

Shire of Boyup Brook

Disability Access

And

Inclusion Plan

2007 - 2012

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EXECUTIVE SUMMARY

The Shire of Boyup Brook has created the following Disability Access and Inclusion Plan (DAIP) to assist the Council to create outcomes that encompass the needs of all its community members and visitors. This DAIP covers a 5 year implementation period from 2007 – 2012 ensuring that residents and visitors in the district are welcomed with events, facilities and services created with universal access as their aim.

Universal access is a term that relates to more than wheelchair access to a facility. From the perspective of the Shire and the Councillors it is a well thought out and planned path of travel that includes patterns of interaction, such as communicating with staff, which make the whole experience easy for people from diverse backgrounds and with diverse abilities to travel. The focus of this document is that of disability and the issues and challenges that local government are required to know and regulate for surrounding those issues.

Local governments, because of their broad mandate, play a vital role in the lives of people with disabilities. 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 Shire of Boyup Brook manages and maintains public infrastructure facilities within the town of Boyup Brook and satellite settlements in its district, such as roads, paths, drains, community buildings and recreation spaces. The Shire also provides a range of services such as shire staffed office services and library, swimming pool, recreation programmes, community programs and medical services. The quality of this infrastructure is vital to the social and economic well-being of the shire as a whole community as it enhance the lives of all people, especially those community members and visitors that have disabilities and diverse needs.

The Boyup Brook Shire is predominantly primary industry focused with agriculture being important in the area. As a district there are many factors to creating universal access that need to be considered, so an ordered and structured approach has been adopted for the DAIP, as recommended by the Disability Services Commission.

This structure of the 2007 - 2012 DAIP has been based on the outcomes and achievements that were created using the 1996 Disability Services Plan and its 2001 and 2005 reviews. The 2007 DAIP has also been designed to meet the requirements of the Western Australian Disability Services Act 1993, the Commonwealth Disability Discrimination Act (1992) and the Equal Opportunity Amendment Act, Western Australia (1988). The new DAIP responds to new initiatives by the State and Federal governments in recent years and sets the stage for responding to diversity by expanding upon previous disability services plans to incorporate the needs of all members of the community.

The Shire of Boyup Brook 2007 – 2012 DAIP has a particular focus on nurturing a community where diversity, difference and a sense of identity is respected and valued. These values are underpinned by a commitment to the creation of fair and equitable access for all residents and visitors to the shire.

The vision for an accessible and inclusive community will concentrate on six key areas:

1. Existing services
2. Access to buildings and facilities
3. Access to events and projects organised by the shire
4. Information and communication
5. Opportunities to make complaints
6. Opportunities to participate in any public consultation

The DAIP is designed not to be a static document but to be flexible and versatile enough to cater for the changing needs within the community as a whole. The Shire of Boyup Brook recognises that the task of addressing the many important issues that affect the community is not an easy one. The Shire will endeavour however, through ongoing consultation and involvement with the community, to identify as many of these challenges as possible and will continue working together to achieve greater success in these areas.

INTRODUCTION

Under the Western Australia Disability Services Act (1994), Local Governments have been required to develop Access and Inclusion Plans to ensure people with disabilities can access council services and facilities. Annual reports on activities relating to the progress of these plans are reported to state government at the end of each financial year.

Access and Inclusion plans are not just about ensuring buildings have wheelchair access, they also incorporate inclusion at a participatory and service level. This DAIP will assist the Shire to determine the strategies needed to enhance and promote accessibility requirements. It provides the direction and framework for future planning needs beyond the short term so that it can assist integrate design for the development well into the future, focusing on the inherent qualities of the location and its attributes.

This document outlines suggested strategies that can be used to promote a quality of life that is vibrant, creative, diverse and capable of building a community, where people with disabilities are able to participate in Council activities, services and facilities with equality and freedom.

The Shire of Boyup Brook aims to ensure that the services it provides meet varied needs and that everyone has equal access to these services regardless of their race, heritage, gender, religious or non-religious belief, nationality, family background, age, disability or sexuality. For the purpose of this document when the terms access or inclusion are used they refer to the following definitions:

Definitions

Access in the context of this Disability Access and Inclusion Plan refers to an individual's physical ability to get to, into, and 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 the Shire of Boyup Brook in an integrated and holistic manner that does not ostracise, embarrass or humiliate an individual.

THE SHIRE OF BOYUP BROOK

To be a proactive Local Government achieving the economic and social goals of the community that are affordable, productive and environmentally responsible.

