



SHIRE OF QUAIRADING

Disability Access and Inclusion Plan

2022-2026

Draft Disability Access and Inclusion Plan (DAIP) 2022 - 2026

This plan is available in alternative formats such as large print or electronic format (disc or emailed) on request, and on the Shire's Website.

Endorsed by Council – 24th February 2022 – 119-21/22

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The Shire would like to acknowledge the role of the Community and Key Stakeholders in the development of the Disability Access and Inclusion Plan for 2022 to 2026.

EXECUTIVE SUMMARY

The Disability Access & Inclusion Plan 2022–2026 (“Plan”) replaces the Disability Access & Inclusion Plan 2015–2020.

The Plan has been designed to meet the requirements of the *Disability Services Act 1993 (WA)* and sets the stage for responding to diversity by expanding upon previous disability access and inclusion plans to incorporate the needs of all members of the community.

This Plan will assist the Shire’s governing Council to determine the strategies needed to enhance and promote accessibility requirements. The Plan provides the direction and framework for future planning needs beyond the short term.

The implementation of this Disability Access & Inclusion Plan is a legislative requirement of the Disability Services Act, however by planning for a community that is accessible and inclusive to people with disabilities the Shire intends to create a community that is accessible and inclusive for all. The Shire aims to ensure that the services it provides meet varied individual needs and expectations, and that everyone has equal access to these services regardless of their race, heritage, gender, belief, nationality, family background, age, disability or sexuality.

The Shire of Quairading recognises that the task of addressing the many important issues that affect our diverse community is not an easy one. The Shire will endeavour, however, through ongoing consultation and involvement with the community, to identify and eliminate as many barriers and challenges to access and inclusion as possible and work towards achieving a community that is liveable for all.



Figure 1: Inclusivity - Disability, Culture & Ageing in Place

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 1,019¹ 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.

Our Vision

"Our Shire is a place of welcome for all, where we work together, with thriving industry creating jobs, a bright future for our young people, and a bustling town in a beautiful and productive rural setting."

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 185 people with disability living within the Shire, 18% of the permanent population of 1,019 (ABS Census 2016). 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.

ABS 2016 Census¹

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 DAIP 2016-21, 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 2016-21.

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.

Extract from Shire's Strategic Community Plan 2021-31

1. COMMUNITY

- 1.1 Work collaboratively with local and regional service providers to engage the community as active citizens.
- 1.2 Provide social and cultural activities for all members of the community.
- 1.3 Advocate for the provision of quality health services, health facilities and programs in the Shire.

3. BUILT ENVIRONMENT

- 3.2 Parks, gardens and social spaces are safe and encourage active, engaged and healthy lifestyles.
- 3.3 Improvements to building infrastructure including our sport and recreation facilities, residential and service delivery facilities.

5. GOVERNANCE AND LEADERSHIP

- 5.1 Shire communication is consistent, engaging and responsive.
- 5.2 Forward planning and implementation of plans to determine Strategic Plan and service levels
- 5.3 Provide informed and transparent decision making that, meets our legal obligations, and the needs of our diverse community.

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 2021, 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 were implemented:

- Consultation with Manager of Health and Buildings – Shire of Quairading
- Meetings with organisations delivering DSIP Services
 - Moorditj Koort Aboriginal Health and Wellness Centre
 - Community Vision
- Engagement with Shire Medical Centre
- Meetings with Community Groups
 - Stay Active Club
 - Qarras
- Meeting with Noongar representatives
- One-on-one conversations with key stakeholders including carers and parents

Findings of the consultation

The initial review found that most of the objectives in the DAIP 2015-2020 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
- Services within existing facilities needed upgrading.
- 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 2022 the plan was finalised and formally endorsed by Council.
- The community is to be 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 flash drive, 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 2022. 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 Department of Communities 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
Ensure that people with disability are consulted on their needs for services and the accessibility of current services.
Monitor Shire services to ensure equitable access and inclusion.
Develop the links between the DAIP and other Shire plans and strategies.
Ensure that events, whether organised or funded, are accessible to people with disability.

