



# Disability Access and Inclusion Plan 2020 - 2025

SHIRE OF WILLIAMS

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## Acknowledgements

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

Australia's ratification of the [\*United Nations Convention on the Rights of Persons with disabilities\*](#) in 2008 reflects the Australian Government's commitment to promoting and supporting the equal and active participation by people with disability in economic and social life. Understanding the prevalence of disability in the Australian population, and the socio-economic characteristics and needs and unmet needs of people with disability, is important in informing policies, planning services, and removing barriers to participation. (source ABS website)

## Distribution List

|                                |                                  |
|--------------------------------|----------------------------------|
| Chief Executive Officer        | Shire of Williams                |
| Manager of Finance             | Shire of Williams                |
| Senior Administrative Officer  | Shire of Williams                |
| Administration Officers (2)    | Shire of Williams                |
| Works Supervisor               | Shire of Williams                |
| Community Development Officer  | Shire of Williams                |
| Childcare Educators            | Willi Wag Tails Childcare Centre |
| Family Day Care Director       | Shire of Williams                |
| Aquatic Managers (contractors) | Contract Aquatic                 |
| All Councillors                | Shire of Williams                |
| Department of Communities      | Directors General                |
| Contractors engaged by Shire   | Shire of Williams                |

## BACKGROUND

### Shire of Williams

The Shire of Williams is situated 160km from Perth in the Upper Great Southern region of Western Australia. The Shire covers an area of 2295 square kilometres and has a population of around 1000 persons.

The Williams economy is almost entirely based on primary production, dominated by broad acre farming of grain and livestock. Manufacturing, servicing, trade and transport is also centred on servicing the agricultural industry. Tourism plays a part, especially as Williams is on the Albany Highway, a major road linking the Perth metropolitan area with the southern part of the state.

### Functions, facilities and services (both in-house and contracted) provided by the Shire of Williams

The Shire of Williams is responsible for a range of functions, facilities and services including:

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

Services to the community: provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; community resource centre including the public library and information services; Memorial Hall and RSL Hall management and maintenance and supporting community events in collaboration with the community (Eg: Australia Day Breakfast, Williams Gateway Expo and Anzac Day service).

Regulatory services: planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog and cat control.

General administration: the Shire is responsible for social and regulatory administration of the community and some of the services that are carried out include Transport licensing, the administration of rates and charges in accordance with the budget as set by Council annually and the hiring of Shire owned facilities.

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

## **People with disability in the Shire of Williams**

The 2016 ABS Census data indicates that there are a total of 27 persons out of 948 who identify themselves as living with a disability in the Shire of Williams. This equates to 2.85%. 18 of these persons are aged over 65.

The 2018 Survey of Disability, Ageing and Carers (SDAC) estimated that 4.4 million Australians, or 17.7% of the population, had a disability. SDAC defines disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months. In 2018 the prevalence of disability in Australia increased with age – one in nine (11.6%) people aged 0-64 years and one in two (49.6%) people aged 65 years and over had a disability.

Given these comparisons locally and nationally, for Williams the estimated number of persons having a disability is relatively small. Notwithstanding this, the Shire still needs to ensure that the needs of people with disability is continually enhanced and improved to ensure that all persons, whether they have a disability or not, feel welcome and comfortable living, working and playing in the Shire of Williams.

### **Planning for better access**

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

It is well recognised that people with disability and their families and carers have the same rights as other people to access the services within the community. These rights are protected by both State and Commonwealth legislation which make it illegal to discriminate against people with a disability.

Public authorities in WA have been required to have a Disability Service Plan (DSP) since 1993, and local governments have made a great deal of progress to ensuring that their services, buildings and information are accessible to people with disability, their carers and families.

Other legislation that supports this access and inclusion requirements include the Western Australian Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

The Disability Services Act (1993) was amended in June 2015, and now requires public authorities to develop and implement Disability Access and Inclusion Plans (DAIPs). The requirements of DAIPs build on those of DSPs, so that people with disability can access services provided by public authorities in WA in a way that facilitates increased independence, opportunities and inclusion within the community.

