



Shire of Boyup Brook

Disability Access and Inclusion Plan

2018 – 2023

The DAIP is available in alternative formats upon request from the office. This includes standard and large print, electronically by email, in audio format by cassette or cd and on the Shire's website.

The Shire of Boyup Brook is committed to assisting all community members and visitors to our shire.

Please contact the Shire of Boyup Brook's Customer Service Officer and ask for assistance with your specific request.

Telephone: (08) 97 65 1200

Email: shire@boyupbrook.wa.gov.au

Website: www.boyupbrook.wa.gov.au

The Shires Administrative Officers are also available to provide assistance.

Language assistance: 1800 131 450

National Relay Service: 133 677 (TTY/voice calls) or

www.relayservice.com.au

Speak and Listen: 1300 555 727

Translating and Interpreting Service: 131 450

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Acknowledgements

The Shire of Boyup Brook acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access Inclusion Plan.

It is only with the participation from members of the community that real, purposeful change can be planned by the Shire ensuring that ongoing improvements are current and relevant to people's needs.

The Chief Executive Officer also thanks Shire staff and Councillors for their input that has contributed to the development of a plan for the next five (5) years.

1.0 Executive summary

The Shire of Boyup Brook, (the Shire) has developed a Disability Access and Inclusion Plan (DAIP) to assist the Council comply with the legislative requirements of the *WA Disability Services Act 1993*, and embrace the principles that work to assist in creating a more accessible and inclusive community that reflects the vision and direction of the Shire into the future.

As a public authority that currently has a Disability Access and Inclusion Plan, all practicable measures to ensure that the plan is implemented by the public authority, its officers, employees, agents and contractors, will be considered within the Shire's resourcing capability.

This DAIP will cover a five (5) year period from 2018 – 2023, and be reviewed in accordance with best practice guidelines and the model templates provided by the Department of Communities.

Local governments are multi functional, with extensive responsibilities and activities across property, community and human service areas and have the capacity to make policy decisions at the local level. This means that local government plays a vital role in the lives of people within their community.

The maintenance of this infrastructure is vital to the social and economic well-being of the community. Improving access will allow equitable opportunities for everyone, including older people and people with disability.

A structured approach has been adopted for the DAIP, as recommended by the Disability Services Commission, which includes the review of past plans and the documentation of new proposed strategies to achieve the required outcomes.

The Shire of Boyup Brook 2018 – 2023 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 seven key areas:

1. Access to existing services and events
2. Access to buildings and facilities
3. Information and communication
4. Quality and level of service
5. Opportunities to provide ongoing feedback
6. Opportunities to participate in any public consultation
7. Opportunities to gain and maintain employment

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.

2.0 The Shire of Boyup Brook overview

2.1 Background

The Shire covers an area of 2,838 square kilometres, and consists of six localities, being, Boyup Brook, Dinninup, Kulikup, Mayanup, Tonebridge and Wilga. Boyup Brook contains the majority of the population.

The town site is located in the south west between Kojonup and Bridgetown on the Donnybrook-Boyup Brook Road, 300km from Perth.

Major industry is agriculture, which includes a mix of broad acre farming, sheep, cattle, olives, timber plantations and vineyards. Retail services are limited but expanding, and the community is self-served by a variety of tradespersons. Small to medium businesses that support the region are operated from within the community and from a light industrial area on the outskirts of town.

The town has two small primary schools and schooling is available to year 10 at the Boyup Brook District High School. Medical services are supported by a District Hospital, Citizens Lodge and volunteer ambulance service.

Under the state *Disability Services Act (1993)*, local governments have been required to develop access and inclusion plans to ensure people with disability 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 and integrate design for the development well into the future, focusing on the inherent qualities of the location and its attributes.

This document outlines recommended 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 disability are able to participate in Council activities, services and facilities with equality and freedom.

The Shire aims to ensure that the services it provides meet the 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.

2.2 Facilities, functions and services

The Shire manages and maintains public infrastructure within the town site of Boyup Brook as well as various community facilities in the localities within the district.

