



*"Growing our Community"*



# **Shire of Ravensthorpe Disability Access and Inclusion Plan 2013-2018**

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

Shire of Ravensthorpe  
**Disability Access and Inclusion Plan 2013 - 2018**

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Shire of Ravensthorpe  
**Disability Access and Inclusion Plan 2013 - 2018**

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## **EXECUTIVE ADDRESS**

Currently it is estimated that over 400,000 Western Australians have a disability and these people face many challenges in accessing services, facilities and information as well as meaningful participation in community life.

It is a requirement of the Disability Services Act 1993 (amended 2004) that the Shire of Ravensthorpe reviews and implements a Disability Access and Inclusion Plan (DAIP) which outlines the ways in which the Shire will continue to ensure that people with disabilities have equal access to its facilities, information and services. The Shire will endeavour to achieve this in a number of practical and diverse ways.

The Shire's interpretation of being an accessible and inclusive community is ensuring that all Council venues, facilities and services, both in-house and contracted, are openly accessible to people with disabilities. It is important that the Shire recognises that people with disabilities have the opportunity to make their own contribution that has an impact upon the social, economic and cultural life in the Shire. This means that our principal goal of growing our community does not have any constraints for people who have a disability.

It is important that the 2013 – 2018 DAIP is in place to ensure barriers to access and inclusion are addressed and facilities and services are well planned for. People with disabilities who reside in country areas have a right, as far as is reasonable, to expect to have access to similar services provided to people with disabilities who reside in metropolitan areas. As we move into the future the Shire is committed to meeting the objectives outlined in the DAIP and this reviewed and updated Plan will now provide the basis on which to build and enhance the way of life for individuals with disabilities and provide the same opportunities, rights and responsibilities enjoyed by other people in the Shire.

Consultation is essential in any vibrant community and, therefore, no barriers should exist to prevent the consultative process being available to those involved with the disability community. As a Shire we are committed towards ensuring that all changes of contractors and partnerships with local community groups and businesses facilitate inclusion of people with disabilities - particularly when making decisions that impact community access.

## ACKNOWLEDGEMENTS

The Shire of Ravensthorpe acknowledges the input received from individuals and groups within the community, which has been of assistance in the preparation of this Disability Access Inclusion Plan for 2013 - 2018. Further thanks to the Access and Inclusion Officers at the Disability Services Commission for reference material, advice and direction, and completing this review.

In particular, thanks are given to the Shire's Disability Access and Inclusion Working Group.

## DEFINITIONS

**Access:** refers to the physical ability to get to, into, and around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.

**Facilities:** any infrastructure that is owned or managed by the Shire of Ravensthorpe, such as halls, public toilets, accessible parking, footpaths, recreation spaces and service outlets.

**Council / Shire:** Shire of Ravensthorpe.

**DAIP:** Disability Access and Inclusion Plan 2013 – 2018.

**Inclusion:** refers to the ability to participate as fully as possible in programs and services provided by organisations in an integrated and holistic manner that does not ostracise, embarrass or humiliate.

**Information:** any information provided by the Shire, regardless of format, such as written (print, electronic) and verbal (face-to face, telephone).

**Services:** any services provided by the Shire, such as administrative, essential living community development, recreation.

## LEGISLATION

The Australian Commonwealth, State and Territory governments have developed the National Disability Strategy in partnership under the auspices of the Council of Australian Governments. The Australian Local Government Association has also assisted in the development of the Strategy and there is a strong role for local governments in its implementation. The shared vision is for an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens. The relevant roles and responsibilities on disability access and inclusion are governed by several statutes.

These include:

- Commonwealth Disability Discrimination Act 1993;
- Disability Services Act 1993 (amended 2004);
- Western Australian Equal Opportunity Act 1984; and
- United Nations Convention on the Rights of Persons with Disabilities.

It is a requirement of the Disability Services Act 1993 that public authorities, including local governments, develop and implement a DAIP so that people with a disability have the same opportunities as other people to access services, facilities and information in the community.

# Shire of Ravensthorpe

## Disability Access and Inclusion Plan 2013 - 2018

### 1.0 ABOUT THE SHIRE OF RAVENSTHORPE

The Shire of Ravensthorpe covers an area of some 12,872 square kilometres in the south of Western Australia. It encompasses several national parks, including the Frank Hann in the north and the world Biosphere, Fitzgerald River National Park on the coast. The Shire has a population base of approximately 2,155 persons (ABS 2011 data), of which 55% are male and 45% are female.

The Shire has a business centre and main town of Ravensthorpe, with four surrounding settlements of Fitzgerald, Hopetoun, Jerdacuttup and Munglinup. The main industries include a spread of mining, wheat and general farming, sheep, and cattle, whilst maintaining a tourist industry and various tourist attractions.