## **Progress since 1995**

The Shire of Williams is committed to facilitating the inclusion of people with disability through the improvement of access to its information facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within 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 in Appendix 1 under the relevant key outcome headings of the 1995 DSP.

The Shire of Williams endorsed its first Disability Access and Inclusion Plan in 2007. The current revised Disability Access and Inclusion Plan for 2020 - 2025, is the third edition for the Shire of Williams.

## ACCESS AND INCLUSION POLICY STATEMENT

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

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

The Shire of Williams believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.

The Shire of Williams is committed to consulting with people with disability, their families and carers and where required disability organisations to ensure that barriers to access are addressed appropriately.

The Shire of Williams:

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



## **The Seven outcomes of DAIP**

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Williams.
2. People with disability have the same opportunities as other people to access the buildings and other facilities within the Shire of Williams.
3. People with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the Shire of Williams.
5. People with disability have the same opportunities as other people to make complaints to the Shire of Williams.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Williams.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Williams.

# DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN

## Responsibility for the planning process

The Chief Executive Officer has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all employees to implement the relevant actions.

## Community consultation process

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

In the 2014 review of the Shire's DAIP, the Shire undertook the following consultation methods:

- In August 2014, the community was informed through the local newspaper (*The Williams*) that Council was reviewing its current DAIP in order to prepare an updated DAIP to address the barriers that people with disability and their families experience in accessing Council functions, facilities and services.
- The community was advised through the local newspaper (*The Williams*) that they could provide input into the DAIP by way of written submission to the Shire, emailing the Shire or contacting the Shire's Economic Development Officer by telephone.
- A notice was included on the Shire's website ([www.williams.wa.gov.au](http://www.williams.wa.gov.au)) detailing the Shire's proposal to review its DAIP.

The Shire of Williams repeated this process for the 2019/2020 review and the following methods were used:

- In January 2020, the community was informed through Facebook and the Shire's website that the current DAIP was being reviewed in order to prepare an updated DAIP to address the barriers that people with disability and their families experience in accessing Council functions, facilities and services.
- The community was advised through the local newspaper (*The Williams*), Facebook and the website that they could provide input in to the DAIP by way of written submission to the Shire, emailing the Shire or contacting the Community Development Officer by telephone.

## **Findings of the consultation**

Community consultation resulted in a single submission being made. It was advised that the steps at the Shire sporting complex could use extra railing to assist seniors and people with disability easier access to the grandstand.

As a result of the minimal responses, an in-house review was undertaken on the Shire's previous DAIP (2014-2019), noting areas of continued improvement as required to update to the current version taking the Shire forward.

## **Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act (1993) that a public authority must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Shire. Some actions in the DAIP Implementation Plan will apply to all areas of the Shire, whilst others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

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

In January 2020, copies of the draft DAIP were sent to all those who contributed to the planning process. In February 2020 the plan was finalised and formally endorsed by Council.

The community was informed through local media (Facebook and *The Williams*) that copies of the plan were available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, by email and on the Shire's website.

## **Review and evaluation mechanisms**

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

## **Monitoring and Reviewing**

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

## Evaluation

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

## Reporting on the DAIP

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

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

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

## DAIPs and Local Government

Ideally, DAIPs should be encompassed as part of an overall planning process, as this leads to high quality outcomes for the whole community, including people with disability, their families and carers.

The following principles have been identified in the *Disability Discrimination Act – A Guide to Best Practice in Local Government* as the basis for improving the quality of local government at the local level:

- Focusing on integration, rather than division, of people, departments, programs and activities, councils and agencies and the three levels of government (local, state, federal).
- The provision of a systematic approach to improving the well-being of communities while acknowledging the diversity within and between those communities;
- The development of a shared understanding of the key issues amongst all those concerned with the aim of building a shared vision for future directions (p33).

Good planning measures involves responding to local needs and issues in a planned and integrated manner. Access and inclusion for people with disability needs to be recognized as the responsibility of all areas of Local government and is addressed as such.

