



Shire of Cunderdin Disability Access and Inclusion Plan



2016 – 2021

Please note that this Plan can be made available in hard copy format in both large and standard print.

Also available in electronic format by email, in audio format on compact disk or can be downloaded from Council's website:

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This document explains how Council will improve access to functions, facilities and services for people with disability provided by the Shire of Cunderdin in accordance with outcomes, areas and Standards as stated within the *Western Australian Disability Services Act (1993)*.

If you have any questions or would like to provide feedback regarding barriers to access please address your letters to the Chief Executive Officer, Shire of Cunderdin, PO Box 100, Cunderdin WA 6407.

Should you require this document in an alternative format such as large print please telephone the Shire of Cunderdin on (08) 9635 2700, or fax (08) 9622 1910 or alternatively email: admin@cunderdin.wa.gov.au.

AMENDMENTS

Date	Reviewed / Adopted	Revision No.
2001	Adopted	
15.11.2007	Not Adopted - DRAFT	1
19.05.2016	Adopted - FINAL	2



Table of Contents

Foreword	4
Definitions	8
Disability and our Community:	9
Seven Desired Outcomes	11
Implementation Plan	12
Accomplishments Since 2001	13
Implementation and Action Plan	14
Outcome 1 – Access to Services	14
Outcome 2 – Access to Buildings and Activities	16
Outcome 3 – Access to Information	19
Outcome 4 – Equality in Staff Service	20
Outcome 5 – Access to Complaint Mechanisms	21
Outcome 6 – Participation in Consultation	22
Outcome 7 – Accessing Employment Opportunities	23
 New outcome resulting from the Plan Review	 24
Outcome 8 – Monitoring and Review	24
 Consultation	 25
Findings of the review and consultation process	26
Cunderdin Community Consultation Workshop	28
Meckering Community Consultation Workshop	31
Review and Evaluation	33
Appendices and Attachments	35
Annexure 1	48
Annexure 2	50



Foreword

The Shire of Cunderdin has created a Disability Access and Inclusion Plan 2016–2021 (DAIP) to meet the requirements of the *Western Australian Disability Services Act (1993)* which was amended in December 2004. The Shire adopted their first Disability Service Plan in 2001.

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

Local governments are required to develop Disability Access and Inclusion Plans to ensure that residents and visitors within the district are welcomed with events, facilities and services created with universal access as their aim.

The strategies outlined in this Plan for 2016-2021 are intended to enhance and improve disability access and inclusion in the Shire district in order to encompass the diverse needs and requirements of people with disability that live and visit the Cunderdin area.

The Shire of Cunderdin recognises that people with disability are valued and equal members of the community who make a variety of contributions to social, economic and cultural life. Access and inclusion plans are not just about ensuring buildings have wheelchair access, they also incorporate inclusion at a participatory and service level.

Local governments, because of their broad mandate, have a significant role in the lives of people with disability. Unlike most government departments, local governments are multi-functional, with extensive responsibilities and activities across property, community and human service areas and, in addition, have the capacity to make policy choices at the local level.

The vision of the Plan is for an accessible and inclusive community concentrating on seven key areas:

1. Quality of existing and future services
2. Access to buildings and facilities
3. Access to Shire supported events and projects
4. Information and communication
5. Opportunities to make complaints
6. Opportunities to participate in public consultation
7. Opportunities to obtain and maintain employment.

The Shire of Cunderdin recognises that the task of addressing the many important issues that affect their diverse community is not an easy one.

Through ongoing consultation and involvement with the community, to identify as many barriers and challenges to access and inclusion as possible, the Shire will work toward achieving success in these areas, giving consideration to funding when available.





The Shire of Cunderdin Demographics

Shire Profile

The Shire of Cunderdin is located on the Great Eastern Highway 158km east of Perth and covers an area of 1,872km², bounded by the Shires of Northam, Goomalling, Dowerin, York, Tammin, and Quairading.

The towns of Cunderdin and Meckering with populations of 800 and 264 respectively, are administered by the Cunderdin Shire, which has a total population of 1,460. The Shire's economy is primarily agriculture based.

The two urban centres also benefit from the constant flow of vehicles passing through the towns along the Great Eastern Highway. Cunderdin has one service station on the highway, whilst there is a major truck stop in Meckering.

Attractions

The Cunderdin Museum is located in the old No.3 Pumping Station on the Goldfields Water Supply Pipeline. Situated alongside the Great Eastern Highway, it is also close to parking and the local commercial business district, making it a popular destination for tourists. Adjoining the Museum is O'Connor Park, a playground/rest area with barbeques.

The town of Meckering is an attraction being the epicentre of WA's most significant Earthquake on 14 October 1968 lasting 40-seconds and measuring 6.9 on the Richter Scale. The Earthquake destroyed the town, and had an effect on a considerable area.

The West Australian College of Agriculture Cunderdin is 3kms north of the town and has between 110 to 120 live-in students supported by approximately 50 staff.

Adjacent to the College is the Cunderdin Airfield. It is a major aerodrome complex consisting of bitumen runways, taxiways, hangars and support infrastructure which was constructed early in the Second World War as the base for the RAAF Flying School. It is now owned by the Shire and is currently the base for the WA Gliding Association and acts as an Air Training School.

Sporting Facilities

Sporting facilities appropriate to each town's size are provided at both Cunderdin and Meckering.

The Meckering Sporting Club Inc. consists of bowling greens, tennis courts and a hockey field, all sufficient for a small community.

The Cunderdin Sports and Recreation Centre Inc. is a relatively new facility completed in October 2014, which includes new tennis courts, bowling greens, a gymnasium and a club building as well as the pre-existing oval and basketball/netball courts. The original Swimming Pool at Cunderdin was constructed in 1957. The pool was renovated in 2001 and is now a modern 'wet deck' facility.





Definitions

For the purpose of this document when the terms 'access' or 'inclusion' are used they refer to the following definitions:

'Access' *in the context of this Disability Access and Inclusion Plan refers to an individual's physical ability to get to, get into, and get around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.*

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

What is a disability?

The *Disability Discrimination Act 1992* (Cth) defines disability as meaning a disability:

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those ailments
- which is permanent or likely to be permanent
- which may or may not be a chronic or episodic nature and
- which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

Disability and our Community¹:

Between 2006 and 2026, the number of people with a disability in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population. The proportion of the State's population consisting of people aged under 65 with a disability is expected to remain steady. People may have a disability at any age, but the likelihood increases as people get older. The number of older Western Australians with a disability will increase substantially as the 'baby boomers' move into aged groups in which disability will be more prevalent with an anticipated increase over 20 years.

Although some people are born with disability, many people acquire a disability. For example, people may have acquired a disability through a workplace incident or car accident, and people may develop a disability as they age.

To be deemed a disability the impairment or condition must impact daily activities, communication and/or mobility and has lasted or is likely to last 6 months or more.

People with disability are part of every section of our community; no two people with the same disability experience their disability in the same way. The only thing that distinguishes a person with disability is they may require some form of adaptation /adjustment to enable them to do certain things in the same way as people in the mainstream society.



¹ Sourced directly from AND and ABS 2012: Survey of Disability, Ageing and Carers [Link to ABS SDAC Report](#)



Functions, Facilities and Services

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

Services to property:

- Construction and maintenance of Council owned buildings
- Construction and maintenance of 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
- Bush fire control.