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

Strategy
Provide an opportunity for members of the community to engage with the Council on accessibility to buildings and facilities within the Shire.
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.
Ensure that all new or redevelopment works provide access to people with disability, where practicable.
Ensure that all recreational areas are accessible.
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.

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
Ensure that the community is aware that Shire information is available in alternative formats upon request.
Improve staff awareness of accessible information needs and how to provide information in other formats.
Accommodate the provision of interpreters to significant events on request.

Ensure that the Shire’s website meets contemporary good practice.

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
Incorporation of DAIP into Shire’s Strategic and Policy Documentation.
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.

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

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

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

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

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

Strategy
Encourage and provide employment opportunities at the Shire of Quairading for all people.
Ensure the Council’s workplaces are accessible and inclusive.

Appendix 1

Progress since 2016 under the Disability Action and Inclusion Plan

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

1.1 Strategic Planning

- Inclusion of DAIP as a strategy within the Strategic Community Plan – Key Area Social.
- Opportunity provide to all sectors of the Community to participate in the planning process. Considerations were made for both access, time and form including forums, interviews and surveys (online and hard copy).
- Biennial community survey linked to the Shire's Strategic Community Plan to assess delivery of services to the community. Survey asked about "support the access and inclusion of people with disability, their families and carers."

1.2 Events

- Risk management plans required for all events.
- Protocols are being reviewed to make more inclusive.
- Risk management plans are required for all events and this includes disability access and risk mitigation (2020/21).

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

2.1 New facilities fully compliant with BCA regulations

- Swimming Pool Redevelopment
 - Changerooms: Disabled / Family Facility; Ambulant toilets in ♀ / ♂ facilities.
 - Pool access – Beach entry with railing
 - Pathways
 - Disabled / Aged Friendly Shelters
- Caravan Park
 - Ablutions: Disabled / Family Facility; Ambulant toilets in ♀ / ♂
 - Pathways and ramps
 - Caravan Park Booking and Reception facility – Provision of on-site facilities with compliant access friendly entrance (completed by December 2021)
- Park Cottages at the Caravan Park
 - One cottage compliant with universal access regulations. (2019)
 - Upgrading of access and safety features at the caravan park cabins – railings, levels and access lighting (2020)
- Works Depot
 - Access to building and entrance
 - Ablutions and change facilities
- Gym
 - Access / Equipment / Changeroom

2.2 Existing Residential Buildings

- Arthur Kelly Aged Village – ongoing upgrades to units to meet standards

2.3 Existing Recreational Facilities

- Ongoing assessments of facilities (risk management)
- Installation of access ramps at Youth Centre and Agriculture Hall (JobAccess).
- Upgrading of high-vis and non-slip surfaces on access to the Shire Hall.

2.4 Existing Service Facilities.

- Installation of hand rail at the Shire Medical Centre.

2.5 Footpath / Pavements / Parking

- Upgrading of footpaths and pavements to meet appropriate standards.
- Upgrading / maintenance of parking sites at Shire facilities and in shopping precinct (ACROD Parking).

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.

- Shire Website meets W3C Web Content Accessibility Guidelines 2.0 Level AA.
- Shire provides information in digital and hardcopy formats as well as through social media.
- Shire staff have the capacity to provide information in multiple formats and assist people with disability to access information.

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.

- All new staff receive an induction manual which includes an orientation in Equal Opportunities Procedures and Protocols.
- The Shire has updated its Customer Service Charter to ensure appropriate levels of service to all members of the Community (2020).
- During COVID-19 Restrictions and Lockdown, the Shire Councillors communicated regularly with "vulnerable" persons to ensure the wellbeing of individuals and that they were well.

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

- The Shire has updated its Customer Service Charter and Complaints Policy in 2017 and reiterated its commitment to avoid discrimination and to ensure appropriate levels of service to all members of the Community.
- It has also installed a customer service request module to ensure requests are tracked and are being addressed fully.
- A six-monthly review of performance and its process is conducted.
- Policy reviews completed in 2020 linked to Communications, Complaints and Safeguarding conducted i) CS.1 Complaints Policy (Dec 2020), ii) CS.2 Communication Policy (Dec 2020) and, iii) CS.3 Community Engagement Policy (Dec 2020).

