

DISABILITY ACCESS AND INCLUSION PLAN 2018 - 2023

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Shire of Dardanup Disability Access and Inclusion Plan

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If you are deaf, or have a hearing or speech impairment:

Contact us through the National Relay Service:

TTY users phone 133 677 then ask for 08 9724 0000

Speak and Listen users phone 1300 555 727 then ask for 08 9724 0000

Internet relay users connect to the NRS (www.relayservice.com.au) and then ask for 08 9724 0000.

If you need an interpreter:

Please contact TIS National on 131 450 and ask to be connected to the Shire of Dardanup on 08 9724 0000.

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- Councillors, employees and contractors
 - Disability Services Commission
 - Local community groups, and,
 - Individual community members
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1. Introduction

The Western Australian Disability Services Act (DSA) 1993 and amendments 2004, requires that all State and Local Government Authorities implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equity of access and inclusion to functions, facilities, services and information provided by the Authority.

The overarching goal of a DAIP is to provide equity of access and inclusion to all services, facilities, functions and information provided by the Shire of Dardanup by identifying and redressing barriers that either restrict or prevent the full participation of people with disability.

The concept of equity simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life and do not have to contend with unreasonable or unnecessary barriers.

The Shire of Dardanup is committed to working towards equity for all community members including people with disability, their family members and carers and where required, disability organisations to ensure that barriers to access are addressed appropriately.

This DAIP sets out details on what the Shire of Dardanup will do in pursuit of this commitment and how it intends to do it.

2. Information about the Shire of Dardanup

The Shire of Dardanup is responsible for providing and developing a wide range of services, facilities and community initiatives including:

Regulatory Services:

- Building projects
- Building approvals
- Planning approvals
- Town planning services
- Environmental health services
- Public health services
- Ranger services
- Emergency management

Engineering Services:

- Management of Shire infrastructure including roads, footpaths, walk trails, playgrounds, stormwater drainage and street trees
- Develop and maintain asset management plans
- Provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups
- Bush care, environment, conservation and sustainability services
- Waste management services

Corporate and Community Services:

- Civic and community events
- Art, cultural and local history services
- Community safety
- Public library and information services (Eaton Community Library and Dardanup Library)
- Senior services
- Youth and children services
- Support for community groups and clubs
- Grants and funding
- Health, sport and recreation
- Recreation facilities planning, utilisation and support
- Disability access and inclusion
- Community engagement/consultation
- Volunteering
- Finance services including payment of rates, charges and licences
- Communications and marketing
- Citizenship ceremonies
- Community consultation
- Development of long term financial plan, workforce plan, asset management plans and annual budgets
- Audit, compliance
- Risk management and Insurance
- Strategic Community Plan and Corporate Business Plan
- Information Technology and Information Systems
- Records Management and freedom of information

Executive Services:

- Governance functions
- Customer service - provision of general information to the public, government and other bodies
- Bookings of parks and reserves
- Hiring of community facilities
- Lodging of complaints
- Compliance
- Local laws, delegations, Policy manual
- Occupational health and safety
- Human resources and employment services
- Economic and tourism development
- Council and committee meetings
- Election of Council Members

The Shire of Dardanup seeks to ensure the services, facilities and information of the municipality are inclusive and accessible to people with disability, and where possible, influence other service providers within the community to ensure those services are also inclusive and accessible to people with disability.

To support this philosophy a DAIP Survey was distributed to the community June, July 2018.

The survey was distributed through but not limited to:

- social media
- paid advertising in the two local papers (Bunbury Herald and Bunbury Mail)
- electronically promoted internally to staff

- hard copies to Eaton and Dardanup Libraries, Eaton Recreation Centre, through members of the Disability Advisory Committee, including representatives from South West Community Care, Department for Communities (Disability Service) and three Councillors.
- Forrest Personnel
- Eaton Community College
- Bethanie Esprit Village
- Bethanie Fields

3. A Framework for Thinking about Disability Access and Inclusion in a Local Government Context

3.1 Disability Rights and Responsibilities

People with disability have the same fundamental rights and responsibilities as all other members of the community. These rights are founded on principles of human rights and social justice, not charity, sympathy or pity toward people with disability. We take action to make the world more accessible and inclusive not because people with disability are vulnerable and need to be protected, but because it is 'the right and proper thing to do'.