The Shire is blessed with an abundance of recreational facilities which would serve a growing community extremely well. The indigenous inhabitants were the Wudjari Aborigines, the first white pastoralists bringing sheep to Cocanarup in 1868. Gold was discovered in the area in 1898 and soon the rush began as hopeful prospectors made their way to the Phillips River Goldfield. The town was gazetted in 1900 but there were no roads and access was difficult. The port of Mary Ann Haven, later called Hopetoun, was soon built to facilitate shipping access and a railway followed in 1909

### 1.1 Vision Statement

Ravensthorpe Shire's vision and mission statements have recently been revised to be more reflective of community sentiments following the strategic community plan consultation. Supporting the Shire's envisaged strategic direction:

**Our Vision:**

*"Growing our Community."*

**Our Mission:**

*"To enhance sustainability, growth and diversity."*

**Our Values:**

In respecting the community, Council and Staff will promote and enhance the following values in our interactions:

- Honesty and Integrity;
- Strong transparency and customer service;
- Quality communications;
- Fairness, equity and sensitivity; and
- Financial accountability.

## 1.2 Functions, Facilities and Services

Local government in Western Australia is empowered through the Local Government Act 1995. The primary role of local government is to provide good governance to constituents within its municipality. This broadness gives Councils the scope to perform a number of functions and to respond to local issues. The Shire of Ravensthorpe is responsible for a range of facilities and services in the district, including but not limited to:

**Services to property:** construction and maintenance of Shire owned buildings and roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; emergency management; and bush fire control.

**Services to the community:** provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; environmental health services; information services; seniors support service; youth services and community events.

**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 pet/animal 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 and licences.

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

## 1.3 Profile of Disability

The Australian Bureau of Statistics 'Survey of Disability, Ageing and Carers Australia 2009'(SDAC 2009) estimated there were 382 300 people who identify as having some form of disability (17.40% of the total Western Australian population). There are also an estimated 252 100 people who identified themselves as carers who provided assistance to those who needed help because of disability or old age (11.47% of the Western Australian population).

It is however, estimated (through 2011 ABS) that there are only 59 persons with 'a need for assistance' living within the Shire, 2.74% of the permanent population of 2,155. Of these persons 60% are aged 55 or older. It is to be noted also that the seasonal influx of tourists, including tourists with a disability, must also be considered outside of these results. Detailed information about the estimates can be found in the Profile of Disability Explanatory Notes on the ABS website.

The Shire will continue to strive towards improving access and inclusion for people with disability, their families and carers.

The aforementioned Act outlines six (6) desired outcome areas to be considered and addressed by the Shire including:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority;
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority;
3. People with disabilities 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 disabilities receive the same level and quality of service from the staff of the relevant public authority;
5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority; and
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

## **2.0 PROGRESS SINCE 1995**

The Shire of Ravensthorpe is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the Shire adopted its first Disability Service Plan in 1995 to address the barriers within the community for people with disabilities. The Disability Services Plan addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1993).

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

In 2007 the Shire of Ravensthorpe undertook to review its Disability Services Plan, consult with key stakeholders and draft a new Disability Access and Inclusion Plan to guide further improvements to access and inclusion.

The process included:

1. Examination of the initial Disability Services Plan and review to see what has been achieved and what still needs work;
2. Examination of other council documents and strategies;
3. Investigation of current good practice in access and inclusion;
4. Consultation with key staff; and
5. Consultation with the community

The community was advised through the local newspapers that they could provide input into the development of the plan. They were invited to contact Council officers in February/March 2007 to

discuss some of the difficulties they were experiencing in accessing Council services/facilities or in just getting around the community.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access. Some of these are highlighted below:

- Comprehensive Shire facilities audit undertaken;
- Renovation of several public toilet facilities to meet access standards across the Shire;
- Installation of electronic swipe access doors at recreational facilities;
- Audit and improvement of ACROD parking bays in the Entertainment Centre;
- Ramp access installed at the Shire Building, town hall and other community facilities in the district;
- Accessible footpath installed between the town centre and recreational complex in Ravensthorpe;
- Shire forms, applications, documents and lodging of complaints available in electronic format;
- Provision of Unisex Disabled toilets at Club facilities around Shire;
- Adoption and Implementation of DAIP 2007 – 2011;
- Staff training has been encouraged and budgeted, for effective development of inclusive skill sets;
- An Access Policy was developed and endorsed by Council;
- Information was made available in alternative formats on request; and
- Web site redesign to ensure ease of access to information in a user friendly manner.