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

- All members of the community were invited to participate in the Strategic Planning Process.
- All consultative processes were promoted through Community Groups.
- The program was promoted through advertising in the local Bulletin and newsletters, Website and Social Media, public notice boards as well as mail delivery.
- For specific programs and events targeted consultation is conducted to ensure needs and requirements of all sectors of the communities are considered (eg design of nature playground facilities and amenities.) (2019/20).
- Strategic Community Plan 2021-31 – Engagement with Seniors (Coffee and Chat!) for consultation and inputs into the Review of the Strategic Community Plan 2021-31.
- Aged Housing Precinct – Independent Living Units – consultation process with external architect and community focus group for the layout and design of future Independent Living Units in close proximity to the Quairading District Hospital.

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

- Shire advertises itself as an Equal Opportunities Employer in all job vacancies.
- Shire recruitment ensures that all applicants have equal opportunity to attend / engage in the recruitment and selection process.
- Shire constructed a new Works Depot and Staff Facilities which provides a disability compliant workplace.
- Shire is scheduled to review existing workplace environment in the Shire Administration office.

IMPLEMENTATION PLAN

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented between 2022 – 2026 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	Deadline	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"> Meet and consult with key stakeholders and service providers through direct approach model. 	Feb 24	EMCPS ⁱ
	<ul style="list-style-type: none"> Forward outcomes and recommendations to Shire administration for consideration. 	Feb 24	EMCPS
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> Conduct systematic reviews of the accessibility of services. 	Jun 22	MH&B ⁱⁱ
	<ul style="list-style-type: none"> Inform Council of identified barriers and provide feedback to concerned consumers. 	Jul 22	MH&B
Ensure that events, whether provided or funded, are accessible to people with a disability.	<ul style="list-style-type: none"> Shire provides an Event Management Plan template which addresses Access and Inclusion and a Risk Management. 	Ongoing	EMCPS

	<ul style="list-style-type: none"> Ensure all events have an Event Management Plan which includes access and inclusion and risk mitigation and an evaluation checklist. 	Ongoing	EMCPS
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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	Deadline	Responsibility
Provide an opportunity for members of the community to engage with the Council on accessibility to buildings and facilities within the Shire.	<ul style="list-style-type: none"> Consultation with key stakeholders and members of the community to determine current status of town infrastructure and ease of access including parking, ramps, pathways, entry points to facilities and services. 	Jun-22 Biennial	EMCPS
Ensure that all existing buildings and facilities meet the standards for access and any demonstrated additional need. (Staged approach due to budget limitations)	<ul style="list-style-type: none"> Conduct an audit of Shire recreational and service providing facilities. 	Jun-22	MH&B & EMIS ⁱⁱⁱ
	<ul style="list-style-type: none"> Prioritise and make a Budgetary submission to Council to commence work on rectifying identified barriers in Annual Budget. 	Jul-22	MH&B & EMIS
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable and are compliant.	<ul style="list-style-type: none"> Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities. 	Ongoing	MH&B
	<ul style="list-style-type: none"> Ensure that no development application is signed off without a declaration that it meets the legal requirements. 	Ongoing	MH&B

Strategy	Task	Deadline	Responsibility
Promotion and marketing to local businesses and tourist venues of the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> Provide information (available on the DSC website), on the needs of people with disabilities and of legal requirements and best practice. 	Ongoing	CEO ^{iv} / EMCPS
	<ul style="list-style-type: none"> Promote access to business. 	Ongoing	CEO / EMCPS
	<ul style="list-style-type: none"> Make access information available on the Shire's website. 	Ongoing	CEO / EMCPS
Ensure that all recreational areas are accessible: <ul style="list-style-type: none"> Future recreation areas are compliant; and Existing recreation areas are modified where possible. (within budgetary constraints) 	<ul style="list-style-type: none"> Conduct audit of Shire Pool, Community Building and Playground. 	Jun-22	MH&B / EMCPS
	<ul style="list-style-type: none"> Incorporate recommendations into the Biennial Review of the Sports and Recreation Masterplan 2021-31. 	Jun-23	EMCPS
	<ul style="list-style-type: none"> Incorporate infrastructure needs into Asset Management Plan and Long Term Financial Plan. 	2023 Onwards	EMCPS
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	<ul style="list-style-type: none"> Review of condition and compliance of ACROD bays at the Shire Administration Centre, Community Resource Centre, Community Building, Medical Centre and the Main Street parking. 	2025	MH&B

