

Disability Access and Inclusion Plan (DAIP) 2016 -2020

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

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Background

The Shire of Wagin

The Shire of Wagin is a rural local authority servicing a population of approximately 1975 people, covering an area of 1950 square kilometres. There are two town sites within the Shire of Wagin, namely Wagin and Piesseville.

Major industries are agriculture, including wheat, canola, barley, sheep and some beef cattle. Other industries include Grainfeeds a pet food manufacturer, Unigrain a grain merchant, Gilmac Hay and also steel fabrication firm, machinery and vehicle dealerships.

The major town, Wagin, home of the giant ram, is located on the Great Southern Highway 220 kilometres south east from Perth, with a population of approximately 1,950. 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 Shireowned 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 1,975 (the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2013) estimate that 18.5% 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.
- 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 within the relevant authority.

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 tasks.

Community consultation process

In 2016, 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:

- 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; and Wagin Home and Community Care 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 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 2016 the community was informed through the local newspaper, Shire newsletter, 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 2016 with a group of senior residents all of whom were receiving HACC 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 to discuss the barriers to services and facilities.

Review of the Shire of Wagin DAIP 2016-2020

The recommendations of this review are now embraced in this 2016-2020 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 2016 - 2020.

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.
 - Available on our website
 - Discussion during planning sessions with agents and contractors
 - Available in paper format on request

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 the Shire of Wagin.

Rectify identified barriers in the Shires services and provide	<u> </u>
	Ongoing
feedback to consumers	
Develop links between the DAIP and other Shire plans and	Ongoing
strategies by incorporating the objectives and strategies of	
the DAIP into the Shire's existing planning processes	
particularly the Strategic Plan.	
Ensure that events, whether provided or funded, are	Ongoing
accessible to people with disability, by incorporating the	
objectives and strategies of the DAIP into the Shire's existing	
planning processes, particularly the Community Strategic	
Plan, Operational Plan, Workforce Plan and Long Term	
Financial Plan.	
Ensure that people with disability are provided with adequate	Ongoing
opportunity to comment on access to services.	
Monitor the Shire's access and inclusion policy to ensure it	Annually
supports equitable access to services by people with	
disability throughout the various functions of the Shire.	
Ensure the Shire staff and contractors are aware of the	Ongoing
relevant requirements of the Disability Services Act.	
Develop a feedback mechanism for use by all services,	Ongoing
provided or funded.	
Develop consultation guidelines for all future reviews of	Completed
services.	
Conduct systematic reviews of the accessibility of services	Ongoing

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	Timeline
Prioritise and make submission to Council to commence work on rectifying identified barriers to the Shire's buildings and facilities as identified in Appendix 1 and 2.	Completed
Identify access barriers to buildings in all plans for new or redeveloped buildings and facilities and ensure they are rectified.	Ongoing
Ensure that no development application is signed off without a declaration that it meets the legal requirements.	Ongoing
Consider the need for additional ACROD bays at some locations.	Completed
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues by providing information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice, promoting access to business; making access information available on the Shire's website.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
Ensure that all premises and other infrastructure related to transport facilities are accessible.	2018

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	Timeline
Ensure written information provided uses clear and concise	2018
language in a font style and size that is easy to read. For	
people who have low vision or who are blind, it is also	
important to have information freely available on request in	
alternative formats such as audio cassette, large print,	
computer disc and Braille.	

Train employees in providing accessible information.	Ongoing
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ongoing
Ensure that all documents carry a notation that it is available in alternative formats.	Ongoing
Publicise the availability of other formats in the local newspaper.	Ongoing
Improve employee awareness of accessible information needs and how to provide information in other formats.	Ongoing
Budget for and provide interpreters to significant events on request by source available interpreters.	Ongoing
Redevelop website to ensure it complies with the W3C web content guidelines where practicable.	2018

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.