### **3.0 ACCESS POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS**

The Shire of Ravensthorpe is committed to ensuring that the community is accessible for people with disabilities, their families and carers. The Shire believes that people with disabilities, their families and carers who live in country areas should be supported to remain in the community of their choice.

The Shire of Ravensthorpe is committed to consulting with people with disabilities, their families and carers and, where required, disability organisations to ensure that barriers to access are addressed appropriately. The Shire is further committed to ensuring that its agents and contractors work towards the desired outcomes in the Disability Access and Inclusion Plan 2013 - 2018.

The Shire of Ravensthorpe is committed to achieving the following outcomes:

**Outcome 1** - Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

Council will endeavour to be adaptable in responding to the barriers experienced by people with various disabilities, including people with physical, sensory, cognitive and psychiatric disabilities.

Council will ensure that all policies and practices that govern the operation of Council facilities, functions and services are consistent with Councils Policy on access.

**Outcome 2** - Access to buildings and facilities is improved.

Council will undertake to incorporate the priorities regarding access for people with disabilities, identified during consultations, into its submission for its capital works improvement program. Modifications will commence as funds are made available.

Council will undertake to liaise with developers to increase their awareness of the access requirements of people with disabilities.

**Outcome 3** - Information about functions, facilities and services is provided in formats which meet the communication requirements of people with disabilities.

Council will produce all of its information on Council facilities, functions and services using clear and concise language.

Council will advise the community that, upon request, information about Council functions, facilities and services can be made available in alternative formats, such as large print.

**Outcome 4** - Staff awareness of the needs of people with disabilities and skills in delivering advice and services are improved.

Council will undertake to ensure that staff are aware of the key access needs of residents with disabilities and people with disabilities who visit the local government area in relation to the provision of services.

Where required, Council will seek expert advice from the disability field on how to meet the access needs of people with disabilities.

**Outcome 5** - Opportunities for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes are provided.

Council will ensure that information is available in clear and concise language on how residents can participate in decision making processes, public consultations and grievance mechanisms.

Council will advise the community that this information can be made available in alternative formats upon request.

Council will also undertake to support people with disabilities to attend meetings of Council.

## **4.0 SHIRE OF RAVENSTHORPE ACCESS POLICY (A 10)**

### **A 10** People with Disabilities – Access

**Policy Objective:** To provide guidelines to improve access to public domain buildings for all individuals.

#### **Policy**

##### **Philosophy**

Council recognises that access is the key to independence and will actively plan for and promote the provision of reasonable access to public domain buildings. In addition to people in wheelchairs, people with disabilities may also be described as the vision or hearing impaired, the elderly with movement, balance or strength limitations, people with cerebral palsy, those injured in motor vehicle or other accidents, and those suffering temporary or permanent impairment from other causes.

##### **Objectives**

To provide physical access:

1. To assure that access will be a major design consideration for public facilities provided by the Shire.
2. To investigate and refit existing Council buildings and facilities where such expenditure is considered warranted.
3. To encourage such design considerations for private buildings and facilities that will require public access.

##### **Strategies**

1. To precipitate appropriate discussions between Council employees, property developers, architects, designers, builders, building owners and business proprietors.
2. To give due consideration to the Building Code of Australia and impose the requirements of Australian Standards in the design of all buildings and facilities, parking, kerbs, paths, ramps, steps, entrances, landings and utilities, provided additional expenses do not affect the overall viability of a particular building or facility.
3. To establish, where warranted, directional information for Council facilities providing public access.
4. To apply the Building Code of Australia and Australian Standards and, where warranted, impose conditions of development approval for buildings and facilities that, in the opinion of the Shire, will require general public usage.
5. To encourage project design and completion to take into consideration adjoining and other local land uses, topographical features or other possible detrimental effects.
6. To ensure community input is obtained in appropriate matters.

## **5.0 DAIP REVIEW 2007 – 2012**

As per the Shire's DAIP 2007 – 2011, the Shire submitted a Progress Report on the Implementation Plan to the Disability Services Commission each year since its inception. This report is also prepared each year for endorsement by Council. Both the Implementation Plan 2007 – 2011 and respective Progress Reports are kept for reference within the Shire and are available for review upon request.

From section 2.0 'Progress From 1995' above, a number of initiatives have been implemented as a direct result of the planning and development of the DAIP 2007 – 2011. However, the Shire has undergone major key staff changes over the last three years with some of the outcomes and strategies for the 2007 – 2011 Plan not being achieved. It has therefore been determined that a further audit is not required for the development of the 2013 – 2018 DIAP. However, these outcomes and strategies for continued improvement remain in place as priority, for the 2013 – 2018 Plan.