Vision Statement 2006

The Shire of Boyup Brook adopted its first Disability Services Plan in 1996, a document that has been integral in removing or minimising many barriers to access and inclusion within the towns and settlements of the district. The Shire is committed to continue to work toward creating increased mobility and access, both physical and social, in a supportive environment, for all of its community members and visitors. The strategies and plans developed and implemented by the Shire outlined in this DAIP are intended to encompass the diverse needs of the community and enhance and improve disability access and inclusion in the shire district.

EXAMPLES OF PAST DAIP ACCOMPLISHMENTS

The 1996 Disability Services Plan identified a number of barriers to access and inclusion and outlined strategies that the Shire could adopt to overcome them. Below are some examples of the celebrated outcomes suggested by the 1996 plan that have reduced access and inclusion barriers for people with a disability living in or visiting the region:

- The upgrading of the Boyup Brook Swimming pool to include a hydro hoist to pool and spa, colour contrasted pavements and accessible showering and restroom facilities. This facility is being used regularly by people with disabilities.



A graded step entrance and pool chair lift (not shown) makes access to the Boyup Brook Swimming Pool easy for all

- The Boyup Brook Telecentre. This service is situated in a community complex that has recently undergone extensive modifications that include a universal access toilet facility and a leveling out of the interior floor. The building is situated on a hill and the community and shire have been proactive about embracing these challenges and minimizing the barriers to access and inclusion.



The Shire of Boyup Brook's support of the Telecentre initiative is another celebrated access and inclusion highlight. These centres of technology give rural communities with the ability to gather information and communicate with people in far off places in many different ways. They are the perfect place to provide options and tools for vocation, employment and leisure for every sector of a rural community.

From a DAIP perspective the Telecentre is an active inclusion centre that has the ability to enhance communication and leisure opportunities for people with disabilities and diverse needs living and visiting the district. They offer educational, vocational and leisure options. The Boyup Brook Telecentre offers Westlink Satellite Courses, (TAFE courses) and onsite TAFE courses, as well as Lifestyle Courses that can be accessed by people with disabilities.

- Visitors Centre public toilet facility. These toilets have been well planned out to visually enhance the visitors experience as well as physically enhance them. Sculpture leads the visitor to the right place, architecture makes the facility aesthetically pleasing and the inclusion of universal access pathway and toileting facilities ensures that the safety and health of the visitor is prioritised.



SIX DESIRED OUTCOMES

Access and inclusion can mean different things to different people depending upon the history of their moment. Yet there are some common elements that create barriers to people living in different cultures and with different disabilities. The Disability Services Commission of Australia has identified six umbrella access and inclusion outcomes that, when adhered to, can eliminate many of the common barriers and challenges that may block a persons ability to be fully included.

The Shire of Boyup Brook has structured their implementation plan around these six outcomes as has been suggested by the commission. This structure is clear and easy to understand, and takes us a step closer to being able to include everyone in our future projects.

The six outcomes upon which the DAIP has been based will assist the Council of the Shire of Boyup Brook design and develop fair and equitable disability related policies. These outcomes are:

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

BOYUP BROOK SHIRE COUNCIL POLICY STATEMENT

The following statements reflect the policies that the Council of the Shire of Boyup Brook hold toward issues relating to disability access and inclusion.

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

- The Shire will endeavour to be adaptable in responding to the barriers experienced by people with various disabilities.
- The Shire will ensure that all Policies and practices, when reviewed, that govern the operation of Shire facilities, functions and services are consistent with Shire's Policy on access.

Outcome 2: Access to buildings and facilities is improved.

- The Shire will undertake to incorporate the priorities regarding access for people with disabilities, identified during the consultations, into its submission for its capital works improvement program. Modifications will commence as funds are made available.
- The Shire will undertake to liaise with developers to increase their awareness of the access requirements of people with disabilities.

Outcome 3: Information about functions, facilities and services is provided in formats which meet the communication requirements of people with disabilities.

- The Shire will produce all of its information on Shire facilities, functions and services using clear and concise language.
- The Shire will endeavour to provide information in alternative formats upon request

Outcome 4: Staff awareness of the needs of people with disabilities and skills in delivering advice and services are improved.

- The Shire will undertake to ensure that Staff are aware of the key access needs of residents with disabilities and people with disabilities who visit the local government area in relation to the provision of all services.

- Where required, the Shire will seek expert advice from the disability field on how to meet the access needs of people with disabilities.

Outcome 5: opportunities for people with disabilities to use grievance mechanisms are provided.