Services to property through the construction and maintenance of shire-owned buildings, roads, footpaths and cycle facilities, land drainage and development, waste collection and disposal, litter control and street cleaning, planting and caring for the environment; numbering of rural lots, and bush fire control.

Services to the community include the provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups, the management of the swimming pool, public library and information services, and the coordination of youth services and community events.

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

General administration includes the provision of general information to the public via phone, in person or website, all which allow for the lodging of complaints, payment of accounts including rates and dog licences, and some additional state government services.

Processes of government are maintained by the holding of ordinary and special Council and committee meetings, electors' meetings and election of Council Members, ward meetings and community consultation sessions.

2.3 Summary of achievements

The Shire of Boyup Brook adopted its first Disability Services Plan (DSP) in 1996, a document that has been integral in removing or minimising many barriers to people with disability within the Shire. Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access.

The upgrading of the Boyup Brook swimming pool included a hydro hoist to the pool, colour contrasted pavements and accessible showering and rest room facilities. A graded step entrance and pool chair lift improves access to the swimming pool.

The Boyup Brook Community Resource Centre underwent extensive modifications that include a universal access toilet facility and a levelling out of the interior floor.

The Visitors Centre public toilet facility upgrade included pathways to lead the visitor to the facilities.

In the period 2007 - 2012 enhancements commenced to upgrade footpaths in the Boyup Brook town site. Areas of high traffic were modified to include ramps from the roadside kerb, down to the road, for ease of use by people using wheelchairs and families with prams.

Previously, the only accessible crossing was located well away from the main shops and created a burden for those who need easy access.

This is part of an ongoing project throughout the town, and will continued to be part of the strategies in the new DAIP.

All three strategies in outcome one where completed during the period covered by the previous DAIP. This included the provision of improved parking and accessibility to events.

One of the towns largest event organisers, the Country Music Club, has consistently embraced it's responsibility to hold a safe community event and have strategies in place for festival-goers with disability. Car parking areas have been increased, and moved to a more accessible location, together with an improvement of signage.

As reported in the 2017-2018 progress report, of the six strategies planned against outcome two, two have not been effectively completed and are carried over into the new plan.

In summary, all outstanding strategies that were either not implemented effectively, or reported in the progress report 2017-2018, as not implemented, have been included in the new plan. This includes the development of a style guide across all media, provision of quality training for staff, use of survey monkey to obtain feedback, and the inclusion of a more user friendly grievance/enquiry process on the web page.

A planned upgrade to the Shire Administration Offices and Council Chambers entry will see the provision of a new access ramp and disabled toilets.

3.0 Disability demographic profile

3.1 Defining disability

*A **disability** is any continuing condition that restricts everyday activities. Disabilities can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.*

Disabilities can be:

Sensory: *affecting vision and/or hearing.*

Neurological: *affecting a person's ability to control their movements, for example, cerebral palsy.*

Physical: affecting mobility and/or a person's ability to use their upper or lower body.

Intellectual: affecting a person's judgement, ability to learn and communicate.

Cognitive: affecting a person's thought processes, personality and memory resulting for example, from an injury to the brain.

Psychiatric: affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

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.

3.2 Disability demographics in Australia

The Disability, Ageing and Carers summary of findings, 2015, concluded that the disability prevalence in Australia was stable with 18.3% or 4.3 million people, reporting having a disability, although this is an increase from the 2012 estimate of 17.4%. (www.abs.gov.au)

With the increase in the ageing population this percentage may typically increase across the spectrum of disability conditions defined above.

3.3 Instances of disability in the Shire of Boyup Brook

The Australian Bureau of Statistics data from the 2016 census, estimates the population of the Local Government Area of the Shire of Boyup Brook to have a population of 1709. Approximately 75 of these people or 4.4% are persons who have identified they have a need for assistance.

Limited data is available locally, however with the recent move to the National Disability Insurance Scheme (NDIS), regional organisations will more than likely be in a better position to provide some relevant data to assist with the planning of services and strategies into the future.

