



# Disability Access and Inclusion Plan (DAIP)

2016-2021

SHIRE OF NAREMBEEN

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This plan is available in alternative formats such as large print, electronic format (disk or emailed), audio, on request and on the website [www.narembeen.wa.gov.au](http://www.narembeen.wa.gov.au).



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## **Acknowledgements**

The Shire of Narembeen acknowledges the ongoing input received from groups and many individuals within the community, who have contributed to the preparation of this Disability Access Inclusion Plan.

## **Shire of Narembeen Vision**

That all people are given the opportunity to live in a welcoming community that facilitates citizenship, friendship, mutual support and a fair go for everyone.

In achieving this vision the rights of people with disability are recognised, their families and carers supported, their involvement in all levels of decision-making is encouraged and their life choices respected.

# Background

## The Shire of Narembeen

The Shire of Narembeen is situated 286 kilometres from Perth in the Southern Wheatbelt of Western Australia. The Shire covers a total area of 3821 sq kilometres with an approximate population of 795 pending release of the 2016 ABS Census population figures. Narembeen is a town with a great community spirit that welcomes both new residents and residents returning after many years away to retire in a safe and happy environment.

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

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

**Services to property:** The Shire of Narembeen is responsible for the 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:** The Shire of Narembeen provides and maintains playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; public library and information services; Town Hall and Community functions such as Anzac Day Services and Australia Day festivities.

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

**General administration:** The Shire of Narembeen is responsible for social and regulatory administration of the community and some of the services that are carried out include Transport Licencing, the administration of rates and charges in accordance with the budget as set by Council and the hiring of

Council owned properties and the supply and control of the Community Bus.

**Processes of government:** ordinary and special Council and committee meetings; electors' meetings and election of Council Members; public meetings and community consultations. Council also has input into Zone and Regional issues through quarterly meetings with neighbouring shires.

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

The Australian Bureau of Statistics' (ABS) estimated Narembeen's population in 2014 at 795 persons, of which 179 are aged 65 and over (22.5%). In its Region Data Summary, the ABS estimates the number of people with a disability at 129 who reside in a private dwelling which equates to 27% of the resident population. It should be noted that these figures are likely to change once the results of the 2016 Census are released. With the expected number of persons living in Narembeen aged over 65 to increase and more tourism promotion for self drive visitors (that are predominantly retirees), increased consideration to make Narembeen more inclusive for people with a disability will need to be done.

### **Planning for better access**

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

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

### **Progress since 1995**

The Shire of Narembeen 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 1996 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 1996 DSP and the 2016 – 2021 DAIP.

# Access and Inclusion Policy Statement

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

The Shire of Narembeen 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 Narembeen:**

- 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 within 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.
- is committed to achieving the seven desired outcomes of its DAIP.

These are:

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

# 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 officers to implement the relevant actions.

## **Review and Community consultation process**

As required under the Act, in 2016, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP) 2016-2021 along with consulting with key stakeholders and draft a new five year DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the current 2011 – 2016 DAIP, and a review of recent annual reports, to see what has been achieved and what still needs work
- consultation with key staff
- consultation with the community.

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 and on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.



The following consultation methods were used:

- In June 2016, the community was informed through the local newspaper that Council was reviewing its Disability Access and Inclusion Plan to address the barriers that people with disability and their families experience in accessing Council functions, facilities and services within the Shire of Narembeen.
- The community was advised through the local newspaper that they could provide input into the Disability Access and Inclusion Plan by way of written submissions to be deposited at the Shire Offices or via the Shires website.
- Various community organisations were contacted specifically to request their input into the Plan. These were:
  - Narembeen District Hospital
  - Senior Citizens
  - Narembeen Homes for the Aged

## **Findings of the consultation**

The review and consultation found that most of the initial objectives in the first and subsequent DAIP's had been achieved and that an updated plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan for 2016 - 2021.

### **Access Barriers**

The access barriers identified in the consultation process were:

- Hand rail and ramps to be installed at front entrance / steps to Town Hall and Roads Board Building.
- Consideration of automatic doors to some Council owned buildings especially the Doctors Surgery and the Chemist which are extensively used by a majority of the population at some time.
- Consideration to extension of footpath / gopher track along Currall Street to enable access to the Recreation centre, Netball courts and swimming pool areas.
- Consult with businesses such as the Bank and Post Office to install automatic doors for easier access for the disable with their other customers.
- Ramps to be installed to the local Museums allowing easier access for disabled.
- Update of the Shire's website to make further improvements to best meet the needs of people with disability.
- Footpath to be extended from Longhurst Street to the west side entrance of the Town Hall to allow easier access to the hall after completion of the implementation of the Lesser Hall Interpretation Plan.

These barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access barriers.

## **Responsibility for implementing the DAIP**

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

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

- An advert will be placed in the local newspaper advising the community that the reviewed DAIP for the Shire is now available on the website at [www.narembreen.wa.gov.au](http://www.narembreen.wa.gov.au) and available in alternative formats upon request.
- As plans are amended Shire staff and the community will be advised of the availability of updated plans, using the above methods.

## **Review and evaluation mechanisms**

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

## **Monitoring and Reviewing**

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

- The Shire's DAIP will be reviewed and submitted to the Disability Services Commission in 2021. The report will outline what has been achieved under the Shire's DAIP 2016 -2021 and other achievements not listed in those plans.

## **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 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
- the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by June 30 each year.

## Strategies to improve access and inclusion

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

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

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services.	Ongoing
Monitor Shire services to ensure equitable access and inclusion.	Ongoing
Develop the links between the DAIP and other Shire plans and strategies.	Ongoing
Ensure that events, whether organised or funded, are accessible to people with disability.	Ongoing
Ensure all policies and procedures that govern Council operations are consistent with Access and Inclusion Policy.	Ongoing

**Outcome 2:** People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Narembeen.

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need, including all recreational areas.	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. Where appropriate ,Re mark existing parking bays.	Ongoing
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Ongoing

**Outcome 3:** People with disability receive information from the Shire of Narembeen in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Ongoing
Continually improve access to the information in the library.	Ongoing
Budget for and provide interpreters to significant events on request.	As required
Ensure that the Shire's website meets contemporary good practice.	Ongoing

**Outcome 4:** People with disability receive the same level and quality of service from the employees of the Shire of Narembeen as other people receive.

Strategy	Timeline
Ensure that all employees, existing and new, and Elected Members are aware of disability and access needs and have the skills to provide appropriate services.	Ongoing
Improve community awareness about disability and access issues.	Ongoing

**Outcome 5:** People with disability have the same opportunities as other people to make complaints to the Shire of Narembeen.

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing

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

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing

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

<b>Strategy</b>	<b>Timeline</b>
Use inclusive recruitment processes.	Ongoing
When advertising for staff in the future, and where appropriate, engage with a disability employment service provider to assist with the recruitment process.	Ongoing



# Appendix 1

## **Progress during 2011-2016 under the Disability Service Plan and the Disability Access and Inclusion Plan, including other projects not originally identified in the Plans .**

- 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.
  - A priority bin service was developed to assist people who are unable to move their bin to and from the kerbside.
  - Ongoing website review to best meet the needs of people with disability
  
- 2. Access to buildings and facilities has been improved.**
  - Door to Council Chambers was widened.
  - Unisex accessible public toilets were built in town centre.
  - Footpaths in the main street were upgraded and kerb ramps installed.
  - Stanley street footpath constructed from the Hospital area to Currall street.
  - Apron and ramp installed in front of the senior citizens building in Thomas street.
  - Automatic sliding doors constructed at the Shire administration office.
  - Hand rails installed at community centre and steps painted with a white strip for easier sighting.
  - Additional crossovers installed along the footpaths throughout the townsite in the kerbing for easier access.
  - Disabled ablution facilities, ramps and grab rails installed at the Community shed.

- New Narembeen Recreation Centre built that incorporates universal access and facilities.
- New caravan park cabins (3) that incorporates universal access and facilities.

**3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.**

- An Accessible Information policy was developed.
- Information was made available in alternative formats on request.
- The availability of alternative format information was promoted via local newspaper, radio and disability groups.
- Website currently being reviewed to improve access to people with disability.

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

- Key Shire employees received disability awareness training.
- Ongoing training as and when needed.

**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.
- Municipal election voting was held in accessible buildings and some voting booths were modified to suit people using wheelchairs.
- Access to the Shire administration office improved to enable easier accessibility.

**6. Community communication and outcomes.**

- IGA general store has upgraded their facility to include automatic sliding doors.
- Bankwest branch has installed a ramp to the front door for easier access from the footpath.

