

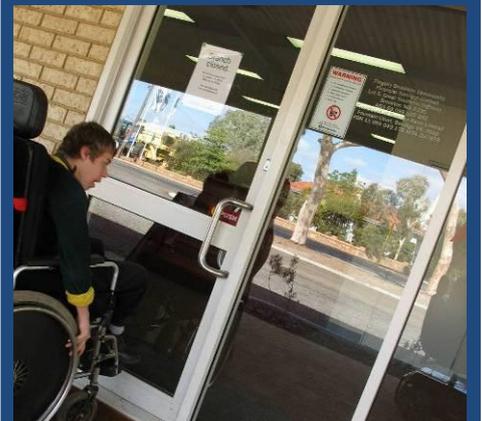
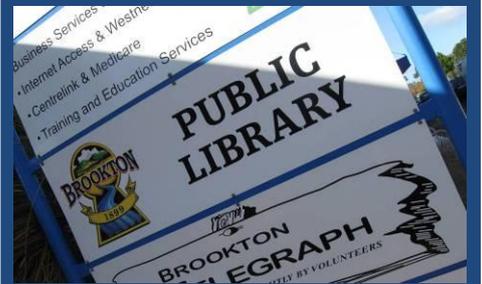


# Disability Access & Inclusion Plan 2013-2018

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alternative formats on request.*

Shire of Brookton  
14 White Street  
Brookton WA 6306

July 2013



**Accepted Here**



# DISABILITY ACCESS & INCLUSION PLAN

2013-2018

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# Shire of Brookton

## Disability Access and Inclusion Plan (DAIP) 2013 -2018

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

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### Acknowledgements

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

In particular, thanks are given to Silverchain, HACC Coordinator, regional staff from Disability Services Commission, and individual community members.



## Background

### The Shire of Brookton

The Shire of Brookton is located in the Central Wheatbelt and covers an area of 1,626 km<sup>2</sup>. The area is predominantly mixed cropping and livestock, with increasing hay production since the establishment of two export hay facilities. Brookton has recently been experiencing a changing population due to the movement of retirees and other mature-aged people to the area.

The principal town site of Brookton is located on the Brookton Highway 138km from Perth. The town was established in 1899, and has a current population of approximately 1,000.

It has numerous facilities including a residential aged care facility, a district high school, an array of sporting clubs, recreational facilities, accommodation, hotels, retail stores and agricultural sales and services.

The Shire of Brookton believes that people with diverse needs who live in country areas should be supported to remain in the community of their choice. To identify the support most appropriate to offer the shire has committed to continue to review barriers to access and inclusion within the district with the objective to systematically implement strategies to remove or minimise as many of them as possible.

The strategies and plans outlined in this DAIP for 2013-2018 are intended to enhance and improve disability access and inclusion in the Shire district in order to encompass the diverse needs and requirements of people with disability that live and visit the Brookton area.

### Functions, facilities and services provided by the Shire of Brookton

The Shire of Brookton is responsible for a range of functions, facilities and services. These are provided both directly and indirectly through contractors.

Services to property:

- construction and maintenance of Shire-owned buildings 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; and
- bush fire control.

#### Services to the community:

- provision and maintenance of playing areas, parks, gardens, reserves;
- facilities for sporting and community groups;
- facilities and management of caravan park;
- management of cemetery;
- management of pool, public library, community bus and community events; and
- health and aged care services.

#### 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;
- the lodging of complaints and maintenance reports; and
- payment of fees including rates and dog licences.

#### Processes of government:

- ordinary and special Council and committee meetings;
- electors' meetings and election of Council Members; and
- community consultations.



## People with disability in the Shire of Brookton

It is estimated that there are over 80 people with disability living within the Shire, or nearly 9% of the permanent population of 934. The 2011 census had 81 people identify as having a profound disability requiring assistance with core tasks of self-care, mobility or communication.

In the same census, 90 people spent time in the two weeks prior to census night providing unpaid care, help or assistance to family members or others because of a disability, a long term illness or problems related to old age. This does not include work done through a voluntary organisation or group.

It is anticipated that these numbers will rise with the aging population. According to the ABS survey, 50% of people aged over 60 identified themselves as having a disability.

As well as visitors, consideration also needs to be given to those passing through. As Brookton is located on the bifurcation of two highways, it is often a temporary stop for those using the roads for commercial or personal purposes.

## 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 Brookton is committed to facilitating the inclusion of people with disability through the improvement of access to its information facilities and services.