- The Shire will ensure that information is available in clear and concise language on how residents can participate in decision making processes, public consultations and grievance mechanisms.

Outcome 6: Opportunities for people with disabilities to participate in public consultation are provided

- The Shire will undertake to support people with disabilities wishing to attend meetings of Council.



The provision of a ramp and stairs at this road island in the town centre is an excellent example of the Shire of Boyup Brook's commitment to equitable and fair access for all.

CONTENT OF THE DAIP

In 2006, the Shire of Boyup Brook undertook to review and update its Disability Services Plan by collaborating with seven other south west Shires on a Disability Access and Inclusion Plan project. A project officer was employed to assist gather and collate relevant information for each of the eight Shire's to write their DAIP and implementation plans. The format of the Shire of Boyup Brook DAIP reflects that recommended by the Disability Commission of Western Australia.

As part of the Shire of Boyup Brook review process consultation with key stakeholders, community members and shire staff was an integral factor. The Shire is in the process of forming a dedicated DAIP Working Group to oversee the project to ensure that equity and fairness to all remains the prime objective of the plan as it is implemented.

The following DAIP plan for the Shire of Boyup Brook contains:

1. Guiding legislation and strategic links referred to when formulating the DAIP;
2. Information on the role of the Shire of Boyup Brook in providing facilities and service to the community;
3. A description of the review and consultation process and its findings and recommendations;
4. Information on how the plan is being communicated to staff, people with disabilities and the wider community;
5. A strategy for the review and evaluation of the plan;
6. An implementation plan outlining strategies to address the barriers that includes priorities, timelines and responsibilities

IMPLEMENTATION PLAN

The DAIP plan provides the background information that informs the Shire 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 what change has been suggested, 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 suggests to the Council where the proposed budget should be allocated and this can only be done by consulting with various people. The Shire wherever possible consulted with representatives from a variety of different sectors of the community including;

- the community with a disability
- the community supporting people with disabilities living within or visiting the district
- the Shire of Boyup Brook
- government representatives
- corporate and private businesses
- disability related organisation practicing 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 Boyup Brook are grouped under the six desired outcomes listed on page eight (8) as is recommended by the Disability Commission of Australia. These outcome areas provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results. This frame work has been developed by a national body and includes excellent reviewing and monitoring strategies for the ongoing stages of the plan. The Shire of Boyup Brook has adopted the recommended structure for the DAIP.

FUNCTIONS, FACILITIES & SERVICES

The Shire of Boyup Brook is responsible for a range of functions, facilities and services in the towns in the district including:

Services to property:

- Construction and maintenance of Shire owned buildings
- Construction and maintenance of roads, footpaths and cycle facilities
- Waste collection and disposal
- Litter control and street cleaning
- Planting and caring for street trees
- 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

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.

REVIEW and CONSULTATION PROCESS

Literature review

In order to write a relevant DAIP and to be able to make informed suggestions on the implementation plan it was deemed important that the DAIP be based upon updated knowledge of government legislation, previous Shire disability plans and with a knowledge of current disability access and inclusion related research. A review of a variety of disability and inclusion related topics was completed. This included:

- Current federal, state and local disability access and inclusion legislation
- Examination of other Shire documents and strategies
- Universal access building and facility recommendations
 - The Building Code of Australia and the Draft Building Code
 - Heritage buildings
 - New technology
- Identification of contemporary trends and good practices in access and inclusion
- Pre 2007 Disability Service Plans and subsequent review reports that outline works in progress and achievements completed
- Pre 2007 Building Audits

The results of these reviews are reflected within the content of the DAIP and the DAIP implementation plan.

Consultation

Consultation for the DAIP is an important aspect of the process if the resulting plans are to be fair and equitable to all. To ensure that the DAIP project and the plans that resulted from it were based on as much knowledge as possible the following steps were taken.

The DAIP and the implementation plan was directed by the Shire of Boyup Brook, the project officer and the DAIP Working Group through consultation with many different people including representatives from as many community based individuals and organisations as possible.

Shire Staff

- Quarterly group meetings with Disability Access and Inclusion project team incorporating representatives from 8 shires in the southwest including Boyup Brook, Manjimup, Collie, Donnybrook-Balingup, Harvey, Capel, Bridgetown-Greenbushes and Nannup. In this document the group is referred to as the combined shires.

This process identified the following groups as the stakeholders for this disability access and inclusion project.

