

# SHIRE OF PERENJORI



## DISABILITY ACCESS AND INCLUSION PLAN

**2013 - 2017**

This plan is also available upon request in alternative formats such as electronic format (disk or emailed), large print or from our

Website [www.perenjori.wa.gov.au](http://www.perenjori.wa.gov.au)

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## ***Acknowledgements***

The Shire of Perenjori acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

## ***Background***

### **The Shire of Perenjori**

The Shire of Perenjori covers an area of 8,214 square kilometres, and is responsible for almost 2,000 kilometres of roads. Over 500,000 hectares in the east of the Shire has been acquired by the State and conservation bodies for nature conservation.

Agriculture in the form of broad acre cropping and wheat production is the Shire's largest industry. Current mining activity has diversified Perenjori's economic base, with mining being the second economic and growth driver for the Shire. The Shire has implemented a proactive diversification strategy to reduce the local economy's exposure to weather.

The Shire has two towns Perenjori and Latham, with Latham located 40km South of Perenjori.

### **Functions, facilities and services provided by the Shire of Perenjori**

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

***Services to property:*** construction and maintenance of council owned buildings; construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of 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 recreation centres and pools; public libraries and information services; environmental health services; provision of doctors surgery, police licensing services, newsletter production and publication, citizenship ceremonies; youth services and community events.

**Regulatory services:** planning of road systems, town planning schemes; building approvals for construction, additions or alterations to buildings; dog control and environmental health services.

**General administration:** the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licenses, photocopying, free public internet access and facsimile services.

**Processes of government:** Local Government is responsible for good governance of the district and takes a proactive role in economic, social and environmental outcomes for the district. Processes include ordinary and special council and committee meetings; electors meetings and election of council members; community meetings and community consultations.

### **People with disabilities in the Shire of Perenjori**

The population recorded as living in Perenjori on census night 2011 is 903 people, including 607 males and 296 females (Figure 2). This is a 67% increase on five years earlier during the 2006 census, and is a reversal in the population decline experience between the 2001 and 2006 censuses. Most of the population growth is in the male population, with modest growth in the female population.

In 2006, there were approximately 12 people in Perenjori with a profound or severe disability (9 of whom were under the age of 64). All these people are living in the community, cared for by approximately 35 people. This means 2% of the community have a disability and are cared for by 9% of the community (which are similar to the same statistics for WA and non-metropolitan WA) (PHIDU 2001).

In 2010, there were approximately 39 people in Perenjori aged 70 years and over. None of these people were in residential or community care. The closest aged-care facilities are in Morawa, where 6 people were in low-level care, 5 in high-level care, and 3 were in community care places.

### **Planning for better access**

It is a requirement of the Disability Services Act that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans.

The Shire of Perenjori undertook research in the local community, asking residents about their experiences of accessing facilities, services, information and events. The results of this research can be found in Appendix 1.

### **Progress since 1996**

The Shire of Perenjori is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the Shire adopted its first DSP in 1996 to address the barriers within the community for people with disabilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992).

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access.

## ***Access and inclusion policy statement for people with disabilities, their families and carers***

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

The Shire of Perenjori interprets an accessible and inclusive community as one in which all council functions, facilities and services are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

### **The Shire of Perenjori:**

- recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life. The Shire 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 disabilities, their families and carers who live in country areas should be supported to remain in the community of their choice.
- is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.
- is committed to achieving the six desired outcomes of its DAIP.

**These are:**

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by the relevant public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disabilities 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 disabilities receive the same level and quality of service from the staff of the relevant public authority.
5. People with disabilities have the same opportunities as other people to make complaints to the relevant authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

## **Development of the DAIP**

### **Responsibility for the planning process**

The Community Development Officer has responsibility to oversee the development and 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 2013, the Shire undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the 2007-2011 DAIP and subsequent reviews;
- examination of other council documents and strategies;
- investigation of contemporary trends and good practice in access and inclusion;
- consultation with key staff; and
- consultation with the community;

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local

district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

- In May 2013 the community was informed through the local newspaper and council's website that council was reviewing and updating its' Disability Access and Inclusion Plan to address the barriers that people with disabilities and their families experience in accessing council functions, facilities and services.
- The community was advised through the local newsletters and council's website that they could provide input into the development of the plan by:

Completing the feedback survey placed into their mail box and sending back to the Shire.

The Shire will also undertake some focus group work with the local Carpet Bowls group, to gain further feedback into the project.

### **Findings of the consultation**

The Shire of Perenjori undertook research in the local community, asking residents about their experiences of accessing facilities, services, information and events, 16 local residents replied. The results of this research can be found in Appendix 1.

An internal review and consultation found that many of the objectives in the 2007-2011 DAIP had been achieved and that the plan required revision, to ensure currency and relevance. The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of legislative and regulatory changes. These are addressed in the DAIP Action Plan.

### **Access Barriers**

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress. These access barriers include:

- Council policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;

- Processes of council may not be as accessible as possible;
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities; and
- People with disabilities may not be aware of consultation opportunities with the shire.

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

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

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of council. Some actions in the Action Plan will apply to all areas of council while others will apply to a specific area. The Action Plan sets out who is responsible for each action.

### **Communicating the plan to staff and people with disabilities**

- In May 2013 council advertised the review of the plan, the availability of a draft plan and sought submissions. The draft plan was made available to the public. As well input was sought from council officers, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. In June 2013 the plan will be put forward to council to be formally adopted.
- Council will advise, through the local media – that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard print, by email and on the council website.

- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

### **Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP will be reviewed at least every 5 years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

### **Review and monitoring**

- The DAIP will be reviewed by staff on a needs basis to ensure it meets the requirements of the community.
- The review of the Shire's DAIP will be included in the DAIP 2013-2017 which will be submitted to the Disability Services Commission in 2013. The report will outline what has been achieved under the Shire's DAIP 2007-2011.
- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to council. These reports will be formally endorsed by council.
- Progress in implementing the DAIP will be published in the Shire's Annual Report

### **Evaluation**

- Council will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year prior to 31 July council will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.
- A notice about the consultation process will be placed in the local newspapers, posted on the Shire's website, and circulated to disability service providers in the Shire.

- The reviewing staff member will use some of the consultation processes used during the initial consultations including advertising for submissions.
- Councillors and council officers will be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- Implementation Plans will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by council.

### ***Reporting on the DAIP***

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

Council will report on the implementation of its DAIP through its annual report and the prescribed pro forma to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP.

## Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Shire of Perenjori will undertake from 2013 - 2017 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the Shire of Perenjori.

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

Strategy	Timeline
Appoint staff to review the plan and conduct community consultation	May 2013
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	May 2013
Monitor the Shire's Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Council.	May 2013
Make the library technology as accessible as possible.	May 2013
Develop the links between the DAIP and other Council plans and strategies.	Ongoing
Council will ensure that any events are organised so that they are accessible to people with disabilities.	July 2013

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

Strategy	Timeline
Review access to all public buildings in accordance with DSC checklists.	June 2013
Ensure all buildings and facilities, including public toilets, are physically accessible to people with disabilities within existing resources.	Ongoing
Ensure that all new or redevelopment works provide access to people with disabilities, where	Ongoing

Strategy	Timeline
practicable.	
Continue to ensure all premises and other infrastructure related to transport facilities are accessible.	July 2013
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.	October 2013
Continue to advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Ongoing
Ensure that parks and reserves remain accessible.	Ongoing

**Outcome 3:** People with disabilities 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
Improve community awareness that Council information can be made available in alternative formats upon request.	July 2013
Improve staff awareness of accessible information needs and how to obtain information in other formats.	July 2013
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	July 2013
Review Council policies to ensure that all relevant policies take account of the specific needs of people with disabilities.	Ongoing
Ensure that Fees and Charges provide for large print or electronic information at the same price as the usual format.	Ongoing

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

Strategy	Timeline
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	July 2013
Improve the awareness of new staff and new Councillors about disability and access issues.	July 2013
Further generate and sustain staff awareness of disability and access issues.	Ongoing

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

Barrier	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities.	July 2013
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	July 2013

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

Strategy	Timeline
Improve community awareness about consultation processes in place.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing
Improve access for people with disabilities to the established consultative process of Council.	Ongoing
Seek a broad range of views on disability and access issues from the local community.	Ongoing

## **PROGRESS UPDATE FROM 2007/2011 DAIP**

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

- The Shire has called for input from community members, and disability and access requirements are included in tender documentation sent by the Shire.
- All events have to address accessibility issues, if they are to be supported by the Shire of Perenjori.
- Library continues to stock Talking and alternative format books for local residents.

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

- Wheelchair ramp has been built to main entrance of Bank of NSW. (Tourist Centre)
- New Ablution blocks at Caravan Park have been built with specific disabled facilities.
- Shire of Perenjori website follows 3WC best practice for accessibility.

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

- Shire of Perenjori website follows 3WC best practice for accessibility of content.
- Printed information is available in different format upon request.

### **Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Shire of Perenjori, as other people receive from the staff of the Shire.**

- All staff upon induction receive information on Access, Inclusion and Equality policies and procedures.

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

- Web based comments/feedback forms available along with paper copy forms in different formats.

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

- Involved Local Health Service providers in neighbouring towns to support and develop activities in the Shire of Perenjori.
- Regular community engagement with key stakeholders.

## **Shire of Perenjori**

### **Disability Access and Inclusion Plan**

#### **DRAFT IMPLEMENTATION PLAN**

**2013 - 2017**

#### **Implementation Plan**

The Implementation Plan itemises what the Shire of Perenjori will be undertaking in 2013 - 2017 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the public authority with responsibility for completing the individual tasks; and the
- broad strategy that the individual tasks are supporting.

As outlined in the Shire of Perenjori's DAIP, many of the broad strategies will not be completed in 2013-2014, however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2013-2014 through the Implementation Plan.

Broad strategies that will not be achieved in 2013-2017 plan will be supported by tasks outlined in future Implementation Plans.

**Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Perenjori.**

Strategy	Task	Task Timeline	Responsibility
Establish a Disability Access Officer to guide the implementation of DAIP activities.	<ul style="list-style-type: none"> <li>• Appoint Officer to oversee DAIP plan.</li> </ul>	April 2013	Chief Executive Officer
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> <li>• Liaison with staff to ensure that contractors, who are developing and implementing Shire evaluation activities, increase their awareness of the importance of getting comments on services by people with disabilities.</li> <li>• Evaluators to include a mechanism to assist people with disabilities comment on services in future reviews of services.</li> </ul>	Ongoing	Community Development Officer
Monitor the Shire's Access and Inclusion policy to ensure it reflects contemporary values and practices and supports equitable access to services by people with disabilities throughout the various functions of the Council.	<ul style="list-style-type: none"> <li>• Research, and adopt into the policy, the State Government Guidelines for Information, Services and Facilities as part of the policy.</li> <li>• Review annually to ensure Policy meets State Government Guidelines.</li> <li>• Policy will be drafted and forwarded to the Council for endorsement.</li> </ul>	<p>May 2013</p> <p>May 2014</p> <p>June 2013</p>	Community Development Officer