3.2 Relevant Legislation

Legal obligations under relevant disability laws can be categorized into two key themes.

1. Prevent unlawful disability discrimination, and,
2. Ensure equal access to opportunity for everyone

To support this approach, a number of national and international disability laws have been introduced. These include:

- **United Nations Convention on the Rights of People with Disabilities**
An international agreement under the auspices of the UN which sets out basic rights of and responsibilities for people with disability. Australia became a signatory to this Convention in 2008. Most of the requirements and initiatives set out in the Convention are reflected in the Commonwealth Disability Discrimination Act (DDA), the State Equal Opportunity Act (EOA) and the State Disability Services Act (DSA). It may be possible in certain situations, for a disability related issue which is not resolved at a national level to be pursued in the UN under this Convention.
- **Commonwealth Disability Discrimination Act (DDA)**
The DDA provides all Australians with protection against unlawful discrimination based on their disability. Under the Act, it is unlawful to discriminate against a person on the basis of their disability. The definition of a disability in this Act is very broad and could potentially include a range of conditions not generally considered to be a disability. Disability discrimination can occur in two ways. Direct discrimination is about less favourable treatment while indirect discrimination is about unfair exclusion. If disability discrimination happens in one of the specified areas of life, it may be deemed to be unlawful. Areas of life in which it may be unlawful to discriminate on the basis of a person's disability include education, employment, public transport, access to premises, use of goods and services, land and accommodation, clubs and associations and Commonwealth Government laws and programs.

The implied obligation under the DDA is to ensure equitable, safe and dignified access for people with disability.

➤ **State Equal Opportunity Act (EOA)**

The EOA operates in a similar manner to the DDA but also requires agencies to ensure equal access to opportunities for people with disability, amongst others.

The implied obligation under the EOA is to ensure that people with disability have access to the same opportunities as others. That is, '**equity**' for all.

Delivering equity for all is not achieved simply by treating everyone the same. Ensuring equal access to opportunity for people with disability may require adjustments or accommodations to deal with unreasonable and/or unnecessary barriers which arise because of the impact of a person's disability. Thus, applying one policy to everyone in the belief that this is fair to everyone is not the case.

➤ **State Disability Services Act (DSA)**

This Act requires all public authorities in WA to develop and implement a Disability Access and Inclusion Plan (DAIP). The DAIP is aimed at identifying strategies to ensure that people with disability can actually access services, buildings, facilities, information and complaint mechanisms and can participate in events, consultations and employment offered by local government authorities.

Legislated DAIP requirements include:

- DAIP reviewed at least once every five years; (2018, 2023, 2028)
- Public consultation undertaken with people with disability and key stakeholders; (Community survey June, July, August 2018)
- Public consultation must be advertised through the public authority's website and the local or state newspaper. A period of three weeks minimum is recommended;
- DAIP to be available in alternative formats on request by a person with disability;
- Revised DAIPs to be lodged with the Department for Communities (Disability Service);
- DAIP to be promoted by placing it on the authority's website and advertising in the local or state newspaper;
- Progress report to be completed annually and submitted to the Department for Communities (Disability Service);
- DAIP to be reported on in agency's annual report;
- Contractors to comply with agency's DAIP.

The seven specified outcome areas in a DAIP are:

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

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.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

3.3 What is Disability?

The concept of disability can have a range of different meanings depending on the context and or circumstances. The context here is one of **community inclusion**. In this context the definition of disability would be extremely broad. Principles of community inclusion focus less on the disability and more on the individual and their abilities, capacities and interests. Australian Bureau of Statistics (ABS) figures indicate that roughly 20% of the Australian population self-identify as having a disability. For the purposes of thinking around the DAIP, we can consider all disability types to fit into one of the following categories:

➤ **Physical**

Including but not limited to wheelchair users, amputee, reduced or restricted physical mobility, dexterity and control. Some of the key issues impacting on inclusion for people with physical disabilities are around public attitudes/understanding, communication and assistance techniques and mobility including moving from a-to-b in the environment and ability to control movement in own personal space.

