



*Shire of Esperance*

*DISABILITY ACCESS AND INCLUSION PLAN*

*2025 - 2030*

**Shire of Esperance**  
***Disability Access and Inclusion Plan***

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## **PART 1 INTRODUCTION**

The Western Australian *Disability Services Act 1993* (DSA) as amended, require all State and Local Government Authorities to implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with a disability have equity of access and inclusion to functions, facilities, services and information.

A key goal of all Local Governments is to build strong communities. Strong communities are friendly and welcoming places where everyone can experience a sense of belonging, can feel valued and can make their contribution.

The overarching goal of the DAIP is to provide equity of access and inclusion to all services, facilities, functions and information being provided by the Shire of Esperance by identifying and combating any barriers that either restrict or prevent the full participation of people with a disability.

The concept of “equity” means the Shire of Esperance is working toward an environment that people with a disability, their carers, and families will be able to access and participate in all aspects of community life without having to contend with unreasonable or unnecessary barriers.

Addressing the issues that affect people with a disability is not an easy task, however the Shire of Esperance is committed to working toward equity for all members of the community. This DAIP provides guidance to the Shire of Esperance about issues that exist within the community and how these issues can be overcome to promote inclusivity for all.

### **1.0 Inclusion**

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

### **1.1 Discrimination**

Discrimination is defined as treating people with disability less favourably than people without a disability would be treated under the same circumstances.

### **1.2 Related Legislation**

There is a range of legislation and strategic framework that guides and directs the Shire of Esperance’s delivery of services and facilities, including:

### ***Equal Opportunity Act 1984 (WA)***

The Equal Opportunity Act recognises that people with disability require and are entitled to the same level of service and facility 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.

### ***Disability Services Act 1993 (WA)***

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.

### ***Disability Discrimination Act 1992***

The Disability Discrimination Act is a Commonwealth Act providing protection against discrimination based on any form of disability for everyone in Australia. Under this Act it is unlawful to discriminate against a person or their associates (partner, carers, friends, family, or business partner), if they have a disability.

### ***National Construction Code***

The National Construction Code (NCC) applies to new buildings and buildings undergoing significant refurbishment or alteration. The NCC provides a statement on the technical requirements relevant to the design and construction of buildings and other related structures.

### ***Australian Standards***

The Australian Standards set out requirements which must be referred to in the decision-making process on issues relating to people with disability e.g. Australian Standard 1428 – Design for Access and Mobility. This Standard prescribes the basic requirements for the physical access which must be adhered to in the planning, development, and construction of all buildings.

### ***United Nations Convention on the Rights of People with Disability***

Australia is one of 108 countries to have signed and ratified the UN Convention on the Rights of Persons with Disabilities, which came into effect in May 2008. As a party to the Convention, Australia is required to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and to promote respect for their inherent dignity.

### 1.3 Related Documents

The Shire of Esperance Disability and Inclusion Plan complements and forms an important part of the Shire of Esperance strategic level planning in relation to organisational management, as well as project and service provision. Current Plans and documentation in place to support the overall strategic direction of the Shire include:

- Esperance Council Plan
- Equal Employment Opportunity Management Plan and Workforce Plan
- Asset Management Plan
- Playground and Open Space Strategy
- Coastal Management Plan
- Age Friendly Community Report and Youth Friendly Community Report
- Sports Facility and Services Plan

## **PART 2 INFORMATION ABOUT THE SHIRE OF ESPERANCE**

The Shire of Esperance is located approximately 720km southeast of Perth. The Shire covers an area of 44,366k m<sup>2</sup> and has a population of 13,883.

Within Esperance there are 2 high schools, both with boarding facilities, and 5 primary schools, with an additional 4 primary schools located in the outlying town sites.

A variety of social interests are catered for with a number of arts and creative groups, including pottery, textiles, photography, painting, drawing, writing, gardening, music, dance, and multiple sporting clubs, including AFL, soccer, netball, hockey, tennis, golf, lawn bowls, squash, volleyball and many more. Many of these groups participate in inclusive programs during school holidays and throughout their seasons during the year.

Within the 2021 Census, 21.4% of the Australian population were identified as living with disability. Based on this National average it is assumed some 2,971 people are living with disability in the Shire of Esperance region.

It was also revealed that 10.1% of the Esperance population provided unpaid assistance to a person with a disability in the two weeks leading up to the 2021 Census.

**Table 1 Outcomes and Strategies from Council Plan 2022-2032**

| Objective   | Priority Projects  |
|---|--|
| 3.3 Support vulnerable groups, including aged persons and those with disability | 3.3.1 Advocate for improved aged care facilities and palliative care   |
|   | 3.3.2 Advocate for community and care services to support active aging in home   |
|   | 3.3.3 Advocate for local shops, hospitality and entertainment venues to improve access and employment opportunities for people with disability |
|   | 3.3.4 Provide appropriate level of ACROD parking bays  |
|   | 3.3.5 Provide improved beach access for people with disability   |
|   | 3.3.6 Implement actions and initiatives resulting from DAIP discussions and forums   |
| 8.1 Facilitate access to diverse housing options                                | 8.1.1 Advocate for more social and low-income housing for vulnerable people (including seniors, people with disability and low-income earners) |

**PART 3 PREVIOUS DISABILITY ACCESS & INCLUSION PLANS**

In February 1996 Council adopted its first Disability Service Plan, as was required under the *WA Disability Services Act 1993*. In 2004 *Disability Services Regulations 2004* were adopted requiring public authorities to develop and implement Disability Access and Inclusion Plans. The requirements of DAIP’s were to build on the existing Disability Service Plans, ensuring people with disabilities could access services, facilities and information in a way that promoted independence, opportunity and inclusion within the community.