3.4 Analysis of information

Further analysis of the national data (ABS 2015) indicates that the largest majority of people (78.5%) with a disability have identified a physical condition such as back problems being the cause of their disability. Mental and behavioural disorders are also on the increase. Of those with a disability 8.6% reported they had been discriminated against as a result of their disability.

In 2016, a voluntary supplementary survey was conducted using a “six set point” domains, and found the greatest area the group had difficulty with or experienced significant problems was climbing or walking up and down stairs.
(www.abs.gov.au)

This data is important to consider when developing strategies as part of the DAIP.

4.0 The purpose of the DAIP plan

4.1 Legislative requirements

The *Western Australia Disability Services Act 1993*, requires all Local governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

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

Additional information from legislation that impacts on the development of the DAIP were also reviewed and a more extensive list is attached at Appendix one.

4.2 Access and Inclusion Policy

The Access and Inclusion Policy reflects the theme in the vision statement in the Community Strategic Plan 2017-2027. The policy applies to all persons employed within the Shire of Boyup Brook, councillors and the Shire's agents and contractors.

Our Shire will be:

A place for people, with a sense of community, one that is active, vibrant, engaged and connected.

A place that is safe and secure.

A place that nurtures its youth and aging population; and retains its health and medical services.

A place that grows and has employment opportunities, through commercial diversity, which is based on our local comparative advantage.

Policy statement

The Access and Inclusion Policy aims to ensure social equity for all people with a disability, their carers and families, by eliminating barriers, as far as is practical, to ensure inclusion and access without discrimination.

This policy embraces the definition of disability in the context of the *Commonwealth Disability Discrimination Act 1992* and therefore includes not only physical, intellectual, and neurological, but also sensory, psychiatric, and people with learning difficulties.

Barriers appear in many forms and can be physical, as in poor design, or social, by attitude or personal perception. Access means more than physical access. It includes being able to participate equally in the community, and to be accepted by that community.

To this end the Shire will work towards:

- equity of access for all citizens
- respect for individuals and groups
- self determination
- democracy
- open communication and
- a consultative approach

These principles will be supported by adopting a plan to work towards achieving the desired outcomes as listed in Schedule 3 of the *WA Disability Services Regulations 2004* through the implementation of the Disability Access Inclusion Plan 2018-2023, known as the DAIP.

4.3 Desired outcomes and priority areas

The outcomes relate to the experience of people with disability within their community across the following areas:

1. Access to all services, including events organised by the Shire of Boyup Brook.
2. Access to the buildings and facilities of the Shire of Boyup Brook.
3. Access to the information is readily available in appropriate formats.

4. Quality and level of service from the staff of the Shire of Boyup Brook.
5. Opportunities to make complaints to the Shire of Boyup Brook.
6. Opportunities to participate in any public consultation arranged by the Shire of Boyup Brook.
7. Opportunities to obtain and maintain employment at the Shire of Boyup Brook.

4.4 Relevant context with other Shire strategies

The DAIP outcomes and related strategies align to a range of the Shire's plans, policies and local laws, that articulate aspects of disability access and inclusion within the community.

The Shire of Boyup Brook Strategic Community Plan 2017-2027, maps out the vision of "growing our community together" and has a clear aim to "continue to build a safe, caring and secure community, and grow the population through lifestyle choices, commercial and employment diversity."

The Plan outlines a set of relevant social goals that include:

- improved community safety.
- promotion of outdoor activities, community participation, interactions and connections.
- Strengthening an active and vibrant community.

Other policies that align or link with the DAIP include:

- Events Management Policy and approval process
- Equal Employment Opportunity and Diversity Plan
- Activities in Thoroughfares and Trading Local Laws
- Parking and Parking Facilities Local Laws

5.0 Development of the 2018-2023 Disability, Access and Inclusion Plan

The access and inclusion implementation strategies and objectives that have been developed for the Shire of Boyup Brook are grouped under the seven desired outcomes 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 1993*, into measurable and achievable results.

