



Disability Access and Inclusion Plan

(DAIP)

2020-2025

This Plan is available in hard copy in both large and standard print, electronic format (flash drive or emailed) or audio, on request.

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Acknowledgements

The Shire of Broomehill-Tambellup acknowledges the input received from individuals within the communities of Broomehill and Tambellup, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

1. Background

1.1. The Shire of Broomehill-Tambellup

The Shire of Broomehill-Tambellup was created on 1 July 2008 by the voluntary merger of the former Shires of Broomehill and Tambellup. The district is a progressive rural community located in the Great Southern Region of Western Australia some 300kms south-east of Perth and covers an area of 2,813 square kilometres.

The Shire has a predominantly agricultural industry, primarily cropping of mixed grains and includes pigs, cattle and sheep for meat and wool. There is some minor diversification into plantation timber, vineyards and aquaculture.

The Shire, with a population of approximately 1,144 people, has two towns being Broomehill Village and Tambellup. Both towns offer the advantages of rural lifestyle with the convenience of most essential services including recreation and leisure facilities, government, health and education services.

Although the towns are small, they offer numerous sites of interest for tourists and travellers. The most well-known would be the Holland Track which starts at Broomehill Village and ends at Coolgardie. The towns were established in the late 19th century and have retained some heritage-listed public buildings from this period.

1.2. Functions, facilities and services (both in-house and contracted) provided by the Shire of Broomehill-Tambellup

The Shire of Broomehill-Tambellup is responsible for a range of functions, facilities and services including:

Services to property: construction and maintenance of Shire-owned buildings, roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal in the townsites of Broomehill and Tambellup; 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; public library and information services; vehicle & drivers licensing facilities.

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, including dog control and the development, maintenance and control of parking.

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates, dog licences and police licensing transactions.

Processes of government: ordinary and special Council and committee meetings; electors' meetings and election of Council Members; ward meetings and community consultations.

1.3. People with disability in the Shire of Broomehill-Tambellup

In accordance with the latest Australian Bureau of Statistics data (2016), 45 people within our local government area identified as having a core activity need for assistance; this equates to nearly 4% of the permanent population of 1,144 (the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012) estimate that 17.4% of Australians identify themselves as having some form of disability). Any influx of retirees will increase this number as, according to the ABS survey, 50% of people aged over 60 identified themselves as having disability.

1.4. Planning for better access

The Western Australian Disability Services Act 1993 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.

1.5. Progress since 1995

The Shire of Broomehill-Tambellup 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 former Shires of Broomehill and Tambellup adopted their first Disability Service Plans (DSP) in 1995 to address the access barriers within the community. Following the inception of Disability Access and Inclusion Plans (DAIP) in 2004 the DAIP has undergone two reviews.

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

Through the Shire's Strategic and Corporate planning processes, accessibility considerations can be factored in to ensure service delivery and facility provision continues to be inclusive, and will ensure that monitoring and review of initiatives can be undertaken.

2. Access and Inclusion Policy Statement

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

The Shire of Broomehill-Tambellup interprets an accessible and inclusive community as one in which all Shire 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 Broomehill-Tambellup:

- Recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- Believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life;
- Believes that people with disability, their families and carers should be supported to remain in the community;
- Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- Will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- Is committed to supporting local community groups and businesses to provide access and inclusion of people with disability; and
- Is committed to achieving the seven desired outcomes of its DAIP. These are:
 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 are able to obtain and maintain employment with the Shire of Broomehill-Tambellup.

3. Development of the Disability Access and Inclusion Plan 2020-2025

3.1. Responsibility for the planning process

The Strategic Support & Projects 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.

3.2. Community consultation process

The Shire of Broomehill-Tambellup is required to undertake a review of its DAIP and consult with key stakeholders to guide further improvements to access and inclusion, every five years.

The process includes:

- Examination of the 2015-2020 DAIP and subsequent progress reports to see what has been achieved and what still needs work;
- Consultation with key staff; and
- 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. Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

3.3. 2020 DAIP Review

The public consultation period was promoted from 24 April 2020 to 29 May 2020, using the following methods:

- A questionnaire flyer was distributed to all residents by mail;
- A public notice was included in the May 2020 edition of local newsletter 'Topics';
- A public notice was posted on the Shire's website for the duration of the public comment period;
- Two posts promoting the review and invitation for public comment were posted on the Shire's Facebook page during the public comment period.

Respondents were able to provide feedback via an online feedback form which was available on the Shire's website, through the Facebook link and in hard copy on request at the Shire offices. Respondents were also able to contact the reviewing officer directly to discuss any relevant matters.

3.4. Findings of reviews and consultation

The review and consultation process found that although many of the initial objectives in the DAIP had been achieved, many of the strategies require ongoing monitoring and/or action.

The consultation identified a number of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

The process should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

3.5. Access Barriers

Access barriers identified during the 2020 consultation process related mainly to improvements required to access local services and Council facilities. Previous consultation identified the following access barriers, some of which have been rectified, but also require ongoing monitoring and review:

- Shire policy to guide and inform access and inclusion activities may not reflect contemporary values and practice.
- Processes of the Shire 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 disability.
- Suitable parking for people with disability 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 disability.
- People with disability may not be aware of consultation opportunities with the Shire.

These barriers have informed the development of strategies included in the DAIP Implementation Plan. Actions will be prioritised and scheduled for implementation over the five year period of the DAIP.

3.6. 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.