The first Shire of Esperance Disability Access and Inclusion Plan was completed and adopted by Council in July 2007, expiring in 2012. A new DAIP was then adopted by Council in July 2012, expiring in 2017.

A review of this Plan was undertaken in 2017/18 whereby it was identified a full rewrite of the Plan was required to reflect the work done in this area and meet the requirements of the *Disability Services Act 1993*.

This resulted in the adoption of the Disability Access and Inclusion Plan 2020 – 2025.

### **3.0 Achievements through previous DAIP's**

The Shire's achievements under the previous Disability Access and Inclusion Plan 2020 – 2025 have been plentiful. Some of these successes are highlighted below;

- (1) Demonstrated disability access improvements to Shire of Esperance buildings during upgrades and redevelopment works.
- (2) Esperance Airport upgrades saw wider, self-opening doors installed at entry and easier access to toilet facilities.
- (3) Cannery Art Centre access improvements.
- (4) Home Care building Day Centre refurbishment.
- (5) New Indoor Sports Stadium and refurbishment of the Noel White Centre.
- (6) Constructed a new Jetty that has incorporated accessible features, including fishability section that specifically cater for people in wheelchairs or require aids.
- (7) Undertook an access audit of the Shire of Esperance Administration Building which resulted in a number of recommendations that are being delivered through the Shire of Esperance Building Maintenance Team.
- (8) Worked in partnership with Escare Incorporated to run the Esperance One and All Community Program, a holiday activity program for all ages and all abilities.
- (9) Developed a trailer mounted accessible toilet that could be used at events.
- (10) Installed eight new pedestrian crossings in the Esperance town centre to facilitate safer crossing for vulnerable users.
- (11) Reviewed the Esperance town centre ACROD bays, which resulted in increasing the number of bays from 1 in 58 to 1 in 34 and ensuring all bays met the required standards.

- (12) The Shire of Esperance can now provide information about services and facilities in a range of formats including multiple languages, larger print, Braille or electronically.
- (13) Youth Advisory Council established with representation from Educational Support Unit students.
- (14) Increased accessibility to Bay of Isles Leisure Centre pool and gym with all abilities equipment purchased and alternative water access available.
- (15) The recruitment processes and documentation identify the Shire of Esperance as an equal opportunity employer.
- (16) Constructed a new fully accessible Esperance Sports Stadium.
- (17) Worked with Esperance Surf Club to obtain Occupancy Permit which required substantial upgraded modifications including the installation of a lift.
- (18) Installed 2 Sets of Accessible Toilets – at the West Beach Carpark and the Skate Park.
- (19) Installed microphone and speakers in the Council Chambers to assist those with hearing loss

## **PART 4 DISABILITY AND BARRIERS TO ACCESS AND INCLUSION**

### **4.0 What is Disability?**

The concept of disability can have a range of different meanings depending on the context and/or circumstance. For the purpose of this DAIP, the context is one of community inclusion. In this context, the definition of disability is extremely broad. Community inclusion focuses less on the disability and more on the individual and their ability, capacity and interests. In consideration of this Plan, we can consider all disability types to fit in into one of the following categories;

#### ***Physical***

Including, but not limited to, wheelchair users, amputees, reduced or restricted physical mobility, dexterity and control.

Some of the key issues impacting on inclusion for people with physical disabilities are;

- Public attitudes and understanding,
- Communication and assistance techniques; and

- Mobility, including moving from a to b in the environment and ability to control movement in their own personal space.

### ***Sensory***

Vision - Including, but not limited to, total blindness, legal blindness (less than 10% vision) and low or restricted vision conditions.

Some of the key issues impacting on inclusion for people with vision impairments are;

- Public attitudes and understanding,
- Communication and assistance techniques; and
- Independent safe mobility and information provision.

Hearing - Including, but not limited to, deafness and reduced hearing conditions.

Some of the key issues impacting on inclusion for people with hearing impairments are;

- Public attitudes and understanding,
- Communication and assistance techniques; and
- Information provision

### ***Cognitive***

Includes any condition that impacts on a person's thought processes i.e. intellectual, psychiatric, mental health, dementia, schizophrenia etc.

Some of the key issues impacting on inclusion for people with physical disabilities are;

- Public attitudes and understanding,
- Communication and assistance techniques; and
- Information provision.

## **4.1 Barriers to Access and Inclusion**

There are a multitude of different barriers faced by people with disability as they attempt to build a good life and pursue their citizenship entitlements. It is important that staff at all levels and in all departments have some understanding of the types of barriers, how they might impact on people with different disabilities, and then take this into account when completing the work they are required to do as part of their role within the organisation.