- the community with a disability

- the community supporting people with disabilities living within or visiting the district
- Representatives from the Shire of Boyup Brook and the districts within it
- government representatives
- corporate and private businesses
- disability related organisation practicing in the area

Building consultation into the audit process

A staff member in the Boyup Brook district assisted the DAIP project officer to complete a comprehensive building audit of the shire owned or leased facilities. Each building was assessed using a standard checklist, and generic local information was also provided by the Shire staff. The checklist is comprehensive and includes recommendations that create universal access in addition to requirements outlined in the Building Code under AS1428.1. The results of this building audit have been used as a basis for both the DAIP and the implementation plan.

COMMUNICATING THE DAIP

Ensuring that the community were aware of the DAIP so that they could participate in the formation of the implementation plans if they wished, was considered a priority by the Shire of Boyup Brook. To do all that was possible to write a fair and equitable DAIP information was sent out to the community in as many formats as was possible.

These included:

Shire Staff and Services

The staff employed by the Shire of Boyup Brook to deal directly with the public where informed and inducted on the DAIP. This included the staff in:

- shire offices
- libraries
- Any other service where the shire employ staff to support it

Copies of the DAIP were made available at these centres for the public, and information on links made available.

Newspapers

Notices regarding draft plans, and council meetings considering DAIP

Applications to review and submit comments to the draft DAIP published in the local newspaper for 4 consecutive weeks after being passed by council.

Web Site and Computer technology

The draft DAIP was appended to the web site and made available on staff intranet.

Notices regarding draft plans, and council meetings considering DAIP related information advertised on the web site.

Mail Out

Key stakeholders were sent a letter to inform them that a draft DAIP was ready for review and could be either sent out to them by post or be accessed via the internet from the shire offices and libraries and that alternative formats could be made available.

EVALUATION AND REVIEW

Legislation outlines that the Access and Inclusion Plan will be reviewed at least every 3 years. The Access and Inclusion Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise. Whenever the Access and Inclusion Plan is amended, a copy of the amended plan will be lodged with the Disability Services Commission and endorsed internally through the Council of the Shire of Boyup Brook.

Review and monitoring

- The Disability Access and Inclusion Group will meet every quarter in the first year and as required thereafter to provide direction, set priorities and review progress on the implementation of the strategies identified in the disability access and inclusion plan
- The Group will prepare a report each year on the implementation of the Access and Inclusion plan.
- A status report will be provided in the annual Shire's report.
- Internal staff will be aware of the processes required to communicate activities that may not be included in the plan so that they can be included in annual reports and updates.

Evaluation

Every year in March, the Access and Inclusion Group will provide notification to the community in a variety of formats, regarding the Access and Inclusion Plan to:

- Review work 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.

Elected members of council and Shire officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

DAIP STRATEGIES

This document is intended to proactively communicate what the Shire of Boyup Brook is achieving, and what it intends to achieve. It is therefore essential that all projects are accurately reflected in this plan and that communication with the Shire of Boyup Brook underpins all strategies.

Actions and implementation plans that could be used to achieve these strategies are outlined under the next chapter heading in this document titled Implementation Plans and Timelines.

STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Shire of Boyup Brook will undertake from 2007-2012 to improve access to its services, buildings and information. The six desired outcomes have been used here to provide a descriptive framework for outlining these strategies for improving access and inclusion for people with disabilities in the Shire of Boyup Brook.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Boyup Brook.

Objective: To adapt services wherever possible to meet the needs of people with disabilities

Strategy
Establish a Disability Access Group to guide the implementation of Disability Access & Inclusion Plan activities.
Ensure that people with disabilities are provided with an opportunity to comment on access to services.
Monitor the Shire's Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Shire.
Make the Shire Office and library and shire offices as accessible as possible.
Develop the links between the Disability Access & Inclusion Plan and other Council plans and strategies.
Ensure that any events are organised so that they are accessible to people with disabilities.
Ensure that Shire staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.

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

Objective: To ensure that all shire owned, leased or supported facilities are accessible to people with diverse needs.

Strategy
Ensure all buildings and facilities are physically accessible to people with disabilities.
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.
Ensure that parks and reserves are accessible
Ensure all playgrounds are accessible
Ensure that public toilets meet the associated accessibility standards.

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

Objective: to ensure that relevant information pertaining to Shire functions, facilities and services use clear and concise language and are made available in accessible formats

Strategy
Improve community awareness that Shire information can be made available in alternative formats upon request.
Improve staff awareness of accessible information needs and how to obtain information in other formats.
Investigate and facilitate the use of interpreters to improve the availability Council meetings to people with a hearing impairment.
Ensure that the Shire's website meets contemporary good practice.
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Shire of Boyup Brook as other people receive from the staff of the shire.