## **Integration of Plans**

Local governments currently develop their strategic, corporate and financial plans around an analysis of the identified needs of their residents. The planning process is a comprehensive one and takes into consideration the needs of the entire community and is planned well in advance to ensure excellence in fiscal management and best value for the ratepayers dollar. The inclusion of the needs for people with disability ensures that DAIPs are integrated within the existing planning cycle. It is of particular importance to consider disability and access when planning for sustainability and an ageing population.

By creating a sustainable basis that will service our current and future communities effectively, Local government will be in a position to be able to create a universal, solid foundation for its workings and services. DAIPs are designed to complement the general planning processes required under the Local Government Act (1995) to ensure that people with disability are planned for as an integral part of the wider community.

## STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The following overarching strategies have been developed to address each of the seven (7) desired outcome areas of the Disability Services Act (1993) from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

### Outcome 1

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

| Strategy  | Timeline  |
|---|-----------|
| Ensure that people with disability are consulted on their needs for services and the accessibility of current services.   | As needed |
| Monitor Shire services to ensure equitable access and inclusion for all.  | Ongoing   |
| Develop the links between the DAIP and other Shire plans and strategies.  | Ongoing   |
| Ensure that events, whether organised or funded, are accessible to people with disability. Use of, or reference to, the <i>Accessible Events Guide</i> is encouraged. | As needed |

People with disability often note generally that they have difficulty in gaining access to a range of mainstream services provided by State and Local government due to physical barriers or lack of accessible information. Often however, even if a service is physically accessible, people with disability may be excluded because of the way that the service is delivered. They may also be excluded by unclear policies and procedures.

It is important that Local governments have policies that ensure the needs of people with disability are taken into account in the planning and provision of their services. When implementing such policies, Local governments will need to consider the accessibility of all their existing functions.

Whilst there has been no indication to date that people with disability have found any of the Shire of Williams' services to be exclusive or impede people with disability, it still needs to be taken into consideration when reviewing various policies and procedures. By evaluating and adapting their services, Local governments can greatly enhance opportunities for people with disability to participate fully in the everyday life of their local community.

Local governments can also act as a valuable catalyst within the community by working in partnership with local businesses, clubs and community organisations to encourage better access in the wider community.

Achievements reported:

The Shire of Williams reviewed the pathways and ablution blocks in the Williams Lions Park to ensure they are easily accessible and meet the needs to all people. The rebuilding of the bridges on the Albany Highway has led to the footpaths and kerbing along the highway to be reconstructed, allowing for ease of access for wheelchairs and strollers.

## Outcome 2

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

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

The provision of appropriate access not only benefits people with disability but also seniors, people with temporary disability and parents with young children in prams. When access requirements are considered early in the planning stage of any new development, they can often be incorporated at very little additional expense.

Further to this, the vicinity around the facility needed equitable access needs to facilitate and encourage access as well. People with disability often experience difficulties due to the location of facilities, buildings and services. Signage needs to be appropriate in location, visibility and easy to recognise and understand. Clear symbols and directions can assist people to find their way. The Disability Service Commission has information on Access on its website ([www.dsc.wa.gov.au](http://www.dsc.wa.gov.au)).

The increasing community recognition of the importance of providing access to public buildings and facilities is reflected in a variety of legislation, standards and codes that relate to the provision of access.



It is essential that the design brief for the construction of any new public buildings or facilities specifically addresses access provision requirements.

Much progress has already been made by Local governments in general to improve access for people with disability. But as always, there is always a great deal more that can be achieved by Local governments to improve access for people with disability, firstly by ensuring a standard of excellence in their own facilities and secondly by doing what they can to increase awareness amongst private developers about access needs where required.

### Achievements Reported

All public buildings and facilities meet the standards for access as identified. Any new buildings or facilities are planned to provide access for people with disability where practicable. With the resurfacing of the sporting complex carpark, ACROD parking bays were provided where needed and identified. The Shire continuously advocates to local businesses to ensure that they consider access for people with disability where possible. Recreational areas are accessible as appropriate. The redevelopment of the Williams Lions Park includes access for people with disability and will continuously be reviewed.