Most, if not all, of these barriers can be categorised under the following types;

### ***Attitudinal Barriers (People)***

This is by far the most commonly experienced barrier. It comes about when people in society misunderstand what it means to have a disability and how it might impact on an individual. It tends to be characterised by a range of negative stereotypes and assumptions about a person's capacity, abilities and entitlement to belong and participate. When it is experienced by people with disability its impact can be severe and profound. It can result in people being made to feel different, as though they do not belong and as if they are not welcome. Working to reduce this attitudinal barrier is primarily about awareness raising through educational and training initiatives.

### ***Physical Barriers (Places)***

The level of awareness around physical barriers is variable. A common misunderstanding is that inclusion for people with disability is only about the built environment.

Physical barriers or obstacles can limit a person's capacity to move independently within the environment in a safe and dignified manner. Physical barriers can also result in people with a disability experiencing difficulty accessing the built environment, or their total exclusion from it all together.

Working to reduce physical barriers is primarily about ensuring that infrastructure is designed, built, and maintained in a manner that enables it to be accessed by everyone. There are a range of codes, standards, and guidelines available which provide information on best practice physical access for people with disability. The *Disability (Access to Premises - Buildings) Standards 2010* was incorporated into the National Construction Code (NCC) which should ensure that these issues are now captured by the formal building approvals mechanisms. The NCC, however, does not apply to all aspects of the built environment. For example, the NCC does not apply to pedestrian infrastructure, and as such alternative measures should be put in place to work towards accessibility by all.

### ***Procedural Barriers***

Policies and procedures can present unfair or unreasonable barriers for people with disability.

The impact of disability is unique for every person and every person's capacity to deal with that impact will vary. As a result, people with disability often have to do things in a different way to others. Sometimes, this can cause conflict with a policy or procedure or with "the way we do things".

Working to reduce procedural barriers is about ensuring that disability access and inclusion becomes an integrated part of the mainstream way of doing things. Initiatives to reduce additional and physical barriers will assist this process.

## **PART 5 POLICY STATEMENT**

### **5.0 Equity for People with Disabilities**

The concept of equity refers to the idea that everyone gets a fair go at accessing and participating in all aspects of community life. The Shire of Esperance acknowledges that people with disability have the same fundamental rights and responsibilities as all other members of the community.

The Shire of Esperance is committed to furthering the principles and objectives of the *Disability Services Act 1993* and the *Disability Services Regulations 2004* by working towards having a community that is accessible for, and inclusive of, people with disabilities, their families and carers.

The Shire of Esperance understands that an accessible and inclusive community is one in which, where attainable, all functions, facilities, service, and information (both in house and contracted) are open, available and accessible to people living with disabilities, providing them with the same opportunities, rights and responsibilities as other people in the community.

#### ***The Shire of Esperance:***

- (a) Recognises that people with disability are valued members of our community who make a variety of contributions socially, economically and culturally; and
- (b) Values diversity and believes that supporting participation and inclusion for all, makes a stronger more vibrant community; and
- (c) Believes that people living with disabilities, their families, and carers should be supported to remain connected, included, and visible within our community; and
- (d) Is committed to consulting with people with disability, their families, carers and organisations that assist people living with disabilities in addressing barriers to access and inclusion; and
- (e) Will encourage agents and contractors appointed by the Shire, to work toward the desired outcomes identified within the DAIP; and
- (f) Is committed to supporting local community groups and businesses to provide access to, and inclusion of, people with disability; and

- (g) Is committed to working towards achieving the 7 specified outcomes of the DAIP; and
- (h) Will work in partnership with other relevant agencies, organisation and authorities as appropriate.

## **PART 6 AGENTS & CONTRACTORS**

The *Disability Services Act 1993* requires agents and contractors of public authorities to conduct their business in a manner that is consistent with the contracting public authority's DAIP.

The Shire of Esperance will take all practicable measures to work towards the DAIP implementation by its officers, employees, agents, and contractors. Where agents and contractors provide external services for the Shire, they are to be informed of the Shire of Esperance DAIP by including it in all our procurement documentation including but not limited to requests for quotes, requests for tenders, and expressions of interest requests.

### **Definitions for the purpose of the DAIP**

- An agent is a person or business authorised to act on another's behalf
- A contractor is an entity who performs a service or delivers a product under an agreement (or contract) with a public authority
- There is an exchange of money for service (including grants)

### **6.0 Responsibilities of agents and contractors**

Where agents and contractors are used as go-betweens in the provision of services to the community for a public authority, the agent and contractor should take the needs of people with disability into account.

Agents and contractors do not have to develop their own DAIP.

Agents and contractors are expected to conduct their business in a manner consistent with the contracting public authority's DAIP.

Agents and contractors should implement strategies which directly relate to the task they are undertaking.

Contracted services in which the public authority itself is the recipient of the services are not relevant to the DAIP.

## **6.1 Role of Agents and Contractors**

The Shire of Esperance has developed a contract clause to be included, where applicable, in services to be provided by Agents and Contractors. A progress report must be provided each year to the Minister for Disability Services about DAIP implementation across Western Australia. This report is produced from information submitted to the Commission from public authorities via their annual DAIP Progress Report, which includes progress by their agents and contractors.