Services to the community:

- Provision and maintenance of outdoor playing areas, parks, gardens, reserves
- Provision and maintenance of facilities for sporting and community groups
- Management of recreation centre and swimming pool
- Public library and information services
- Environmental health services
- Citizenship ceremonies and community events.

Regulatory services:

- Planning of road systems, sub-divisions and town planning schemes
- Building approvals for construction, additions or alterations to buildings
- Ranger services, including dog control
- The development, maintenance and control of parking
- Statutory inspections.

General administration:

- Provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licenses.

Processes of government:

- Ordinary and special Council and committee meetings
- Electors meetings and election of Council members
- Community consultations.



Seven Desired Outcomes

'Access' and 'Inclusion' can mean different things to different people depending upon the individual. Yet there are some common elements that create barriers to people living in different cultures and with different disabilities. *The Disability Service Regulations 2004*, Schedule 3 has identified 7 access and inclusion outcomes that, when adhered to, can eliminate many of the common barriers and challenges experienced by people that block their ability to be fully included.

The Shire of Cunderdin has structured the Implementation Plan around the seven outcomes/Standards as required in the *Disability Services Act 1993 (amended 2004)*. The goal is to provide, as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.

The 7 outcomes are categorised under the four key local government planning and reporting areas as follows:

Social inclusion

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

Environmental planning and sustainability

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

Civic Leadership

3. People with disability receive information from the Shire of Cunderdin 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 as other people from the staff of the Shire of Cunderdin.
5. People with disability have the same rights and opportunities as other people to make complaints to the Shire of Cunderdin.
6. People with disability have the same rights and opportunities as people to participate in any public consultation by the Shire of Cunderdin.

Economic growth and development

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



Implementation Plan

The DAIP provides the background information that informs the Council of the reasons why change is required to a facility, service or event provided in their district with their support. The DAIP Implementation Plan states exactly what change has been decided upon, who is responsible to make sure that change happens, and the date by which the change should be completed.

It is only by itemising future requirements that the Council can create realistic budgets to complete the work required.

A fair and equitable DAIP Implementation Plan therefore recommends to the Council where the proposed budget could be allocated by consultation with the following:

- the community with a disability
- the community supporting people with a disability living within or visiting the district
- the Shire of Cunderdin
- government representatives
- corporate and private businesses
- disability related organisations in the area
- as much community based consultation as possible.

The Access and Inclusion Implementation strategies and objectives that have been developed for the Shire of Cunderdin in the Implementation Plan are grouped under the seven desired outcomes listed on Page 11, as recommended by the Disability Commission of Australia. These outcome areas provide a framework to achieve tangible results.



Accomplishments Since 2007

In 2001 the Shire's first Community Access Plan was developed in order to identify a number of barriers to access and inclusion and outlined strategies that the Shire could adopt to overcome them. Progress has been made since 2007 to reduce access and inclusion barriers for people with disability either residing or visiting the region, including but not limited to:

- Building a ramp to the front door of the Shire offices
- Installing automatic doors to the Shire offices
- Installing automatic doors to the Doctor's Surgery
- Upgrading the main street to include disability parking bays, upgraded footpaths and easier angle parking.

Cunderdin Sports and Recreation Facility has been designed in accordance with current building standards to include equal access by:-

- Ensuring level access to all the buildings
- Providing ramps
- All areas are accessible for a wheelchair
- The ground from the building to the footpath is level
- Separate accessible toilet facilities have been installed for men and women.



Implementation and Action Plan

Outcome 1 – Access to Services

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 Cunderdin.		
Strategy	Task	Task Timeline
2001 CSC Disability Plan – Council to consider expansion of talking book library.	(no task provided) – Updated April 2016 - A selection of audio books has been purchased for the library in the Community Resource Centre.	June 2000 Updated: April 2016
2001 CSC Disability Plan – People with mobility problems unable to bring rubbish bins to kerb.	People with disability to be informed that alternative arrangements for rubbish removal can be made upon request via the HACC service providers. Updated April 2016 – Local HACC service provider contacted at Cunderdin Hospital to arrange this service for clients.	June 2000 Updated: April 2016
1.1 Ensure that people with disability are consulted on their need for services and the accessibility of current services.	Commence broad community consultation to review the existing 2001 Plan.	Distribute draft DAIP document & Questionnaire. Completed 22.1.16 Conduct Community Consultation Workshops in Cunderdin & Meckering Completed 22.4.16
1.2 Ensure all contractors or agents planning or delivery services or works on behalf of the Shire are aware of their obligations under the <i>Disability Services Act 1993 (WA)</i> . (Refer to Attachment No.11)	All contractors to have completed a Questionnaire regarding how they are consistent with the Shire of Cunderdin Access and Inclusion Plan.	Set date – create Questionnaire
	Information relating to the contractor's obligations to be included in the tender documents and inductions including reporting procedure.	Ongoing – every time a contractor or agent plans or delivers a service on behalf of the Shire.



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 Cunderdin.		
Strategy	Task	Task Timeline
1.3 Develop links between the DAIP and other Shire plans and strategies.	Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Community Plan and the Corporate Business Plan.	Ongoing
1.4 Ensure that events, whether organised or funded, are accessible to people with disability.	Ensure all events are planned using the <i>'Accessible Events: A Guide for Meeting and Event Organisers'</i> checklist.	Ongoing – every time the Shire (or its contractors / agents) organises an event
	Audit current regular events to check the adequacy of access and inclusion to build improvement measures.	Undertaken – 12 April 2016 Completed
	Promote each event as accessible.	Ongoing
	Promotional material for events where applicable to include the words <i>'Please advise of any access/dietary requirements or communication support you may need to participate'</i> .	Ongoing



Outcome 2 – Access to Buildings and Activities

Outcome 2 - People with disability have the same opportunities as other people to access the buildings and facilities in the Shire of Cunderdin.		
Strategy	Task	Task Timeline
2.1 Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need. (Refer to Attachment No.8)	Identify access barriers to buildings and facilities and make a submission to Council to commence work on rectifying identified barriers, when funds are made available.	Completed Undertaken 12 April 2016 Refer to 'Long Term Financial Plan' and 'Annual Budget'
	Ensure that all emergency evacuation plans safeguard people with disability.	Set date
2.2 Ensure that all new or redevelopment works provide access to people with disability, where practicable. (Refer to Attachment No.6)	Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities to satisfy the current: <ul style="list-style-type: none"> • Building Act 2011; • Building Code of Australia; • Disability (Access to Premises Buildings) Standards 2010; • Australian Standard 1428. 	Ongoing
	<ul style="list-style-type: none"> • Proposed Aged Appropriate Accommodation Project in Cunderdin is implemented. • Consider disabled toilet facility in Meckering 	Commenced and ongoing Refer to 'Long Term Financial Plan' and 'Annual Budget' Commenced- submitted grant application on 29/4/16 for a 'Changing Places' facility.
	Proposed Primary Health Care Centre in Cunderdin to be adopted.	Commenced and ongoing Refer to 'Long Term Financial Plan' and 'Annual Budget'
	Ensure that no development application is signed off without a declaration that it meets the legal requirements.	Ongoing