### Outcome 3

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

| Strategy   | Timeline |
|--|----------|
| Improve staff awareness of accessible information needs and how to provide information in other formats. | Ongoing  |
| Ensure that the Shire's website meets contemporary good practice.  | Ongoing  |
| Ensuring that information on the Shire's website is available in an alternative format upon request.     | Ongoing  |

Giving and receiving information is a critical aspect of our daily lives. People with disability frequently report frustration at the difficulties they experience in gaining access to all types of public information.

Communication difficulties are often noted and associated with many disability, including hearing loss, deafness, low vision and blindness. Disability that affect an individual's ability to learn or think, such as an intellectual disability or psychiatric illness can also cause communication difficulties.

Local governments produce a variety of written material such as community handbooks, directories, notices and newsletters as well as information relating to Council meetings. Many communication difficulties can be overcome by providing information in simple, clearly written English and in a print size that is easy to read.

Technology is providing many new communication opportunities for people with disability and it is important to keep up with these advances. Providing information by email or having it available in an accessible format on the Local government's website is a particularly valuable tool for the provision of information: people who have difficulties with mobility, vision, hearing and communication may use a well-designed website to obtain all kinds of information.

#### Achievements Reported:

Employees are aware of accessible information needs and how to provide this as required and on request. The Shire's website meets contemporary good practice. Information on the Shire's website can be provided in an alternative format on request, however such a request is yet to be made, so has not been evaluated for effectiveness. The childcare centre has recently reviewed its policies and parent handbook to include interpreter options and other language barrier solutions.

## Outcome 4

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

| Strategy  | Timeline    |
|---|-------------|
| Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services. | Ongoing     |
| Offer opportunities for training to those employees who deal direct with the public.  | As required |
| Improve community awareness about disability and access issues.   | Ongoing     |

People with disability have the right to be treated like any other member of the community. Too often though, people interacting or serving people with disability do not know how to communicate appropriately with a person with a disability. They may be embarrassed when approached or may wish to avoid any contact with the person who has a disability.

Sometimes this lack of understanding and awareness can lead to talking to an adult person with a disability as if he/she were a child, or speaking to the carer of a person with a disability as if the person with the disability were not there. It can also result in staff tending to shout at people who have a hearing impairment or who are deaf, when it would be more helpful to face the person and speak clearly and slowly in a normal voice or, if the person prefers, write instead.

Disability awareness training has been shown to improve the confidence of staff and competence in subsequent dealings with people with disability. This training should include information about the nature of the most common types of disability combined with practical hints on how to communicate most effectively.

### Achievement reported:

All employees and Elected Members are aware of disability access issues and have the skills to provide appropriate services to meet needs as required. Training is offered on an as needs basis to staff and Elected Members. Community awareness is raised as needed.

## Outcome 5

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

| Strategy  | Timeline |
|---|----------|
| Ensure that grievance mechanisms are accessible for people with disability and are acted upon in a timely manner. | Ongoing  |

As Local governments provide services to the public it is vital that people with disability have opportunities to raise concerns or make complaints about any aspects of their services.

It can be difficult for people with disability to make complaints. Information about how to make a complaint may be in a format that is inaccessible, and the processes themselves may create barriers, for example requiring all complaints to be in writing.

Local governments have made complaints more accessible for people with disability in the following ways:

- Producing a plain English pamphlet explaining the complaints procedure; and
- Having complaints processes accessible online.

### Achievement reported:

Any feedback the Shire receives from the community is very quickly rectified. The Shire regularly checks the Facebook and email accounts and we take any reviews or feedback seriously and do our best to amend and rectify as quickly as possible

## Outcome 6

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

| Strategy   | Timeline    |
|--|-------------|
| Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes. | As required |
| Ensure that people with disability are aware of, and can access, other established consultative processes.             | As required |
| Offering alternative ways people can provide input into community consultation, including via online means.            | As required |
| The provision of Auslan interpreters should the need arise   | As required |

As Local governments provide services to the public it is vital that people with disability have opportunities to participate in their decision-making processes. This is in accordance with the planning processes outlined in the *Local Government Act*.