Agents and contractors are requested to provide annual reports to the Shire of Esperance providing information on activities and/or initiatives undertaken in line with DAIP requirements. This information is then included in the Shire of Esperance annual DAIP report to the Disability Services Commission, where the Shire of Esperance also provides information on actions taken throughout the year to satisfy the seven strategy outcomes identified within the DAIP.

## **PART 7 DEVELOPMENT OF THE 2025-2030 DAIP**

### **7.0 Review**

In preparing the Shire's DAIP, a review of the Disability Access and Inclusion Plan 2020-25 was undertaken to provide information on the progress made on the key areas to determine relevant or ongoing strategies that might be carried forward into this plan.

In order to research trends and good practice in the area of access and inclusion, a review of DAIPs from various other local governments was completed. Other Shire & City plans and policies were examined, in particular the Council Plan 2022-2032.

### **7.1 Engagement**

In developing the DAIP 2025-2030, we consulted with various members of the community to hear their thoughts, ideas and experiences to ensure that the DAIP is relevant to the local community. These included:

- People with disability or aged and their carers who live or work in the Shire of Esperance
- Agencies and organisations working with or supporting people with disability or aged and their carers who live or work in the Shire of Esperance
- Shire of Esperance Staff

Comment was sought on the Shire of Esperance DAIP by way of written submissions, or by appointment. The opportunity to comment on the DAIP was promoted through media, public notices in the Esperance Weekender, the Shire’s website, and direct mail to identified stakeholders.

**PART 8 OUTCOME STATEMENTS & STRATEGIES**

Within the *Disability Services Act 1993* strategies have been identified to provide seven desired outcomes from Disability Access and Inclusion Plans. These outcomes are outlined in the following pages and linked to strategies that the Shire of Esperance can use to achieve each outcome.

**Table 1 Outcomes & Strategies**

|   |  |
|---|--|
| <b>Outcome – Events and services</b>      |  |
| <b>C1</b>                                 | People with disability have the same opportunities as other people to access the services and events of the Shire of Esperance                                 |
| <b>Strategy</b>                           |  |
| <b>C1.1</b>                               | Coordinate a Community Access and Inclusion Plan Working Group to guide the implementation of the DAIP strategies  |
| <b>C1.2</b>                               | Conduct services and events in buildings and facilities that are as accessible and inclusive as possible   |
| <b>C1.3</b>                               | Ensure that people with disability and their carers are provided with an opportunity to comment on access to services  |
| <b>Outcome – Buildings and facilities</b> |  |
| <b>C2</b>                                 | People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Esperance                      |
| <b>Strategy</b>                           |  |
| <b>C2.1</b>                               | Ensure where practicable, that all new or re-development works provide access to people with disability  |
| <b>C2.2</b>                               | Ensure where practicable, the location and quantity of ACROD parking spaces meet the needs of people with disability and relevant statutory planning standards |
| <b>C2.3</b>                               | Continue to provide and maintain public spaces and pedestrian walkways to meet access requirements   |
| <b>Outcome - Information</b>              |  |
| <b>C3</b>                                 | People with disability receive information from the Shire of Esperance in a format that enables them to access the information as readily as other people      |
| <b>Strategy</b>                           |  |

|                                |  |
|--------------------------------|--|
| <b>C3.1</b>                    | Wherever possible, all promotional material and documentation regarding services, facilities, and customer feedback are in an accessible format using clear and concise language   |
| <b>C3.2</b>                    | Continuously work towards the improvement of staff awareness and education to provide for accessible information needs and how to obtain information in other formats              |
| <b>C3.3</b>                    | Continuously work towards the improvement of community awareness that Shire of Esperance information can be provided in alternative formats upon request                           |
| <b>Outcome Service quality</b> |  |
| <b>C4</b>                      | People with disability receive the same level and quality of service from the staff of the Shire of Esperance as other people receive  |
| <b>Strategy</b>                |  |
| <b>C4.1</b>                    | Continuously work towards staff being educated appropriately and have the knowledge, skills, and confidence to be able to offer quality customer service to people with disability |
| <b>C4.2</b>                    | Work towards consistency between the Shire of Esperance Customer Service Charter and the DAIP  |
| <b>C4.3</b>                    | Continuously work towards having all Shire of Esperance policies and procedures relevant to customer service which are consistent with the DAIP                                    |
| <b>Outcome - Complaints</b>    |  |
| <b>C5</b>                      | People with disability have the same opportunities as other people to make complaints to the Shire of Esperance  |
| <b>Strategy</b>                |  |
| <b>C5.1</b>                    | Investigate that the grievance mechanisms are accessible for people with disability  |
| <b>C5.2</b>                    | Investigate grievance mechanism processes and outcome satisfaction survey forms to be available in formats to meet the needs of people with disability                             |
| <b>Outcome - Consultation</b>  |  |
| <b>C6</b>                      | People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Esperance   |
| <b>Strategy</b>                |  |
| <b>C6.1</b>                    | Proactive awareness that people with disability to have access to any consultative process by the Shire of Esperance in relation to the DAIP                                       |
| <b>C6.2</b>                    | Continuously work towards the Shire of Esperance consultation policies and procedures being consistent with the DAIP   |

|                             |  |
|-----------------------------|--|
| <b>C6.3</b>                 | Provide opportunities for people of all abilities to comment on facilities, services, and events delivered by Shire of Esperance   |
| <b>Outcome - Employment</b> |  |
| <b>C7</b>                   | People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Esperance   |
| <b>Strategy</b>             |  |
| <b>C7.1</b>                 | Continue to select on merit for open employment opportunities and give fair and due consideration to all candidates, including people with disability                            |
| <b>C7.2</b>                 | Foster an organisational culture that values and is responsive to the diversity of the Shire of Esperance council and staff  |
| <b>C7.3</b>                 | Investigate and implement fair and inclusive practices that work towards a broader and more diverse participation in employment  |
| <b>C7.4</b>                 | Provide support for employees with a disability where practicable, including but not limited to making available work-place flexibility, modifications and adaptive technologies |