Strategy	Task	Task Timeline	Responsibility
Develop links between the DAIP and other Council plans and strategies.	<ul style="list-style-type: none"> <li>Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP.</li> <li>Incorporate the objectives of the DAIP into Shire's strategic business planning, budgeting processes and all other relevant plans and strategies (from completion by June 2013)</li> </ul>	Ongoing  July 2013	All senior staff.
Council will ensure that any events are organised so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>Ensure all events are planned using the Accessible Events checklist.</li> <li>Make the Accessible Events checklist available to staff on the Shire's Intranet.</li> </ul>	May 2013	All managers
Make library technology as accessible as possible.	<ul style="list-style-type: none"> <li>Continue to improve accessibility of technology and collection.</li> </ul>	Ongoing	Receptionist
Ensure that Council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> <li>Promote the Shire's policy and procedures regarding the Disability Services Act's requirements around agents and contractors through the newsletter and include in the induction process for new staff.</li> </ul>	Ongoing	All Managers

**Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Perenjori.**

Strategy	Task	Task Timeline	Responsibility
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Strategy	Task	Task Timeline	Responsibility
Ensure all buildings and facilities are physically accessible to people with disabilities.	<ul style="list-style-type: none"> <li>• Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants.</li> <li>• Identify access complaints to support audit results.</li> <li>• Prioritise and make submission to Council to commence work on rectifying identified barriers.</li> </ul>	<p>April 2013</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Community Development Officer</p> <p>Executive Assistant Works Supervisor</p>
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>• Implement procedures to enable the appropriate staff to review proposals for redevelopment and new work projects.</li> <li>• Apply the Building Code of Australia, Australian Standards on Access (mandatory and recommended) and the Advisory Notes on Access to Premises prepared by the Human Rights and Equal Rights Commission when new work to buildings and facilities is undertaken.</li> <li>• Include appropriate specifications in tender documents.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Community Development Officer</p> <p>Works Supervisor and Environmental Health Officer</p> <p>Works Supervisor and Environmental Health Officer</p>

Strategy	Task	Task Timeline	Responsibility
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> <li>• Undertake an audit of ACROD bays and implement a program to rectify any non-compliance.</li> <li>• Consider the need for additional bays at some locations.</li> </ul>	<p>July 2013</p> <p>July 2013</p>	Community Development Officer/Works Supervisor
Ensure all premises and other infrastructure related to transport facilities are accessible.	<ul style="list-style-type: none"> <li>• Audit all transport related infrastructure against the DDA Transport Standard Annually.</li> <li>• Liaise with the relevant State government authority to plan remedial works.</li> <li>• Prioritise and make submission to Council to commence work on rectifying identified barriers.</li> </ul>	<p>July 2013</p> <p>August 2013</p> <p>October 2013</p>	<p>Community Development Officer</p> <p>Chief Executive Officer</p> <p>Chief Executive Officer</p>
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>• Promote to business the economic benefits of being accessible.</li> <li>• Develop information for businesses on access/universal design.</li> <li>• Make access information available on the Shire's website.</li> </ul>	<p>Ongoing</p> <p>October 2013</p> <p>Ongoing</p>	Community Development Officer

Strategy	Task	Task Timeline	Responsibility
Ensure that parks and reserves are accessible.	<ul style="list-style-type: none"> <li>• Conduct annual audit of parks and reserves.</li> </ul>	July 2013	Works Supervisor
	<ul style="list-style-type: none"> <li>• Develop and implement program of progressive upgrade.</li> </ul>	Ongoing	
	<ul style="list-style-type: none"> <li>• Develop a program of access upgrades to take place on existing playgrounds in 2014.</li> </ul>	July 2014	
	<ul style="list-style-type: none"> <li>• Council to keep abreast of contemporary practice in creating universal playgrounds.</li> </ul>	Ongoing	

**Outcome Three: People with disabilities receive information from the Shire of Perenjori 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
Improve community awareness that Council information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> <li>• Ensure all documents carry a notation regarding availability in alternative formats.</li> </ul>	Ongoing	All Staff
	<ul style="list-style-type: none"> <li>• Advise the community via the local newsletter, that other formats are available.</li> </ul>	Ongoing	Community Development Officer

Strategy	Task	Task Timeline	Responsibility
<p>Improve staff awareness of accessible information needs and how to obtain information in other formats.</p>	<ul style="list-style-type: none"> <li>• Make Accessible Information guidelines available on the Intranet.</li> </ul>	July 2013	Community Development Officer
	<ul style="list-style-type: none"> <li>• Develop an Accessible Information policy.</li> </ul>	July 2013	
	<ul style="list-style-type: none"> <li>• Conduct Accessible Information training and include as part of the induction of new staff.</li> </ul>	Ongoing	All Managers
<p>Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language</p>	<ul style="list-style-type: none"> <li>• Advise Council staff of the minimum requirements.</li> </ul>	Ongoing	Community Development Officer
	<ul style="list-style-type: none"> <li>• Develop an audit plan to identify resident and business related information for people with disabilities who live and/or work in the shire.</li> </ul>	Ongoing	All Managers
	<ul style="list-style-type: none"> <li>• Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice.</li> </ul>	July 2013	All Managers

**Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Shire of Perenjori as other people receive from the staff of the Shire.**