➤ **Vision**

Includes but is not limited to total blindness, legal blindness (less than 10% vision) and low or restricted vision conditions. The key issues impacting on inclusion for people with vision impairments are around public attitude/understanding, communication and assistance techniques, independent safe mobility and information provision.

➤ **Hearing**

Includes but is not limited to deafness and reduced hearing conditions. The key issues impacting on inclusion for people with hearing impairments are around public attitude/understanding, communication and assistance techniques and information provision.

➤ **Cognitive**

Includes any condition that impacts on a person's thought processes - intellectual, psychiatric, mental health, dementia, psychosis, schizophrenia. Key issues impacting on inclusion for people with cognitive disability are around public attitude/understanding, communication and assistance techniques and information provision.

3.4 Barriers to Access and Inclusion

There are a multitude of different barriers faced by people with disability as they attempt to build a good life and pursue their citizenship entitlements. It is important that staff at all levels and in all departments have some understanding of the types of barriers and how they might impact on people with different disabilities and then take this into account when they are doing their work.

Most, if not all, of these barriers can be categorised under one of the following types:

Attitudinal Barriers (People)

This is by far the most commonly experienced barrier. It comes about when people in society misunderstand what it means to have a disability and how it might impact on someone. It tends to be characterised by a range of negative stereotypes and assumptions about the person's capacity, abilities and entitlement to belong and participate. When it is experienced by people with disability its impact can be severe and profound. It can result in people being made to feel different, as though they don't belong and as if they are not welcome. Working to reduce this attitudinal barrier is primarily about awareness raising through education and training initiatives.

Physical Barriers (Places)

Levels of awareness around physical barriers is quite wide-spread. However a common misunderstanding is that inclusion for people with disability is only about the built environment, i.e. "this building is accessible, we have a ramp". Physical barriers or obstacles can limit a person's capacity to move independently in the environment in a safe and dignified manner. Physical barriers can result in people with disability experiencing difficulty accessing the built environment or in their total exclusion from it altogether.

Working to reduce physical barriers is primarily about ensuring that infrastructure is designed, built and maintained in a manner that enables it to be accessed by people who use wheelchairs, walking frames and parents with prams. There are a range of codes, standards and guidelines available which provide information on best practice physical access for people with disability. The introduction of the Access to Premises (Buildings) standard, under the DDA (introduced on May 1, 2011), which has been incorporated into the Building Code of Australia (BCA), should ensure that these issues are now captured by the formal building approvals mechanism required by the BCA and AS1428, (related to accessibility of the built environment by people with a disability and covers pathways, buildings, bus stops etc.).

Procedural Barriers (Policies)

Policies and procedures can present unfair or unreasonable barriers for people with disability. The impact of a disability is unique for every person and every person's capacity to deal with that impact will also vary. As a result, people with disability often have to do things in a different way to others. Sometimes this can conflict with a policy or procedure or with 'the way we do things'. Working to reduce procedural barriers is about ensuring that disability access and inclusion becomes an integrated part of the mainstream way of doing things. Initiatives to reduce attitudinal and physical barriers will assist this.

3.5 The Disability Access and Inclusion Matrix

The disability access and inclusion matrix provides a framework to support decision making around improved access and inclusion for people with disability, their families and carers.

Disability Access and Inclusion Matrix

Human Capacities Impacted By Disability

Environmental & Situational Factors to Consider	 Physical	 Vision	 Hearing	 Cognitive	
	 People	<ul style="list-style-type: none"> - Attitudes - Interaction - Language - Face to face communication - Terminology - Assistance 			
	 Places	<ul style="list-style-type: none"> - Physical access - Moving from a to b and in personal space - Environmental factors 			
	 Policies	<ul style="list-style-type: none"> - Information - Consultation processes - Employment - Communication - Complaint mechanisms 			

The above matrix indicates particular functional and practical implications commonly experienced by people living with each category of disability. It is important to think about disability in this way and understand that the things they can influence to make improvements are their **people**, the **places** they operate in, and, their **policies** or the way they do things.