3.7. Communicating the plan to staff and people with disability

The community will be advised through the local newsletter 'Topics' and via the Shire's website and Facebook page that copies of the DAIP are available, in hard copy in both large and standard print, on request, and also on the Shire's website www.shirebt.wa.gov.au.

Copies of the DAIP will be provided to key Shire staff, relevant government departments, disability service providers, peak disability organisations, Broomehill

Library and Tambellup Community Resource Centre.

3.8. Review and evaluation mechanisms

The *Disability Services Act (1993)* requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended DAIP is lodged with the Department of Communities. The Implementation Plan can be updated more frequently if desired.

3.9. 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 next be reviewed and submitted to the Department of Communities in 2025. The report will outline what has been achieved under the Shire's DAIP in the period 2020-2025.

3.10. Evaluation

An evaluation will occur as part of the five yearly review of the DAIP in 2025.

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

3.11. Reporting on the DAIP

The *Disability Services Act (1993)* requires the Shire to report on the implementation of its DAIP in its annual report, outlining:

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

The Shire is also required to report on progress, in the prescribed format, to the Department of Communities by July 31 each year.

4. 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 (1993)* from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

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

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

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

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

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

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

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

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

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

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

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

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

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

Strategy	Timeline
Use inclusive recruitment practices and improve methods of attracting, recruiting and retaining people with disability.	Ongoing
Ensure policies and procedures are regularly reviewed	Ongoing

Appendix 1

Access and Inclusion Achievements to 2020

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 Broomehill-Tambellup.

The Shire's libraries continued to support patrons with large print books available in specific, easily located areas in the libraries. Staff provide support to patrons unable to attend the library in person through a home delivery service, with a selection of books delivered at regular intervals.

Community organisations utilising Council facilities for events are provided with an events checklist which incorporates accessibility considerations.

The Shire's Strategic Community Plan includes an objective to '*ensure our community is safe, connected, harmonious and inclusive*'. Correspondingly, the Corporate Business Plan includes a strategy to promote inclusive community participation and engagement in Council and community events and activities. This focusses on ensuring that information shared with the community and events arrangements are done so with inclusion in mind.

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

A focus of capital works has been upgrades of footpaths in both towns, to provide easily trafficable surfaces and kerb ramps. A pedestrian maze was incorporated into footpath works in the vicinity of the Lavarock St railway crossing in Broomehill. Tactile paving was installed in this area, in accordance with design standards. Footpath upgrades will be ongoing into the future.

Access to a number of Shire buildings was improved during the life of the 2015-2020 DAIP, including a ramp and widened front door to the Tambellup Community Resource Centre, a ramp to the Tambellup infant Health, and improved access and ACROD parking at the Shire owned Tambellup Fire Shed. A major project, the Tambellup Community Pavilion, was completed during 2017. All areas of the new building are fully accessible, and access to sporting surfaces (courts, oval) has been enhanced by the installation of ramps. ACROD parking bays have been incorporated into sealed parking areas.

New public toilets, including an accessible facility, were constructed in Holland Park, Broomehill.

The Shire received funding for the construction of four independent living units in Broomehill. The designs were subject to a desktop audit by an Environment Consultant, to consider features that would assist tenants with physical, sensory or cognitive disabilities to age in place. The completed units have incorporated many of the recommendations made in the audit report, which will support tenants with disability to live independently.

A program to construct 'pram ramps' on footpaths in the Broomehill and Tambellup townsites was completed, improving access to businesses and other facilities for those with impaired mobility.

Access to the Tambellup Post Office building was improved, with the construction of a ramp to the building from the footpath, to provide enhanced access.

Information on access for businesses has been included on the Shire's website through a link to the Department of Communities website.

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

All Council public documents carry the notation that the information is available in alternative formats for people with disability. This information is also included in Council's notes each month for the local newsletter and staff are aware of the need to provide information in alternative formats when requested.

The Shire website was redeveloped in 2020, and complies with the Web Content Accessibility Guidelines 2.1.

Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Broomehill-Tambellup as other people receive from the employees of the Shire of Broomehill-Tambellup

The Shire of Broomehill-Tambellup Customer Service Charter has been reviewed to reflect the Shire's commitment to the quality of service provided to all residents. The Customer Service Charter was promoted to all residents through Topics, and is available on the Shire's website. This included a commitment to:

- Progressively improve access to services to people with disability.
- Make information available in alternative formats for people with specific requirements.
- Ensure residents are able to provide customer feedback by a variety of means including: in person; by telephone, fax or email.

Key Shire employees have received disability awareness training. This action is

ongoing.

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

Grievance and complaint mechanisms are promoted through local newsletters and include in person phone, mail, fax and email options. The new Shire website will incorporate an online feedback form – this is still to be implemented.

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

In 2019, the Shire participated in a regional Community Perceptions survey, which was made available to all residents online, and hard copies were also mailed out to each household. The survey included a specific question asking if the respondent or anyone in the household identified as a person with disability or impairment. Around 23 responses in the affirmative were received. To date, information about this particular demographic had not been available, however it will inform future consultation processes that the Shire undertakes.

Public consultation methods for various activities have included publication of information on the Shire's website, social media, through the local newsletter 'Topics' which is mailed to every household in the Shire, mailed flyer, and focus groups. Responses to requests for public comment are able to be made in person, via mail, fax or email.

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

One staff member completed Lighthouse Project training, to better understand workplace considerations when employing a person with disability.

Inclusive recruitment practices are used with all advertised positions.

A workforce diversity questionnaire is completed by new employees on commencement, to allow the Shire to understand any specific needs of the employee in relation to disability.