



Disability Access and Inclusion Plan (DAIP) 2020-2024

This plan will be made available on request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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Acknowledgements

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Background

The Shire of Wagin

The Shire of Wagin is a rural local authority servicing a population of approximately 1,800 people, covering an area of 1,950 square kilometres. There are two town sites within the Shire of Wagin, namely Wagin and Piesseville.

Major industries are agricultural farming, including wheat, canola, barley, sheep and some beef cattle. Other industries include Grainfeeds, Unigrain, Gilmac Hay, agricultural farming support businesses and also machinery and vehicle dealerships.

The major town, Wagin, home of the giant ram, is located on the Great Southern Highway 220 kilometres southeast from Perth, with a population of approximately 1,800. This increases considerably during March each year with the Woolorama festival bringing crowds of around 20,000 people for a weekend. Wagin is experiencing growth due to the movement of retirees and other mature-aged people to the area. The town was established in the late 19th century and has retained some heritage-listed public buildings from this period.

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

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

Services to property/infrastructure: 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.

Community and Economic Development: provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; public library and information services; community centre and medical centre; youth services and community events. It also supports the sustainability of economic development throughout the Shire.

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

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates, vehicle licensing and dog licences.

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

People with disability in the Shire of Wagin

It is estimated that there are around 400 people with disability living within the Shire, 24% of the permanent population of 1,776 (the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2018) estimate that 17.7% of Australians identify themselves as having some form of disability). The influx of retirees will increase this number as according to the ABS survey

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 Wagin 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.

Access and Inclusion Policy Statement

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

The Shire of Wagin 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 Wagin:

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

These are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority (i.e., the Shire of Wagin);
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 (i.e., the Shire of Wagin) 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 (i.e., the Shire of Wagin);
5. People with disability have the same opportunities as other people to make complaints to the relevant public authority (i.e., the Shire of Wagin);
6. People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority (i.e., the Shire of Wagin);
7. People with disability are able to obtain and maintain employment within a public authority (i.e., the Shire of Wagin).

Development of the Disability Access and Inclusion Plan (DAIP)

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 tasks.

Community consultation process

In 2020, the Shire undertook to review its Disability Service Plan (DSP), Appendix 1, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included an examination of the initial DSP and subsequent progress reports to see what has been achieved and what still needs work; consultation with key Shire staff; consultation with the Wagin Home Care staff; and 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 or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods were used:

In 2020 the community was informed through the local newspaper, Shire newsletter, local radio, Shire social media page and Shire's website that the Shire was reviewing its DAIP to address barriers to access for people with disability and their families. They were invited to provide input either in writing, by telephone or in person. No input was received.

A meeting was held with Shire employees to gain feedback on barriers and strategies to address them. Council endorsed the draft DAIP.

- A public meeting was held in June 2020 with a group of senior residents all of whom were receiving Homecare services, to discuss barriers to

- access and potential solutions to overcoming barriers and enhancing inclusion in the community;
- Individual Shire employees made contact with many people at the local CommuniTEA Hub to discuss the barriers to services and facilities.

Review of the Shire of Wagin DAIP 2020 - 2024

The recommendations of this review are now embraced in this 2020-2024 DAIP for the Shire of Wagin and also acknowledge previous and subsequent feedback from residents, carers, people with disability and Shire Staff.

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 final plan to staff and people with disability

- The community will be informed through the local media (newspaper and radio) that copies of the plan are available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Shire's website;
- 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 DAIP's 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 2020. The report will outline what has been achieved under the Shire's DAIP 2020 - 2024.

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; and,
- the strategies used to inform agents and contractors of its DAIP.

The Shire is obligated report annually to the Disability Services Commission for the year ending 30 June on progress made in the prescribed format

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 and events provided or organised by the Shire of Wagin.

This outcome area is about enhancing or ensuring that all people can access the organisations public events and general services.

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services	Ongoing with annual reporting
Develop the links between the DAIP and other Shire plans and strategies.	Ongoing with annual review
Ensure that events, whether shire-provided or externally funded, are accessible to people with disability.	Ongoing
Ensure that people with disability are provided with adequate opportunity to comment on access to services.	Ongoing with annual review and reporting
Monitor the Shire's access and inclusion policy to ensure it supports equitable access to services by people with disability throughout the various functions of the Shire.	Review Annually with related budget, reporting and other strategic activities.

Ensure the Shire staff and contractors are aware of the relevant requirements of the Disability Services Act 1993.	Ongoing
Conduct systematic reviews of the accessibility of services	Annually and as required.

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

This outcome area is about enhancing or ensuring accessibility in the planning, design, and improvement of built infrastructure.

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

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

This outcome area is about enhancing and ensuring that information and communications are inclusive and accessible.