Since the adoption of the initial Disability Services Plan, the Shire has implemented many initiatives and made significant progress towards better access. These include:

- Talking books were relocated to one specific, clearly signed location in the library. Ramp and rail fitted to library entrance.
- Some remediation of ramps at footpath intersections.
- Improved access was provided to the Administration building, including a ramp, contrast edging on steps and relocation of easy access parking bays.
- Door to Council Chambers was widened.
- Universal accessible public toilets were built in town centre.
  - Footpaths in the main street were upgraded and kerb ramps installed.
  - Information was made available in alternative formats on request.
  - Shire website was redesigned with accessibility guidelines followed. This has included the availability of Council minutes and agenda's in electronic format.
  - ACROD parking installed at most Council owned facilities.
  - New Brookton Country Club built to universal access provisions in building code, including change-room facilities.



## Access and Inclusion Policy Statement

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

The Shire of Brookton interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.



### The Shire of Brookton:

- 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 Shire of Brookton
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Brookton.
3. People with disability receive information from the Shire of Brookton 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 Shire of Brookton.
5. People with disability have the same opportunities as other people to make complaints to the Shire of Brookton.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Brookton.
7. People with disability have the same opportunities as other people to obtain and maintain employment within a public authority.



# Development of the Disability Access and Inclusion Plan

## Responsibility for the planning process

The Community Services Manager has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

## Community consultation process

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods were used:

- Desktop review of the Disability Access and Inclusion Plan 2007-2012, and reported progress against that plan.
- Initial stakeholder meeting was held with the HACC coordinator and local Silverchain staff to identify the wider stake-holder group and potential community members.
- A meeting was held in March 2013 with the community members and stakeholders to gain feedback on barriers and strategies to address them.
- A 'town tour' was scheduled to physically assess connecting routes and facilities around town, however inclement weather prevented this. A desktop review was conducted with one written submission received.
- The draft plan was prepared including the feedback received through-out the above consultations.
- After the draft plan was adopted for public comment, broader input was sought through advertising. The availability of the draft plan was advertised in newspaper, website, social media and through our email network.
- The draft plan was sent to stakeholders including Disability Services Commission, Silverchain and all community members who participated in the initial stakeholder meeting.

## Findings of the consultation

The review and consultation found that while much had been done to achieve progress since the first Disability Services Plan, that a new plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

### Access Barriers

The access barriers identified in the consultation process were:

- Shire policy not formally adopted, or included in the policy manual for staff.
- While most facilities have ACROD parking for people with disability, maintenance and signage is still an issue.
- ACROD parking was not available at the Brookton CRC where Shire Public Library is located.
- Elements of the Shire's website require improvement to best meet the needs of people with disability.
- Review of Shire public documents to ensure they meet with accessibility guidelines.
- Brookton Aquatic Centre does not have universal access change-rooms. Access to the pool can be difficult as only steps available.
- Some access issues related to private premises – for example local businesses. Others to Shire supported services – for example day care centre.
- Some inter-agency issues were identified – for example speeding vehicles on the highway were reported as a major difficulty with road crossings on gophers.
- Most commonly mentioned issues were related to pathway maintenance – roots, glass, silt, broken or lifted pavers.
- Connectedness of pathway network was raised as issue – smooth cross-overs on only one side of road; paths that don't align on opposite side of road.
- Some issues related to checking services – for example universal access public toilets being closed.
- There could be improvements to events that have Shire involvement. For example universal access toilets at Old Time Motor Show.

These barriers informed the development of strategies in this DAIP.

## **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.

The implementation plan sets out who is responsible for each action.

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

- Following adoption the Disability Access and Inclusion Plan will be sent to all those who contributed to the planning process.
- The community will be informed through the local media that copies of the plan 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.
- Staff will be informed via staff briefing forum, with strategies included in the Corporate Business Plan with relevant responsible officer.
- Staff and community will be advised of any updates to the DAIP using these same methods.

## **Review and evaluation mechanisms**

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

## **Reporting on the DAIP**

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its annual report outlining:

- progress towards the desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting the seven desired outcomes; and
- 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 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, the Shire of Brookton.

Strategy
Ensure that people with disability are provided with an opportunity to comment on access to services.
Develop the links between the DAIP and other Council plans and strategies.
Ensure that events, whether organised or funded, are accessible to people with disability.
Ensure that council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act.
Ensure current service level provides a high level of accessibility.

