

Shire of Carnamah



Disability and Access Inclusion Plan

2015 - 2019

This plan is also available upon request in alternative formats such as electronic format (disk or emailed), large print or from our Website www.carnamah.wa.gov.au

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Acknowledgements

The Shire of Carnamah 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 Carnamah

The Shire of Carnamah covers an area of 2,835 square kilometres, stretching from the West coast to its eastern boundary. Approximately one quarter of the Shire is comprised of state forest or national park and reserves, including the Tathra National Park, Yarra Yarra Lakes and Lake Indoon.

Agriculture in the Shire includes broadacre cropping, sheep, cattle and pigs. The Shire's other major industries are fishing, mineral sands production and rock quarrying.

The Shire has two towns Carnamah and Eneabba, with Eneabba located 20km from the coast and Carnamah a further 75km inland. The population of the Shire is 846 (2001 census).

Functions, facilities and services provided by the Shire of Carnamah

The Shire of Carnamah 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 (both towns) 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, facsimile services and free public internet access.

Processes of government: ordinary and special council and committee meetings; electors meetings and election of council members; community meetings and community consultations.

People with disability in the Shire of Carnamah

The residential population of the Shire of Carnamah is currently estimated to be around 749. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and carers (2003), 20.6% of Australians or more than 1 in 5 people, identify themselves as having some form of disability. Based on the population estimate and these findings, it is estimated that there are around 150 people with disability living within the Shire.

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 disability 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.

Progress since 1996

The Shire of Carnamah is committed to facilitating the inclusion of people with disability 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 disability. 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 made progress implemented many initiatives and maintained and improved access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1996 DSP.

Access and inclusion policy statement for people with disability, their families and carers

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

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

The Shire of Carnamah:

- recognises that people with disability 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 disability, 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 disability, 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 disability through improved access to facilities and services in the community.
- is committed to achieving the seven desired outcomes of its 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 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 by the relevant public authority

Development of the DAIP

Responsibility for the planning process

The Chief Executive 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 2015, the Shire has consulted with key stakeholders to review the DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DSP and subsequent reviews;
- examination of other council documents and strategies;
- 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~~ and any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

- In June 2015 the community was informed through the local newspaper and council's website that council was developing a disability access and inclusion plan to address the barriers that people with disability 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:

Contacting Council: Council requested submissions from members of the community about any difficulties experience in accessing council services or in getting around the community.

Findings of the consultation

No community submissions were received during the submission period.

An internal review and consultation found that many of the initial objectives in the first DSP 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 identified that people with disability may not be aware of consultation opportunities with the shire.

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 disability

- In August 2015 council advertised the review of the plan and sought submissions. The existing plan was made available to the public. As well input was sought from council officers, people with disability, their families, carers, disability organisations and relevant community groups for feedback. In October 2015 the plan was finalised and formally endorsed by council.
- Council has advised, through the local paper – 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 (following consultation and promotion process as set out in the Act), 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 2015-2019 which will be submitted to the Disability Services Commission in 2015. The report will outline what has been achieved under the Shire's DAIP 2015-2019.
- 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.

Evaluation

- Council will consider any reports on the disability access and inclusion implementation process.
- 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.
- 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.

The Shire will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 4 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the seven desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP which are to include reference to the DAIP on tender documentation.

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 Carnamah will undertake from 2015-2019 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disability in the Shire of Carnamah.

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 |
|---|-------------------------|
| Appoint staff to review the plan and conduct community consultation | Implemented and ongoing |
| Ensure that people with disability are provided with an opportunity to comment on access to services. | Implemented and ongoing |
| Monitor the Shire's Access and Inclusion policy to ensure it supports equitable access to services by people with disability throughout the various functions of the Council. | Implemented and ongoing |
| Make the library technology as accessible as possible. | Implemented and ongoing |
| Develop the links between the DAIP and other Council plans and strategies. | Implemented and ongoing |
| Council will ensure that any events are organised so that they are accessible to people with disability. | Implemented and 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 all buildings and facilities are physically accessible to people with disability. | Achieved as far as practicable. |
| Ensure that all new or redevelopment works provide access to people with disability, where practicable. | Ongoing |
| Ensure all premises and other infrastructure related to transport facilities are accessible. | Achieved |
| Ensure adequate ACROD parking to meet the demand of people with disability in terms of quantity and location. | Achieved and ongoing |
| Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues. | Achieved and ongoing |
| Ensure that parks and reserves are accessible. | Achieved and ongoing |
| Ensure that public toilets meet the associated accessibility standards. | Achieved and 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 |
|---|----------------------|
| Improve community awareness that Council information can be made available in alternative formats upon request. | Achieved and ongoing |
| Improve staff awareness of accessible information needs and how to obtain information in other formats. | Achieved and ongoing |
| Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language. | Achieved and ongoing |