The development of the plan involved following the ten (10) basic steps recommended for local governments in the Disability Services Commission Guidance Document available on their website.

This included reviewing the existing DAIP, achievements and relevant policy, researching statistically information nationally, regionally and locally, and engaging with the community and key stakeholders.

5.1 Consultation Strategy

The Shire's community consultation strategies consisted of:

- An online survey that was developed to address the seven outcomes of the plan. It was designed to be quick and easily accessible via the web site and a link.
- The availability of a hard copy was advertised in all documentation, posters and emails, as being available from the Administration Office.
- A Council briefing note (May 18) informed the council members of the consultation process that was occurring and why, to ensure they were able to assist with community questions, and encourage discussion.
- Distribution, by both email and letter, included local health providers, community groups and schools, individuals and service providers.
- Adverts inviting participation were included in the local paper, by e gazette, and displayed on all public notice boards.
- All staff were informed of the DAIP consultation process and survey and encouraged to stimulate conversations to increase participation.
- Staff were also invited to participate.
- Phone and email contact was made with service providers, providing information about the DAIP review and the link to the survey.
- Letters provided details to community groups as to how they can provide feedback or get involved.

5.2 Feedback Analysis

All feedback received via survey and face to face contact was assessed against the outcomes to identify emerging trends. The key messages were collated from:

- Data collected in the online surveys

- Free text responses received by the Shire
- Community discussions and comments
- Review of internal audits and reports
- Consultation with customer service staff.

The key topics and themes that have been identified as creating barriers were:

- Lack of posted signage and hard to read ACROD parking
- Wayfinding – continuity of kerbs and steps
- Administrative office reception not disability friendly (movement and space, and counter height)
- Website layout - not easy to navigate (font size, and design)

5.3 Inclusion strategies to overcome barriers

Where practical, barriers identified through the feedback analysis will be incorporate into the strategies of the plan.

Project development will be based on priorities, resources, both human and financial, required to overcome them. Some strategies may need to be included into the Shire’s corporate business plan, where substantial budgeting and research is required to ensure the best outcomes are achieved.

5.4 Review of outstanding strategies

As a result of the review of the previous plan, any strategies not yet completed have been carried forward to the new set of strategies.

The seven desired outcomes have been used to provide a descriptive framework outlining the objective and relevant strategies for improving access and inclusion for people with disability in the Shire of Boyup Brook.

6.0 Promotion and communication of the DAIP

The draft DAIP will be submitted to Council with a briefing note requesting approval in principle to allow submission the Department of Communities. Once the plan has been endorsed by the Department, the DAIP will be promoted on the shire’s website and made available for public comment for a period of twenty one (21) days through an advertisement in the local gazette and regional newspaper that services the region.

Amendments and feedback will be reviewed before the DAIP is considered by Council for adoption.

6.1 Responsibilities and implementation

All Councillors, Directors and Managers will be provided with a copy of the DAIP 2018 – 2023. Implementation of the DAIP is the responsibility of all areas of council. A copy of the DAIP will be sent to all staff and promoted on the home page of the website.

It is a requirement of the *Disability Services Act 1993*, that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. Where agents and contractors provide services to the public on behalf of the Shire of Boyup Brook, these services are to be conducted consistent with the DAIP.

Where work that is being carried out by a contractor will affect the public in any way, then the contractor needs to be aware of this and take appropriate measures to ensure accessibility for people with disability.

To ensure agents and contractors conduct their business in a manner consistent with the Shire's DAIP, a copy will be sent to all current and future contractors establishing the expectations for compliance by the Shire of Boyup Brook.

Survey monkey will be used to engage contractors to provide information required for annual reporting and compliance.

6.2 Review and evaluation mechanisms

In accordance with the legislation the access and inclusion plan will be reviewed at least every five (5) years. The Disability 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 Department of Communities and endorsed internally through the Council of the Shire of Boyup Brook.