Strategy	Timeline
Conduct training with existing staff on a bi-annual basis and with new staff when they commence employment. The training should be in a workshop format and inform the staff about disability, the Legislation, the Disability Access and Inclusion Plan, customer service and access and inclusion.	Ongoing

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

Strategy	Timeline
Develop other methods of making complaints, such as web- based forms; promoting accessible complaints mechanisms to the community.	2018
Ensure that current grievance mechanisms are accessible for people with disabilities.	2018
Improve staff knowledge so they can receive complaints for people with a disability.	Ongoing
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet needs of people with disability.	2018

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

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes by consulting people with disability in a range of different consultation mediums, eg focus group, interviews, surveys; developing a register of people to provide comment on access and inclusion issues.	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes by ensuring agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website; providing public access to Shire website on terminal situated in Shire Administration building.	Ongoing
Improve community awareness about consultation processes in place.	Ongoing
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	Ongoing
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

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

Strategy	Timeline
Ensure printed job advertisements are written in minimum font of 12 point and in Sans Serif such as Arial or Hevetica.	Completed
Include Equal Employment Opportunity (EEO) statement that states "Shire of Wagin promotes and actively seeks to include 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"	
That all interviews will be held in an accessible venue.	Ongoing
The Shire will be clear as to specific skills needed for advertised positions and be flexible where possible in respect to hours worked.	Completed
The Shire will promote suitable vacancies through Disability Employment Service (DES) providers in the Region.	Ongoing
Managers will receive information in the recruitment and retention of staff with disability.	Ongoing
All information will be made available in alternative formats including large format or screen readers and braille.	
New staff with disability will be linked to a mentor if necessary.	Ongoing
The Shire will engage a DES provider for additional assistance when necessary.	Completed
All staff will receive ongoing personal development opportunities as identified in their performance reviews and multi skilling is to be encouraged at all times	Ongoing

Appendix 1

Progress since 1995 under the Disability Service Plan

1. Existing functions, facilities and services are adapted to meet the needs of people with disability.

- A priority bin service was developed to assist people who are unable to move their bin to and from the kerbside.
- Community consulted on suggested re-location of street furniture.

2. Access to buildings and facilities has been improved.

- Improved access was provided to the Administration building, including a ramp and contrast edging on steps.
- Provision of disabled ramps and facilities at new Functions and Recreation centres
- Unisex accessible public toilets were built in the Sportsground complex.
- Footpaths in the main street and Wetlands Park were upgraded and kerb ramps installed. Further upgrades are planned for 2015
- In 2013 a major upgrade of the 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 at this complex 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.
- New wheelchair and gopher ramp crossings have been installed in the main CBD area of town.
- In 2016 Pathways in the Wetlands Park and from the Caravan Park to the Town CBD have been installed and upgraded.
- The Shire's Administration Office foyer and front counter has been redeveloped to include correct counter heights for people using wheelchairs .

- 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.

4.

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

- Key Shire employees received disability awareness training.
- Information of Accessible Parking/Physical Access/Building requirements have been provided to our Engineering staff.
- 6. 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.

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

• Council has entered into a Statement of Commitment with a specialist 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.

Shire of Wagin

Disability Access and Inclusion Plan Implementation Plan 2016 – 2020

Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2016-2020 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 Wagin.

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.	July 2018	DCEO, HACC Coordinator.
Monitor Shire services to ensure equitable access and inclusion.	 Conduct systematic reviews of the accessibility of services. Rectify identified barriers and provide feedback to consumers. 	Ongoing Ongoing	DECO, HACC Coordinator
Develop links between the DAIP and other Shire plans and strategies.	Incorporate the objectives and strategies of the DAIP into the Shire's existing plans and Integrated Planning Process.	Ongoing	CEO, Deputy CEO, Works Manager & Manger of Works
Ensure that events, whether provided or funded, are accessible to people with disability.	Ensure all events are planned using the Accessible Events checklist.	Ongoing	All Staff
Improve access to the information in the library.	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	e buildings and
other facilities of the Shire of Wagin.	
other facilities of the Shife of Wagin.	

Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and	Identify access barriers to buildings and facilities.	Completed July 2015	Works Manager, DCEO & Community
any demonstrated additional need.	• Prioritise and make a submission to Council to commence work on rectifying identified barriers.	Ongoing	Liaison Officer
Ensure that all new or redevelopment works provide access to people	• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.	Ongoing	Principal EHO, CEO
with disability, where practicable.	 Ensure that key staff are trained and kept up to date with the legal requirements. 	Ongoing	Principal EHO, CEO
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and	• Implement a program to rectify any non- compliance with recent audit of ACROD bays and parking in the town site.	July 2017	DCEO, Community Liaison Officer & Works Manager
location.	 Consider the need for additional bays at some locations. 	July 2017	

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and	 Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice. 	Ongoing	DCEO, and Community Liaison Officer
benefits flowing from, the provision of	 Promote access to business. 	Ongoing	
accessible venues.	 Make access information available on the Shire's website. 	July 2018	
Ensure that all recreational areas are accessible.	 Conduct audit of all Shire Recreational and Playground area. 	Completed July 2015	DCEO, Community Liaison Officer & Works Manager
	 Develop and implement a program of progressive upgrade. 	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.

Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in	• Ensure that all documents carry a notation that it is available in alternative formats.	Ongoing	CEO / DCEO CEO / DCEO
alternative formats upon request.	Publicise the availability of other formats in the local newspaper.	Ongoing	
Improve employee awareness of accessible information needs and how to provide information in	Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee intranet site.	July 2018	CEO / DCEO
other formats.	Train employees in providing accessible information.	Ongoing	CEO / DCEO
Budget for and provide interpreters to significant events on request.	 Source available Interpreters 	Ongoing	CEO / DCEO
Ensure that the Shire's website meets contemporary good practice.	• Redevelop website to ensure it complies with the W3C web content guidelines where practicable. Budget for and provide interpreters to significant events on request.	July 2018	CEO / DCEO

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

Strategy	Task	Task Timeline	Responsibility
Improve staff knowledge of skills available to them within the current staff.	 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.	 Develop new strategies for the Shire of Wagin's DAIP Implementation plan as new matters arise. 	Ongoing	CEO
	 Discuss at relevant Community forums – ensuring all new residents have information regarding services provided. 	Ongoing	
Improve training of new staff and Councillor's on disability access issues.	 Update staff induction package to include information regarding disability and access issues within the Shire 	July 2017	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	Review current grievance process and implement any recommendations in providing new formats if needed.	July 2017	DCEO / Community Liaison Officer
	Develop other methods of making complaints, such as web-based forms.	July 2017	
Ensure all customers are able to make complaints if necessary.	Initiate training for staff to ensure they are aware that disabled community members may need assistance in making a complaint and ensure they are treated with respect.	December 2016	DCEO / Community Liaison Officer
	• Train staff in the potential of taking a spoken complaint for the customer and following through in a manner suitable to the customer	Ongoing	
Promote accessible complaints processes within the community of Wagin.	Update website information regarding complaints access – informing community members of a variety of methods to submit a complaint to the Shire of Wagin.	December 2016	DCEO / Works Admin Officer

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are suitably consulted regarding the DAIP and any proposed implementation changes.	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	July 2018	DCEO / Community Liaison Officer Community
	 Develop a register of interested people to provide comment on access and inclusion issues. 	July 2018	Liaison Officer / HACC Co- ordinator
Ensure that people with disability are aware of and can access other processes where they are able to	Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.	Ongoing	All Staff
participate.	• 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.	July 2017	Community Liaison Officer
	Direct people to a public venue – Wagin Community Resource Centre - where they are able to access Shire information in an electronic format.	Ongoing	All Staff
Ensure people with disability have access to facilities where consultations are held.	Arrange public consultation at suitable venues where access is available for people with a disability	Ongoing	DECO / CEO

Strategy	Task	Task Timeline	Responsibility
Develop Statement of Commitment with specialist Personnel group in Narrogin.	 Enter into a Statement of Commitment with Forrest Personnel in Narrogin to facilitate employment options for members of the community who have disability and may be seeking employment. 	Completed June 2016	Community Liaison Officer
Share all work opportunities with Forrest Personnel Group	 Forward all job advertisements to Forrest Personnel to ensure potential employees who have disability have access to any advertised positions 	Ongoing	Executive Administration
Assess advertisement layout.	 Ensure layout and wording of advertisement is clear and reasonable to follow for and apply to. 	Ongoing	EA
	 Make any changes necessary to better enable members of the community who have disability to apply for relevant positions. 	Ongoing	EA
Facilitate interview location to ensure access for people with disability.	 Hold employment interviews at a location that meets all access requirements for people with disability. 	Ongoing	DCEO / CEO