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 as staff changes
Budget for and provide interpreters to significant events on request.	Ongoing
Ensure that the Shire's website meets contemporary good practice.	Ongoing with annual review and reporting

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

This outcome area is about enhancing and ensuring that the quality and range of your services and processes are consistent, inclusive, or readily adjust to people's needs.

Strategy	Timeline
Ensure that all organisational members including Elected Members are aware of disability and access issues; and that employees, existing and new, 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 Wagin.

This outcome area is about enhancing and ensuring that complaints mechanisms effectively receive and address complaints from any members of the community, staff or customers.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities and are acted upon.	Ongoing
Improve staff knowledge so they can receive complaints for people with a disability.	Ongoing

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

This outcome is about enhancing and ensuring consultation and engagement strategies consider the ways in which all people can participate to inform information, strategies, or decision-making processes of an organisation.

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing with annual review and reporting
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing with annual review and reporting
Improve community awareness about consultation processes in place.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing with annual review and reporting
Improve access for people with disability to the established consultative process of the Shire.	Ongoing
Seek a broad range of views on disability and access issues from the local community.	Ongoing

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

This outcome is about your organisation’s activity in directly employing people with disability; and enhancing the recruitment and maintenance of the employment of people with disability.

Strategy	Timeline
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing with annual review of workforce planning
Engage with key disability employment support providers such as Forrest Personnel in Narrogin	Ongoing
Provide support and training for management staff	Ongoing with annual review of development needs
Ensure policies and procedures are regularly reviewed	Ongoing with annual review

Appendix 1 Achievements

Significant progress has been made since 1995 with several iterations of the Shire of Wagin Disability Services Plan or Disability Access and Inclusion Plan.

Major initiatives included:

- 2013 major upgrade of the swimming pool complex included the installation of a disabled access ramped entry into the 50-metre pool, the building of a new leisure pool with beach entry, an accessible level landscaped and tiered shaded grass area for spectators;
- In 2014 a new ablution, office and function centre was built with all aspects being compliant with disability access;
- In 2015 an extensive upgrade to the town's Footpath network has been undertaken to assist with movement in the town and access;
- The Shire's Administration Office foyer and front counter was redeveloped to include correct counter heights for people using wheelchairs.

Some key recent implementations have included:

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

- Additional large print books and audio books purchased for the library

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

- Increased provision of disabled ramps and facilities at functions and recreation centres;
- Footpaths in the main street and Wetlands Park were upgraded and kerb ramps installed;
- Construction of a ramp for egress of the Town Hall

- Wheelchair and gopher ramp crossings have been installed in the main CBD area of town in the past two years;
 - Automatic doors fitting to our medical centre, as well as redesign of the counter to provide better connection to people as needed.
- 3. People with disability receive information from the Shire of Wagin in a format that will enable them to access the information as readily as other people are able to access it.**
- The availability of alternative format information is promoted via local newspaper, radio and disability groups.
- 4. People with disability receive the same level and quality of service from the staff of the Shire of Wagin.**
- Disability awareness training will be developed;
 - Accessible Parking/Physical Access/Building requirements have been implemented by Engineering staff.
- 5. People with disability have the same opportunities as other people to make complaints to the Shire of Wagin.**
- Electronic submission emails is available on our website
- 6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Wagin.**
- Information is simplified and made available in alternative formats upon request;
 - Municipal election voting is held in accessible buildings with some voting booths were modified to suit people using wheelchairs.
- 7. People with disability are able to obtain and maintain employment within the Shire of Wagin.**
- Council has agreed to a Statement of Commitment with specialist disability employment agency, Forrest Personnel. This agreement will ensure the Shire give people with disability the same opportunities to obtain and maintain employment within the Shire of Wagin.

- People with disability with the Shire of Wagin are provided with suitable tools to ensure safe and supported employment.

Shire of Wagin

Disability Access and Inclusion Plan Implementation Plan 2020 – 2024

Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2020 - 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.

Glossary:

CEO Chief Executive Officer

DCEO Deputy Chief Executive Officer

Principal EHO Principal Environmental Health Officer

EA Executive Assistant

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 Wagin.			
Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> • Develop a feedback mechanism for use by all members of the community 	July 2023	CEO / DCEO
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> • Conduct systematic reviews of the accessibility of services. • Rectify identified barriers and provide feedback to consumers. 	Ongoing Ongoing	DCEO, Manager Homecare
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> • Incorporate the objectives and strategies of the DAIP into the Shire's existing plans and Integrated Planning Process. 	Ongoing	CEO, Deputy CEO, Works Manager and Manger of Works
Ensure that events, whether provided or funded, are accessible to people with disability.	<ul style="list-style-type: none"> • Ensure all events are planned using the Accessible Events checklist. 	Ongoing	All Staff
Improve access to the information in the library.	<ul style="list-style-type: none"> • Provide large print books for relevant community members 	Ongoing	Shire Librarian