Other strategies designed to evaluate progress include:

- Assessing required works as part of its annual budgetary process. This process is used to determine the progress on the implementation of the strategies identified in the Disability Access and Inclusion Plan.
- Producing a status report on action as part of the Shire's Annual Report.
- Ensuring internal staff communicate positive changes that may not be in the plan so that they can be documented and included in annual reports and updates.

- Review key focus areas for work implemented during the previous 12 months
- Seek feedback on the effectiveness of implemented strategies from stakeholders
- Seek feedback on additional barriers not identified in the initial consultation from stakeholders
- Seek feedback from Councillors and Shire staff on how well they believe the strategies are working
- Communicate the plan to external agents and contractors by providing a copy of the plan in the format requested.

6.3 Reporting

For the purposes of section 29(4) of the *Disability Services Act 1993*, a report about a Disability Access and Inclusion plan must include information relating to:

- Progress made by the public authority and any agents and contractors in achieving the desired outcomes
- The strategies implemented by the public authority to inform its agents and contractors of its DAIP.

The Shire of Boyup Brook as the public authority responsible for the DAIP, will report as required under Part 5 of the *Financial Management Act 2006*, in its annual report about the implementation of the plan.

The report will also include information about the strategies used to tell agents and contractors about the outcomes of the DAIP and progress made by the Shire and its agents and contractors in achieving the outcomes.

The local government will also provide a report to the Department of Communities on the implementation of its plan by July 4 of each year.

7.0 List of Appendices

- Appendix one - Disability Access and Inclusion related legislation
- Appendix two- Summary of identified barriers
- Appendix three- Survey performance and statistical results
- Appendix four - DAIP strategies for implementation

Appendix one

Disability and Inclusion related information

LEGISLATION, AUSTRALIAN STANDARDS AND GUIDANCE NOTES

A number of key Acts of parliament, Regulations, Standards and Guidance notes, have been consulted during the review the 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 1984*, recognises that people with disability 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 1993*, 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 for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people. 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 the Human Rights and Equal Opportunity Commission if they encounter discrimination.

Racial Discrimination Act 1975

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.

Australian Standards, Codes and Guidance notes

The functioning of the *Disability Discrimination Act 1992*, is supplemented by a series of Disability Standards and guidelines which provide more detail on rights and responsibilities about equal access and opportunity for people with a disability.

Standards are legally binding regulations set by the Attorney-General under the DDA. The Commission may advise the Attorney-General on the development of such Standards.

Guidelines (or 'advisory notes') are issued by the Commission to assist persons and organisations to understand their rights and comply with their responsibilities under the DDA and accompanying Standards. Unlike the Standards themselves, they are not legally binding.

The Australian Standard sets out requirements that must be referred to when making decisions that impact on people with disability. 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

Other relevant documents include:

- The Building Code of Australia (BCA). It 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
- Department of Communities website, Disability Inclusion Planning - A guide for Local Government (Oct 2016).
- Government of Western Australia- Public Service Sector - See my abilities: An employment strategy for people with disability (2016)

Appendix two – Summary of Identified Barriers

1. Have you attended an event organised by or within the Shire (e.g. Australia Day, Christmas party, Seniors Luncheon, memorial services such as ANZAC Day and Sandakan Service, Country Music festival & street parade, Dinninup Show)?	
Topic	Barriers
Parking	No designated parking for people with disability
Toilets	Not easy to access
2. Do you access any Shire of Boyup Brook Services (e.g. customer service, library, recreational grounds, ranger etc)? Have any services met or exceeded your expectations/requirements?	
Topic	Barriers
Library & Admin	High counter areas, lack of space
Swimming pool	Chair lift not available at pool side
3. Have you had any difficulties accessing any of the Shire buildings or facilities (e.g. administration building, library, recreation centre precinct, pool, transfer station)	
Topic	Barriers
Admin	Poor signage for entry, no ACROD parking
Wayfinding	Lack of paths and ramps from IGA & shops to Shire Offices
Swimming pool	Use of manual opening doors
4. How do you access information (e.g. animal registration, building licences etc) or promotions for Shire events and programs (select as many as apply) Information was easy for me to find, (i.e. font size/colour contrast) to understand and available in a format that met my needs	
Topic	Barriers
Website	Font too small, difficult to navigate
5. Opportunities for consultation and provide feedback I felt listened to, treated with respect. The Shire's services were flexible enough to meet my needs.	
Topic	Barriers
Parking	No enforcement of parking by laws

Appendix four – Strategies for implementation

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 Boyup Brook.