Outcome 2 - People with disability have the same opportunities as other people to access the buildings and facilities in the Shire of Cunderdin.		
Strategy	Task	Task Timeline
<p>2.3 Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.</p> <p>(Refer to Attachment No. 7)</p>	Undertake an audit of ACROD bays and implement a program to rectify any noncompliance. Enforce parking in ACROD bays requiring an ACROD permit.	Completed Undertaken 12 April 2016
	Enforce 'no parking on footpaths'.	Ongoing
	Consider the need for additional ACROD bays at some locations.	Ongoing
<p>2.4 Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.</p> <p>(Refer to Attachment No. 1)</p>	As requested, provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.	Ongoing
	Follow up with local businesses concerns about access to their premises, raised by community members.	Commenced – Initial consultation 12 April 2016 Ongoing
	Make access information available on the Shire's website.	Ongoing
<p>2.5 Where reasonable and practical the Shire will endeavour to ensure that all recreational areas are accessible.</p> <p>(Refer to Attachment No. 8)</p>	<p>Continue to upgrade recreational areas in accordance with priority areas that were identified:</p> <ul style="list-style-type: none"> Improvement works at the Cunderdin Swimming Pool facility to include separate accessible disabled toilet facilities for men and women, when funds are available. (Refer to ATTACHMENT No. 5) Providing access to swimming pools for people with disability, when funds are available. (Refer to ATTACHMENT No. 2) Provide disability toilet facilities at the Meckering Sporting Club, when funds are available. 	<p>Set date</p> <p>Set date</p> <p>Set date</p>



Outcome 2 - People with disability have the same opportunities as other people to access the buildings and facilities in the Shire of Cunderdin.		
Strategy	Task	Task Timeline
2.6 Address specific building and facility issues raised during public consultation process (Refer to Attachment No. 3)	Assess the number of footpaths in town and any improvement to verge walkways required, incorporating kerb ramps for disabled access. Priority improvement works including gopher and wheelchair routes in town to improve access and safety.	Commenced – initial consultation 12 April 2016
	Regular clearing of footpaths to ensure they are free of loose stones on the concrete, as per maintenance schedule.	Ongoing
2.7 Conduct an audit of all front-line services to assess the mechanisms and resources currently in place to adapt to the needs of people with disability.	An audit to be undertaken for, but not limited to, the following services: <ul style="list-style-type: none"> • Swimming Pool • Library • Town Halls • Community Resource Centre • Shire Offices • Hospital / Health Centre 	Commenced Audit tool 'iauditor' (Disability and access in the workplace tool) downloaded and audits have commenced as at 29 April 2016.



Outcome 3 – Access to Information

Outcome 3 - People with disability receive information from the Shire of Cunderdin in a format that will enable them to access the information as readily as other people are able to access.		
Strategy	Task	Task Timeline
2001 CSC Disability Plan – Information about all council functions, facilities and services are not available in formats that are accessible for people with disability.	The following formats to be made available upon request;- large print, computer disc, audio cassette	January 2001
2001 CSC Disability Plan – Information on Planning, community, recreational and cultural activities, rubbish removal, rate notices, annual reports, Council Minutes and Electoral material to be available in formats accessible for people with disability.	Council to advise through local newspaper and radio that this information is available upon request in alternative formats.	January 2001
3.1 Ensure that the community is aware that Shire information is available in alternative formats upon request. (Refer to Attachment No. 1)	Ensure that documents carry a notation that it is available in alternative formats (eg; larger print).	Commenced in April 2016 and ongoing
	Commit to making publications as accessible as possible and written in plain English.	Ongoing
3.2 Improve staff awareness of accessible information needs and how to provide information in other formats. (Refer to Attachment No. 1)	Make front counter staff aware that State Government Access Guidelines for Information, Services and Facilities are available on the internet and on DVD.	Ongoing
3.3 Ensure that the Shire's website meets contemporary good practice. (Refer to Attachment No. 1)	Review website to ensure it complies with the World Wide Web Consortium (W3C) guidelines.	Commenced review in April 2016 – ongoing.
3.4 Marketing is consistent to the accessibility standards for information. (Refer to Attachment No. 1)	All promotional materials and documentation regarding services, facilities and customer feedback are to be consistent with best practice in accessible information.	Ongoing



Outcome 4 – Equality in Staff Service

Outcome 4 - People with disability receive the same level of service from the staff of the Shire of Cunderdin as other people receive from the staff of the Shire of Cunderdin.		
Strategy	Task	Task Timeline
2001 CSC Disability Plan – Council Officers not sure how to speak appropriately to people with hearing problems. (Refer to ATTACHMENTS No. 9 and No. 10)	Council Officers to be targeted to include: counter staff at municipal office, electoral managing officers managing community services/recreation centres staff and building surveyors to assist them to increase the access awareness of developers.	January 2001
2001 CSC Disability Plan – Council Officers not sure how to talk to someone with an Intellectual disability.	Key control Officers to have disability training. Disability Services Commission and relevant disability organisations to be contacted for assistance in the development of training.	January 2001
4.1 Ensure that all employees, existing and new and Elected Members are aware of disability and access issues and have the skills to provide appropriate services. (Refer to Attachments No. 9 and No. 10)	Determine training needs of current staff and volunteers and conduct training as required, or provide autonomous learning resources for staff and volunteers to improve their own awareness.	The CDO and GO attended a workshop run by the Lighthouse Project on 27 April 2016 with a view to applying for funding to assist in employing a person with disability. Ongoing
4.2 Ensure that information and resources are readily available to staff and volunteers on Access and Inclusion.	Staff and Volunteers induction includes Access and Inclusion information.	Ongoing
	Include training requirements in a future Corporate Induction Manual.	To be developed



Outcome 5 – Access to Complaint Mechanisms

Outcome 5 - People with disability have the same opportunities as other people to make complaints with the Shire of Cunderdin.		
Strategy	Task	Task Timeline
2001 CSC Disability Plan – <ul style="list-style-type: none"> • Lack of information about processes of government and how residents can access the decision making process. • Consultative processes on planning issues not accessible to people with disability. • Lack of information about complaints process. • Voting booths too high for people with wheelchairs. 	<p>Council will provide information about planning processes, electoral processes, Council meeting and complaints procedures in clear and concise language and will make these available in alternative formats upon request. Eg; large print, audio cassette and computer disk.</p> <p>Council to ensure that voting for municipal elections takes place in accessible buildings and that voting booths are modified where required.</p>	<p>January 2001</p> <p>June 2001 To be followed up</p>
5.1 Ensure that grievance mechanisms are accessible for people with disability.	Review current complaint procedures and implement any recommendations. (Refer to Strategies 3.1 and 3.3).	Commenced

Outcome 6 – Participation in Consultation

Outcome 6 - People with disability have the same opportunities as other people to participate in any public consultation with the Shire of Cunderdin.		
Strategy	Task	Task Timeline
6.1 Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	<p>Consult people with disability and use a range of consultation techniques where appropriate;</p> <ul style="list-style-type: none"> • Questionnaires /customer satisfaction surveys, 'The Bandicoot' Newsletter, via telephone or personally; • Conduct evaluations of existing facilities, services or events; • Planning for new facilities, services or events; • Support to attend meetings of Council; • Community consultations. 	<p>Commenced. Workshops held in Cunderdin on 12 April 2016 and Meckering on 22 April 2016.</p> <p>Biannually</p>
6.2 Ensure that people with disability are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> • Consultations are widely advertised. • Held in an accessible venue. • Ensure the information and processes are in accessible format. • Conducted by telephone or in person. 	Ongoing