In the final stages of 2012 and early 2013, the Shire undertook to review its DAIP 2007-2011 and draft a new five year DAIP to guide further improvements to access and inclusion. The review process included the following:

- Examination and analysis of the 2007-2012 DAIP and DAIP Implementation Plan by Shire staff;
- Formation of the Council's Disability Access and Inclusion Working Group and subsequent DAIP review and development;
- Internal assessment of the existing DAIP
- Direct consultation from suitably informed local service providers and community members for input on the outcomes of the 2007 – 2011 Plan;
- Analysis of the findings and recommendations from the wider community consultation undertaken as part of the 2007 – 2011 Plan review; and
- Consideration of best practice in other local governments and the Disability Services Commission.

The Shire of Ravensthorpe's inaugural Disability Service Plan (DSP) was developed in 1995. The primary purpose of the plan was to ensure that the Shire provided an accessible community to people with disabilities, their families and carers. The Disability Service Plan was designed to ensure that people with disabilities have the opportunity to access and use services, facilities and functions within the Shire. The DSP was reviewed and amendments made in 2006, resulting in the DAIP 2007 – 2011 and this, the 2012 review, will produce the DAIP and Implementation Plan for 2013 – 2018 guiding the Shire to improved access and inclusion.

## **6.0 DEVELOPMENT OF THE DAIP 2013 – 2018**

### **6.1 Responsibility for the planning process**

The Manager of Recreation and Community Services in collaboration with the Chief Executive Officer has ultimate responsibility to oversee the development, implementation, review and evaluation of the DAIP. A Disability Access and Inclusion Working Group, comprising 3 elected members of Council and 2 Council Officers, directly progress the Plan. Council endorse the final DAIP and it is the responsibility of the aforementioned for implementation.

## **6.2 Consultation process and report**

The Disability Services Act Regulations 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.

To ensure individuality of the DAIP outcomes for the Shire, consultation with community members, the Working Group, Shire staff and other stakeholders was an integral element of the review and development of the DAIP 2013 - 2018. The consultation aspect of the DAIP review included the seeking of feedback and suggestions on areas where the Shire could improve access and inclusion around the Shire and specific to both the 2007 and 2013 DAIPs.

In February / March 2013 the following consultation methods were implemented:

- Formation of the Council's Disability Access and Inclusion Working Group and subsequent examination of the 2007 – 2011 Plan;
- The community was invited to contact Council Members and Shire Officers from February to May 2013 to discuss some of the difficulties they were experiencing in accessing Council services/facilities or in just getting around the community;
- A notice regarding the review and link to DAIP 2007 - 2011 on the Shire of Ravensthorpe website;
- A notice regarding the review and advise on obtaining a copy was placed in the local commercial newspaper (Community Spirit);
- Notices placed on various community noticeboards in the Shire;
- Investigation and liaison with peer LGAs;
- Direct communication with local community groups and organisations; and
- Email / memo to employees of the Shire.

Council has advised, through the local newspaper, direct community contacts, and the Shire Web site that copies of the finalised plan will be available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, personal communications or CD, by email and on the Council website.

## **6.3 Findings of the consultation**

The community consultation as part of the DAIP review did not raise any surprising outcomes in that the issues identified were similar to issues that are experienced by other local governments. As noted in section 5.0, the review and consultation found that some of the initial objectives in the previous Plans had not been achieved and that a new plan was required to ensure currency and relevance. The review/consultation also identified a variety of new barriers to access inclusion, to be addressed in the Disability Access and Inclusion Plan 2013 - 2018. One significant barrier was the quality of pathway network provision to key facilities within the Shire. The Shire's Disability Access and Inclusion Working

Group also identified that there is a lack of local activities and social opportunities that accommodate an 'all abilities' approach to participation for young persons in the area.

Based on the findings of the review and consultation, new strategies within the DAIP have been identified where there is potential for the Shire to improve access and inclusion. It was also recommended that there needs to be a greater focus on collaborative community development initiatives in the DAIP, as the community appears keen to develop effective working relationships with the Shire to make the most of social capital opportunities on limited funds.

#### **6.4 Access Barriers**

While the review and consultation noted a level of achievement in improving access it also identified a range of barriers that require redress. These include:

- Processes of Council 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 disabilities;
- Suitable parking for people with disabilities may not be meeting the needs of community;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities;
- Shire policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- People with disabilities may not be aware of consultation opportunities with the Shire;
- Lack of promotion / available information, regarding locally available services and improvements for people with disabilities (both Shire services and services delivered by other agencies);
- Lack of access to employment opportunities;
- Lack of suitable pedestrian crossings;
- Lack of awareness shown by individuals and organisations within the community, reflecting barriers outside of the Council's jurisdiction; and
- Lack of accessible pathway networks, drinking fountains and seating.