## **PART 9 IMPLEMENTATION & REVIEW**

### **9.0 Annual DAIP Implementation Plan**

An internal working document (DAIP Implementation Plan) outlining the actions to deliver the strategies identified for each of the outcomes will be developed annually with the assistance of the Shire of Esperance Community Access and Inclusion Plan Working Group. This plan will allow the Shire of Esperance to monitor progress and actions within Shire of Esperance Disability Access and Inclusion Plan 2025-2030. The Implementation Plan will be reviewed and amended annually.

### **9.1 DAIP Working Group**

The Disability Access and Inclusion Plan Working Group meet on a quarterly basis. As part of each meeting, the group will initially assist to develop and then review the progress of the annual implementation plan and any associated issues. The group will be comprised of the following Shire and community representatives:

- At least one (1) Councillor
- At least one (1) staff member from each Directorate
- One (1) staff member from Homecare.
- At least three (3) Community members
- Up to four (4) Community Organisation members

## 9.2 Annual Reporting

The *Disability Services Act 1993* describes the reporting requirements for public authorities to lodge its Disability Access and Inclusion Plan with the Commission by:

- (1) Submitting an annual progress report to the Department of Communities using the supplied template; and
- (2) Reporting on the implementation of the Shire's DAIP in the Shire's Annual Report.
- (3) The strategies used to advise agents and contractors, employed by the Shire of Esperance, is via email and reference in contracts.

## 9.3 Review Frequency

This plan will be reviewed in accordance with the DAIP requirements. At the end of each financial year the progress of the Disability Access and Inclusion Plan is documented in each local government's Annual Report, and this is forwarded to the state government. Legislation outlines that Disability Access and Inclusion Plans will be reviewed at least every five years and a copy of the plan must be lodged with the Minister for Disability Services.

Once endorsed by Council, an advertisement will be put in the local newspaper advising the community that a copy is available from the Shire of Esperance's website and available in alternative formats upon request.

## **PART 10 SHIRE OF ESPERANCE DAIP IMPLEMENTATION PLAN 2025 – 2030**

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2025-2030 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five-year plan.

**Table 1 Outcome 1: People with disability have the same opportunities as other people to access the services and events of the Shire of Esperance**

| Strategy  | Action   | Responsibility       | In Consultation with | Timeline |        |        |        |        | Anticipated Budget |
|---|--|----------------------|----------------------|----------|--------|--------|--------|--------|--------------------|
|   |  |                      |                      | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C1.1<br>Coordinate a Community Access and Inclusion Plan Working Group to guide the implementation of the DAIP strategies | a. Investigate mandatory Disability Access and Inclusion awareness training for the Community Access and Inclusion Working Group               | Human Resources      | Executive Assistants | ✓        | ✓      |        |        |        | Operational        |
|   | b. Work towards implementing mandatory Disability Access and Inclusion awareness training for the Community Access and Inclusion Working Group | Human Resources      | Executive Assistants |          |        | ✓      | ✓      | ✓      | Operational        |
|   | c. Investigate making online onboarding training on Disability Access and inclusion  | Executive Assistants | Governance Services  |          | ✓      |        |        |        | Operational        |