Outcome 4: People with disability 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 disability. | Achieved and ongoing |
| Improve the awareness of new staff and new Councillors about disability and access issues. | Achieved and ongoing |

Outcome 5: People with disability 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 disability. | Achieved and ongoing |
| Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability. | Achieved |

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

| Strategy | Timeline |
|--|----------|
| Continue community awareness about consultation processes in place. | Achieved |
| Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes. | Ongoing |
| Maintain awareness of people with disability to the established consultative process of Council. | Ongoing |

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

| Strategy | Timeline |
|--|----------|
| Advertising of employment positions will be placed on the Website and in the Local newspapers (with an Equal Employment Opportunity statement using a minimum 12 point Arial font and stating that the job description is available in alternative formats upon request) | Ongoing |
| The interviewing process will be held in an area conducive to client needs | Ongoing |
| The CEO to be consulted or to be actively involved in the employment process | Ongoing |
| Making contact with a Disability Employment Service if suitable positions arise to seek assistance with recruitment | |

Appendices:

Appendix 1

Progress since 2011 under the DAIP

Existing functions, facilities and services have been maintained to meet the needs of people with disability.

1. Access to buildings and facilities is improved.

- Footpath extended.
- A vertical chairlift has been installed to allow access to the IT area of the Carnamah Youth and Community Centre.
- Footpaths with wheelchair graded access have been constructed.
- Ramp & rails facilities installed at pool to allow disabled access.
- Footpaths in the main street were upgraded and kerb ramps installed.
- A chairlift for the swimming pool has been purchased and installed.
- Hand rails have been installed on the ramp at the front of the Shire Office.
- Ramps have been installed at MacPherson Homestead to cater for wheelchair access.

2. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.

- Information was made available in alternative formats on request.

3. Staff awareness of the needs of people with disability and skills in delivering services are improved.

- Progress has been made on key council staff receiving disability awareness training.

4. Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision making processes.

- Information about planning processes, electoral processes, council meetings complaints processes was provided in clear and precise language 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.

Shire of Carnamah
Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2015 - 2019

Implementation Plan

The Implementation Plan itemises what the Shire of Carnamah will be continuing to improve access to its services, information and facilities for people with disability.

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.

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

| Strategy | Task | Task Timeline | Responsibility |
|--|---|----------------------|-------------------------|
| Ensure that people with disability are provided with an opportunity to comment on access to services. | <ul style="list-style-type: none"> To make available a mechanism by which people with disability can make comment on accessibility of any facilities maintained by the Shire. | Ongoing | Chief Executive 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 disability throughout the various functions of the Council. | <ul style="list-style-type: none"> Observe State Government Guidelines for disability access. | Ongoing | Chief Executive Officer |
| Develop links between the DAIP and other Council plans and strategies. | <ul style="list-style-type: none"> Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP. | Ongoing | All managers |
| Council will ensure that any events are organised so that they are accessible to people with disability. | <ul style="list-style-type: none"> Ensure all events are planned using the Accessible Events checklist. | Ongoing | All managers |
| Make library technology as accessible as possible. | <ul style="list-style-type: none"> Continue to improve accessibility of technology and collection. | Ongoing | Deputy CEO |

| Strategy | Task | Task Timeline | Responsibility |
|---|---|---------------|----------------|
| Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act. | <ul style="list-style-type: none"> 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. | Ongoing | All Managers |