Objective: Shire staff and volunteers working with the public be equipped with the information and skills to enable them to appropriately provide advice and service to people with diverse abilities.

Strategy
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.
Improve the awareness of new staff and new Councillors about disability and access issues.
Further generate and sustain staff awareness of disability and access issues.
Ensure that information is given about universal access and inclusion to all contractors, consultants and external organisations that provide services to the public on behalf of the shire, or with support of the shire

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Boyup Brook.

Objective: Ensure that grievance mechanisms are accessible or that appropriate assistance is given to enable people with diverse needs to make grievances and complaints known to the shire

Strategy
Ensure that current grievance mechanisms are accessible for people with disabilities.
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.

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

Objective: To ensure that people with disabilities can participate fully in decision making and consultation processes managed by the Shire.

Strategy
Improve community awareness about consultation processes in place.
Commit to ongoing monitoring of the Disability Access Inclusion Plan to ensure implementation and satisfactory outcomes.
Improve access for people with disabilities to the established consultative processes of the Shire.
Seek a broad range of views on disability and access issues from the local community.
Develop a consultation policy for the shire that ensures the needs of people with different communication needs are met

APPENDIX ONE

Disability and Inclusion related Legislation

GUIDING LEGISLATION & STRATEGIC LINKAGES

A number of key acts of parliament, advisory notes, standards and regulations have guided the Shire of in the formation of their 2007 – 2012 DAIP.

These include:

LOCAL GOVERNMENT

Australian Local Government Association (ALGA)

ALGA has a Statement of Cultural Inclusiveness policy endorsed by the National General Assembly of Local Government 2001. The Statement affirms a local government commitment to the right of all Australians to enjoy equal rights and be treated with equal respect regardless of race, colour, creed or origin.

STATE GOVERNMENT

State Western Australian Equal Opportunity Act (1984)

The Equal Opportunity Act recognises that people with disabilities require and are entitled to the same level of service as is available to other members of the community. This Act makes it unlawful for a person to discriminate against any person on the grounds of impairment. Under the legislation, an action is regarded as being discriminatory if a person with impairment is treated less favourably than others in the same or similar circumstances. Impairment is defined as any condition existing at birth or from illness or injury. It also includes impairments that existed in the past and no longer exist.

The Western Australian Disability Services Act (1993)

The Disability Services Act states that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability. The Act includes a requirement that public authorities prepare and implement a Disability Access and Inclusion Plan that will further the principles of the Act. Each plan outlines how the public authority will ensure that people with difficulties, families and carers have access to their services and report annually to these plans.

Aboriginal Heritage Act 1972

The *Aboriginal Heritage Act* applies in relation to the protection of places and objects which may be of importance and significance to people of Aboriginal descent in Western Australia. In particular it applies to places and objects that may have sacred, ceremonial and ritual significance.

Volunteer (Protection of Liability) Act 2002

The intent of the Volunteers (Protection from Liability) Act 2002 is to protect certain volunteers from liability and transfer that liability to community organisations, as defined. The Act provides protection for volunteers who work for a community organisation, defined to mean a body corporate, local government authority or State agency.

Commonwealth

The Commonwealth Disability Discrimination Act (DDA) 1992

The DDA is a Commonwealth Act that provides protection against discrimination based on any form of disability (i.e. Physical, Intellectual, Sensory, Psychiatric and Neurological) for everyone in Australia. Under the Act it is unlawful to discriminate against a person or their associate (partner, carers, friend, family member or business partner), if they have a disability in the following areas of life:

- a) Work, accommodation, education, access to premises, clubs and sport; and
- b) The provision of goods, services, facilities and land; and
- c) The administration of Commonwealth laws and programs

Discrimination is defined as treating people with a disability less favourably than people without a disability would be treated under the same circumstances. The DDA applies to public and private sectors and allows people to complain to Human Rights and Equal Opportunity Commission if they encounter discrimination.

Australian Standards (AS)

The AS sets out requirements that must be referred to when making decisions that impact on people with disabilities:

- *Australian Standard 1428* – Design for Access and Mobility: prescribes the basic requirement for physical access which must be adhered to in the planning, development and construction of all buildings
- *Building Code of Australia (BCA)* - Applies to new buildings undergoing significant refurbishment or alteration. A comprehensive statement of the technical requirements relevant to the design and construction of buildings and other related structures

Racial Discrimination Act 1975, 1983

The Racial Discrimination Act 1975 makes racial discrimination unlawful in Australia. The legislation covers all of Australia and can be used to ensure everyone is treated equally, regardless of their race, colour, descent, or national or ethnic origin. The RDA covers discrimination in areas such as employment, renting or buying property, the provision of goods and services, accessing public places and in advertising.