Outcome 7 – Accessing Employment Opportunities

Outcome 7 - People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Cunderdin.		
Strategy	Task	Task Timeline
7.1 Recruitment practices ensure equal opportunity of employment. The Shire promotes itself as an equal opportunity employer. (Incorporate into the Workforce Plan)	Create an Equal Employment Opportunity Management Plan to ensure recruitment processes meet the requirements for people with disability.	Completed April 2016
	<ul style="list-style-type: none"> Ensure Job Descriptions include a clear and precise description of the tasks required to be undertaken for the advertised position. When advertising for positions, where appropriate add an EEO statement so people with disability are encouraged to apply. Ensure that there is also a statement advising potential applicants that the job description is available in alternative formats upon request. Ensure that job interviews are held in a place accessible to all. Develop a Communication Strategy. 	<p>The CDO and GO attended a workshop run by the Lighthouse Project on 27 April 2016 with a view to applying for funding to assist in employing a person with disability.</p> <p>Ongoing</p>
	Ensure that persons are referred to as a “Person with disability”, not a “Person with disabilities”.	Ongoing
7.2 Staff induction to include Access and Inclusion.	Include training requirements in a future Corporate Induction Manual.	Set date
7.3 Form a Disability Access and Inclusion Committee.	Council to adopt a Disability Access and Inclusion Committee.	Set date
7.4 Individualised Return to Work Programs.	Develop individualised Return to Work programs for employees returning to work with an acquired injury or illness.	As required
7.5 Encourage all staff to improve positive mental health and wellbeing.	Provide information to employees as it becomes available to encourage them to take an interest in their health & wellbeing.	Ongoing



New outcome resulting from the Plan Review

Outcome 8 – Monitoring and Review

Strategy	Task	Task Timeline
8.1 Review the DAIP annually.	Ensure that any DAIP updates or changes are advertised in local printed media such as a local paper or newsletter, such as 'The Bandicoot'.	Annually
8.2 Regularly report progress on the implementation of the Plan.	A report is contained in the Shire's Annual Report.	Set date
	An annual progress report is provided to the Disability Services Commission.	Annually – by 31 st July.
8.3 Review the Shire's Access and Inclusion Policy every five years.	A current up to date Policy to be adopted by Council. A copy to be provided to the Disability Services Commission.	Immediate Priority (DAIP was due for review in 2007)



Consultation

As required under the *Disability Services Act 1993 (amended 2004)*, the Shire of Cunderdin undertook to review and update its Disability Services Plan 2012 and draft a new five year Disability Access and Inclusion Plan ('the Plan') to guide further improvements to access and inclusion.

Consultation for the Plan is the most important aspect of the process to ensure that the resulting Plan is fair and equitable to all, based upon community input and our research. Whilst it is recognised that not all outcomes can be delivered immediately, the Plan will guide our decisions over the next five years.

As part of the review process for this project, and to ensure individuality of the Plan outcomes, strategies and implementation, consultation with key stakeholders, community members and Shire staff are an integral factor. For the 2016 - 2021 DAIP, representatives from the Shire, key stakeholders in the community and community volunteers were invited to comment prior to formal adoption by Council.

The Plan's scope covers the whole of the Shire and therefore public comment was sought as broadly as possible. The following consultation channels were utilised:-

1. Community based consultation Workshops conducted in Cunderdin on Tuesday 12 April 2016 and Meckering on Friday 22 April 2016
2. Individual telephone consultation with community members who have a disability or a family member with disability via the Disability Services Commission Local Area Coordinator
3. Individual telephone consultation with the HACC Coordinator at Cunderdin Health Centre
4. Individual consultation with key staff within the Shire of Cunderdin and
5. Request to complete a Questionnaire advertised in the local newsletter 'The Bandicoot' and on the Shire website.



Findings of the review and consultation process

The review and consultation found that most of the strategies of the previous Plan had been established or achieved, but a new Plan was also required to ensure:

- The vision and priorities remain consistent with the broader vision and priorities of the Shire
- Adequate and appropriate budget setting and forward resource planning
- Access and inclusion remains an organisational priority
- New barriers are addressed
- The Plan keeps pace with contemporary values and practices and
- Ongoing compliance with any legislative and regulatory changes.

WA Local Government Integrated Planning and Reporting Framework

The Shire's priorities are categorised into three key areas as defined by the Local Government Integrated Planning and Reporting Framework and Guidelines. Specific objectives and strategies re-established under these three key areas so they may be easily integrated into the Shire of Cunderdin's Corporate Business Plan and annual budget.

The Cunderdin Community Strategic Plan aims to manage growth sustainably through governance, leadership, and targeted service and economic growth. The goals to achieve the aim are:

Social

- Grow and build the population base.
- Improve community spirit, collectively caring for each other.
- Build an active community, increasing participation and ownership.

Environmental

- Maintain and enhance the natural environment and resources.
- Maintain and enhance the area's infrastructure.



Economic

- Strengthen local business and employment capacity.
- Support and encourage sustainable business growth.
- Position the area as a regional strategic location and transport hub.

Key findings:

- Amendments are required to account for the introduction of mandatory Outcome 7 under the *Disability Services Act 1993* (WA).
- Amendments are required to account for the introduction of the Disability (Access to Premises Buildings) Standards 2011 under the *Disability Discrimination Act 1992* (Cth).
- The introduction of a new Outcome to strategically manage the monitoring and review of the Plan is recommended.
- It is recommended that upon installation of the accessible toilet facility at the Museum, that the Shire of Cunderdin become a Local Government partner of 'You're Welcome – Access WA' to assist people with disability to access community life by:
 - Providing detailed and accurate information about the accessibility of facilities and services and
 - Encouraging businesses and community organisations to make their services and facilities more accessible.

This DAIP will be effective for five years, from May 2016 to June 2021. Within the seven outcome areas, strategies have been identified where there is potential for improved access and inclusion. The broad strategies provide flexibility to respond to emerging access and inclusion needs. These strategies are to be used to guide the identification of initiatives in the annual implementation plans, for the duration of this DAIP.

Cunderdin Community Consultation Workshop

Tuesday 12th April 2016 at the Cunderdin Museum

9 participants attended. (Refer to Appendix 1).

Outcome 1

1. Request for local transport service to be provided from the resident's home to the train station and return. Instances where a resident has been transported to hospital in Perth by ambulance, but placed on the train for the journey back home. A suggestion to share the Quairading Shire bus service.
2. Outpatient facilities at the proposed Health Centre for speech, physiotherapy and occupational therapies to be 'child friendly' spaces designed to accommodate children with disability.
3. No respite services provided locally.