|   |  |                               |  |   |   |   |   |   |             |
|---|--|-------------------------------|--|---|---|---|---|---|-------------|
|   | available to Elected Members   |                               |  |   |   |   |   |   |             |
|   | d. The Community Access and Inclusion Plan Working Group meet on a quarterly basis   | DAIP Responsible Officer      |  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | e. Consult with the community on a biennial basis to assess the success of the DAIP  | DAIP Working Group            |  |   | ✓ |   | ✓ |   | Operational |
| C1.2<br>Conduct services and events in buildings and facilities that are as accessible and inclusive as possible. | a. Consult with Community Development on accessibility when updating event guidelines  | Community Development         | Development Services                               | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | b. Work towards developing a volunteer program seeking to promote Shire of Esperance events and volunteer opportunities to older adults and people with disability | Requesting party within Shire | Volunteer Resource Centre<br>Community Development | ✓ | ✓ |   |   |   | Operational |
|   | c. Support community organisations   | Community Development         |  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|  |   |                       |                       |   |   |   |   |   |             |
|--|---|-----------------------|-----------------------|---|---|---|---|---|-------------|
|  | through the Shire of Esperance community grants and partnerships program to deliver inclusive and accessible events, activities, and programs |                       |                       |   |   |   |   |   |             |
| C1.3<br>Ensure that people with disability are provided with an opportunity to comment on access to services | a. Develop procedures for holding accessible events and encourage consistent use across the Shire of Esperance                                | External Services     |                       |   | ✓ | ✓ |   |   | Operational |
|  | b. Investigate and facilitate the creation of an Accessible Events Policy   | External Services     | Community Development |   | ✓ | ✓ |   |   | Operational |
|  | c. Embed and promote accessibility features for Shire of Esperance events and activities on related promotional materials and on the Shire of | Community Development |                       | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|  |  |                       |                   |   |   |   |   |   |             |
|--|--|-----------------------|-------------------|---|---|---|---|---|-------------|
|  | Esperance website  |                       |                   |   |   |   |   |   |             |
|  | d. Investigate the inclusion of accessible zones at Shire of Esperance events  | Community Development |                   |   | ✓ | ✓ | ✓ | ✓ | Operational |
|  | e. Work towards the implementation of outcomes from the investigation of the inclusion of accessible zones at Shire of Esperance events    | Community Development |                   |   |   | ✓ | ✓ | ✓ | Operational |
|  | f. Connect with local schools to promote accessible events and consult with families of children with disabilities                         | Community Development |                   |   | ✓ | ✓ | ✓ | ✓ | Operational |
|  | g. Expand and promote the Books on Wheels volunteer program to support housebound community members residing within the Shire of Esperance | External Services     | Esperance Library | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|  |  |                       |  |   |   |  |  |  |  |
|--|--|-----------------------|--|---|---|--|--|--|--|
|  | h. Investigate AUSLAN interpretive service for Shire of Esperance Events | Community Development |  | ✓ | ✓ |  |  |  |  |
|--|--|-----------------------|--|---|---|--|--|--|--|

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

| Strategy  | Action   | Responsibility                                       | In Consultation with                           | Timeline |        |        |        |        | Anticipated Budget |
|---|--|--|--|----------|--------|--------|--------|--------|--------------------|
|   |  |  |  | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C2.1<br>Ensure where practicable, that all new or re-development works provide access to people with disability | a. Identify key accessibility information to be promoted for Shire of Esperance buildings for hire, parks, and reserves  | Asset Management<br>Corporate and Community Services | Development Services<br>Media & Communications | ✓        | ✓      |        |        |        | Operational        |
|   | b. Works towards promoting accessibility information for Shire of Esperance buildings for hire, parks, and reserves on Shire of Esperance website and any Shire managed webpages | Executive Services                                   | Media & Communications                         |          | ✓      | ✓      | ✓      |        | Operational        |
|   | c. If available, deliver accredited training to wardens for effective  | Corporate and Community Services                     | Human Resources                                | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |

|    |  |                  |                              |  |   |   |   |   |                              |
|----|--|------------------|------------------------------|--|---|---|---|---|------------------------------|
|    | evacuation of people with disability in emergency situations at all Shire of Esperance staffed buildings       |                  |                              |  |   |   |   |   |                              |
| d. | Work towards undertaking access audits of Shire of Esperance buildings   | Asset Management | Relevant Facilities Manager  |  | ✓ | ✓ | ✓ | ✓ | Operational                  |
| e. | Work towards implementing the recommendations of the access audits undertaken for Shire of Esperance buildings | Asset Management | Relevant Facilities Manager  |  | ✓ | ✓ | ✓ | ✓ | Building Maintenance Reserve |
| f. | Investigate & develop Communication Boards for Inclusive Spaces  | Asset Management | Relevant Facilities Managers |  | ✓ | ✓ | ✓ | ✓ | Operational                  |
| g. | Investigate hearing loops and promote their installation in relevant new buildings                             | Asset Management | Relevant Facilities Manager  |  | ✓ | ✓ | ✓ | ✓ | Operational                  |

|  |   |                    |                             |   |   |   |   |   |             |
|--|---|--------------------|-----------------------------|---|---|---|---|---|-------------|
|  | h. Consider a Changing Place facility within the James Street Precinct  | Executive Services | Media and Communications    | ✓ | ✓ |   |   |   | Unspecified |
|  | i. Continue to ensure all accessible toilets are in working order and open to the public where practicable  | Asset Management   | Relevant Facilities Manager | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | j. Ensure that all new buildings and major refurbishments comply with the Disability (Access to Premises – Buildings) Standards 2010 and the National Construction Code | Asset Management   | Development Services        | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
| C2.2<br>Ensure where practicable, the location and quantity of ACROD parking spaces meet the needs of people with disability and | a. Indicate number of ACROD bays in public parking and show on a public facing GIS package  | Asset Management   | Information Services        |   | ✓ | ✓ |   |   | Operational |
|  | b. Continue to review Shire of Esperance owned and managed accessible parking   | Asset Management   |                             |   | ✓ | ✓ | ✓ | ✓ | Operational |

|  |  |                  |  |   |   |   |   |   |             |
|--|--|------------------|--|---|---|---|---|---|-------------|
| relevant statutory planning standards  | to ensure they are fit for purpose   |                  |  |   |   |   |   |   |             |
| C2.3<br>Continue to provide and maintain public spaces and pedestrian walkways to meet access requirements | a. Proactively monitor and work towards the maintenance and improvement of public spaces and pedestrian walkways to meet access requirements | Asset Management |  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | b. Continue to review pavement/pathways to check on accessibility and ease of use  | Asset Management |  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