APPENDIX TWO

Recommendations

The following is a list of recommendations for delivery and monitoring of initiatives and strategies included in the DAIP and the implementation plan:

1. The Shire representative responsible for the DAIP and the Access and Inclusion Planning Committee ensures that priority work and projects are included in the annual financial planning process in February each year
2. DAIP audit outcomes incorporated into future financial year works programs for roads and pathways.
3. Work towards ensuring, where appropriate, that all new or redevelopment works provide access to people with disabilities where practicable by developing a 5 year building access plan with associated action plan.
4. Research and apply for grants that will assist in delivery of initiatives and improving existing services and equipment.
5. Develop a user friendly brochure regarding DAIP information relating to buildings and facilities in contracts and tenders.
6. Encourage all Shire personnel to communicate good news stories and to make any knowledge of work not identified in the plan known to DAIP officer for record purposes.
7. Development of user-friendly Access and Inclusion brochure for all staff, customers and contractors as required.
8. Identification and development of alternative formats for information and the development of a policy around the use of these formats.

Shire of Boyup Brook

Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2007 - 2012

Implementation Plan

The Implementation Plan itemises that the Shire of Boyup Brook proposes to use to improve access to its services, information and facilities for people with disabilities during the period 2007-2012.

Guide to Using the Implementation Plan

The Implementation Plan is presented using a table to outline the:

- Individual tasks being undertaken;
- Timeline for completion of the individual tasks;
- Officer position or part of the public authority with responsibility for completing the individual tasks; and the
- Broad strategy that the individual tasks are supporting.

As outlined in the Shire of Boyup Brook Disability Access & Inclusion Plan, many of the broad strategies will not be completed in 2007-2012; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2007-2012 through the Implementation Plan.

Broad strategies that will not be achieved in 2007-2012 will be supported by tasks outlined in future Implementation Plans.

It must be stated that the following strategies and key actions are subject to being incorporated in forecasted financial year budget plans.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Boyup Brook.

Barriers To This Outcome:

- The Shire of Boyup Brook’s policies may not adequately reflect requirements for people with disabilities
- The Shire may not provide adequate access for people with disabilities to the facilities holding the events and services
- Contractors and other service providers using shire facilities may not be aware of the needs of people with diverse abilities
- Event coordinators may not be educated or aware of disability access requirements
- Community managed events are not always held in accessible locations

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> • Shire of Boyup Brook Officer will liaise with relevant contractors who are developing and implementing Shire activities. • Increase the contractors awareness of the importance of getting comments on services from people with disabilities. • Evaluators to include a mechanism to assist people with disabilities comment on services in future reviews of services. 	February 2008 July 2007 ongoing	Senior Administration Officer
Improve community access to library services	<ul style="list-style-type: none"> • Examine option of employing a part time librarian who can implement an individualised service or mobile service • Have IT staff/contractor review community access to select library information on the internet. 	July 2008	Senior Administration Officer
Make library and shire office facility as accessible as possible	<ul style="list-style-type: none"> • Continue to improve accessibility of technology in library and shire office • Provide shire reception staff with resources 	June 2008	Senior Administration Officer

Strategy	Task	Task Timeline	Responsibility
	and the option of training on how to use disability related computer technology to assist people with disabilities to access library information		
Develop links between the Disability Access & Inclusion Plan and other Council plans and strategies.	<ul style="list-style-type: none"> • Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the Disability Access & Inclusion Plan. • Incorporate the objectives of the Disability Access & Inclusion Plan into Shire's strategic planning, budgeting processes and all other relevant plans and strategies 	June 2008	Senior Management Group
Ensure that events organised by the shire so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> • Ensure all events are planned using the Accessible Events checklist. • Make the Accessible Events checklist available to staff on the Shire's Intranet. • Train appropriate shire staff on accessible events protocol 	June 2008	Senior Management Group
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> • Promote the shire's policy and procedures regarding the Disability Services Act's requirements around agents and contractors • Include disability awareness training the induction process for new staff. 	June 2008	Senior Management Group

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Boyup Brook.