Outcome 2

1. Inaccessible parking facility outside the Cunderdin Newsagency/Post Office. The current Disabled parking bay is set at a 90 degree angle and not at a 45 degree angle, as is required for all other vehicle parking. On either side of the Disabled parking bay is a driveway and pedestrian walkway which makes it very difficult for both the driver, if the driver has a disability and the passenger to alight and enter the vehicle safely. (see photograph below)





2. Extreme difficulty trying to cross the highway - comment from HACC Coordinator at the Cunderdin Health Centre.
3. The condition of the road from the Aged Cottage Homes to the doctor's surgery is a trip and fall hazard. Hospital staff have to drive patients across the road to the surgery - comment from HACC Coordinator at the Cunderdin Health Centre.
4. Grocery shopping at the Cunderdin IGA – requests for a home delivery service to be provided at nominal charge.
5. Change the doors on the public toilet facility outside the Museum as they are too heavy. Should be self-closing.
6. The footpath from IGA to the Park is gravel with steep slopes – a falls hazard and unsuitable for wheelchairs and walkers.
7. The residential refuse bins are difficult for the elderly to take out to the road for collection service.
8. The Cunderdin Swimming Pool – requests for the pool to be heated to attract elderly to the facility. (A compliment from a participant on the installation of the steps into the pool).
9. The pathway along Lundy Avenue is unsatisfactory as it is lifting (uneven) and not wide enough to accommodate walkers or a wheelchair.
10. The main entry to events into O'Connor Park is dirt and unsuitable for wheelchairs, gophers or walking frames.
11. Cunderdin Town Hall toilets – no provision for wheelchair access.
12. Request for a footpath to be installed from the IGA across to the toilets on Forrest Street.
13. The kerbing in front of the butchers shop is too high.
14. The BBQ area at O'Connor Park floods.
15. The drains are constantly blocked at the Cottage Homes.
16. Access to Lundy Avenue is via the footpath along Memorial Avenue. Request for a footpath to be installed from beside the Town Hall to Lundy Avenue.



17. Burning of stubble – irritates people/children with breathing difficulties, asthma, emphysema. A request for farmers to burn during times that the wind is not blowing towards/across town.
18. Complaint regarding Child Care Centre – not a safe place, inappropriate place for a child with disability.

Outcome 3

1. Lack of accessible features on the Shire of Cunderdin website for people who are blind/vision impaired.
2. No alternative formats available on the website (audio or larger font size).

Outcome 4

1. Under-representation of people with disability on the Shire of Cunderdin website.

Outcome 5

No comments.

Outcome 6

1. Limited public consultation with people with disability regarding a range of council services.
2. Inadequate alternate methods of consultation to accommodate the needs of families who have children with disability.

Outcome 7

No comments.



Meckering Community Consultation Workshop
Friday 22nd April 2016 at the Meckering Sporting Club
10 participants attended. (refer to Appendix 2)

Outcome 1

No comments.

Outcome 2

Considered Priority:-

1. There are no facilities available for people with disability, for community members, sportspeople or tourists/travellers visiting the town to shower or toilet. The installation of a toilet and showering facility, strategically located in the centre of town, will ensure that visitors with complex or high care needs, carers and their families have the amenities to support a day trip and/or an overnight stay to the town. It will also allow inclusion of local community members with disability to participate in sporting and leisure activities from the nearby Meckering Sporting Club.
2. The wheelchair access into the toilets at the Meckering Sporting Club needs to be addressed. There is no wheelchair access to the rear of the Meckering Sporting Club – suggestions made to remove the stairs currently in place and install a ramp as this would be the ideal place for a disabled entrance to the Club as parking is directly adjacent to the back door of the Club.
3. The path to the front door of the Meckering Sporting Club is not wide enough to fit a gopher or wheelchair and it would be difficult to manoeuvre around the tight corners of the existing path.
4. Meckering Town Hall has no wheelchair access and there is no path to the front door, only gravel. A suggestion to install a ramp into the main door and to install a footpath up to the door.
5. The kerbing on the shop side of Gabbedy Place is too high.
6. The entry into HCT (local shop) is too high.
7. Signage and access to disabled parking spaces on Gabbedy Place to be installed.



8. Lighting in town is very poor.
9. Footpaths – Kelly Street requires maintenance. Request to install footpaths along Burges and Vanzetti Streets.
10. Footpaths in town need to be reassessed.
11. There is no Disabled Parking bays in front of the general store.
12. The Church on Byfield Street is inaccessible for people with disability.
13. The signs at the Earthquake Gazebo have been removed.
14. Request to place permanent lighting over the Memorial.
15. A request to install a drain on the hockey field. The field is waterlogged during winter.

Outcome 3

1. Review Council website for ease of access to Council information. Offer aids such as larger font or TTY availability.
2. All Electoral Commission and Council official electoral notices and information to be accessible to all.

Outcome 4

1. All staff to receive compulsory disability awareness training as part of their orientation/professional development. Refresher courses to be conducted every three years.
2. Council members and volunteers to be given the opportunity to attend disability awareness training.

Outcome 5

No comment.

Outcome 6

No comment.

Outcome 7

No comment.



Review and Evaluation

Legislation outlines that the Access and Inclusion Plan can be reviewed any time, and runs for 5 years. Although it can be amended at any time, there is still the statutory requirement to consult the community, lodge it with the Commission and notify the community of the amended DAIP.

The Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. This part of the DAIP is a separate policy document and as such is not subject to the statutory routine.

Review and monitoring:-

- Whenever the Access and Inclusion Plan is amended, a copy of the amended Plan will be endorsed internally through the Shire Council of Cunderdin and then lodged with the Disability Services Commission.
- Council will prepare a report each year on the Implementation of the Access and Inclusion Plan that will be sent to the Disability Services Commission by 4 July of each year.
- A status report will be provided in the annual general report.
- Internal staff will be aware of the processes required to communicate activities.
- Agents and contractors, when contracted by the Shire to carry out work related to DAIP outcomes will be advised of the DAIP in tender or contract documents, email or by referral to the Shire website. Agents and contractors will be required to report back to the Shire in their Progress Report.

Evaluation

Once a year, Council will provide notification to the community in a variety of formats, regarding the Access and Inclusion Plan to:

- Review work, if any, implemented during the past 12 months
- Seek feedback on the effectiveness of implemented strategies
- Seek feedback on additional barriers not identified in the initial consultation
- Identify additional strategies for consideration.

Communicating the DAIP

Notification of the amended DAIP will be advertised in the local newspaper and 'The Bandicoot'. The amended DAIP will be made available to view on the Shire's website and in alternative formats upon request.



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Appendices and Attachments



Guidelines for making information accessible

People with disabilities frequently experience difficulty in accessing public information. The types of disability that impact on an individual's ability to access information include hearing loss or deafness, impaired vision or blindness and disabilities that affect the ability to learn or process information (such as intellectual disability and psychiatric illness). Many communication difficulties can be avoided by providing people with a range of communication options so that they can use the one that best suits their needs.

Printed information

It is recommended that printed information:

- is made clear and easy to understand through the use of plain English, short sentences, clear headings, no jargon and using pictures or diagrams where appropriate;
- is made clear and easy to read by using a minimum font size of 12 point, and where possible 14 point or larger on brochures and advertising;
- is produced in a plain and, where possible, sans serif font such as Arial or Helvetica;
- uses text of a dark colour that significantly contrasts with the background;
- is printed on matt, non-reflective paper;
- displays important information in bold and larger print;
- avoids using upper case only, as this is more difficult to read;
- avoids using underlining and watermarks;
- uses a minimum of italics and hyphenation; and

- avoids combining red and green colours in lettering, as this provides poor contrast and is difficult for people who are colour blind to read.

Better Hearing signs on public counters

These stand-up counter cards contain information for staff about communicating with people with hearing impairments. It is recommended that they are placed on all public counters. Better Hearing Kits are available from Better Hearing Australia, Western Australia.