Achieving positive outcomes in terms of access and inclusion for people with disability is about a lot more than simply complying with minimum access standards. In fact, the only area in which we can point to specific legislated minimum access requirements is in buildings. The Building Code of Australia (BCA) sets minimum physical access standards for new buildings and/or major refurbishments. The BCA applies only to buildings and does not set legally enforceable minimum access standards for other types of infrastructure such as pedestrian environments, parks, gardens, ovals, reserves etc. And the BCA has little or no application to the 'people' or 'policies' aspects of improved access and inclusion for people with disability.

4. Planning for Better Access and Inclusion

4.1 Prevalence of Disability in the Community

Australian Bureau of Statistics (ABS) figures from 2016 indicate that nearly one in five people in Australia (4.3 million or 18.3%) have a disability. Disability, in this context, was defined as any limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. Examples range from hearing loss which requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision.

The Department for Communities (Disability Services) - Disability Services Act (1993) defines disability as a condition that:

- is attributed to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent; and
- may or may not be episodic in nature, and
- that results in a substantially reduced capacity of the person for communication, social interaction learning or mobility and a need for continuing support services.

In Western Australia 405,500 people reported having a disability, with an additional 246,800 people (1 in 10 or 12.6% of the population), being carers of a person with a disability. The combined prevalence of people affected directly by disability is 1 in 3 Western Australians.

The number of people with disability in Western Australia is increasing, due mainly to our ageing population. This number will increase substantially as the 'baby boomer generation' moves into the older age groups and acquire disability. In addition, medical and technical advances have resulted in an increased life expectancy for people with disability. According to the ABS, 51% of Western Australians over 60 years of age have a disability, while the rate is 81% for those aged 85 years and over. Prevalence of disability in Australia is increasing and it is estimated that one in four Western Australians will have a disability by 2026.

4.2 Laws Codes and Standards

The Shire of Dardanup is committed to the pursuit of excellence in the provision of access and inclusion for people with disability. The Shire actively works to identify and implement current good practices by ensuring that it:

- complies with all relevant disability legislation,
- considers relevant access and inclusion standards, codes and guidelines,
- maintains ongoing network contact with relevant groups and individuals including the major disability advocacy organisations, and,
- maintains ongoing contact with relevant local community groups and individuals.

5. Disability Access and Inclusion Policy Statement

5.1 Equity for People with Disability

The concept of 'equity' simply implies ensuring that people with disability get a **'fair go'** at accessing and participating in all aspects of community life. The Shire of Dardanup acknowledges that people with disabilities have the same fundamental rights and responsibilities as all other members of the community.

The Shire of Dardanup:

- Recognises that people with disability are valued members of the community who make a variety of contributions socially, economically and culturally;
- Values diversity and believes that supporting participation and inclusion for all, makes a stronger more vibrant community;
- Believes that people with disability, their families and carers should be supported to remain connected, included and visible 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 to, and inclusion of, people with disability;
- Is committed to achieving the 7 specified outcomes in its DAIP; and
- Will work in partnership with other relevant public authorities as appropriate.

5.2 Policy Statement

The Shire of Dardanup is committed to ensuring that people with disability, their family members and carers are able to access its services, facilities, functions and information. The DAIP provides a framework for the identification of areas where access and inclusion can be improved and for the development of strategies to best improve access and inclusion. These strategies work towards a number of access and inclusion outcomes, which are defined in the Act as the minimum standard for DAIPs.

The Shire of Dardanup is committed to implementing its DAIP in a manner that is consistent with the internationally recognised 'principles applicable to people with disabilities' which are:

1. People with disability have the inherent right to respect for their human worth and dignity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.

3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disability have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disability have the same right as other members of society to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disability who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, intimidation and exploitation.

6. Policy and Procedures Regarding Agents & Contractors

The Disability Services Act (1993) requires agents and contractors of public authorities to conduct their business in a manner that is consistent with the contracting public authority's DAIP.

The Shire of Dardanup will take all practicable measures to ensure that its DAIP is implemented by its officers, employees, agents and contractors.

The Shire includes a reference to its DAIP in all tender documents.

The Shire of Dardanup has inserted the clause developed by the Department of Treasury and Finance, in conjunction with the State Solicitor's office, and recommended in the Department for Communities (Disability Service) 'Guide for Agents and Contractors', into relevant tender and contract documents. This clause seeks for tenderers to identify which DAIP outcomes they can support in providing their service to the public.

