The Shire's DAIP will be reviewed and submitted to Management and Council in 2015. The report will outline what has been achieved under the Shire's DAIP 2015 -2020.
- An Annual Progress Report will be provided to the Disability Services Commission during the month of July each year.

## **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
- effectiveness of the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

# Strategies to improve access and inclusion

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

**Outcome 1:** People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services.	Ongoing
Monitor Shire services to ensure equitable access and inclusion.	Ongoing
Develop the links between the DAIP and other Shire plans and strategies.	Ongoing
Ensure that events, whether organised or funded, are accessible to people with disability.	Ongoing

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

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	July 2016
Ensure that all recreational areas are accessible.	Ongoing
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	Ongoing

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

Strategy	Timeline
Ensure that the community is aware that 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
Accommodate the provision of interpreters to significant events on request.	Ongoing
Ensure that the Shire's website meets contemporary good practice.	July 2015

**Outcome 4:** People with disability receive the same level and quality of service from the employees of a public authority as other people receive from the employees of that public authority.

Strategy	Timeline
Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services.	Ongoing

**Outcome 5:** People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing

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

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing

**Outcome 7:** People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Timeline
Use inclusive recruitment practices.	Ongoing
Improve methods of attracting, recruiting and retaining people with disability	Ongoing
Work with key disability employment support provider(s) to employ a person with a disability	Ongoing
Ensure Job Applications and Descriptions include a breakdown of tasks in a tasks list/job description to allow prospective employees with a disability to determine if they are suitable or able to do an advertised job.	As Positions become Vacant
Ensure that job interviews are held in a place accessible to all.	Ongoing

Ensure that any prospective candidates are asked if they have any special access needs or other requirements to assist them at an interview if they have a disability.	Ongoing
Ensure that persons are now referred to as a "Person with a Disability", not a "Person with Disabilities".	Ongoing
Ensure that the workplace is accessible.	Ongoing
Encourage co-partnerships with local businesses and the shire to encourage employment of people with a disability through joint funded positions or "Count Me In Grants".	December 2015
Ensure that any DAIP Drafts that include "Option 7" or general changes are advertised on the Shire Website.	March 2015
Ensure that any DAIP Drafts that include "Option 7" or general changes are advertised in Local Printed media such as a Local Paper or Organisational Newsletter such as the "Banksia Bulletin".	June 2015 and Ongoing

# Appendix 1

## **Progress since 2004 under the Disability Service Plan**

- 1. Existing functions, facilities and services are adapted to meet the needs of people with disability.**
  - Talking books were relocated to one specific, clearly signed location in the library.
  
- 2. Access to buildings and facilities has been improved.**
  - Improved access into Shire Hall with a ramp.
  - Unisex accessible public toilets were built in town centre (Tourist Layby).
  - Footpaths in the main street have been built or upgraded.
  - Kerb ramps have been installed.
  - Automated Front Door to Shire Administration Centre.
  - Automatic Electric Door fitted at the Quairading Medical Practice.
  - Continuation of Improvement of Dual Use Paths and Pram Ramps in Forrest, Coraling, McLennan and Dall Streets.
  - Improved Lighting and Access to Pedestrian / Gopher Path in MacDonald Street / Parker Street.
  - Improved Lighting and Access to Greater Sports Ground Precinct.
  - Continued Detailed Planning for Swimming Pool Upgrade (inc people with disability access in Ablutions and Pool Entry).
  - Improved Access to Ablutions at Council's Main Sports Facility. Onground work completed in 2014/2015 Year.
  - Planning for new Access Friendly Ablutions at the Caravan Park.
  - Provision of marked "Disabled Person" Parking Bays at the Quairading Community Resource Centre and Cultural Arts Centre.

- Introduction of regular Bulk Waste (including Green Waste) Verge Pick Ups to assist Residents unable to easily access or transport to the Quairading Waste and Recycling Facility.
- 3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.**
- An Accessible Information policy was developed.
  - Information was made available in alternative formats on request.
  - The availability of alternative format information was promoted via the local newspaper.
- 4. Employee awareness of the needs of people with disability and skills in delivering services is improved.**
- Key Shire employees made aware of contact for disability information from the Disability Liaison Officer in Merredin when required.
- 5. Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision-making processes.**
- Information on consultations was simplified and made available in alternative formats upon request.
  - Municipal Election Voting was held in accessible buildings and some voting booths were modified to suit people using wheelchairs.
  - Municipal Election Voting assistance made available for persons unable to attend the Polling Booth.
- 6. People with disability have the same opportunities as other people to participate in any public consultation:**
- Provide media releases and advertisements about public consultation in both print and electronic media, including Information Radio and the website.
  - Consult people with disability using a range of different consultation methods, eg focus groups, interviews, surveys.
  - Request information about access requirements from participants prior to attending consultations.
  - Hold consultations in accessible buildings.

**7. People with disability have the same opportunities as other people to obtain and maintain employment within a public authority:**

- Use inclusive recruitment practices.
- Improve methods of attracting, recruiting and retaining people with disability.
- Work with key disability employment support provider(s) to employ a person with a disability.

# Shire of Quairading

## Disability Access and Inclusion Plan Implementation Plan 2015 – 2016

# Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2015 – 2016 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.