Signage

All external and internal signage should be positioned to be clearly visible to people with a disability, in accordance with the Building Code of Australia (BCA), Australian Standards, AS 1428.1 and AS1428.2. International Symbols, maps and other graphics may be useful. The *Australian Standard, AS 2899.1, Public Information, Symbols and Signs* is also relevant.

Providing information in formats that meet communication requirements of people with disabilities

Information in alternative formats should be provided on request from a person with a disability. Information can usually be provided in alternative formats for little or no additional cost to the provider.

The most appropriate alternative format can vary according to an individual's specific communication requirements and can include use of:

- the Internet website;
- e-mail;
- computer disk;
- audio cassette;
- large print text;
- audio loops (with appropriate signage) that are fitted where public address systems are used;



An introduction for management on providing access to swimming pools

Some key considerations when planning access to swimming pool facilities are:

- Provide clearly signed accessible parking as close to the main entrance as possible.
- Provide a universal drop-off bay as close as possible to the front entrance of the building, with a kerb ramp at any changes in level.
- Provide seating at the drop-off point which is at a good height, has armrests and is protected from the weather and sun.
- Provide a firm, continuous path free of obstructions and without steep slopes from parking to the main entrance and throughout the pool facility.
- Provide an accessible pathway to spectator areas, plus shaded seating areas and an accessible drinking fountain.
- Provide a lowered counter at the reception and kiosk / café to assist wheelchair users.
- Provide a unisex accessible changeroom to allow people to privately change and transfer into a pool wheelchair if required.
- Ramp access into the pool improves access for people who have mobility difficulties or who need the use of a pool chair to enter the water.
- Everyday wheelchairs cannot enter the water – provide a submersible pool chair that can be borrowed by patrons.
- In preference to a ladder, provide step and handrail entry into the pool, which is easier to manage for those with mobility disabilities.
- Pool hoists can be retrofitted to the pool edge and can be a means to provide

access for those people who have higher dependency needs. A change table and hoist in an accessible change room would further enhance accessibility.

- Provide visual and audible alarms, particularly to change rooms.
- Provide easy-to-read directional signage to all pool facilities.
- Provide training to staff on disability awareness.

More information

- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Providing access – go to Access and Universal Design on the Disability Services Commission website www.disability.wa.gov.au
- For names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au
- The Independent Living Centre of WA (ILC) provides information on equipment that will assist people with disabilities participate in recreational activities. Contact them on 9381 0600 or by their website www.ilc.com.au.
- Sport and Recreation Victoria, *Sport and Recreation, Access for All*. Villamanta publishing Service Inc (Melbourne).



An introduction for management on providing access to pedestrian areas

Some key considerations when planning access to pedestrian areas and footpaths are:

- Provide a firm, continuous path free of obstructions and without steep slopes.
- Where long walkways are provided, provide signage that displays direction, distance and terrain.
- Boardwalks can overcome problems of traversing rough, uneven, sandy terrain. Reeded decking of boardwalks requires the slats to be run perpendicular to the direction of travel.
- Building lines and pathway edges (for example, the edge of a concrete pathway, where it abuts grass) are used by those who are blind or have low vision to provide a orientation cue. Keep these clear of trip hazards (signage, pot plants, retail displays, trailing plants, overhanging branches).
- Provide seating at regular points along long walkways. Seating to be at a good height, have armrests and be protected from the weather and sun.
- Where drinking fountains are provided, provide one that is accessible to all.
- Ensure all squeeze points are wide enough for wheelchair and mobility aid users to open and pass through.
- Where toilets are provided, provide a clearly signed unisex accessible toilet.
- Providing good directional, informative, accessible signage will assist all people to find their way.
- Access checklists and requirements – go to the Disability Services Commission's publication 'Access Resource Kit' on their website www.disability.gov.au under 'Access Publications' in the section 'Access and Universal Design'.
- Providing access – go to 'Access and Universal Design' on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au
- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au

More information

The **You're Welcome WA Access Initiative** was developed by the Disability Services Commission with the Western Australian Local Government Association, Ministerial Advisory Council on Disability, People with Disabilities (WA) Inc, Tourism Western Australia, National Disability Services WA, Nican WA and City of Perth.



Creating accessible events

It is important that people with disabilities have the same opportunities as other community members to access and participate in public meetings, consultations, functions and events.

People with disabilities can face barriers when attending and participating in public functions in a variety of ways. They may experience difficulty hearing what is said, seeing small print on an invitation, climbing steps to the venue, understanding signage or using a rest room in the building.

To ensure that events can be accessed and enjoyed by people of all ages and abilities it is important to consider the items listed on this checklist. It is recommended that the event organisers visit any venue chosen prior to a public function or meeting so that they may be satisfied of the accessibility of the venue and services.

Whenever possible functions should be held in fully accessible venues. It is recognised that standards for access have changed over time and many older buildings will not comply with current requirements. Event organisers, however, should always select the most accessible venues for public functions.

In instances where the venue is not fully accessible some access barriers may be addressed by having informed staff available to provide assistance and through hiring equipment or facilities, such as an accessible toilet, ramp or audio loop.

Information about where to hire equipment is available through the Independent Living Centre at phone number 9381 0600.

Additional contacts and resources to assist you with organising an event that is accessible to people with disabilities can be found in - Planning and Designing Accessible Information, Services and Facilities - in the Access and Universal Design section on the Disability Services Commission's website www.disability.wa.gov.au.

Checklist

As access requirements for people with disabilities vary depending on the people attending and the type of event, you may find parts of this publication more relevant than others. To use these checklists, tick "yes" or "no" to the questions asked. You may also want to make brief comments for future reference.

This checklist is designed to be a quick overview of the accessibility of a venue and function. It is not designed to assess every aspect of access in detail. It will indicate whether people with disabilities can easily attend your function and participate. For a more detailed audit of the accessibility of a building refer to the publication - **Access Resource Kit**, available on the Commission's website www.disability.wa.com.au



An introduction for management on providing accessible toilets for people with disabilities

Disability affects the lives of around half a million Western Australians directly, as a family member or carer of a person with a disability. This is already a sizeable customer base with enormous purchasing power and it is increasing as our community ages.

Providing accessible facilities will help your business win these loyal customers, their families and friends as well as enabling people with disabilities to be part of community life.

Some key considerations when planning access

- Provide a continuous path free of obstructions from the entrance to the toilet.
- Install signage to identify location and the route to the toilet.
- Provide doors that are of sufficient width for wheelchairs and easy to open.
- Provide an accessible toilet large enough to allow a wheelchair user to enter, close the door and manoeuvre alongside the toilet.
- Provide handrails to assist people to get on and off the toilet.
- Ensure the toilet, handrails, basin and all accessories are at the correct height.
- Have the accessible toilet open for the same hours as other public toilets.

- Design and layout of toilets – see the brochure *Guide to installing an Accessible Toilet* available from the City of Swan phone: 9267 9267 or e-mail: swan@swan.wa.gov.au
- Access checklists and requirements – go to the Disability Services Commission's publication 'Access Resource Kit' on their website www.disability.gov.au under 'Access Publications' in the section 'Access and Universal Design'.
- Providing access – go to 'Access and Universal Design' on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au
- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au

More information

The **You're Welcome WA Access Initiative** was developed by the Disability Services Commission with the Western Australian Local Government Association, Ministerial Advisory Council on Disability, People with Disabilities (WA) Inc, Tourism Western Australia, National Disability Services WA, Nican WA and City of Perth.