Strategy	Tasks	Task Timeline	Responsibility
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	<ul style="list-style-type: none"> <li>Conduct survey of all staff to determine training needs (training to be undertaken by June 2014).</li> </ul>	June 2013	Community Development Officer
Improve the awareness of new staff and new Councillors about disability and access issues.	<ul style="list-style-type: none"> <li>Prepare information and plan the establishment of training in the induction of new staff and new Councillors (for rollout by June 2014).</li> </ul>	June 2013	Community Development Officer

**Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Shire of Perenjori.**

Barrier	Action	Task Timeline	Responsibility
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> <li>Review current mechanisms for access. Consult with people with disabilities and other expert advice.</li> </ul>	May 2013	Community Development Officer
	<ul style="list-style-type: none"> <li>Develop other methods of making complaints such as web-based forms.</li> </ul>	Ongoing	
	<ul style="list-style-type: none"> <li>Promote accessible complaints mechanisms to the community.</li> </ul>	Ongoing	

<b>Barrier</b>	<b>Action</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> <li>• Provide grievance mechanism process and community survey forms in alternative formats upon request.</li> </ul>	July 2013	Community Development Officer

**Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Perenjori.**

<b>Strategy</b>	<b>Tasks</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> <li>• Promote the existence, role and activities of the Shire and their facilities for disabled persons to the community.</li> <li>• Management and disabled service providers to meet regularly to provide strategic advice to Council.</li> <li>• Ensure that media releases go to both print and electronic media, including to radio, key disability groups and are promoted on the website.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	Community Development Officer

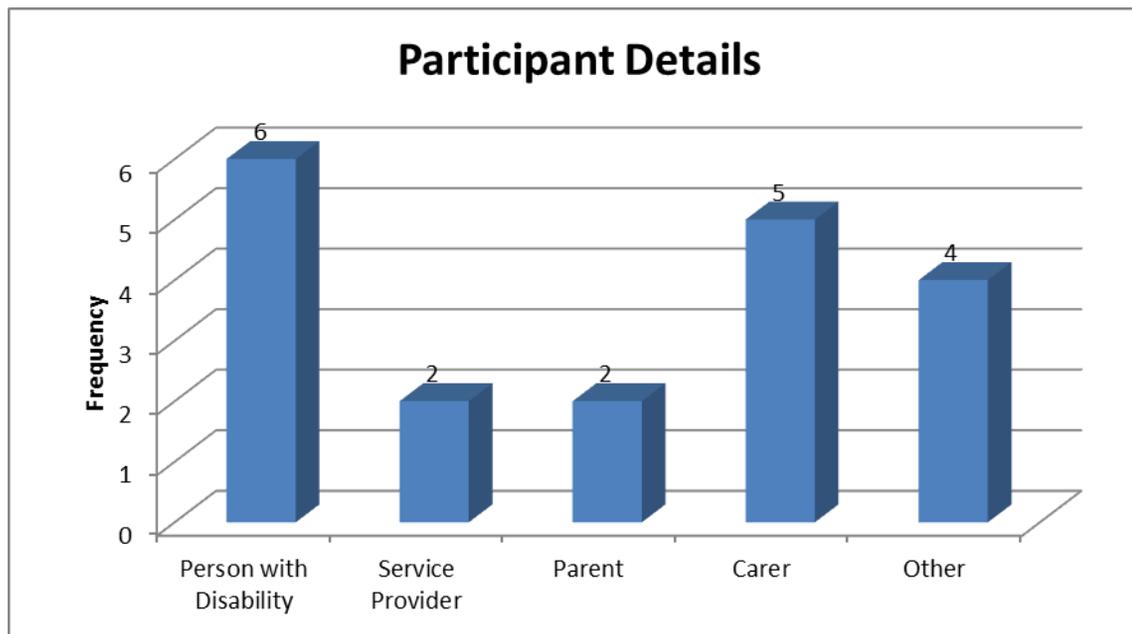
Strategy	Tasks	Task Timeline	Responsibility
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> <li>• Council to regularly monitor the progress of the plan and be involved in all reviews of the plan.</li> <li>• Consult people with disabilities in a range of different consultation mediums</li> <li>• Develop a register of relevant persons to provide comment on access and inclusion issues on request.</li> </ul>	<p>June 2013</p> <p>Ongoing</p> <p>July 2013</p>	Community Development Officer
Improve access for people with disabilities to the established consultative process of Council.	<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 Council's website.</li> <li>• Ensure published versions of Council documents include information in large print about the availability of documents in alternative formats.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	<p>Executive Assistant</p> <p>Executive Assistant</p>
Seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> <li>• Include appropriate questions about access and inclusion in general Shire surveys and consultation events.</li> <li>• Council's officers to actively pursue the views of people with disabilities on a wide range of issues.</li> </ul>	<p>May 2013</p> <p>Ongoing</p>	<p>Community Development Officer</p> <p>Community Development Officer</p>