The identification of these barriers informed the development of strategies in the DAIP 2013 - 2018. The barriers have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome these access barriers. It is however to be noted that given the demographic and geographical positioning of this Shire, a number of the barriers may remain at an acceptable standard.

#### **6.5 Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act that the public authorities take all practical measures to ensure the DAIP is implemented by its officers, employees, agents and contractors. Implementation of the plan is the responsibility of all areas of the Council. Some tasks in the implementation plan will apply to all areas of Council while others will apply to a specific area. The implementation plan sets out who is

responsible for each action. The Shire's Executive will guide the overall implementation of the Plan such as that of the DAIP planning and review.

## **6.6 Communicating the DAIP to staff and people with disabilities**

In April 2013 copies of the consultation draft DAIP were sent to key stakeholders, advocacy groups and those who contributed and responded to the planning process. In May 2013 the plan was finalised and formally endorsed by Council. Council will advise, through the local newspaper, notice boards, internet and direct communications, that copies of the finalised plan was available to staff, contractors, local service providers and the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, personal communications, CD, by email and on the Council website.

As plans are amended Shire staff and the community will be advised of the availability of updated plans, using the above methods.

## **6.7 Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. The Shire's DAIP will be reviewed at least every 5 years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress in any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Ongoing review and monitoring:

- The Disability Access and Inclusion Working Committee will meet quarterly and as required thereafter to review progress on the implementation of the strategies identified in the Disability Access and Inclusion Plan 'Implementation Plan 2013 – 2018'
- The Committee will liaise with the Manager Recreation and Community Services and Chief Executive Office to analyse progress in implementing the DAIP and provide a report on progress and recommended changes to the implementation plan annually;
- The review of the Shires DAIP will be included in the 2018 report and subsequent DAIP which will be submitted to the Disability Services Commission in 2018. The report will outline what has been achieved under the Shires Disability Access and Inclusion Plan 2013 – 2018; and
- The Working Group will prepare a report each year on the implementation of the DAIP for endorsement by Council.

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;
- Information on outcomes of the DAIP will be incorporated into the Shire's Annual Report; and

- Amendments to the DAIP will be promoted using the communication strategy previously identified.

### **6.8 Reporting on the DAIP**

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans. Council will report on the implementation of its Disability Access and Inclusion Plan through its annual report on the prescribed proforma to the Disability Services Commission by the 31st of July each year, outlining:

- Progress towards the desired outcomes of the DAIP 2013 – 2018;
- Progress of agents and contractors towards meeting the desired outcomes and strategies: and
- The strategies used to inform agents and contractors of the DAIP.

### **7.0 STRATEGIES TO IMPROVE ACCESS AND INCLUSION**

The Disability Services Commission of Western Australia has identified six key access and inclusion outcome areas that provide a framework for DAIPs. The Shire structured its previous DAIP around these outcomes. The 2013-2018 DAIP also encompasses these outcome areas; however the Shire has added two voluntary new outcome areas which have been identified to meet local needs. The overarching strategies tabled below have been developed to address each of these outcomes, from feedback and analysis gained in the consultation and review process.

It is acknowledged that they are subject to being incorporated in the Councils financial year budgets; however the DAIP is intended to provide a responsive and coordinated approach to planning, funding and implementing strategies. It also aims to proactively communicate what the Shire is accomplishing and what it intends to accomplish in the future. It is important to note that the DAIP provides broad outcome areas and strategies. Specific tasks to achieve these strategies, along with timelines so that they are measureable are detailed in the accompanying DAIP Implementation Plan 2013 - 2018.

## STRATEGIES TO IMPROVE ACCESS AND INCLUSION

<b>Outcome 1:</b> <b>People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Ravensthorpe.</b>	
Strategy	Priority Order
Ensure that people with disabilities are consulted on their needs for services and the accessibility of current services.	1
Monitor the Shires Access policy and service provision to ensure equitable access to services by people with disabilities throughout the various functions of Council.	2
Endeavour to ensure that events, whether organised or funded, are accessible to people with disabilities.	3
Ensure that staff, agents and contractors are aware of the relevant requirements of the Disability Services Act	4
Develop the links between the DAIP and other Shire plans and strategies.	5
Continue to improve the accessibility of sport and leisure services and programs within the Shire.	6

<b>Outcome 2:</b> <b>People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Ravensthorpe.</b>	
Strategy	Priority Order
Ensure that all Shire buildings and facilities are accessible to people with disabilities.	1
Work to improve signage and circulation throughout buildings, facilities and outdoor environments.	2
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	3
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	4
Ensure that recreation areas and public toilets meet the associated accessibility standards, where feasible.	5
Ensure the Council staff, agents and contractors are aware of relevant statutory requirements.	6
Improve access to beaches and the sea for people with disabilities and people using wheelchairs.	7
Increase the number of accessible playgrounds.	8