Many Local governments have, over the years, successfully involved people with disability particularly when planning their services to ensure access.

More recent is the development of overall disability policies that ensure the voices of people with disability are considered within the total framework of Local Governments' strategic planning, policies and operational service plans. A systematic approach to ensuring the needs of people with disability is most effective. It ensures that people with disability and their advocates have opportunities to fully participate in all of the Local Government's activities such as attendance at meetings, public consultations or participating in Council elections.

### Achievements Reported:

The Shire consults with people with disability about the DAIP where required. People with disability, as with all people, are actively encouraged to participate in established consultative processes. Input into community consultations is always via many different means, including online (e.g.: Survey Monkey). The provisions of 'Auslan' interpreters is available on request, however is as yet untested as the need has not arisen. The CRG community group was created prior to the Albany Highway Bridge replacement. This was open for anyone to join and it allowed for the community to have a voice during the works of the Bridge Replacement. Although no one with a disability joined the committee, other members of the community are on the committee and they can be a voice if any concern or need arises.

## Outcome 7

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

| Strategy  | Timeline    |
|---|-------------|
| Use inclusive recruitment practices   | Ongoing     |
| Improve methods of attracting, recruiting and retaining people with disability                | Ongoing     |
| Work with key disability employment support provider(s) to employ a person with a disability. | As required |

Meaningful employment is essential to an individual's economic security and is important to achieving social inclusion and independence. Employment contributes to physical and mental health, personal wellbeing and a sense of identity.

Finding employment is something that many people take for granted. For people with disability, finding, securing and retaining employment can be challenging. People with disability are often overlooked by employers for a variety of reasons and are only half as likely to be employed as people without disability.

Improved employment opportunities for people with disability can be facilitated by:

### Use of inclusive recruitment practices:

- Making sure job advertisements are in an accessible format (12 or 14pt, Arial)
- Inclusion of an Equal Opportunity statement in the job advertisement. For example: *"The Shire of Williams promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The Shire of Williams encourages people with disability, Aboriginal Australians, young people and people from culturally and linguistically diverse backgrounds to apply"*.
- Making sure that the interview is held in an accessible venue (check with interview candidates when inviting them for interview).

### Looking at way of improving how to attract, recruit and retain people with disability:

- Being flexible with job descriptions
- Breaking down the skills and tasks required
- Offering working from home as an alternative
- Flexible working hours

### Working with Disability Employment Service (DES) providers:

- DES providers can promote vacancies
- Advise what constitutes reasonable adjustment
- Provide initial assistance in the workplace if required
- Give information about financial incentives
- Offer training and support for management staff as required

## APPENDIX 1

### Progress since 1995 under the Disability Service Plan & Progress under the 2007-2012 Disability Access Inclusion Plan (DAIP)

1. **Existing functions, facilities and services are adapted to meet the needs of people with disability.**
  - Talking books were relocated to one specific, clearly signed location in the library.
  - Ongoing review of accessibility of services and facilities to ensure equality of access.
  - Encouraged organisers of community events to plan with accessibility for all ensured.
  
2. **Access to buildings and facilities has been improved.**
  - Provision of ramped access to the Shire administration building
  - Provision of ramped access to the Council chambers
  - Provision of ramped access to the Shire Memorial Hall
  - Provision of electronic doors in the Williams Community Resource Centre (opened 2005) – which houses the library, Telecentre, professional offices, a meeting room, the local newspaper, printing room and children’s play room.
  - Provision of unisex accessible dedicated disabled toilet at the Shire Memorial Hall (accessible from outside) and the Sports Pavilion.
  - Footpaths throughout the town centre have been constructed and kerb access ensured.
  - Provision of electronic doors at the Shire administration building
  - Provision of electronic doors at the Williams Medical Centre (Department of Health facilitated this as it is their facility).
  - Construction of all new buildings and facilities takes into consideration accessibility for all
  - Provision of ramped access to Williams St John Ambulance Sub-Centre facility (opened 2010).
  - Working towards ensuring that all recreational facilities have access for people with disability.
  