The Shire also provides information in its annual DAIP reports on strategies it has implemented to inform contractors and agents of its DAIP.

DAIP requirements relating to agents and contractors:

- Apply only to new contracts or contract variations;
- Apply only to services provided to the public, and
- Do not apply to services provided directly to the public authority itself.

6.1 Reporting

The Disability Services Act (1993) sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The Shire will report on the implementation of its DAIP through its annual status report to the Department for Communities (Disability Service) by 30 June each year, outlining:

- Its progress towards the desired outcomes of its Disability Access and Inclusion Plan;
- The progress of its agents and contractors towards meeting the seven desired outcomes of the DAIP;
- The strategies it used to inform its agents and contractors of its DAIP.

The Shire will also provide information about the implementation of the DAIP in its Annual Report.

7. Promoting the Disability Access and Inclusion Plan

The Shire is keen to advance the concept of equitable access and inclusion for everyone and will promote the DAIP in the following ways:

- As the plan is amended, both staff and the community will be advised of the availability of the approved plan.
- New staff members are provided with an introduction to the DAIP.
- All staff receives Disability Awareness Training and information on how to access the complete DAIP document.
- A clause has been included in all contract and tender documents advising Contractors of their obligation to implement the Shire's DAIP wherever practicable.

Following endorsement the revised DAIP 2018-2023 will be promoted as outlined above.

8. Strategies to Improve Access and Inclusion for People with Disability

As a result of the review process a series of overarching DAIP strategies for each of the seven outcome areas have been identified.

These strategies will guide the development of individual tasks in the DAIP Implementation Plan.

The seven desired outcome areas provide a framework for improving access and inclusion for people with disability in the Shire of Dardanup.

9. Outcomes

**OUTCOME 1 -
Services and Events**

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

Strategy	Task	Who is Responsible	Budget	Timeline
Ensure that all policies and procedures related to the Shire of Dardanup's services and events are consistent with the DAIP.	Review current Council plans and projects and identify if any changes are required to reflect the objectives of the DAIP.	Engineering & Development Services Corporate & Community Services Governance		Ongoing
Ensure that any events, functions and services organised by the Shire of Dardanup are accessible for people with disability.	<p>Develop and maintain a checklist for Shire staff who are involved in organising functions/ events/projects/services.</p> <p>The Shire encourages participation/partnering with services/providers that promote the participation of people with disability in sport, recreation activities and healthy lifestyle.</p> <p>Encourage community organisations to make their events and functions more accessible by including access and inclusion information within the Shire of Dardanup Events Package. This includes but not limited to: the venue itself (outside lawn can a wheel chair be pushed over it), if toilets are brought in, are they accessible, access to stalls (height), ease of parking and access ways from parking to the event.</p>	<p>Corporate & Community Services</p> <p>Engineering & Development Services</p> <p>Governance</p>	Events	Ongoing

OUTCOME 1 -

Services and Events

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

Strategy	Task	Who is Responsible	Budget	Timeline
Ensure staff and relevant contractors involved in services and events have an effective working knowledge of disability awareness and the DAIP.	As part of the staff Induction processes ensure all new staff are made aware of the current DAIP, their responsibilities and awareness. As part of the induction for contractors ensure there is a component ensuring that contractors have an effective working knowledge of disability awareness and the DAIP.	Engineering & Development Services Corporate & Community Services Governance		Ongoing