**Table 3 Outcome 3: People with disability receive information from Shire of Esperance in a format that enables them to access the information as readily as other people.**

| Strategy  | Action  | Responsibility                   | In Consultation with     | Timeline |        |        |        |        | Anticipated Budget |
|---|---|----------------------------------|--------------------------|----------|--------|--------|--------|--------|--------------------|
|   |   |                                  |                          | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C3.1<br>Wherever possible, promotional materials and documentation regarding services, facilities, and customer feedback options are in an accessible format using clear and concise language | a. Work towards public documents including a statement that the document is available in alternative formats upon request, and review the website for compliance with the 'Web Content Accessibility Guidelines' (WCPG) | Executive Services               | Media and Communications | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |
|   |   | Corporate and Community Services | Document Control         |          |        |        |        |        |                    |
|   | b. Provide a Disability Access and Inclusion Plan in plain English for people with low English literacy   | Executive Services               | Media and Communications | ✓        | ✓      | ✓      |        |        | Operational        |
|   |   | Corporate and Community Services | Document Control         |          |        |        |        |        |                    |

|   |   |  |  |   |   |   |   |   |             |
|---|---|--|--|---|---|---|---|---|-------------|
|   | and learning disability   |  |  |   |   |   |   |   |             |
|   | c. Update the Shire of Esperance's style guide to include information on document accessibility and explore ways to promote consistency in the organisation | Executive Services<br><br>Corporate and Community Services | Media and Communications<br><br>Document Control | ✓ | ✓ |   |   |   | Operational |
|   | d. Promote Shire of Esperance communication tools to engage with people with disability, carers, and service providers                                      | Executive Services   | Media and Communications                         | ✓ | ✓ |   |   |   |             |
|   | e. Investigate plain English foundations training for all relevant staff  | Corporate and Community Services                           | Human Resources                                  | ✓ | ✓ |   |   |   | Operational |
| C3.2<br>Continuously work towards the improvement of staff awareness and education to | a. Work towards developing an access and inclusion intranet page  | Executive Services   | Media and Communications                         | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|   |   |                                  |                  |   |   |   |   |   |             |
|---|---|----------------------------------|------------------|---|---|---|---|---|-------------|
| provide for accessible information needs and how to obtain information in other formats |   |                                  |                  |   |   |   |   |   |             |
|   | b. Investigate and develop annual upskilling staff sessions to address access and inclusion provisions in Shire of Esperance services | Corporate and Community Services | Human Resources  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | c. Investigate inclusive language guide and annually promote to Shire of Esperance staff  | Corporate and Community Services | Human Resources  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
| C3.3<br>Continuously work towards the improvement of community awareness that Shire of  | a. Continuously strive to provide Shire of Esperance documents and publications which include a notation that it is available in      | Corporate and Community Services | Document Control | ✓ | ✓ |   |   |   | Operational |

|   |   |                                  |                  |   |   |   |   |   |             |
|---|---|----------------------------------|------------------|---|---|---|---|---|-------------|
| Esperance information can be provided in alternative formats upon request | alternative formats upon request  |                                  |                  |   |   |   |   |   |             |
|   | b. Conduct regular reviews of Shire of Esperance documentation and work towards it being formatted clearly with appropriate font  | Corporate and Community Services | Document Control | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | c. Continuously strive to provide all online communication which is accessible and inclusive. Content should be written in plain language, aiming for a reading level of grade 8 to encourage understanding for the community | Corporate and Community Services | Document Control | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

**Table 4 Outcome 4: People with disability receive the same level and quality of service from the staff of the Shire of Esperance as other people receive.**

| Strategy   | Action   | Responsibility                   | In Consultation with | Timeline |        |        |        |        | Anticipated Budget |
|--|--|----------------------------------|----------------------|----------|--------|--------|--------|--------|--------------------|
|  |  |                                  |                      | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C4.1<br>Continuously work towards staff being educated appropriately, and have the knowledge, ability, skills, and confidence to be able to offer quality customer service to people with disability | a. Continuously strive to have Shire of Esperance generated documents include a statement that the document is available in alternative formats upon request | Corporate and Community Services | Document Control     | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |

|  |  |   |   |          |          |          |          |          |                    |
|--|--|---|---|----------|----------|----------|----------|----------|--------------------|
| <p>C4.2</p> <p>Work towards consistency between the Shire of Esperance Customer Service Charter and the DAIP</p>   | <p>a. Endeavour to conduct a biennial review of the Shire of Esperance Customer Service Charter to achieve consistency with the DAIP</p> | <p>Corporate and Community Services</p> | <p>Corporate Services</p>   |          | <p>✓</p> |          | <p>✓</p> |          | <p>Operational</p> |
| <p>C4.3</p> <p>Continuously work towards having all Shire of Esperance policies and procedures relevant to customer service which are consistent with the DAIP</p> | <p>a. Conduct a biennial review of Council Policies and Procedure and consider DAIP input when doing so.</p>                             | <p>Corporate and Community Services</p> | <p>Corporate Services<br/>Specialist Staff<br/>DAIP Working Group</p> | <p>✓</p> |          | <p>✓</p> |          | <p>✓</p> | <p>Operational</p> |