3. **Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.**
  - Information is made available in alternative formats on request.
  - Staff awareness into accessible information needs and how to provide information in alternative formats is provided as needed.
  - Staff training made available when required
  - Shire website is designed to be as user friendly and accessible to all.

**4. Employee awareness of the needs of people with disability and skills in delivering services is improved.**

- Key Shire administrative staff attended disability awareness information sessions

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

- Information on consultations was simplified and made available in alternative formats upon request.
- Local government elections were held in accessible buildings and voting booths dedicated to people in wheelchairs to ensure equality in accessibility.
- Community has had opportunity to provide feedback on the Shire's current and revised DAIP.



## IMPLEMENTATION PLAN

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2019-2024 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five year plan

| Outcome 1   |   |               |   |
|---|---|---------------|---|
| People with disability have the same opportunities as other people to access the services of, and any events organised, by the Shire of Williams. |   |               |   |
| Strategy  | Task  | Task Timeline | Responsibility  |
| Ensure that people with disability are consulted on their need for services and the accessibility of current services.                            | Develop a feedback mechanism for use by all services, provided or funded.<br><br>Develop consultation guidelines for all future reviews of services.                        | As needed     | CEO   |
| Monitor Shire services to ensure equitable access and inclusion for all.  | Conduct systematic reviews of the accessibility of services.<br><br>Rectify identified barriers and provide feedback to users as required.                                  | Ongoing       | CEO   |
| Develop links between the DAIP and other Shire plans and strategies.  | Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, including the Strategic Community Plan and the Corporate Business Plan. | Ongoing       | CEO   |
| Ensure that events, whether provided or funded, are accessible to people with disability.   | Ensure all events are planned using the Accessible Events checklist.  | As needed     | All event organisers<br><br>(with information shared with community events) |

| <b>Outcome 2</b>   |  |                       |  |
|--|--|-----------------------|--|
| <b>People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Williams.</b> |  |                       |  |
| <b>Strategy</b>  | <b>Task</b>  | <b>Task Timeline</b>  | <b>Responsibility</b>  |
| Ensure all public buildings and facilities meet the standards for access and any demonstrated additional need.                                   | Identify access barriers to buildings and facilities;<br><br>Prioritise and make submissions to Council to commence work on rectifying identified barriers.  | Ongoing / As required | CEO (in consultation with all staff with feedback provided by community) |
| Ensure that all new or redevelopment works provide access to people with disability, where practicable.  | Ensure that the legal requirements for access are met in all plans for new or redeveloped public buildings and facilities.<br><br>Ensure that key staff are trained and kept up to date with the legal requirements. | Ongoing               | CEO<br>Building Surveyor   |
| Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.   | Undertake an audit of ACROD bays and implement a program to rectify any non-compliance.<br><br>Consider the need for additional bays at some locations.  | Ongoing               | CEO<br>Works Supervisor  |
| Advocate to all venues the requirements for, and benefits from, the provision of accessible venues.  | Provide information on the needs of people with disability and of legal requirements and best practice.  | Ongoing               | All staff  |
| Planning for access needs for the Williams Lions Park  | Consider the needs of all users including people with disability in the upgraded Williams Lions Park.<br><br>Ensure accessible pathways, picnic tables, toilets, barbeques and drinking fountains.                   | Ongoing               | CEO<br>With input from community and all staff                           |
| Ensure that all recreational areas are accessible.   | Conduct audit of Shire pool, Community Halls and playground areas.<br><br>Develop and implement a program of progressive upgrade.  | Ongoing               | CEO<br>With input from community and all staff.                          |