## APPENDIX 1

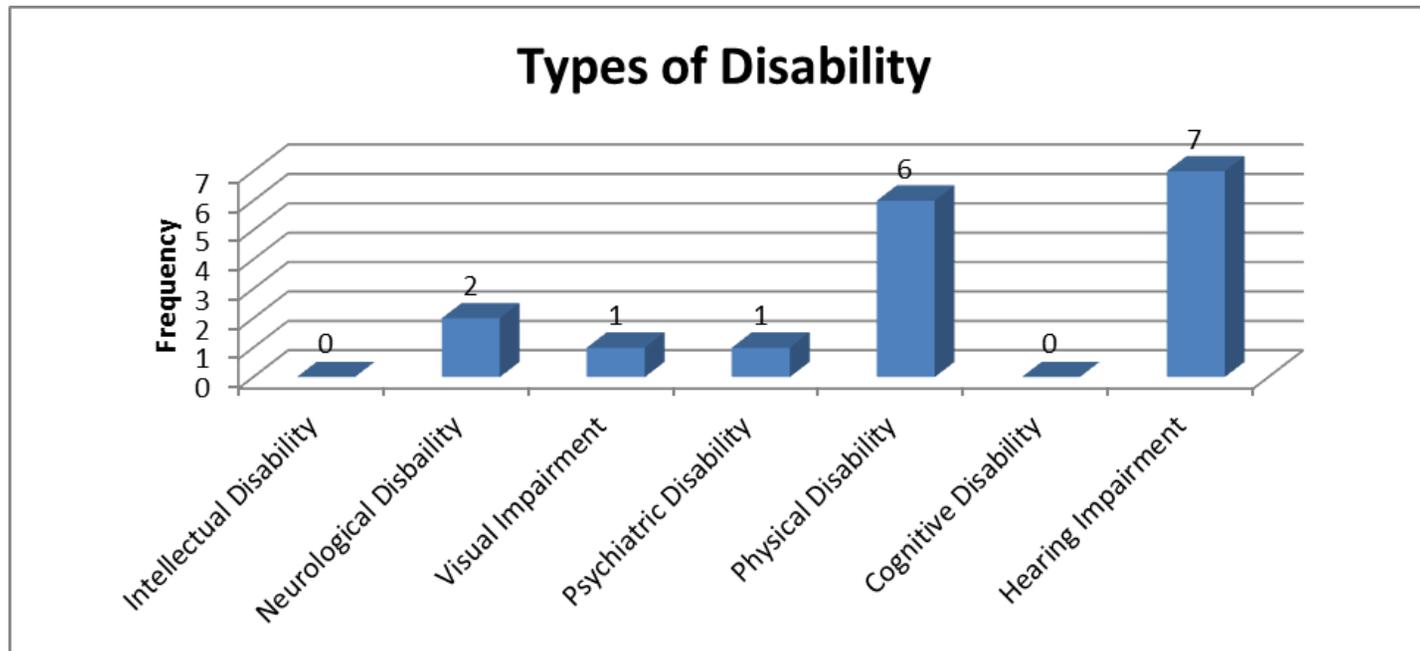
The Shire of Perenjori undertook a feedback survey, which was sent out to the local communities of Latham and Perenjori by way of a mail drop to all residents registered with a mail box. The survey was also available to download off the Shire of Perenjori website, and some focus group work was done.

There were 16 replies to the survey, which is a response rate of around 6.4%. The results of the survey are shown below.

The data shows that a significant number of respondents, who are disabled, are also carers for other disabled people. (Chart 1) The most common form of disability within the Shire of Perenjori appears to be hearing, followed closely by physical disability as shown in (Chart 2).

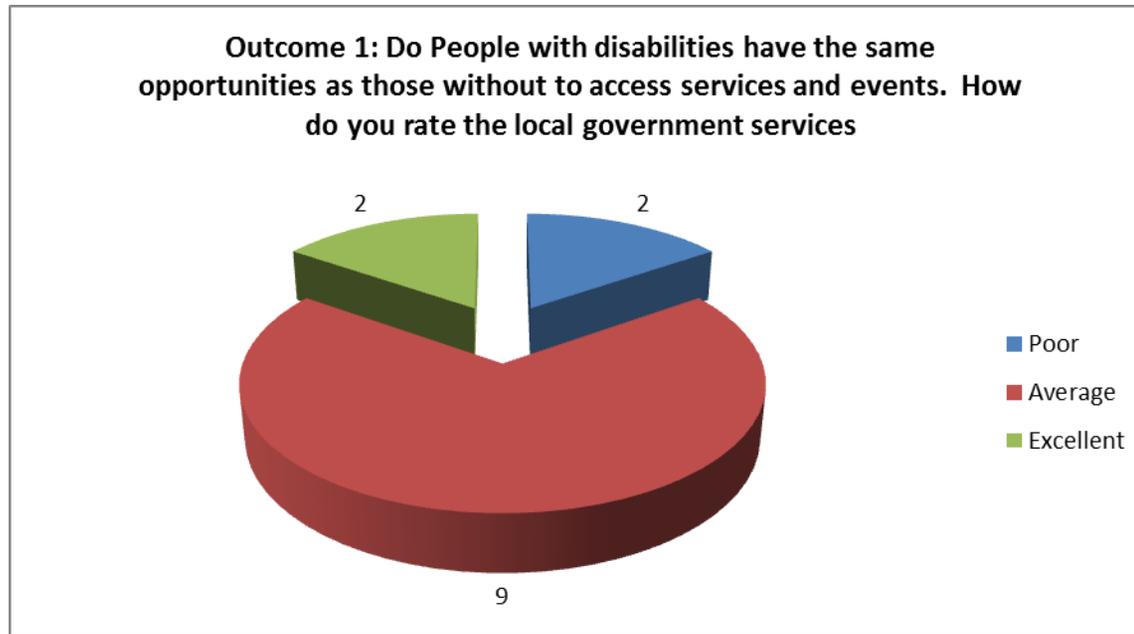


(Chart 1)



*(Chart 2)*

The Disability Access and Inclusion Plan (DAIP) has been broken down into 6 main outcomes, each of these have been present in previous DAIP's, and this was the base for the surveys undertaken by the Shire. This will help shape the proposed DAIP going forward as well as ensuring previous DAIP's have been implemented.