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

| Strategy   | Action  | Responsibility       | In Consultation with | Timeline |        |        |        |        | Anticipated Budget |
|--|---|----------------------|----------------------|----------|--------|--------|--------|--------|--------------------|
|  |   |                      |                      | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C5.1<br>Investigate that the current grievance mechanisms are accessible for people with disability        | a. Continue with current feedback and grievance mechanisms by accepting complaints via phone, post, web-form, email, in-person and continue to monitor and review | All Staff            |                      | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |
| C5.2<br>Investigate grievance mechanism processes and outcome satisfaction survey forms to be available in | a. Continue to improve staff awareness through training, staff induction processes, and regular updates at staff meetings   | Executive Management |                      | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| formats to meet the needs of people with disability |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

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

| Strategy  | Action  | Responsibility     | In Consultation with     | Timeline |        |        |        |        | Anticipated Budget |
|---|---|--------------------|--------------------------|----------|--------|--------|--------|--------|--------------------|
|   |   |                    |                          | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C6.1<br>Proactive awareness that people with disability have access to any consultative process by the Shire of Esperance in relation to the DAIP | a. Advertise and promote DAIP review process and final adopted DAIP   | Executive Services | Media and Communications | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |
| C6.2<br>Continuously work towards the Shire of Esperance consultation policies and procedures being   | a. Proactive awareness that consultation can take form in different mediums as required to meet the needs of people with disability | All Staff          |                          | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |

|  |   |                                  |                  |   |   |   |   |   |             |
|--|---|----------------------------------|------------------|---|---|---|---|---|-------------|
| consistent with the DAIP   | b. Continuously works towards consultation documents which are available in different formats                                       | Corporate and Community Services | Document Control | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | c. Work towards feedback being able to be given in a range of formats   | All Directorates                 | Document Control | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | d. Wherever possible, encourage consultation to be held in an accessible location   | All Directorates                 |                  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
| C6.3<br>Provide opportunities for people of all abilities to comment on facilities, services, and events delivered by the Shire of Esperance | a. Proactive awareness that consultation can take form in different mediums as required to meet the needs of people with disability | All Directorates                 |                  | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

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

| Strategy  | Action  | Responsibility                          | In Consultation with | Timeline |        |        |        |        | Anticipated Budget |
|---|---|---|----------------------|----------|--------|--------|--------|--------|--------------------|
|   |   |   |                      | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 |                    |
| C7.1<br>Continue to select on merit for open employment opportunities and give fair and due consideration to all candidates, including people with disability | a. Councillors and Staff to be aware that a disability is not a barrier to employment for some positions within the Shire of Esperance  | Councillors<br><br>Executive Management | Human Resources      | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |
|   | b. Investigate job descriptions and applications to include a breakdown of skills required to allow prospective employees with a disability to determine if they are suitable or able | Corporate and Community Services        | Human Resources      | ✓        | ✓      | ✓      | ✓      | ✓      | Operational        |

|  |  |                                     |                       |   |   |   |   |   |             |
|--|--|-------------------------------------|-----------------------|---|---|---|---|---|-------------|
|  | to do a job as advertised  |                                     |                       |   |   |   |   |   |             |
|  | c. Shire of Esperance to participate in regular contact with Local Service Providers and promote internally  | Corporate and Community Development | Community Development | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | d. Wherever possible, hold job interviews in an accessible location  | Corporate and Community Development | Human Resources       | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|  | e. Ensure that any prospective candidates are made aware of the opportunity to request any special requirements to assist them at an interview if they have a disability | Corporate Community Development     | Human Resources       | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|   |  |                                 |                     |   |   |   |   |   |             |
|---|--|---------------------------------|---------------------|---|---|---|---|---|-------------|
|   | f. Continuously work towards providing workplaces which are accessible                               | Asset Management                | Building & Projects | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | g. Application process must enable persons with a disability to apply for positions within the Shire | Corporate Community Development | Human Resources     | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |
|   | h. Investigate options to become a member of the Australian Network on Disability                    | Executive Management Team       | DAIP Working Group  |   | ✓ | ✓ |   |   | Operational |
| C7.2<br>Foster an organisational culture that values and is responsive to the diversity of the Shire of Esperance council and staff | a. Equal Employment Opportunity and Annual Returns are completed                                     | Executive Services              | Relevant Staff      | ✓ | ✓ | ✓ | ✓ | ✓ | Operational |

|  |  |                         |                       |          |          |          |          |          |                    |
|--|--|-------------------------|-----------------------|----------|----------|----------|----------|----------|--------------------|
| <p>C7.3</p> <p>Investigate and implement fair and inclusive practices that work towards a broader and more diverse participation in employment</p>                                 | <p>a. Ensure that the Shire of Esperance makes allowances for reasonable workplace adjustments if required</p> | <p>All Directorates</p> | <p>Relevant Staff</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>Operational</p> |
| <p>C7.4</p> <p>Provide support for employees with a disability, including but not limited to making available work-place flexibility, modifications, and adaptive technologies</p> | <p>a. Ensure that the Shire of Esperance makes allowances for reasonable workplace adjustments if required</p> | <p>All Directorates</p> | <p>Relevant Staff</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>✓</p> | <p>Operational</p> |

