



Disability Access and Inclusion Plan

(DAIP)

2015-2020

This Plan is available in alternative formats such as large print, electronic format (disk or emailed) or audio, on request.

March 2015

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Acknowledgements

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

Background

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 1,214 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 Shire is experiencing growth consistent with the “tree-change’ trend experienced in many other rural communities. The towns were established in the late 19th century and have retained some heritage-listed public buildings from this period.

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.

People with disability in the Shire of Broomehill-Tambellup

In accordance with the latest Australian Bureau of Statistics data (2011), 42 people within our local government area identify as having a core activity need for assistance; this equates to 3.37% of the permanent population of 1,214 (the Australian Bureau of Statistics [ABS] Survey of Disability, Ageing and Carers in 2003 estimated that 20.6% 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.

Planning for better access

The Western Australia Disability Services Act requires all local governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *Western Australia Equal Opportunity Act (1984)* and the *Commonwealth Disability Discrimination Act 1992 (DDA)*, both of which make discrimination, on the basis of a person's disability, unlawful.

Progress since 1995

The Shire of 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.

Since the adoption of the initial DSP, the Shires have implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.

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 six 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 have the same opportunities as other people to obtain and maintain employment with the Shire of Broomehill-Tambellup.

Progression of the Disability Access and Inclusion Plan

Responsibility for the planning process

The Manager Corporate Services has responsibility to oversee the development, implementation, review and evaluation of the DAIP. Council endorses the final DAIP and it is the responsibility of all officers to implement the relevant actions.

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 2010-2015 DAIP and subsequent progress reports to see what has been achieved and what still needs work;
- Consultation with key staff; and
- Consultation with the communities.

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.

The following consultation methods are used by the Shire:

- The communities are informed through a notice in the local newsletter 'BT Times' and on the Shire's website that the Shire is reviewing its DAIP in order to address barriers to access for people with disability and their families. People are invited to provide input either in writing, by telephone or in person.

Findings of reviews and consultation

The review and consultation process may find that, although many of the initial objectives in preceding DAIPs have been achieved, many of the strategies require ongoing action. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards. Consultations also assist in identifying remaining barriers to access and inclusion that can be addressed in the DAIP Action Plan.

Access Barriers

Access barriers previously identified during consultation processes in each community were:

- 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.
- Elements of the Shire's website require improvement to best meet the needs of people with disability.
- 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 informed the development of strategies in the DAIP and were then prioritised in order of importance, assisting in setting timeframes for the completion of strategies to overcome those access barriers.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The *Disability Services Act (1993)* requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Communicating the plan to staff and people with disability

- The community will be informed by mailed notice, through the local media and on the Shire's website, that copies of the DAIP are available upon request and in alternative formats, if required, including hard copy in standard and large print, electronic format, by email and on the Shire's website.
- As DAIPS are amended, Shire staff and the community are advised of the availability of the updated Plans, using the above methods.

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 Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

Monitoring and Reviewing

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

- The Shire's DAIP will next be reviewed and submitted to the Disability Services Commission in 2020. The report will outline what has been achieved under the Shire's DAIP in the period 2015-2020.

Evaluation

- An evaluation will occur as part of the five yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

Reporting on the DAIP

The *Disability Services Act (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 Disability Services Commission by July 31 each year.

Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven desired outcome areas of the *Disability Services Act (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 with the Shire of Broomehill-Tambellup.

Strategy	Timeline
Use inclusive recruitment practices and improve methods of attracting, recruiting and retaining people with disability.	End of May annually to take into account information received from Diversity Questionnaires
Ensure policies and procedures are regularly reviewed	2015 & ongoing (regular policy reviews)

Appendix 1

Progress since 2006 under the Disability Access and Inclusion Plan:

The original 2006-2010 DAIP documents were drafted for the former individual shires of Broomehill and Tambellup. Following the amalgamation of the two shires, the DAIPs were merged into a single document with strategies and tasks aligned to be relevant to both the Broomehill and Tambellup communities. Following are some of the activities achieved within this period:

1. The Shire of Broomehill-Tambellup Customer Service Charter was developed to reflect the Shire's commitment in the quality of service provided to residents. The Customer Service Charter was mailed to all residents in the Shire of Broomehill-Tambellup. This included a commitment to:
 - Progressively improve access to services and facilities 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; or through Council's website.
2. Large print books continue to be available in specific, easily located areas in both the Broomehill and Tambellup libraries. Staff at the Tambellup Library support an elderly patron with disability by regularly delivering a selection of large print books to the patron's home.
3. Information on access for businesses has been included on the Shire's website through a link to the Disability Services Commission website.
4. 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.
5. A new shared-use footpath has been installed in Broomehill with appropriate accessibility treatments including tactile pavers and kerb ramps. The path incorporates a maze over the railway line for ease of access by people with disability.