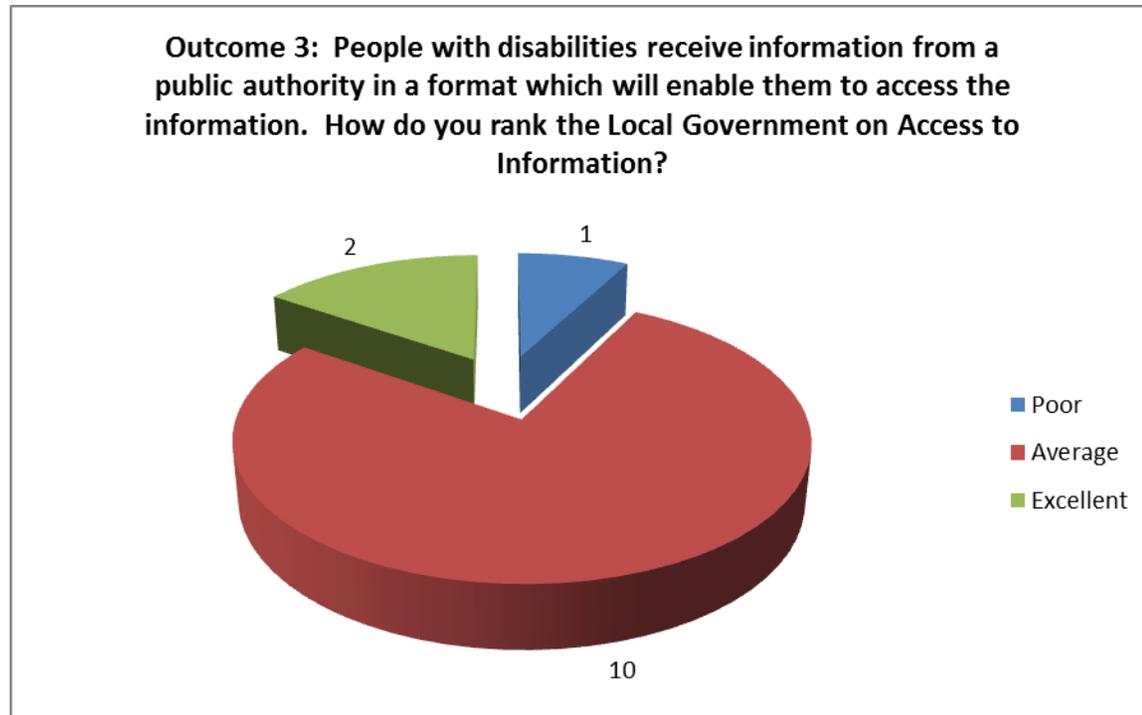


**(Chart3)**

The results from Outcome 1 show that most of the replies thought access to the Shires services and events were average. (Chart 3)  
Some of the feedback from this section included:

- Shire offices could be more accessible, as there are a number of steps in the back and no ramps.
- Be a disabled person for a day, to experience the barriers.

Outcome 2 focusses on access to Shire buildings and facilities. All the Shire’s buildings and facilities come out as excellent or average. The only area of concern was around ACROD parking with a number of respondents identifying there is no disabled parking available anywhere in Perenjori.



**(Chart 4)**

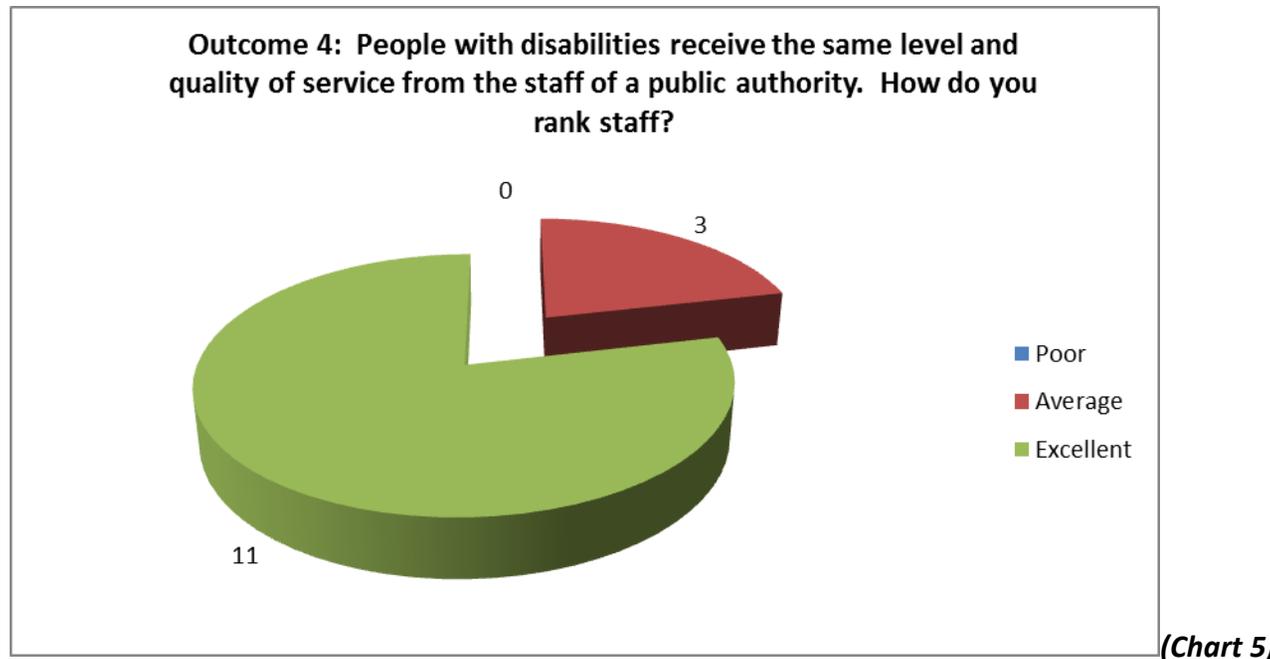
Outcome 3 looks at how people access information, and how accessible information at the Shire is. (Chart 4), demonstrates a large majority of respondents think that the Shire is average or excellent in the way it provides access to information. Some of the Qualitative feedback from the survey commented:

- Offer a service to create documents on a needs basis.
- Information is still sent out on paper as not everyone is technologically savvy
- A further two comments mentioned 'The Voice of the Shire' as a great addition to the communications that come out of the Shire.