### Outcome 2:

People with disability have the same opportunities as other people to access Shire of Brookton buildings and other facilities.

Strategy
Ensure that all Shire buildings, facilities and public spaces have a high standard of accessibility.
Ensure that all new or redevelopment works incorporate universal design principles.
Ensure that ACROD parking meets the needs of people with disability in terms of quantity, location and maintenance.
Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues.
Identify barriers and hazards which may affect accessibility and conduct repairs, replacements or improvements including ramps, tactile ground surface indicators, hand-rails.

### Outcome 3:

People with disability receive information from the Shire of Brookton in a format that will enable them to access the information as readily as other people are able to access it.

Strategy
Improve community awareness that Council information can be available in alternative formats.
Improve staff awareness of accessible information needs and how to obtain information in other formats.
Ensure that the Shire's website meets contemporary accessibility guidelines.

### Outcome 4:

People with disability receive the same level and quality of service from the employees of the Shire of Brookton as other people receive from the employees of the Shire of Brookton.

Strategy
Improve staff awareness of universal access and inclusion issues and skills in accessible customer service.
Improve awareness of new staff and new councillors about access and inclusion issues.
Ensure that information is given about universal access and inclusion to all contractors, consultant and external organisations that provide services to the public on behalf of the Shire, or with support from the Shire.

### Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Brookton.

Strategy
Ensure that current grievance mechanisms accommodate people with disability.

### Outcome 6:

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

Strategy
Ensure access for people with disability to established consultative process of Shire of Brookton.
Seek a broad range of views on disability and access issues from the local community.

### Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Brookton.

Strategy
Ensure access for people with disability to recruitment and selection processes with the Shire of Brookton.
Ensure volunteering opportunities are available for people with disability at Shire of Brookton events and activities.



# **Shire of Brookton**

## **Disability Access and Inclusion Plan**

### **Implementation Plan 2013 – 2018**

## Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2013-2018 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be referenced annually to progress the achievement of all the strategies over the duration of the five year plan. This will integrate with the business planning mechanisms of the Shire – primarily the Corporate Business Plan, Workforce Plan, and Long Term Financial Plan.

## Role Key

CEO	Chief Executive Officer
CSM	Community Services Manager
DCEO	Deputy Chief Executive Officer
EHO	Environmental Health Officer
GO	Governance Officer
PWS	Principal Works Supervisor
SP	Shire Planner
WAO	Works Administration Officer

**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 Brookton.**

Strategy	Task	Task Timeline	Responsibility
1. Ensure that people with disability are provided with an opportunity to comment on access to services.	1.1 Develop a feedback mechanism for use by all services.	2013-14	GO
	1.2 Develop consultation guidelines for all future reviews of services.	2013-14	DCEO CSM
2. Develop the links between the DAIP and other Council plans and strategies.	2.1 Ensure strategies are incorporated into the Integrated Strategic Planning Framework, including: <ul style="list-style-type: none"> <li>• Corporate Business Plan</li> <li>• Workforce Plan</li> <li>• Long Term Financial Plan</li> </ul>	2013-14  Annually	CSM DCEO CEO
3. Ensure that events, whether organised or funded, are accessible to people with disability.	3.1 Ensure that Shire organised events are planned using the Accessibly Events Checklist.	2013-18	CSM
	3.2 Ensure that planning approvals for events organised by others consider accessibility issues.	2013-18	SP EHO
4. Ensure that council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act.	4.1 Include the requirements in staff and contractor inductions.	2013-14	DCEO
	4.2 Ensure all future contracts include compliance with requirements in provision of services.	2013-14	All managers
5. Ensure current service level provides a high level of accessibility.	5.1 Conduct review of current services to identify improvements available.	2013-14	All managers

**Outcome 2:**

**People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Brookton.**

Strategy	Task	Task Timeline	Responsibility
1. Ensure that all Shire buildings, facilities and public spaces have a high standard of accessibility.	1.1 Inspection of public buildings to include review of universal access provisions.	2013-18	EHO
	1.2 Prioritise and make a submission to Council to commence work on rectifying identified barriers.	Annually	MCS PWS DCEO
	1.3 Investigate options for improving access to the Brookton pool.	2013-14	CSM
	1.4 Investigate signage options for accessible toilets in Memorial Hall. (currently unisex toilets signed together with male toilets)	2013-14	CSM
2. Ensure that all new or redevelopment works incorporate universal design principles.	2.1 Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.	2013-18	SP Building Svcs
	2.2 Ensure that no development application is signed off without a declaration that it meets the legal requirements	2013-18	SP
	2.3 Ensure that key staff are trained and kept up to date with the legal requirements.	2013-18	DCEO
3. Ensure that ACROD parking meets the needs of people with disability in terms of quantity, location and maintenance.	3.1 Re-spray ACROD stencil on all bays within the Shire.	2013-14	PWS
	3.2 Ensure all bays have both stencil & signage.	2013-14	PWS
	3.3 Establish bays where none are currently available – CRC, Country Club, outlying halls.	2013-14	PWS
	3.4 Investigate a ‘courtesy drop-off’ bay adjacent to the covered area on main-street.	2013-14	WAO