# Shire of Narembeen

## Disability Access and Inclusion Plan Implementation Plan 2016 – 2021

# Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2016 - 2021 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 Narembeen.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are consulted on their need 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>	June 2017	Executive Manager Corporate Services
Monitor Shire services to ensure equitable access and inclusion.	<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>	September 2017  September 2017	EHO / Building Supervisor / All Managers
Develop 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 Corporate Plans and Council Policies.</li> </ul>	July 2017	All Managers
Ensure that events, whether organised or funded, are accessible to people with disability.	<ul style="list-style-type: none"> <li>• Ensure all events are planned using the Accessible Events checklist.</li> </ul>	August 2017	All Managers
Ensure all policies and procedures that govern Council operations are consistent with Access and Inclusion Policy.	<ul style="list-style-type: none"> <li>• Ensure all Corporate Planning reviews include reference to the DAIP where necessary.</li> </ul>	As and when required	All Managers

**Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Narembeen.**

Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need, including ll recreational areas.	<ul style="list-style-type: none"> <li>• Conduct an audit of all Shire of Narembeen owned buildings and facilities to identify access barriers.</li> <li>• Prioritise and make a submission to Council to commence work on rectifying identified barriers.</li> </ul> Develop and implement a program of progressive upgrade.	April 2017  May 2017	EHO / Building Supervisor / All Managers
Ensure that all new or redevelopment works provide access to people with disability, 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>• Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> <li>• Ensure that key staff are trained and kept up to date with the legal requirements.</li> </ul>	Ongoing	EHO / Building Supervisor / All Managers
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location. Where appropriate, re-mark existing parking bays.	<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>	April 2017  May 2017	Works Manager

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>• Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.</li> <li>• Promote access to business.</li> <li>• Make access information available on the Shire's website.</li> </ul>	Ongoing	Executive Manager Corporate Services

<b>Outcome 3: People with disability receive information from the Shire of Narembeen in a format that will enable them to access the information as readily as other people are able to access it.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> <li>• Ensure that all documents carry a notation that it is available in alternative formats.</li> <li>• Publicise the availability of other formats in the local newspaper.</li> </ul>	June 2017  June 2017	All Managers
Improve staff awareness of accessible information needs and how to provide 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 intranet site.</li> <li>• Further training of employees in providing accessible information.</li> </ul>	April 2017  July 2017	Executive Manager Corporate Services
Continually improve access to the information in the library.	<ul style="list-style-type: none"> <li>• Provide large print books for relevant community members</li> </ul>	Ongoing	Librarian
Budget for and provide interpreters to significant events on request.	<ul style="list-style-type: none"> <li>• Make budget provision for interpreters and advertise the availability of the service.</li> </ul>	May 2017	Executive Manager Corporate Services
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> <li>• Revise website to ensure it complies with the W3C web content guidelines. June 2012</li> </ul> Manager, IT Services Budget for and provide interpreters to significant events on request.	July 2012	Executive Manager Corporate Services



<b>Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Narembeen as other people receive.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all employees, existing and new, along with Elected Members, are aware of disability and access needs 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> </ul> <p>Provide a copy of the implementation plan with Councillors Draft Budget papers to assist identify projects that require consideration</p> <p>Make sure that new staff are made aware of Disability Access and Inclusion Plan and how to assist people with disability who come into the Shire offices.</p>	<p>Ongoing</p> <p>June 2017</p> <p>Ongoing as required</p>	Executive Manager Corporate Services
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> <li>Develop strategies for inclusion in the 2016 -2021 Implementation Plan.</li> </ul>	Ongoing	Executive Manager Corporate Services

**Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Narembeen.**

Strategy	Task	Task Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	<ul style="list-style-type: none"> <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>	Ongoing	Executive Manager Corporate Services

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>• Consult people with disability in a range of different consultation mediums, eg focus group, interviews, surveys.</li> <li>• Develop a register of people to provide comment on access and inclusion issues.</li> </ul>	Ongoing as required	Executive Manager Corporate Services
Ensure that people with disability are aware of and can access other established consultative processes.	<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>• Install an audio loop in Council Chambers in next refurbishment.</li> </ul>	April 2017  Budget consideration 2017/18	Executive Manager Corporate Services

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

Strategy	Task	Task Timeline	Responsibility
Use inclusive recruitment processes.	<ul style="list-style-type: none"> <li>• Make sure job advertisements are in an accessible format (12 or 14pt, Arial).</li> <li>• Include Equal Employment Opportunity statement in the advert. For example “promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. Encourages people with disability, Aboriginal Australians, young people and people from culturally diverse backgrounds to apply for this job”.</li> </ul>	Ongoing	Executive Manager Corporate Services
When advertising for staff in the future, and where appropriate, engage with a disability employment service provider to assist with the recruitment process.	<ul style="list-style-type: none"> <li>• Make sure the interview is held in an accessible venue.</li> </ul>	Ongoing	Executive Manager Corporate Services