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Wagin.			
Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> • Address new issues as they arise and resolve 	Ongoing	Community Liaison Officer
Continue to upgrade the footpaths in Wagin	<ul style="list-style-type: none"> • Upgrade footpaths through a process of need and community advice on status 	Ongoing	Manager of Works and CEO
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	<ul style="list-style-type: none"> • Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities. 	Ongoing	Principal EHO, CEO
	<ul style="list-style-type: none"> • Ensure that key staff are trained and kept up to date with the legal requirements. 	Ongoing	Principal EHO, CEO
Ensure that ACROD parking continues to meet the needs of people with disability in terms of quantity and location.	<ul style="list-style-type: none"> • Consider the need for additional bays at some locations. 	As arises	Community Liaison Officer and 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"> • Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice. • Promote access to business. 	<p>Ongoing</p> <p>Ongoing</p>	DCEO, and Community Liaison Officer
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> • Develop and implement a program of progressive upgrade. 	Ongoing	DCEO, Community Liaison Officer and Works Manager

Outcome 3: People with disability receive information from the Shire of Wagin 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
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> • Ensure that all documents carry a notation that it is available in alternative formats. • Publicise the availability of other formats in the local newspaper. 	<p>Ongoing</p> <p>Ongoing</p>	<p>CEO / DCEO</p> <p>CEO / DCEO</p>
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> • Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee intranet site. • Train employees in providing accessible information. 	<p>21/07/2022</p> <p>Ongoing</p>	<p>Community Liaison Officer</p> <p>CEO / DCEO</p>
Budget for and provide interpreters to significant events on request.	<ul style="list-style-type: none"> • Source available Interpreters 	<p>Ongoing</p>	<p>CEO / DCEO</p>

Outcome 4: People with disability receive the same level and quality of service from the staff of the Shire of Wagin.			
Strategy	Task	Task Timeline	Responsibility
Improve staff knowledge of skills available to them within the current staff.	<ul style="list-style-type: none"> Identify current staff skills and utilise to assist clients gain a higher standard of service. 	Ongoing	All Staff
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> Develop new strategies for the Shire of Wagin's DAIP Implementation plan as new matters arise. Discuss at relevant Community forums – ensuring all new residents have information regarding services provided. 	<p>Ongoing</p> <p>Ongoing</p>	CEO
Improve training of new staff and Councillor's on disability access issues.	<ul style="list-style-type: none"> Update staff induction package to include information regarding disability and access issues within the Shire 	Update complete, training ongoing as required.	DCEO / Community Liaison Officer

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Wagin.			
Strategy	Task	Task Timeline	Responsibility
Ensure that grievance process is accessible in a format required by the customer	<ul style="list-style-type: none"> • Review current format as required on a case-by-case situation and provide what is needed to the customer. 	Ongoing	All Staff
Ensure all customers are able to make complaints if necessary.	<ul style="list-style-type: none"> • Encourage staff in the potential of taking a spoken complaint for the customer and following through in a manner suitable to the customer 	Ongoing	All Staff

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are suitably consulted regarding the DAIP and any proposed implementation changes.	<ul style="list-style-type: none"> • Consult local people with disability in a range of different consultation methods – e.g.: a presentation at Waratah Lodge, Care and Share, Wagin Youth Centre and the Wagin Community Resource Centre • Develop a register of interested people to provide comment on access and inclusion issues. 	<p>Annually</p> <p>March 2024</p>	<p>DCEO / Community Liaison Officer</p> <p>Community Liaison Officer / Homecare Co-Ordinator</p>
Ensure that people with disability are aware of and can access other processes where they are able to participate.	<ul style="list-style-type: none"> • Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire’s website. • Establish a link with the Community Resource Centre ensuring they are able to access and guide customers to access any required information within the Shire Website. 	<p>Ongoing</p> <p>Ongoing as staff changes</p>	<p>All Staff</p> <p>Community Liaison Officer</p>
Ensure people with disability have access to facilities where consultations are held.	<ul style="list-style-type: none"> • Arrange public consultation at suitable venues where access is available for people with a disability 	<p>Ongoing</p>	<p>DECO / CEO/Community Liaison Officer</p>

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

Strategy	Task	Task Timeline	Responsibility
Continue to work with specialist Personnel group in Narrogin.	<ul style="list-style-type: none"> • Connect with specialist group for assistance and communicate job opportunities as they arise. 	Ongoing	CEO, DCEO, Community Liaison Officer
Assess advertisement layout.	<ul style="list-style-type: none"> • Ensure layout and wording of advertisement is clear and reasonable to follow for and apply to. • Make any changes necessary to better enable members of the community who have disability to apply for relevant positions. 	Ongoing Ongoing	EA EA
Facilitate interview location to ensure access for people with disability.	<ul style="list-style-type: none"> • Hold employment interviews at a location that meets all access requirements for people with disability. 	Ongoing	DCEO / CEO