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	Deadline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> Publicise the availability of other formats in local publications – multiple formats. 	Ongoing	IMO ^v
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> Inclusion of the DAIP in the Shire Staff Induction process. 	Ongoing	IMO
	<ul style="list-style-type: none"> Educate employees in providing accessible information. 	Ongoing	Supervisor
Accommodate the provision of interpreters to significant events on request.	<ul style="list-style-type: none"> Budget for special needs (eg interpreters) for significant Shire-owned events (when Shire advised of needs) 	Needs basis	EMCPS
Ensure that the Shire’s website meets contemporary good practice.	<ul style="list-style-type: none"> Update Website to include improved visual and audio access. 	2022	EMCS ^{vi}

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	Deadline	Responsibility
Incorporation of DAIP into Shire’s Strategic and Policy Documentation.	<ul style="list-style-type: none"> Inclusion of DAIP findings and recommendations into Shire’s Strategic Community Plan, Corporate Business Plan and Long Term Financial Plan. 	Dec-22	EMCPS
	<ul style="list-style-type: none"> Review of existing Shire Policy Documentation to capture DAIP Outcomes and Strategies. 	Dec-22	IMO
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> Inclusion of the DAIP in both Shire and Councillor induction process. 	Ongoing	CEO
	<ul style="list-style-type: none"> Ensure staff and Councillors are aware of services and access needs of people with disabilities. 	Ongoing	CEO

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

Strategy	Task	Deadline	Responsibility
Ensure that feedback mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> Review and implementation of Shire feedback mechanisms: compliments & complaints 	Jun-22	IMO
	<ul style="list-style-type: none"> Promotion of the Review Process within the Community. 	Aug-22	IMO
	<ul style="list-style-type: none"> Annual review of current Customer Service Charter and implement any recommendations. 	Jun-22	IMO
	<ul style="list-style-type: none"> Generation of annual report on issues raised and circulated within the Community. (Inclusion of report in the Shire’s Annual General Report.) 	2022/23	IMO

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	Deadline	Responsibility
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> Consult people with disabilities by interviews and surveys. 	2023 (SCP ^{vii} Review)	EMCPS
	<ul style="list-style-type: none"> Conduct focus group sessions and workshops with key stakeholders and community members. 	2023 (SCP Review)	EMCPS

Ensure that people with disabilities are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> • Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire’s website. 	Ongoing	CEO
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Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Task	Deadline	Responsibility
Encourage and provide employment opportunities at the Shire of Quairading for all people.	<ul style="list-style-type: none"> • Review of Workforce Plan. 	Jan-23	EMCS
	<ul style="list-style-type: none"> • Review of recruitment process and incorporate DAIP practices in the process. 	Jan-23	IMO
	<ul style="list-style-type: none"> • Review of Position Descriptions. 	Ongoing	Supervisor
	<ul style="list-style-type: none"> • Ensure that advertisement of job positions meets appropriate standards. 	Ongoing	IMO
	<ul style="list-style-type: none"> • Review of recruitment policy and procedures. 	Ongoing	IMO
Ensure the Council’s workplaces are accessible and inclusive.	<ul style="list-style-type: none"> • Assessment of Shire Administration Building. 	2022	MH&B
	<ul style="list-style-type: none"> • Development of a plan, design and costings for a disability friendly Shire Administration Building. 	2022	MH&B / EMCPS
	<ul style="list-style-type: none"> • Upgrading of Administration Building (once funding is resourced) 	2024	EMCPS

Acronyms

- ⁱ EMCPS – Executive Manager Community, Projects and Strategy**
- ⁱⁱ MH&B – Manager of Health & Building**
- ⁱⁱⁱ EMIS – Executive Manager Infrastructure and Services**
- ^{iv} CEO – Chief Executive Officer**
- ^v IMO – Information Management Officer**
- ^{vi} EMCS – Executive Manager Corporate Services**
- ^{vii} SCP – Strategic Community Plan (2021-31)**