Barriers Identified:

- Access for people with disabilities may not be provided at some of the shire owned or leased facilities
- Access for people with disabilities may not be provided at some of the centres for recreation and leisure
- Some shire owned or leased facilities may have entry and egress challenges from the carpark
- Access to the interior of shire owned or leased facilities may be limited to people with disabilities

Strategy	Task	Task Timeline	Responsibility
Identify barriers to access buildings and facilities in the shire.	<ul style="list-style-type: none"> • Conduct a comprehensive audit of shire owned and leased facilities to identify access barriers to buildings and facilities. • Identify access complaints to support audit results. • Investigate ways of improving access to heritage buildings while maintaining their integrity. 	<p>November 2007</p> <p>January 2008</p> <p>June 2008</p>	EHO & Senior Administration Officer
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> • Apply the Building Code of Australia, Australian Standards on Access (mandatory and recommended) and the Advisory Notes on Access to Premises prepared by the Human Rights and Equal Rights Commission when new work to buildings and facilities is undertaken. • Ensure key staff maintain an awareness of the development of the Disability Discrimination Act Premises Standard and appropriate building standards. 	July 2007	EHO / Building Surveyor

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> • Include appropriate specifications in tender documents. • Include a clause in contracts that makes the contractor financially responsible for replacing infrastructure that does not conform to AS1428.1 and the Australian Building Code. 	<p>Ongoing</p> <p>Ongoing</p>	<p>Senior Management Group</p> <p>Senior Management Group</p>
<p>Ensure that there is adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.</p>	<ul style="list-style-type: none"> • Undertake an audit of ACROD bays associated with shire facilities and pathways of travel from the carpark and implement a program to rectify any non-compliance. • Consider the need for additional bays at some locations associated with high use facilities. • Bring existing ACROD bays associated with shire facilities and services into line with current legislation 	<p>December 2007</p> <p>June 2008</p> <p>June 2008</p>	<p>Senior Administration Officer</p>
<p>Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.</p>	<ul style="list-style-type: none"> • Shire to investigate means of providing advice and assistance to improve access. • Promote to business the economic benefits of being accessible. • Make access information available on the Shire's website. 	<p>March 2008</p>	<p>Senior Administration Officer</p>
<p>Ensure that parks and reserves are accessible.</p>	<ul style="list-style-type: none"> • Conduct audit of parks and reserves 	<p>March 2008 and ongoing</p>	<p>Manager of Works and</p>

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> • Investigate ways of providing access. • Develop and implement program of progressive upgrade. 		Senior Administration Officer
Increase the number of accessible options in existing and new playgrounds	<ul style="list-style-type: none"> • Undertake a review of existing playground facilities and current usage • Develop a policy on playground access to include the construction of accessible and inclusive playgrounds • Council to keep abreast of contemporary practice in creating universal playground 	April 2008	Manager of Works and Senior Administration Officer
Ensure that public toilets meet the associated accessibility standards.	<ul style="list-style-type: none"> • Conduct audit of all public toilets and add to Remedial Works program • Implement a program of upgrading 	April 2008	EHO / Building Surveyor Manager of Works
Ensure that all people can easily access public toilets	<ul style="list-style-type: none"> • Replace all universal access toilet signs with new ones. • Implement a plan for the upgrading of pathways to public toilet facilities that can include recommended access standards such as visual and tactile information 	March 2008	Manager of Works Senior Administration Officer

Outcome Three: People with disabilities receive information from the Shire of Boyup Brook in a format that will enable them to access the information as readily as other people are able to access it.

Barriers Identified:

- Information relating to the shires services and facilities is not always available in appropriate formats for people with disabilities. Eg:
 - Written information may be too complex
 - People with hearing difficulties can not access Shire services by the phone
 - Advertising of shire services and facilities is only done through the media of print
- Signs produced for, or informing people of, council or shire facilities and services are not always appropriate for people with visual and intellectual disabilities
- Braille and tactile information is not available in many shire facilities.
- Clear signposting and pathway markings to communicate the placement of shire facilities and services are not always in place

Strategy	Task	Task Timeline	Responsibility
Improve community awareness that Shire information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> • Ensure all documents / information carry a notation regarding availability in alternative formats. • Advise the community via the local newspaper, disability group newsletters and other mail outs that other formats are available. 	December 2007 December 2007	Senior Management Group And Senior Administration Officer
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> • Make accessible Information Guidelines available on the Intranet • Conduct Accessible Information training and include in induction of new staff 	November 2007 November 2007	Senior Management Group & Senior Administration Officer