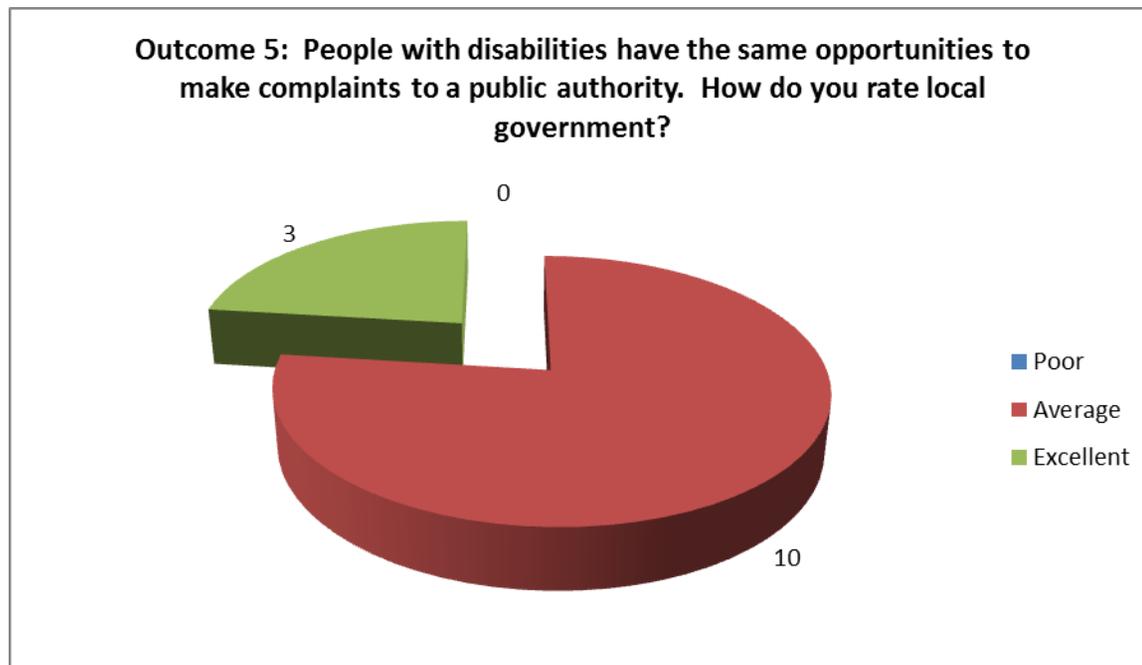
Outcome 4 looks at Shire staff, and their attitude towards disabled people. The Shire did very well in this area, with the majority rating Shire staff as excellent, with 3 respondents rating shire staff as avergae, no one identified Shire staff as poor, as (Chart 5) shows.

Some of the comments on this question included:

- Training for staff on best practice.
- Observation and awareness of staff to assist residents.
- Two replies praising the staff at the Shire on their helpfulness.



Outcome 5 looks at equal opportunities for disabled residents to feedback to the Shire. (Chart 6) shows the majority identify the Shire as average with 3 identifying the Shire as Excellent. The only comments in this section was, “By updating the Shire news in the Bush and including this process for all, not just for those with disabilities”