OUTCOME 2 -

Buildings and Facilities

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

Strategy	Task	Who is Responsible	Budget	Timeline
<p>Continue to upgrade Shire of Dardanup facilities and infrastructure to comply with minimum access standards as required by Australian Standards on Access and Mobility (i.e: AS 1428 suite and BCA) and are physically accessible: particularly pedestrian facilities such as footpaths, bus stops, parks, reserves, etc.</p>	<p>Conduct an ongoing assessment of all Shire facilities and make improvements where and as necessary.</p> <p>Signage that is easy to read (good colour contrast, font size, clarity of message) was rated the highest in the DAIP Survey July 2018.</p> <p>The need for ramps to facilities and handrails when using stairs and ramps was rated fifth and sixth on the DAIP Survey July 2018.</p>	<p>Engineering & Development Services</p>		<p>Ongoing</p>
<p>Encourage local businesses and community groups to increase their awareness and become more accessible and inclusive.</p>	<p>Provide information on access and inclusion in the form of a brochure/ checklist and or through the media.</p> <p>The need for ramps to facilities and handrails when using stairs and ramps was rated fifth and sixth on the DAIP Survey July 2018.</p>	<p>Corporate and Community Services</p> <p>Engineering and Development Services</p>		<p>Ongoing</p>
<p>Ensure that relevant Shire of Dardanup staff, contractors and agents are aware of and comply with minimum access standards as required by Australian Standards on Access and Mobility (ie: AS 1428 suite and BCA).</p>	<p>As part of the induction for contractors ensure there is a component ensuring that contractors have an effective working knowledge of disability awareness and the DAIP.</p>	<p>Governance</p> <p>Engineering & Development Services</p> <p>Corporate & Community Services</p>		<p>Ongoing</p>

**OUTCOME 2 -
Buildings and Facilities**

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

Strategy	Task	Who is Responsible	Budget	Timeline
Maintain and include provisions to access transport and ACROD parking facilities.	<p>Maintain and include provisions for ACROD parking facilities.</p> <p>Having ACROD parking bays close to facilities was rated fourth highest on the DAIP Survey 2018.</p>	Engineering & Development Services	Road Maintenance	Ongoing
<p>Maintain and develop Shire managed roads and footpaths to enhance accessibility where necessary.</p> <p>Work in partnership with other organisations to ensure that relevant pedestrian infrastructure complies with the Accessible Public Transport Standard.</p>	<p>Continue to provide pedestrian access which is relevant to the needs of the community.</p> <p>An accessible connecting pathway to building entrances was rated third highest on the DAIP Survey July 2018.</p>	Engineering & Development Services	Road Maintenance	Ongoing
Provide accessible toilets in any development or re-development.	<p>Aim to provide facilities which are above access standard.</p> <p>Access to accessible toilet facilities was rated second highest on the DAIP Survey July 2018.</p>	Engineering & Development Services	Building Maintenance	Ongoing

**OUTCOME 3 -
Information**

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

Strategy	Task	Who is Responsible	Budget	Timeline
<p>Ensure that Shire of Dardanup's information, communication, internet and social media policies and procedures are consistent with the DAIP.</p>	<p>Ensure that all Shire documents and publications include a notation that it is available in alternative formats upon request.</p> <p>Conduct a review of Shire documents and forms and ensure they are formatted clearly with appropriate font.</p> <p>Social media (Facebook page, web site) was rated the highest way resident's access information, DAIP survey July 2018.</p>	<p>Governance Corporate & Community Services – Communication Officer</p> <p>Governance</p> <p>Communication Officer</p>	<p>DAIP Budget</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>Develop and maintain the Shire website to meet good practice in accessibility.</p>	<p>Review and update website to meet the needs of people with disabilities.</p> <p>Ensure that key Shire documents are available on the website.</p> <p>Continue to develop the Shire of Dardanup's use of social media as a source of providing information and receiving feedback.</p>	<p>Community Services - Communication Officer</p>	<p>Corporate Services</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Ensure that Shire of Dardanup staff and contractors are aware of and use appropriate communication methods when providing information to people with disability.</p>	<p>As part of the induction for contractors ensure there is a component ensuring that contractors have an effective working knowledge of disability awareness and the DAIP.</p>			

OUTCOME 4 – Quality Customer Service People with disability receive the same level and quality of service from the staff of the Shire of Dardanup as other people receive from the staff.				
Strategy	Task	Who is Responsible	Budget	Timeline
Improve staff, Councillor's and contractor's awareness and DAIP competency to aid in their interactions with people with disability.	Provide interactive training session for all Shire staff and Councillors.	Human Resources		Annually
	Provide DAIP inductions to all new Shire employees.	Human Resources		Ongoing
	Ensure that DAIP information is included in Shire Tender documents and that reporting is clearly stated as a compulsory requirement.	Corporate & Community Services – Procurement Officer		Ongoing
Ensure all Shire of Dardanup's policies and procedures relevant to customer service are consistent with the DAIP.	Conduct a biennial review of Council Policies and Procedures	Governance		Ongoing