<b>Outcome 3: People with disabilities receive information from the Shire of Ravensthorpe in a format that will enable them to access the information as readily as other people are able to.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Improve staff awareness of accessible information needs and how to obtain information in other formats.	1
Improve community awareness that Council information can be made available in alternative formats, upon request.	2
Improve links and communication networks with relevant service providers to improve information and access to individuals with disabilities, their carers, and families and the wider community.	3
Ensure that the Shires website meets contemporary good practice.	4
Continue to provide information and documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	5

<b>Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Shire of Ravensthorpe, as other people receive from the staff of the Shire.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Improve staff awareness of disability and access issues and improve skills to provide good service to people with disabilities	1
Identify and utilise existing staff skills and competencies to enhance customer services to people with disabilities.	2
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.	3
Improve community awareness about disability and access issues	4

<b>Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Ravensthorpe.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	1
Improve staff knowledge so they can facilitate receipt of complaints from people with a disability	2

<b>Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Ravensthorpe.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	1
Ensure that people with disabilities are aware of and can access the established consultative process of Council.	2
Improve community awareness about the consultation process in place.	3
Continue to seek a broad range of views on disability and access issues from the local community.	4

<b>Outcome 7: People with disabilities have the same opportunities as other people to access employment with the Shire of Ravensthorpe.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Improve public awareness on the Shire's Equal Employment Opportunity Policy.	1
The Shire's Volunteer Policy to include a 'reasonable adjustment' component to accommodate the needs of people with disability.	2
Ensure recruitment practises are accessible	3

<b>Outcome 8: The Shire of Ravensthorpe will encourage community engagement practices and effective advocacy by creating partnerships with relevant external stakeholders and service providers.</b>	
<b>Strategy</b>	<b>Priority Order</b>
Continue to investigate ways of encouraging and supporting access and inclusion in the community.	1
Promote and acknowledge examples of good practise in access in the community.	2
Improve community awareness on the Shire's Disability Access and Inclusion Plan and its achievements	3

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*"Growing our Community"*

A horizontal collage of four images: a yellow tractor in a field, a modern building with a white roof, two yellow flowers, and a wooden pier extending into a body of water under a bright sky.

*Shire of Ravensthorpe*  
**Disability Access and Inclusion  
Implementation Plan**  
**2013 - 2018**

## Introduction

The Shire of Ravensthorpe's Disability Access and Inclusion *Implementation Plan 2013 – 2018*, itemises what the Shire will do to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan overleaf is presented using a table to outline:

- Individual tasks being undertaken;
- A priority order (timeline) for completion of the individual tasks; and
- Officer or Department of the Shire with responsibility for completing the individual tasks; and the broad strategy that the individual tasks are supporting.

As outlined in the Shire's DAIP and noted in appendix B from 2007 - 2011, many of the broad strategies may not be completed in 2013 / 2014; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole through the Implementation Plan. Strategies and tasks not achieved in 2013 / 2014 will be supported by tasks outlined in annually reviewed Implementation Plans.

Significant attention must be given to the nature, location and demography of this small Shire. It is estimated (through 2011 ABS) that there are only 59 persons with 'a need for assistance' living within the Shire, 2.74% of the permanent population of 2,155. Of these persons 60% are aged 55 or older. It is also to be noted that a minor seasonal influx of tourists, including tourists with a disability, are considered outside of these results. Detailed information about the estimates can be found in the Profile of Disability Explanatory Notes on the ABS website. As such, the Shire will continue to allocated reasonable resources and priority to strive towards improving access and inclusion for people with disability, their families and carers within the Shire of Ravensthorpe.