### Outcome 3

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

| Strategy  | Task   | Task Timeline | Responsibility                              |
|---|--|---------------|---|
| Improve staff awareness of accessible information needs and how to provide information in other formats.    | <p>Make the State Government's <i>Access Guidelines for Information, Services and Facilities</i> guidelines available to all staff as needed.</p> <p>Provide professional development opportunities to all staff on how to provide accessible information.</p> | Ongoing       | <p>CEO</p> <p>All administration staff</p>  |
| Ensure that the Shire's website meets contemporary good practice.   | <p>Redevelop website to ensure it complies with the W3C web content guidelines.</p>  | Ongoing       | Administration officer                      |
| Ensure that the community is aware that Shire information is available in alternative formats upon request. | <p>Ensure that all public documents carry a notation that it is available in alternative formats on request.</p> <p>Publicise the availability of other formats in the local newspaper.</p>  | Ongoing       | <p>CEO</p> <p>All administration staff.</p> |

#### Outcome 4

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

| Strategy  | Task   | Task Timeline | Responsibility |
|---|--|---------------|----------------|
| Ensure that all Elected Members and employees are aware of access needs and can provide appropriate services. | Determine training needs of employees and conduct training as required | Ongoing       | CEO            |
| Improve community awareness of disability and access issues.  | Develop strategies for inclusion in the future Implementation Plans.   | Ongoing       | CEO            |

#### Outcome 5

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

| Strategy  | Task  | Task Timeline | Responsibility                             |
|---|---|---------------|--|
| Ensure that grievance mechanisms are accessible for people with disability and are acted upon in a timely manner. | <p>Review current grievance mechanisms and implement any recommendations.</p> <p>Develop other methods of making complaints, such as web-based forms.</p> <p>Promote accessible complaints mechanisms to the community.</p> | Ongoing       | <p>CEO</p> <p>All administration staff</p> |

### Outcome 6

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

| Strategy   | Task   | Task Timeline | Responsibility                      |
|--|--|---------------|-------------------------------------|
| Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes. | Consult people with disability in a range of different consultation mediums, eg focus group, interviews, surveys.<br><br>Develop a register of people to provide comment on access and inclusion issues. | As required   | CEO                                 |
| Ensure that people with disability are aware of and can access other established consultative processes.               | Ensure agendas, minutes and other public documents are available on request in alternative formats and are published on the Shire's website.   | As required   | CEO<br><br>All administration staff |
| Offering alternative ways people can provide input into community consultation, including online means.                | Provide alternative community consultation means to ensure accessibility by all eg: web based feedback, emails, online surveys.  | As required   | All administration staff            |
| The provision of Auslan interpreters should the need arise.  | Be aware of needs of hearing impaired members of the community and offer Auslan interpreters as needed   | As required   | CEO                                 |

**Outcome 7**

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

| Strategy   | Task   | Task Timeline  | Responsibility |
|--|--|--|----------------|
| Ensure that inclusive recruitment practices are utilised when advertising for new staff      | <p>Make sure job advertisements are in an accessible format (12 or 14pt and Arial font)</p> <p>Include Equal Employment Opportunity statement in the advertisement (eg: <i>the Shire of Williams promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The Shire encourages people with disability, Aboriginal Australians, young people and people from culturally diverse backgrounds to apply for this job</i>).</p> <p>Make sure that the interview is held in an accessible venue.</p> | <p>Ongoing</p> <p>As required</p> <p>As required</p> | CEO            |
| Improve methods of attracting, recruiting and retaining people with a disability.            | <p>Examine current methods of recruitment</p> <p>Assess current percentage of employees with a disability.</p> <p>Carry out survey to gain feedback to improve methods of attracting, recruiting and retaining people with</p>   | Reviewed Annually                                    | CEO            |
| Work with key disability employment support provider(s) to employ a person with a disability | <p>Disability Employment Service providers in Narrogin (30km)</p> <p>Seek assistance to develop a flexible job description</p> <p>Seek assistance with advertising, interview and employment requirements including reasonable adjustment</p>  | As required  | CEO            |