**OUTCOME 5 –
Complaint Mechanisms**

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

Strategy	Task	Who is Responsible	Budget	Timeline
Ensure that there are alternative methods of providing feedback or making a complaint to the Shire.	Ensure that all premises offered for the lodgement of complaints are physically accessible.	Engineering & Development Services Corporate Services	DAIP Budget	Ongoing
	Increase the awareness and skills of staff in dealing with a complaint.	Governance		Ongoing
	Promote alternative methods of communication including interpreters, assistive technology and National Relay Service within the Shire's newsletters	Corporate Services		Ongoing

OUTCOME 6 – Consultation Processes People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Dardanup.				
Strategy	Task	Who is Responsible	Budget	Timeline
Promote public consultations opportunities widely and appropriately to encourage participation by people with disability.	Ensure public meetings are held in an accessible location.	All staff		Ongoing
	Ensure that any public consultation information includes details of who to contact regarding specific requirements.	All Staff		Ongoing
	Ensure that consultation processes are widely advertised using a range of promotional methods where possible.	All Staff		Ongoing
	Ensure that Shire of Dardanup's consultation policies and procedures are consistent with the DAIP.	All Staff		Ongoing
Ensure that all consultation processes are provided in such a way that all community members have an opportunity to provide feedback.	Utilise a range of formats for providing feedback.	All Staff		Ongoing
	Provide an Auslan interpreter when required.	Governance	DAIP Budget	As required
	Make provision for personal meetings with individuals/groups where required.	All Staff		As required

**OUTCOME 7 –
Employment**

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

Strategy	Task	Who is Responsible	Budget	Timeline
To make provision for any employee with disability.	Identify any needs of employee with disability and implement necessary changes	Governance Human Resources		Ongoing
Meet compliance with all relevant legislation and recruitment processes.	Ensure the following laws are met: WA Equal Opportunity Act 1984 Racial Discrimination Act 1976 Sex Discrimination Act 1984 Human Rights and Equal Opportunity Commission Act 1987 Disability Discrimination Act 1992	Governance All staff		Ongoing

10. Further Information

Department for Communities (Disability Service) <http://www.disability.wa.gov.au>

The screenshot shows the top navigation area of the Disability Services Commission website. On the left is the Government of Western Australia logo. In the center is the Disability Services Commission logo. On the right is a navigation bar with buttons for 'Site map', 'Website accessibility', 'Change contrast', 'Text size', and 'Contact us'. Below this is a search bar with a 'Search' button. A secondary navigation bar contains links for 'Home', 'About us', 'Jobs', 'Reform', 'Services, supports and eligibility', and 'Understanding disability'. At the bottom of the header are four large teal buttons: 'Individuals, families and carers', 'Disability service providers', 'Business and government', and 'WA NDIS My Way'.

Disability Services Commission



Public Toilet Map <https://toiletmap.gov.au>

The screenshot displays the National Public Toilet Map website. The header includes the title 'THE NATIONAL PUBLIC TOILET MAP' and 'A PROJECT OF THE NATIONAL CONTINENCE PROGRAM'. Below the header is a search bar with 'Eaton WA 6232, Australia' entered. To the right of the search bar are icons for 'Include' and 'Prioritise'. The main content area shows a map of Eaton, WA, with several public toilet locations marked with icons. A list on the left side of the map provides details for each location, including the name, address, and opening hours. The locations listed are: Foreshore (Pratt Road, Eaton), Watson Reserve (Pratt Road, Eaton), Shoalhaven - South (San Marco Promenade, Pelican Point), Shoalhaven - North (Lerici Circle, Pelican Point), and Australind Shopping Centre (299 Old Coast Road, Australind).

You're Welcome ACCESS WA <http://www.accesswa.com.au>

The banner features the 'you're welcome accesswa.com.au' logo on the left. To the right are navigation links for 'Site Map', 'Accessibility', 'Contact Us', and 'Login'. Below the logo and links is a blue bar containing four white icons representing different types of accessibility: a wheelchair, a person with a white cane, a baby carriage, and a person with a walking stick. To the right of these icons is the text 'Guide to accessible places'.