**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 Quairading.**

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>• Discuss access and inclusion where appropriate at all meetings with the public.</li> </ul>	Ongoing	MH&BS
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>• Conduct systematic reviews of the accessibility of services.</li> <li>• Inform Council of identified barriers and provide feedback to concerned consumers.</li> </ul>	Ongoing	MH&BS
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> <li>• Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan.</li> </ul>	Ongoing	CEO / EDPO
Ensure that events, whether provided or funded, are accessible to people with a disability.	<ul style="list-style-type: none"> <li>• Ensure all events are planned using the Accessible Events checklist.</li> </ul>	Ongoing	MH&BS / CDO

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

Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> <li>• Identify access barriers to buildings and facilities.</li> <li>• Prioritise and make a Budgetary submission to Council to commence work on rectifying identified barriers in Annual Budget.</li> </ul>	Ongoing	MH/BS & Works Supervisor
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>• Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> </ul>		MH&BS

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>• Provide information (available on the DSC website), on the needs of people with disabilities and of legal requirements and best practice.</li> <li>• Promote access to business.</li> <li>• Make access information available on the Shire's website.</li> </ul>	Ongoing	CEO / EDPO
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> <li>• Conduct audit of Shire Pool, Community Building and Playground.</li> <li>• Develop and implement a program of progressive upgrade as part of Council's Annual Budget Process.</li> </ul>	Ongoing	MH&BS
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	<ul style="list-style-type: none"> <li>• Evaluate the need for ACROD bays at the Shire Administration Centre.</li> </ul>	Ongoing	MH&BS

**Outcome 3: People with disability receive information from the Shire of Quairading 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 information is available in alternative formats upon request.	<ul style="list-style-type: none"> <li>Publicise the availability of other formats in the local newspaper.</li> </ul>	Ongoing	CEO Secretary
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> <li>Educate employees in providing accessible information.</li> </ul>	Ongoing	CEO
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> <li>Evaluate website to ensure it complies with the W3C web content guidelines.</li> </ul>	Ongoing	CEO Secretary

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

Strategy	Task	Task Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> <li>• Ensure staff and Councillors are aware of services and access needs of people with disabilities.</li> </ul>	Ongoing	CEO

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

Strategy	Task	Task Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> <li>• Review current grievance mechanisms and implement any recommendations.</li> </ul>	Ongoing	CEO

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>• Consult people with disabilities by interviews and surveys.</li> </ul>	Ongoing	CEO
Ensure that people with disabilities are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> <li>• Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.</li> </ul>	Ongoing	CEO

**Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

Strategy	Task	Task Timeline	Responsibility
Use inclusive recruitment practices.		Ongoing	CEO
Improve methods of attracting, recruiting and retaining people with disability		Ongoing	CEO
Work with key disability employment support provider(s) to employ a person with a disability	Make initial contact with Disability Employment Support Provider to determine if there are any suitable roles within the Quairading Shire and determine any assistance from Grant Funding.	November 2015	CEO
Ensure Job Applications and Descriptions include a breakdown of tasks in a tasks list/job description to allow prospective employees with a disability to determine if they are suitable or able to do an advertised job.	As jobs are advertised, redraft Position Descriptions to include a breakdown of tasks into a task list description focussed on abilities to allow prospective employees with a disability to determine if they are suitable or able to do an advertised job. Ensure that at least one Job Description is updated annually.	Annually or as job positions become vacant	CEO / CEO SEC
Ensure that job interviews are held in a place accessible to all.	Identify an accessible, (including entry to the building, toilet facilities and carparking), location where all future job interviews will be held.	Ongoing	CEO

Ensure that any prospective candidates are asked if they have any special access needs or other requirements to assist them at an interview if they have a disability.	Put into place a recruitment procedure where candidates are asked if they have any special access needs or other requirements to assist them at an interview if they have a disability.	Ongoing	CEO / CEO SEC
Ensure that persons are now referred to as a "People with a Disability", not "People with Disabilities".	Identify all documents that have or potentially have out dated references to a Person with a Disability.  Re-draft and update all documents containing outdated references to People with a Disability.	March 2015  December 2016	CEO / CEO SEC
Ensure that the workplace is accessible.	Ensure that an accessible carparking space with equivalent shelter to existing parking bays is provided to the Shire of Quairading Administration Building, including designation of an accessible carparking space with appropriate line marking bollards and shelter/carport.  Identify the need for accessible toilet facilities within the Shire of Quairading Administration Building and costings for inclusion in any proposed Administration Building upgrades.	2017 Incorporate in planned Town Hall / Office Carpark Upgrade  December 2016 and ongoing	CEO  CEO
Encourage co-partnerships with local businesses and the shire to encourage employment of people with a disability through joint funded positions or "Count Me In Grants".	Canvas any local businesses to determine if there is interest in co-partnerships to co-fund employment of local people with a disability.	December 2015	CEO / EDPO

Ensure that any DAIP Drafts that include “Option 7” or general changes are advertised on the Shire Website.	Update the Shire website to include current version of the DAIP incorporating Option 7.	August 2015	CEO Secretary
Ensure that any DAIP Drafts that include “Option 7” or general changes are advertised in Local Printed media such as a Local Paper or Organisational Newsletter such as the “Banksia Bulletin”.	Undertake advertising of the amended DAIP that includes Option 7 in the “Banksia Bulletin”.	June 2015 and ongoing	CEO Secretary