6. Key Shire employees receive disability awareness training.
7. The Shire has continued upgrading of its footpaths and has improved building access through the installation of ramps at the Tambellup Community Resource Centre and Infant Health Centre; installation of a ramp at the Broomehill RSL/Playgroup Hall is planned to occur. Sandalwood Villas, Council's rental accommodation established in 2014, caters for well-aged residents and includes two units specifically fitted out for people with disability. All new public buildings will take into account accessibility as a matter of course.

Shire of Broomehill-Tambellup

Disability Access and Inclusion Plan Implementation Plan 2015-2020

Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to maintain and/or progress the strategies of the DAIP. Whilst all strategies have been actioned, they are ongoing and open to improvement where possible.

The Implementation Plan will be updated annually to progress and record the strategies over the duration of the five-year Plan.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised, by the Shire of Broomehill-Tambellup.			
Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> • Develop a feedback mechanism for use by all services, provided or funded. • Develop consultation guidelines for all future reviews of services. 	Ongoing	Manager Corporate Services
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> • Conduct systematic reviews of the accessibility of services. • Rectify identified barriers and provide Feedback to consumers. 	Ongoing	Manager Corporate Services
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> • Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan. 	Ongoing	All managers
Ensure that events, whether provided or funded, 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
Improve access to the information in the library.	<ul style="list-style-type: none"> • Provide large print books for relevant community members 	Ongoing	Library Services

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.			
Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> • Identify access barriers to buildings and facilities. • Prioritise and make a submission to Council to commence work on rectifying identified barriers. 	Ongoing	Building Services
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	<ul style="list-style-type: none"> • Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities. • Ensure that no development application is signed off without a declaration that it meets the legal requirements. • Ensure that key staff are trained and kept up to date with the legal requirements. 	Ongoing	Building Services
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	<ul style="list-style-type: none"> • Undertake an audit of ACROD bays and implement a program to rectify any non-compliance. • Consider the need for additional bays at some locations. 	Ongoing	Works Manager

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> • Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice. • Promote access to business. • Make access information available on the Shire's website. 	Ongoing	Community Services Officer
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> • Conduct audit of Community Hall, sports pavilion and playground. • Develop and implement a program of progressive upgrade. 	Ongoing	Building Services Manager Corporate Services

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.			
Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> • Ensure that all documents carry a notation that it is available in alternative formats. • Publicise the availability of other formats in the local newspaper. 	Ongoing	All managers
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> • Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee intranet site. • Train employees in providing accessible information. 	Ongoing	Manager Corporate Services
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> • Redevelop website to ensure it complies with the W3C web content guidelines. • Budget for and provide interpreters to significant events on request. • Make budget provision for interpreters and advertise the availability of the service. 	Ongoing	Website Manager

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.			
Strategy	Task	Task Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> Determine training needs of Elected members and employees and conduct training as required 	Ongoing	Chief Executive Officer Manager Corporate Services
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> All public documents state that they are available in different formats 	Ongoing	All Managers

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Broomehill-Tambellup.			
Strategy	Task	Task Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	<ul style="list-style-type: none"> • Review current grievance mechanisms and implement any recommendations. • Develop other methods of making complaints, such as web-based forms. • Promote accessible complaints mechanisms to the community. 	Ongoing	Manager Corporate Services

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> • Consult people with disability in a range of different consultation mediums, eg focus group, interviews, surveys. • Develop a register of people to provide comment on access and inclusion issues. 	Ongoing	Community Services Officer
Ensure that people with disability are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> • Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website. 	Ongoing	Executive Assistant Community Services Officer

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

Strategy	Task	Task Timeline	Responsibility
Use inclusive recruitment practices and improve methods of attracting, recruiting and retaining people with disability.	<ul style="list-style-type: none"> • Job advertisements are in an accessible format (e.g.; 12 or 14 pt, Arial) and include reference to the Shire being an Equal Opportunity Employer. • Ensure interview venues are accessible. • Consider job flexibility with regard to location and work hours. • Ensure job descriptions contain sufficient detail of tasks and skills required. • Monitor Diversity Questionnaire feedback for disability requirements/changing needs. • Consult with Disability Employment Services (providing a free service for employers) for advice, when applicable. • Ensure development opportunities are available. 	End of May annually to take into account information received from Diversity Questionnaires	All Managers
Ensure policies and procedures are regularly reviewed	<ul style="list-style-type: none"> • Occupational Health and Safety • Workplace accessibility • Procedures manual 	2015 and ongoing (regular policy reviews)	All Managers



DISABILITY ACCESS AND INCLUSION

FEEDBACK FORM

Situation:	Reason for difficulty:

Are there any initiatives that have impressed you?

Do you have any other comments?

To help us analyse your comments, please tick which category best describes your interest in our 2015-2020 Disability Access and Inclusion Plan:

Customer/employee with disability	
Carer/Consumer	
Service Provider	
Other	

Contact Details for Feedback Form and any other enquiries:

Manager Corporate Services
 Shire of Broomehill-Tambellup
 46-48 Norrish Street, Tambellup WA 6320
 Ph: 0898 253555
 Fax: 0898 251152
 Email: mail@shirebt.wa.gov.au