<b>Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Ravensthorpe.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Ensure that people with disabilities are consulted on their needs for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>- Develop a feedback mechanism for use by all services, provided or funded.</li> <li>- Develop consultation guidelines for all future reviews of services.</li> </ul>	<p>2013</p> <p>2013/14</p>	<p>Shire Administration MRCS DA&amp;I WG</p>
Monitor the Shires Access policy and service provision to ensure equitable access to services by people with disabilities throughout the various functions of Council.	<ul style="list-style-type: none"> <li>- Conduct systematic reviews of the accessibility of services.</li> <li>- Rectify identified barriers and provide feedback to consumers.</li> </ul>	Ongoing	<p>MES Shire Administration MRCS DA&amp;I WG</p>
Endeavour to ensure that events, whether organised or funded, are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>- Ensure Shire events are planned using the Accessible Events and Risk Management Checklist available from the Disability Service Commission Website.</li> <li>- Produce an Event Application Package which ensures the needs of people with disabilities are planned for and provided.</li> </ul>	<p>Ongoing</p> <p>2014/15</p>	<p>Shire Administration MRCS</p>
Ensure staff, agents and contractors are aware of the relevant requirements of the Disability Services Act	<ul style="list-style-type: none"> <li>- Develop and implement education and awareness documents for distribution in procedural and contractual processes.</li> </ul>	2013/14	<p>Shire Administration MRCS BMO</p>
Develop the links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> <li>- Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan (currently under review).</li> </ul>	2013/14	<p>CEO DCEO</p>
Continue to improve the accessibility of sport and leisure services and programs within the Shire.	<ul style="list-style-type: none"> <li>- Continue to develop individual Club and Group Strategic and Business Plans, to incorporate needs of wider community.</li> </ul>	Ongoing	<p>CDO MRCS</p>

<b>Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Ravensthorpe.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Ensure that all Shire buildings and facilities are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>- Identify access barriers to buildings and facilities.</li> <li>- Prioritise and make a submission where practical to Council to commence work on rectifying identified barriers. e.g. free form obstruction and suitable pathway networks throughout Shire.</li> </ul>	2013/14 2014/15	BMO MRCS DA&I WG DCEO MES
Work to improve signage and circulation throughout buildings, facilities and outdoor environments.	<ul style="list-style-type: none"> <li>- Consider individual facility needs on a case basis and develop an operational improvement plan including braille, signage location and print.</li> </ul>	Ongoing	MRCS BMO DCEO
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>- Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>- All facilities to allow for visually impaired access – line markings, braille and raised footholds.</li> <li>- Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> </ul>	Ongoing	EHO BS MRCS DA&I WG CEO
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> <li>- Undertake an audit of ACROD bays and implement a program to rectify any non-compliance.</li> <li>- Consider the need for additional bays at some locations.</li> </ul>	2013/14  Ongoing	Shire Administration MRCS BMO EHO MES
Endeavour to ensure that recreation areas and public toilets meet the associated accessibility standards, where feasible.	<ul style="list-style-type: none"> <li>- Continue progressive upgrade, where feasible, for provision of accessible Unisex Disabled toilets at all sites up to a reasonable level.</li> <li>- Conduct audit of Shire pool, recreation centre, community halls, playgrounds and toilets.</li> </ul>	Ongoing	CEO DCEO MES EHO

Ensure the Council staff, agents and contractors are aware of relevant statutory requirements.	- Ensure that key staff are trained and kept up to date with the legal requirements.	2013/14	MRCS Shire Administration
Improve access to beaches and the sea for people with disabilities and people using wheelchairs.	- Investigate methods for provision in a transparent and feasible manner.	2014/15	MES MRCS DCEO
Increase the number of accessible playgrounds.	- Develop and implement a program of progressive upgrade, meeting demand and adopted strategic planning.	2014/15	MES MRCS CEO

<b>Outcome 3: People with disabilities receive information from the Shire of Ravensthorpe in a format that will enable them to access the information as readily as other people are able to.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> <li>- Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee software.</li> <li>- Encourage training of employees in providing accessible information.</li> <li>- Policy and training to be incorporated into Induction Manuals.</li> </ul>	2013  2013/14	Shire Administration MRCS DA&I WG
Improve community awareness that Council information can be made available in alternative formats, upon request.	<ul style="list-style-type: none"> <li>- Ensure that all suitable documents carry a notation that it is available in alternative formats.</li> <li>- Publicise the availability of other formats in the local newspaper, notice boards and on the Shire's website</li> </ul>	Ongoing	Shire Administration MRCS DA&I WG

Improve links and communication networks with relevant service providers to improve information and access to individuals with disabilities, their carers, and families.	- Investigate methods for improved communication strategies through DSC and network training as required, and based on demand.	2014/15	Shire Administration MRCS DA&I WG DCEO
Ensure that the Shire's website meets contemporary good practice.	- Redevelop website to ensure it complies with the W3C web content guidelines.	2014/15	Shire Administration MRCS DCEO
Continue to provide information and documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	- Provision of information and documentation regarding services, facilities and customer feedback in clear and concise language.	Ongoing	Shire Administration MRCS DA&I WG

<b>Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Shire of Ravensthorpe, as other people receive from the staff of the Shire.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Improve staff awareness of disability and access issues and improve skills to provide good service to people with disabilities	- Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee software. - Encourage training of employees in providing accessible information. - Inform staff and volunteers about their role in implementing and monitoring the Disability Access and Inclusion Plan to ensure its success.	2012/13 2013/14	Shire Administration MRCS DA&I
Identify and utilise existing staff skills and competencies to enhance customer services to people with disabilities.	- Identify and utilise existing staff skills and competencies to enhance customer services to people with disabilities.	Ongoing	Shire Administration MRCS DA&I