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> • Develop Accessible Information Policy • Investigate and implement methods of training for first point contact staff to communicate who are deaf or hard of hearing. 	<p>November 2007</p> <p>November 2007</p>	
Ensure that the Shire's website meets contemporary good practice	<ul style="list-style-type: none"> • Redevelop website according to the W3C guidelines as outlined in the State Government Access Guidelines. • Ensure forms and applications are available electronically. 	<p>December 2007</p> <p>June 2008</p>	Senior Management Group and Senior Finance Officer
Provide documentation in an appropriate format using clear and concise language	<ul style="list-style-type: none"> • Advise Shire staff of the minimum requirements. • Use Arial size 12 font for council and shire documents • Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. 	<p>November 2007</p> <p>January 2008</p>	<p>Senior Administration Officer</p> <p>Senior Administration Officer</p>

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Shire of Boyup Brook as other people receive from the staff of the Shire.

Barriers Identified:

- Shire staff and volunteers dealing with the public may not have the knowledge or confidence to communicate appropriately with individuals that do not communicate using speech and/or vision.
- Shire staff and volunteers may not have the appropriate knowledge or experience to communicate appropriately with people with non physical disabilities
- Shire facilities and services may not be equipped with access enhancing technology and equipment that can enable people with diverse abilities to be granted equal rights and opportunities

Strategy	Tasks	Task Timeline	Responsibility
Improve staff awareness of disability and access issues	Conduct survey of all staff to determine training needs (training to be undertaken by June 2008)	January 2008	Senior Management Group
Improve the awareness of new staff and new Councillors about disability and access issues.	<ul style="list-style-type: none"> • Prepare information and plan the establishment of training in the induction of new staff and new Councillors (for rollout by June 2008) 	January 2008	Senior Administration Officer
Further generate and sustain staff awareness of disability and access issues	<ul style="list-style-type: none"> • Provide regular information on access and inclusion to Staff 	September 2007 and ongoing	Senior Administration Officer

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Shire of Boyup Brook.

Barriers Identified:

- The needs of people with disabilities may not always be taken into account when developing grievance mechanisms
- Barriers that people with disabilities have to accessing grievance mechanisms are not known by the shire

Strategy	Tasks	Task Timeline	Responsibility
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> • Review current mechanisms for access. Consult with people with disabilities and other expert advice. • Develop other methods of making complaints such as web-based forms. • Promote accessible complaints mechanisms to the community. 	November 2007 February 2008 February 2008	Senior Administration Officer
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> • Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training. 	November 2007	Senior Administration Officer
Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> • Provide grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request. • Undertake research to identify alternative means of providing grievance feedback 	November 2007	Senior Administration Officer

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Boyup Brook.

Barriers Identified:

- The needs and requirements of people with disabilities may not always be taken into consideration when developing consultation plans
- Community and council consultations may not always be conducted in facilities with universal access
- Communication of times and facilities of public consultation may not have been distributed in a variety of formats

Strategy	Tasks	Task Timeline	Responsibility
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> • Promote the existence, role and activities of the Shire’s Disability Access working group to the community. • Disability Access working group to meet regularly to provide strategic advice to Shire, with support from Shire staff. • Ensure that media releases go to both print and electronic media and key disability groups and are promoted on the website. 	September 2007 Ongoing February 2008	Senior Administration Officer
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> • Disability Access & Inclusion Plan working group to regularly monitor the progress of the plan and be involved in all reviews of the plan. • Consult people with disabilities using a range of different consultation mediums eg focus group, interviews, surveys. • Develop a register of experienced persons to provide comment on access and inclusion issues on request, who may not be members of the Disability Access working group. 	December 2007 December 2007 December 2007	Senior Administration Officer

Strategy	Tasks	Task Timeline	Responsibility
<p>Improve access for people with disabilities to the established consultative process of Council.</p>	<ul style="list-style-type: none"> • Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Council's website. 	<p>March 2008</p>	<p>Senior Administration Officer</p>
	<ul style="list-style-type: none"> • Investigate options for presenting questions at Council meetings in alternative formats 	<p>March 2008</p>	<p>Senior Administration Officer</p>
	<ul style="list-style-type: none"> • Research the feasibility of installing an audio loop in Council Chambers 	<p>March 2008</p>	<p>Senior Administration Officer</p>
<p>Seek a broad range of views on disability and access issues from the local community.</p>	<ul style="list-style-type: none"> • Include appropriate questions about access and inclusion in general Shire surveys and consultation events. • Disability Access working group to actively pursue the views of people with disabilities on a wide range of issues. 	<p>March 2008 March 2008</p>	<p>Senior Administration Officer Senior Administration Officer</p>