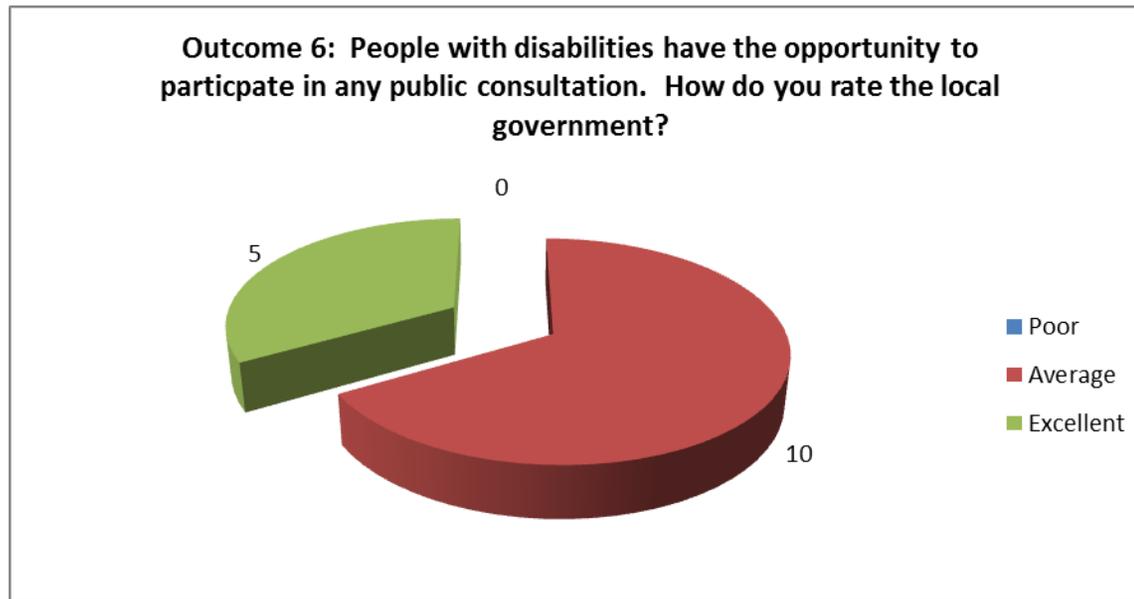


**(Chart 6)**

Outcome 6 refers to people with disability having the same opportunities as other people to participate in public consultations. The results of this section are shown in (Chart 7). 10 replies show the Shire as average with 5 identifying the Shire as excellent when consulting with disabled elements in the community. Some of the qualitative feedback in these areas included:

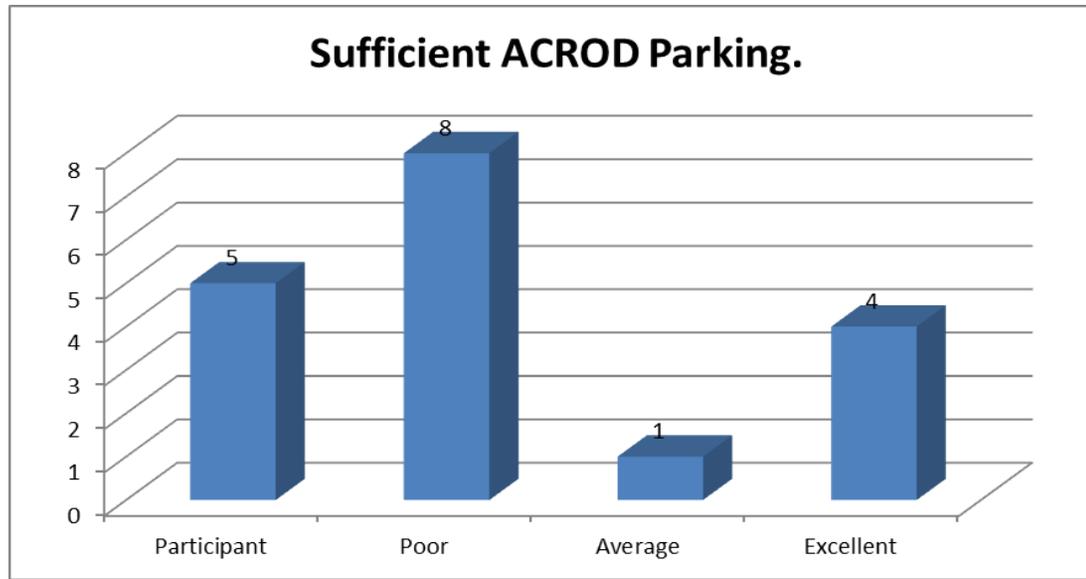
- Information to go out in different formats
- Ample opportunities for people to speak to the Shire, by booking appointments with either CEO or CDO.
- Reminders to be sent out prior to consultation sessions as some older residents forget.

- Feel included in the consultation process.

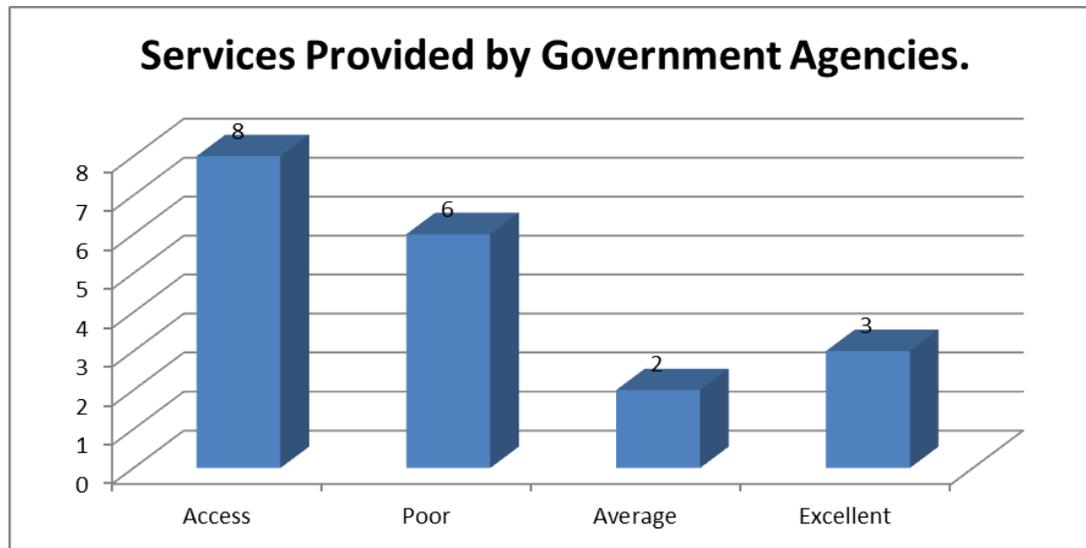


**(Chart 7)**

Community Consultation and Events and Festivals supported by the Shire received all Average or Excellent, however the feedback on ACROD parking had the highest rate of poor feedback with 8 marking down that there is no ACROD parking available, as shown in (Chart 8). Respondents also showed that services provided by government agencies were Poor, but the split was only small between 6 respondents marking the services poor, and 5 marking it average or excellent as shown in (Chart 9).



*(Chart 8)*



*(Chart 9)*