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

| Strategy | Task | Task Timeline | Responsibility |
|--|---|----------------|-------------------------------------|
| <p>Ensure all buildings and facilities are physically accessible to people with disability.</p> | <ul style="list-style-type: none"> • Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants. • Consider means of improving access to heritage buildings while maintaining their integrity. • Identify access complaints to support audit results. | <p>Ongoing</p> | <p>Manager, Regulatory Services</p> |
| <p>Ensure that all new or redevelopment works provide access to people with disability, where practicable.</p> | <ul style="list-style-type: none"> • Implement procedures to enable the Disability Services Coordinator to review proposals for redevelopment and new work projects. • 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. • Include appropriate specifications in tender documents. | <p>Ongoing</p> | <p>Manager, Regulatory Services</p> |

| Strategy | Task | Task Timeline | Responsibility |
|--|--|----------------------|---------------------------------|
| Ensure all premises and other infrastructure related to transport facilities are accessible. | <ul style="list-style-type: none"> • Maintain current standards | Ongoing | Manager, of Works and Services |
| Ensure that parks and reserves are accessible. | <ul style="list-style-type: none"> • Progressive upgrade. | Ongoing | Manager, of Works and Services |
| Ensure that public toilets meet the associated accessibility standards. | <ul style="list-style-type: none"> • Implement accessibility standards in any new Public toilets. | Ongoing | Manager, of Regulatory Services |

Outcome Three: People with disability receive information from the Shire of Carnamah 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 |
|--|---|----------------------|--------------------------------|
| Maintain community awareness that Council information can be made available in alternative formats upon request. | <ul style="list-style-type: none"> • Relevant documents carry a notation regarding availability in alternative formats. | Ongoing | Administration Staff |
| Maintain staff awareness of accessible information needs and how to obtain information in other formats. | <ul style="list-style-type: none"> • Implement an ongoing training regime | Ongoing | Deputy Chief Executive Officer |
| Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language | <ul style="list-style-type: none"> • Maintain State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. | Ongoing | Deputy Chief Executive Officer |

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

| Strategy | Tasks | Task Timeline | Responsibility |
|---|---|----------------------|--------------------------------|
| Maintain staff awareness of disability and access issues and maintain skills to provide a good service to people with disability. | <ul style="list-style-type: none"> Periodically survey all staff to determine training needs | Ongoing | Deputy Chief Executive Officer |
| Implement awareness of new staff and new Councillors about disability and access issues. | <ul style="list-style-type: none"> Prepare information and plan the establishment of training in the induction of new staff and new Councillors. | Ongoing | Deputy Chief Executive Officer |

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

| Barrier | Action | Task Timeline | Responsibility |
|---|--|----------------------|--------------------------------|
| Ensure that current grievance mechanisms are accessible for people with disability. | <ul style="list-style-type: none"> Maintain current mechanisms for access. | Ongoing | Deputy Chief Executive Officer |
| Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disability. | <ul style="list-style-type: none"> Continue to provide grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request. | Ongoing | Chief Executive Officer |

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

| Strategy | Tasks | Task Timeline | Responsibility |
|--|--|-------------------------------|-------------------------|
| Maintain community awareness about consultation processes in place. | <ul style="list-style-type: none"> • Promote the existence, role and activities of the Shire and their facilities for disabled persons to the community. • Conduct a review of the Shire’s community consultation processes (including methods of communicating for Town Planning Schemes etc) regarding issues of disability, access and inclusion. | <p>ongoing</p> <p>Ongoing</p> | Chief Executive Officer |
| Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes. | <ul style="list-style-type: none"> • Shire to regularly monitor the progress of the plan. | Ongoing | Chief Executive Officer |

| Strategy | Tasks | Task Timeline | Responsibility |
|--|---|----------------------|-------------------------|
| Maintain access for people with disability to the established consultative process of Council. | <ul style="list-style-type: none"> Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Council's website. | Ongoing | Chief Executive Officer |
| Seek a broad range of views on disability and access issues from the local community. | <ul style="list-style-type: none"> Include appropriate questions about access and inclusion in general Shire surveys and consultation events. | Ongoing | Chief Executive Officer |

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

| Strategy | Tasks | Task Timeline | Responsibility |
|---|--|---------------|--|
| Advertising of employment positions will be placed on the Website and in the Local newspapers | <ul style="list-style-type: none"> Advertising to be clear and precise with DAIP & EEO requirements noted | ongoing | Deputy Chief Executive Officer |
| The interviewing process will be held in an area conducive to client needs. | <ul style="list-style-type: none"> Dependent upon level of disability, appropriate areas can be provided | Ongoing | Deputy Chief Executive Officer |
| The CEO to be consulted or to be actively involved in the employment process. | <ul style="list-style-type: none"> Unless a Management position is to be filled whereby the CEO will be actively involved, the CEO will be consulted only | Ongoing | Deputy Chief Executive Officer and Chief Executive Officer |