An introduction for management on providing access to health and medical services for people of all ages and abilities

Disability affects the lives of around half a million Western Australians directly, as a family member or carer of a person with a disability. This is an important group of people who may choose to access community based Health and Medical Facilities. Access to community based facilities is essential to enable people with disabilities to manage their health and wellbeing.

Some key considerations when planning access are:

- Where on-site parking is provided, make available a clearly signed easy access parking bay as close as possible to the main entrance.
- Provide a firm continuous path, free of obstructions and without steep slopes from the parking space to the main entrance and within the building.
- Provide doors that are of sufficient width for wheelchair users and easy to open.
- Ensure people who use mobility devices such as wheelchairs can move through the waiting area and get to reception desk.
- Ensure people who use mobility devices can get into consulting / treatment / change rooms and access any specialised equipment.
- Facilities such as height adjustable examination tables and mobile specialised equipment, where possible, will be of benefit to many people with physical disabilities.

- Ensure that there is an accessible toilet large enough to allow a wheelchair user to get in, close the door and manoeuvre alongside the toilet.
- Ensure people with a vision impairment can easily access all documents, forms and signs.
- Provide training to staff on disability awareness.

More information

- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Making information accessible – go to the You're Welcome information sheet on the website www.accesswa.com.au
- Providing access – go to Access and Universal Design home page on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au
- Staff Training – view the Disability Services Commission's video 'You Can Make a Difference to Customer Relations for People with Disabilities'.



An introduction for management on providing accessible parking for people with disabilities

Disability affects the lives of around half a million Western Australians directly, as a family member or carer of a person with a disability. This is a sizeable customer base with enormous purchasing power. Providing accessible facilities will help your business win these loyal customers as well as their families and friends.

Easy access parking bays are provided for people who cannot access regular parking either as a passenger or driver because of their mobility limitations, resulting from a disability. Users are required to be current holders of an Easy Access Mobility Parking permit, issued through ACROD WA.

Some key considerations when planning access

- Ensure a proportion of public parking bays are of extra width to allow for people using wheelchairs.
- Locate parking bays for people with disabilities as close as possible to the main entrance and with clear signposts.
- Ensure bays have a suitable paving surface (level and firm with no loose debris) with the appropriate slope/gradient.
- Ensure parking payment controls are at an appropriate height and within reach of someone using a mobility device such as a wheelchair.
- Provide an accessible path of travel between each parking space and the main entrance to premises.

- Provide a set down area wherever possible, preferably covered to provide protection from the weather.

More information

- Access checklists and requirements – go to the Disability Services Commission's publication 'Access Resource Kit' on their website www.disability.wa.gov.au under 'Access Publications' in the section 'Access and Universal Design'.
- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Providing accessible parking – contact your local Council about requirements in relation to the design, location and policing of easy access bays.
- Providing access – go to 'Access and Universal Design' on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au



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- Provide an accessible path of travel between each parking space and the main entrance to premises.

- Provide a set down area wherever possible, preferably covered to provide protection from the weather.

More information

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- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Providing accessible parking – contact your local Council about requirements in relation to the design, location and policing of easy access bays.
- Providing access – go to 'Access and Universal Design' on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au



[YOU'RE WELCOME - OUTDOOR RECREATION AND TOURIST ATTRACTIONS]

ATTACHMENT NO. 8

An introduction to management on providing access to outdoor recreation and tourist attractions

Some key considerations when planning access to outdoor recreation and tourist attractions are:

- Provide clearly signed accessible parking and a universal drop-off bay as close as possible to front entrance of the facility, with a kerb ramp at changes of level.
- Provide seating at the drop-off point that is firm and at a good height, has armrests and is protected from the weather and sun.
- Provide a firm, continuous path free of obstructions and without steep slopes from parking to, and throughout the facility.
- Where long walkways are provided, provide signage that displays direction, distance and terrain. Provide seating at regular points along long walkways.
- When communicating with customers speak to the person directly, not their carer or accompanying person.
- Provide a lowered counter and good lighting where conversations are held, such as the reception counter.
- Where drinking fountains are provided, provide one that is accessible to all.
- Where toilets are provided, provide a clearly signed unisex accessible toilet.
- Providing good directional, informative, accessible signage will assist all people to find their way.
- Provide an appropriate hearing augmentation system for any audio presentations. Advertise that this is available and where it is located, using the internationally recognised deafness symbol.

- In addition, consider provision of transcripts, captioning and reproduction of material in a large print format.
- Provide visual and audible alarms.
- Provide training to staff on disability awareness.

More information

- Better Hearing Australia (WA) Inc provides advice about adaptive technology for telephones, television and alarms and provision of the Hearing Help card and other aspects of hearing loss. Go to the Better Hearing website www.betterhearingwa.iinet.net.au
- Making information accessible – go to the You're Welcome WA fact sheet on information provision on the website www.accesswa.com.au in the section 'How to improve access'.
- Access checklists and requirements – go to the Disability Services Commission's publication 'Access Resource Kit' on their website www.disability.gov.au under 'Access Publications' in the section 'Access and Universal Design'.
- Providing access – go to 'Access and Universal Design' on the Disability Services Commission website www.disability.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au

The **You're Welcome WA Access Initiative** was developed by the Disability Services Commission in partnership with the Western Australian Local Government Association, Ministerial Advisory Council on Disability, People with Disabilities (WA) Inc, Tourism Western Australia, National Disability Services WA, Nican WA and the City of Perth.

**[YOU'RE WELCOME - NEEDS OF PEOPLE WHO ARE DEAF OR WHO HAVE A HEARING IMPAIRMENT]****ATTACHMENT NO. 9****An introduction for management on the needs of people who are deaf or have a hearing impairment**

Some key considerations when meeting the needs of those who are deaf or have a hearing impairment are:

- When communicating with customers speak to the person directly, not their carer or accompanying person.
- Provide good lighting where conversations are held, (for example, reception or booking counter). This will assist those who lip read or rely on facial expression as conversation cues. Also, reduce background noise.
- Providing good directional, informative, accessible signage will assist a person with a hearing impairment as it reduces their need to verbally ask directions.
- Provide training staff on disability awareness.
- Display your Better Hearing card. This will inform customers that staff are familiar with communicating well with a person who is hard of hearing.
- Have available a portable hearing augmentation system for conferences or meetings; or know where to hire appropriate technology from. Advertise it is available, where it is located, using the international deafness symbol.
- Use flashing and audible light alarms.
- Provide teletext enabled televisions.
- The WA Deaf Society provides information, advice and support concerning the provision of access for people who are deaf or have a hearing impairment. The Society provides Auslan (Australian Sign Language) interpreters and other services.
- Making information accessible – go to the You're Welcome WA fact sheet on information provision on the website www.accesswa.com.au in the section 'How to improve access'
- Access checklists and requirements – go to the Disability Services Commission publication 'Access Resource Kit' on their website www.disability.wa.gov.au under 'Access Publications' in the section Access and Universal Design'.
- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants are available on the Access Consultants Association website at www.access.asn.au
- Making accommodation/services accessible – see the publication 'GuestAbility' on the Independent Living Centre website www.ilc.com.au or phone the Disability Services Commission on 94269384 for a copy of it on DVD.