Objective: Provide equitable and accessible opportunities for people with disability to participate in cultural and social activities and events within the Shire of Boyup Brook			
Strategy		Action/s	Timeline
1.1	Encourage all local events to consider access and inclusion strategies to meet the above objective	Provide event organisers with the DSS 'Accessible Events' Checklist	Implemented & ongoing
1.2	All governance documents will align with the outcomes and strategies of the DAIP	a) Consider the need to implement the requirements a Shire "style" guide across the administration function b) Ensure relevant staff are kept up to date with DAIP policy changes	Jun 2019 Ongoing
1.3	Ensure agents/contractors engaged by the shire are provided with a fact sheet to ensure they deliver services that are inclusive and accessible	Investigate alternatives to improve feedback and information gathered from agents/contractors such as survey monkey.	Ongoing

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

Strategy		Action/s	Timings
2.1	Wayfinding and street scapes will be improved within shire town site and at key areas of activity/use.	Review paths and kerbings	Ongoing
2.2	Implement an annual works program that identifies maintenance required to ACROD parking at public/shire buildings	Annual inspection of designated ACROD parking bays. Investigate alternative methods to reduce maintenance such as use of static signage	Annually
2.3	Improve access to shire facilities such as: swimming pool, doctors surgery, and cemetery	Investigate options to improve access.	Annually
2.6	Apply the principles of universal design for Shire multi -residential developments	Consultants to include as part of the tender/design process	Jun 2019
2.7	Review access to all public buildings	Public building audit by EHO	Annually

Outcome 3: People with disability 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.

Strategy		Actions	Timings
3.1	Develop a Shire “style guide” that meets WCAG 2.0 level AA standards for media and print	Adopt a shire "style guide" that address all formats of media & print to be used across shire/council	Jun 2020
3.2	Engage a consultant to develop and review the existing website to improve accessibility	Work with staff to redesign website to improve appearance, functionality, navigation and accessibility for all users	Dec 2018
3.3	Adopt a standard easy to read format of font, letter size and colour contrast for information brochures	Develop a style guide that provides clear and concise guidelines for all documents	Dec 2018
3.4	Ensure there is ongoing development and maintenance of the website to ensure resources are appropriate for all users	Designate the role to an appropriately trained staff member	Ongoing

Outcome 4: People with disability 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.

Strategy		Action/s	Timings
4.1	Ongoing access and inclusion training will be provided to new staff and councillors as required	a) Investigate availability of online training and include in induction	Ongoing
4.2	Staff will be aware of the available information that supports the provision of excellent customer service	Include information in induction	Dec 2018

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

Strategy		Action/s	Timings
5.1	As part of outcome 4, staff to use skills and knowledge to identify people who need assistance	Knowledge gained through training and education	Ongoing
5.2	As part of outcome 3 ensure form is easy to complete and read and is available in alternative formats	Style guide based on best practice and current standards	Ongoing

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

Strategy		Action/s	Timings
6.1	Community engagement processes will be well-promoted to all stakeholders across a wide selection of the community		Ongoing
6.2	Specific direct communication will occur with key stakeholders	Engage with key stakeholders on an annual basis to measure success across the DAIP	Annually

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

Strategy		Action/s	Timings
7.1	People with disability will be encouraged and supported to apply for roles at the shire.	Ensure advertisements are inclusive	Ongoing
7.2	Workplaces at the shire will be accessible and safe for all staff.	Compliance to Building Code and relevant Australian Standards	Ongoing
7.3	Ensure recruitment processes are transparent, consistent and fair for all people with disability and diverse backgrounds	Human Resources functions and procedures adopted	Ongoing