	3.5 Implement annual process to ensure bays are maintained to standard.	2013-14	WAO
4. Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues.	4.1 Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice. 4.2 Promote access to business.	2014-15	CSM
5. Identify barriers and hazards which may affect accessibility and conduct repairs, replacements or improvements including ramps, tactile ground surface indicators, hand-rails.	5.1 Investigate improved reporting mechanisms for maintenance issues, including new technology.	2014-15	WAO
	5.2 Review and update the Pathway Plan (Brookton Bike Plan) with consideration to issues raised during consultation in particular connecting network, esp medical centre to town.	2013-14	CSM
	5.3 Prioritise the list identified during consultation for remediation or repair.	2013-14	PWS

### Outcome 3:

People with disability receive information from the Shire of Brookton 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
1. Improve community awareness that Council information can be available in alternative formats.	1.1 Ensure that all documents carry a notation that it is available in alternative formats.	2013-14	GO
	1.2 Shire website to include a section on accessibility options.	2013-14	GO
2. Improve staff awareness of accessible information needs and how to obtain information in other formats.	2.1 Ensure State Government Access Guidelines for Information, Services and Facilities are given to all staff.	2013-14	CSM
	2.2 Ensure staff trained in providing accessible information.	2013-18	DCEO
3. Ensure that the Shire's website meets contemporary accessibility guidelines.	3.1 Review website to ensure that it complies with accessibility guidelines.	2014-15	GO

#### Outcome 4:

People with disability receive the same level and quality of service from the employees of the Shire of Brookton as other people receive.

Strategy	Task	Task Timeline	Responsibility
1. Improve staff awareness of universal access and inclusion issues and skills in accessible customer service.	1.1 Determine training needs of employees and conduct training as required.	2013-18	DCEO
	1.2 Revise position descriptions of those positions directly involved with customer service.	2014-15	DCEO
2. Improve awareness of new staff and new councillors about access and inclusion issues.	2.1 Include information in councillor and staff inductions.	2013-18	DCEO GO
3. Ensure that information is given about universal access and inclusion to all contractors, consultant and external organisations that provide services to the public on behalf of the shire, or with support with the shire.	3.1 Conduct information sessions for contractors, consultant and external organisations on access and inclusion.	2014-15	All managers
	3.2 Ensure future contracts or expressions of interest include requirement for awareness of access and inclusion issues.	2014-15	All managers

**Outcome 5:**

**People with disability have the same opportunities as other people to make complaints to the Shire of Brookton.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
1. Ensure that current grievance mechanisms accommodate people with disability.	1.1 Review current grievance mechanisms and implement any recommendations.	2014-15	GO
	1.2 Develop other methods of making complaints, such as web-based forms.	2015-16	GO
	1.3 Promote accessible complaints mechanisms to the community.	2013-14	GO

## Outcome 6:

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

Strategy	Task	Task Timeline	Responsibility
1. Ensure access for people with disability to established consultative process of Shire of Brookton.	1.1 Develop a consultation policy for the shire that ensures the needs of people with different communication needs are met.	2013-14	GO
	1.2 Develop a register of people to provide comment on access and inclusion issues.	2014-15	CSM
2. Seek a broad range of views on disability and access issues from the local community.	2.1 Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.	2013-14	GO
	2.2 Investigate installing an audio loop in Council Chambers.	2013-14	GO

## Outcome 7:

**People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Brookton.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
1. Ensure access for people with disability to recruitment and selection processes with the Shire of Brookton.	1.1 Review, identify and remove any barriers to ensure recruitment and selection practices are inclusive.	2013-14	DCEO
2. Ensure volunteering opportunities are available for people with disability at Shire of Brookton events and activities.	2.1 Ensure Shire events and activities that utilise volunteers are accessible to people with disability.	2013-14	CSM