More information

The **You're Welcome WA Access Initiative** was developed by the Disability Services Commission with the Western Australian Local Government Association, Ministerial Advisory Council on Disability, People with Disabilities (WA) Inc, Tourism Western Australia, National Disability Services WA, Nican WA and City of Perth.



**[YOU'RE WELCOME - NEEDS OF PEOPLE WHO ARE BLIND OR
WHO HAVE A VISION IMPAIRMENT]**

ATTACHMENT NO. 10

An introduction for management on the needs of people who are blind or have a vision impairment

Some key considerations when meeting the needs of those who are blind or have a vision impairment are:

- When communicating with all customers speak to the person directly, not their carer or accompanying person.
- Provide good lighting where conversations are held, such as the reception / booking counter.
- Building lines are used by those who are blind or have low vision to provide a orientation cue. Keep building lines clear of clutter (signage, pot plants, retail displays), placing alfresco seating etc along the kerb line.
- Provide training to staff on disability awareness.
- Provide large print menus, programs and information leaflets with an easy-to-read font for people with low vision.
- Signage to have large, easy to read font which is in good colour contrast to the sign background.
- Information and signage to have a matt surface to reduce reflective glare.
- Ensure the space in front of sign boards and maps is clear of clutter so those with low vision can get close enough to read.
- Overhead obstacles may not be seen by those with low vision or who are blind.

More information

- The Association for the Blind can produce material in alternative formats and is a comprehensive resource for information about blindness and low vision. Its website is www.abwa.asn.au
- Making information accessible – go to the You're Welcome WA fact sheet on information provision on the website www.accesswa.com.au in the section 'How to improve access'
- Access checklists and requirements – go to the Disability Services Commission publication 'Access Resource Kit' on their website www.disability.wa.gov.au under 'Access Publications' in the section Access and Universal Design'.
- Your legal responsibilities to provide access – go to Disability Rights on the Australian Human Rights Commission website www.hreoc.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants are available on the Access Consultants Association website at www.access.asn.au



Disability Access and Inclusion Plan (DAIP) Contractor Progress Reports

The Disability Services Act 1993 (amended 2004), requires a DAIP Progress Report from each public authority to show how DAIP strategies meet the desired outcomes specified in the Act. The Disability Service Regulations 2004 requires public authorities to report progress of the outcomes made by the public authority and any agents and contractors that have been used. The Regulations also require the methods used to inform its agents and contractors of its DAIP.

Agents, contractors, funded and sponsored agencies can include non-government and not-for-profit organisations and businesses that undertake work on behalf of a public authority involving interaction with the community. Contracted employees should not be considered as contractors for this report.

This template is to assist public authorities with monitoring and reporting on agent and contractor progress. The template is for your use and may be adapted to suit your requirements. Alternatively, you may choose to continue to use the previous template provide by the Commission or your own reporting template.

A copy of the template is available at www.disability.wa.gov.au > Business and Government > Disability Access and Inclusion Plans > Progress reporting for DAIPs. Contractors Report.

Please contact the Access and Inclusion Branch on 9426 9353 or 6104 9551 if you have any questions regarding reporting requirements.

Annexure 1



The Shire of Cunderdin

Invites interested persons to participate
in a WORKSHOP to be held on



Tuesday 12th April 2016
11.30am to 12.30pm
At the Cunderdin Museum

(includes a **light lunch** – please advise
any dietary requirements)

To discuss the DRAFT Disability Access & Inclusion Plan (DAIP)

The *Disability Services Amendment Act 2004* required Council (and all other public authorities) to develop a Disability Access and Inclusion Plan (DAIP), which has now been completed in draft.

The purpose of a DAIP is to ensure that people with a disability can access services provided by public authorities in Western Australia, and to participate and be included in their community. The goal is to provide, as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.

Please confirm your attendance with Meredith on **9635 2700**

A copy of the plan may be obtained from the Shire office or by contacting Reception at admin@cunderdin.wa.gov.au

Peter Naylor
Chief Executive Officer



Shire of Cunderdin Disability Access and Inclusion Plan

Cunderdin Museum
Tuesday 12th April 2016

WORKSHOP AGENDA

Do you have a disability and find it difficult to use the Shire of Cunderdin's facilities and access services? We would like to hear your suggestion of how we can improve our buildings and services to accommodate the needs of people with disability.

The Disability Access and Inclusion Plan (DAIP) is a regulatory requirement and is now due for updating so it's a good opportunity for people with a disability or carers of people with a disability to have your say so it can be considered in the revised plan.

1. Objectives

- To provide as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.
- Seek ways that community benefits can be maximised and the success of the Disability Action Plan can be enhanced.

The DAIP is required to achieve the following desired outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised or sponsored by Council
2. People with disability have the same opportunities as other people to access the buildings and other facilities provided by the Shire of Cunderdin.
3. People with disability receive information from Council 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 Council staff as other people receive from the staff of Council.
5. People with disability have the same opportunities as other people to make complaints to Council.
6. People with disability have the same opportunities as other people to participate in any public consultation by Council.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Cunderdin

Several improvements have already been undertaken within the Shire over the past several years such as new footpaths, a ramp and an electronic door at the Shire Administration Office, electronic doors at the Medical Centre and a ramp at the Community Resource Centre. The new Sport and Recreation facility in Cunderdin has full access to all the modern facilities.

2. Participants

2.1 Shire of Cunderdin Staff

Meredith Lee-Curtis, Kayla James

2.2 Community Members

(sign Attendance Register)



Annexure 2



The Shire of Cunderdin

Invites interested persons to participate
in a WORKSHOP to be held on



Friday 22nd April 2016
11.00am to 12.30pm
At the Meckering Club

(includes a **light lunch** – please advise
any dietary requirements)

To discuss the DRAFT Disability Access & Inclusion Plan (DAIP)

The *Disability Services Amendment Act 2004* required Council (and all other public authorities) to develop a Disability Access and Inclusion Plan (DAIP), which has now been completed in draft.

The purpose of a DAIP is to ensure that people with a disability can access services provided by public authorities in Western Australia, and to participate and be included in their community. The goal is to provide, as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.

Please confirm your attendance with Meredith on **9635 2700**

A copy of the plan may be obtained from the Shire office or by contacting Reception at admin@cunderdin.wa.gov.au

Peter Naylor
Chief Executive Officer



Shire of Cunderdin **Disability Access and Inclusion Plan** Meckering Sporting Club Friday 22nd April 2016

WORKSHOP AGENDA

Do you have a disability and find it difficult to use the Shire of Cunderdin's facilities and access services? We would like to hear your suggestion of how we can improve our buildings and services to accommodate the needs of people with disability.

The Disability Access and Inclusion Plan (DAIP) is a regulatory requirement and is now due for updating so it's a good opportunity for people with a disability or carers of people with a disability to have your say so it can be considered in the revised plan.

1. Objectives

- To provide as much as is reasonable, the same level of access as people without a disability enjoy, and to ensure that people are not discriminated against on the basis of their disability.
- Seek ways that community benefits can be maximised and the success of the Disability Action Plan can be enhanced.

The DAIP is required to achieve the following desired outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised or sponsored by Council
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3. People with disability receive information from Council 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 Council staff as other people receive from the staff of Council.
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2. Participants

2.1 Shire of Cunderdin Staff

Meredith Lee-Curtis, Kayla James

2.2 Community Members

(sign Attendance Register)