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.	<ul style="list-style-type: none"> <li>- Determine training needs of employees and conduct training as required.</li> <li>- The provision of State Government Access Guidelines for Information, Services and Facilities guidelines.</li> </ul>	Ongoing  2013/14	DA&I WG
Improve community awareness about disability and access issues	<ul style="list-style-type: none"> <li>- Ensure that all suitable documents carry a notation that it is available in alternative formats.</li> <li>- Publicise the availability of relevant documents and activities (in other formats) in the local newspaper, notice boards and on the Shire's website.</li> <li>- Develop strategies in Business Planning processes for greater explanation and promotion of issues.</li> </ul>	2013/14  2014 15	Shire Administration MRCS DA&I WG

<b>Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Ravensthorpe.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> <li>- Review current grievance mechanisms and implement any recommendations.</li> <li>- Develop other methods of making complaints, such as web-based forms.</li> <li>- Promote accessible complaints mechanisms to the community.</li> </ul>	2012/13  2013/14	Shire Administration  DA&I WG MRCS
Improve staff knowledge so they can facilitate receipt of complaints from people with a disability	<ul style="list-style-type: none"> <li>- Inform staff and volunteers about their role in implementing and monitoring the Disability Access and Inclusion Plan through the developed methods for the receipt of complaints</li> <li>- Determine training needs of employees and conduct training as required.</li> </ul>	Ongoing	MRCS Shire Administration DA&I WG

<b>Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Ravensthorpe.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>- Consult people with disabilities in a range of different consultation mediums, e.g. direct contact, interviews, teleconference.</li> <li>- Develop a register of people to provide comment on access and inclusion issues.</li> </ul>	Ongoing	CEO DA&I Shire Administration MRCS
Ensure that people with disabilities are aware of and can access the established consultative process of Council.	<ul style="list-style-type: none"> <li>- Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.</li> <li>- Consider installation of improved audio technology in Council Chambers in next refurbishment.</li> </ul>	Ongoing	CEO Shire Administration
Improve community awareness about the consultation process in place.	<ul style="list-style-type: none"> <li>- Develop strategies in Business Planning processes for greater explanation and promotion of issues.</li> <li>- Publicise the availability of relevant consultation projects and strategies (in other formats) in the local newspaper, notice boards and on the Shire's website.</li> </ul>	2014/15  Ongoing	Shire Administration MRCS
Continue to seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> <li>- Consult people with disabilities in a range of different consultation mediums, e.g. direct contact, interviews, teleconference.</li> <li>- Develop a register of people to provide comment on access and inclusion issues.</li> </ul>	Ongoing	CEO DA&I Shire Administration MRCS

<b>Outcome 7: People with disabilities have the same opportunities as other people to access employment with the Shire of Ravensthorpe.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Improve public awareness on the Shire's Equal Employment Opportunity Policy.	- Publicise the availability of relevant Policies (in other formats) in the local newspaper, notice boards and on the Shire's website.	Ongoing	CEO Shire Administration
The Shire's Volunteer Policy to include a 'reasonable adjustment' component to accommodate the needs of people with a disability.	- Review and update of the Shire's policy using best practise assessment in a suitable format. - Liaise and contact with industry providers to ensure accommodation of needs.	2013/14	EHO MRCS DCEO Shire Administration
Ensure recruitment practises are accessible	- Develop innovative strategies to improve where suitable, the attraction, recruitment and retention of employees with a disability.	Ongoing	DCEO MRCS

<b>Outcome 8: The Shire of Ravensthorpe will encourage community engagement practices and effective advocacy by creating partnerships with relevant external stakeholders and service providers.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Priority (Est. Period)</b>	<b>Responsibility</b>
Continue to investigate ways of encouraging and supporting access and inclusion in the community.	- Network establishment for suitable partnership projects - Review 'Engagement Policy' to ensure opportunity for wider communication to suitable groups.	2013/14	DA&I WG Shire Administration MRCS
Promote and acknowledge examples of good practise of access in the community.	- Use of Shire Web site and enhanced communication with local newspaper and social media applications to promote activity.	Ongoing	DA&I WG Shire Administration MRCS
Improve community awareness on the Shire's Disability Access and Inclusion Plan and its achievements	- Publicise the availability of relevant Policies (in other formats) in the local newspaper, notice boards and on the Shire's website. - Network establishment for suitable distribution	Ongoing	Shire Administration