



## Shire of Esperance

# Disability Access and Inclusion Plan 2012-2017

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

Adopted by Council 24<sup>th</sup> July 2007 (res.E0707-3509)  
Reviewed after public consultation 5<sup>th</sup> December 2008  
Amended 8<sup>th</sup> May 2009  
Reviewed by Council August 2009  
Reviewed by DAIP Working Party 25<sup>th</sup> Feb 2010  
Reviewed by Council 21<sup>st</sup> September 2010 (res AP0910-182)  
Public consultation 2<sup>nd</sup> December 2011  
Reviewed by APC 17<sup>th</sup> July 2012 (res. AP0712-054)  
Reviewed DAIP adopted by Council 24<sup>th</sup> July 2012 (res O0712-072)  
Amended 24<sup>th</sup> February 2015 (res.O0215-011)

## Introduction

The Shire has a population of 11,931 (2012 Census data) with a high percentage of children in the 0-14 age bracket and a lower percentage in 65+ age bracket when compared with the rest of the State. The ageing population is projected to increase, by 2056 one in four Australians will be aged 65 and over and Esperance is reflecting this trend. The growth of the 65+ sector of the community and the seasonal influx of tourists, some of whom will identify as having some form of a disability, must be considered.

In February 1996 Council adopted its first Disability Service Plan as was required under the Western Australian Disability Services Act 1993. This Act was amended in 2004 which requires that public authorities develop and implement Disability Access and Inclusion Plans (DAIP's). The requirements of DAIP's build on those of DSP's, ensuring that people with disability can access services, facilities and information in a way that promotes independence, opportunities and inclusion within the community.

Local Governments play a particularly important role in the lives of people with disability, as local governments are multi functional, with extensive responsibilities and activities across property, community and human service areas.

People with disability often experience difficulty in doing things that many of us take for granted in our daily lives. Commonly experienced difficulties include:

- Hearing what is said at public meetings;
- Visiting the municipal library or senior citizens centre;
- Seeing and understanding directional signs;
- Using public and recreational facilities;
- Reading and understanding notices and newsletters prepared by Councils; and
- Making contact with Councillors or Council staff by telephone or in person at the Council offices.
- Gaining meaningful employment

Key aspects of the legislation are the listing of seven (7) desired outcomes of Disability Access and Inclusion Plans.

1. People with disability have the same opportunities as other people to access the **services** of and any **events** organised by a public authority.
2. People with disability have the same opportunity as other people to access the **buildings** and other facilities of a public authority.
3. People with disability receive **information** from a public authority in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and **quality of service** from the staff of a public authority as other people receive from the staff of that public authority.
5. People with disability have the same opportunities as other people to make **complaints** to a public authority.
6. People with disability have the same opportunities as other people to participate in any **public consultations** by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** with a public authority

Council's Disability Access and Inclusion Plan has been updated annually since its inception. This plan confirms Council's commitment to ensure that people with disability are recognised and acknowledged within our community by ensuring that they, and their families and carers, have the same rights as other people to access local government services and utilise public facilities.

The Shire of Esperance has embodied the spirit of the legislation in its strategic planning by adopting the communities vision of Esperance being a vital caring community which has strong support for all ages and abilities, accommodating and tolerant of a wide range of views, marked by high levels of integrity in its leaders, with people of all ages contributing to the ongoing quality of life for all its residents.

Council in turn has stated its objective to continue to support the process and implement the initiatives of the Disability Access and Inclusion Plan.

## **Services and Facilities Provided by the Shire of Esperance**

### **Services to property:**

Maintenance & construction of:

- Roads, streets & kerbs
- Footpaths
- Bridges
- Drainage
- Parks & gardens
- Foreshores
- Boat ramps
- Jetties
- Swimming areas
- Airport
- Cemetery
- Car parks
- Street lighting
- Fire control

Rubbish collection & disposal

Civic & public buildings planning,

Construction & maintenance

### **General administration**

Website maintenance

Cash receipting and expenditure

Telephone and communication

Rates

### **Processes of government:**

Council meetings

Advisory Committee meetings

Electors meetings

Election of councillors

Community consultation

### **Regulatory services**

Vehicle licensing

Law enforcement

Parking control

Land use / town Planning

Health inspections & compliance

Environmental planning

Development approvals

Infectious diseases notification

Noise & emission monitoring

Building permits

Advertising signs licences

### **Services to the community**

Playgrounds

Recycling

Volunteer Management

Library & information services

Aged Cares Services and facilities

Meals on Wheels

Youth Services & facilities

Facility bookings

Camping grounds

Tourism

Recreation Services

- Bay of Isles Leisure Centre
- Civic Centre entertainment
- Recreation Grounds
- Arts
- Museum
- Public Halls
- Promotion & marketing

## **Commitment to an Accessible and Inclusive Community**

The Shire of Esperance is committed to ensuring that the community is accessible for and inclusive of people with disability, their families and carers.

The Shire of Esperance interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

The Shire of Esperance embodies this commitment in its Strategic Action Plan 2000 – 2025:

Strategy No. 5

The Shire of Esperance will endeavour to ensure all buildings, infrastructure, and services are accessible for people with disability and special needs.

This strategy will be implemented through the following objectives –

- a) Assess all existing Council buildings and infrastructure and develop and implement a timetable for their upgrade to the required standard of access
- b) Endeavour to educate private developers and builders on universal building design
- c) Ensure government agencies involved in the development of seniors accommodation and services are aware of and reflect the community's expectations.
- d) Support and encourage seniors organisations in promoting the rights and responsibilities of scooter users
- e) Recognise the needs of seniors when planning pedestrian crossings footpaths and crossovers
- f) Ensure adequate and accessible ablution facilities in the central business district and other public areas, for people with special needs
- g) Ensure that consideration is given to the special needs of seniors in the planning of new facilities and/or the redevelopment of existing facilities with special attention to the library and civic centre
- h) Ensure all new council buildings and infrastructure meet national standards in accessibility for people with special needs.

And in it's Community Action Plan under People Lifestyle and Community:

To ensure that all residents in Esperance have access to services and facilities within the town and can be actively involved in all community activities.

In April 2013 the Disability Services Commission advised that employment for people with disability is now included as a reporting requirement in DAIP's as Outcome 7.

## **Responsibility for the Disability Access and Inclusion Plan**

A Disability Access and Inclusion Advisory Committee initiated the inaugural Disability Access and Inclusion Plan. This committee was replaced by a Working Party established in 2008 to review and implement the Disability Access and Inclusion Plan as required. The DAIP is currently under the responsibility of the Executive Manager Community Division. The final plan is endorsed by council and it is the responsibility of all officers, contractors and agents to implement the relevant actions.

## **Consultation Process**

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPS). Local governments must call for submissions (either general or specific) by notice in a newspaper circulating in the local government area or on any website maintained by or on behalf of the local government. Other mechanisms may also be used.

The DAIP was first reviewed and amended on the 5<sup>th</sup> December 2008 by the former Disability Access and Inclusion Plan Advisory Committee members at a DAIP Review forum.

The Plan was further amended following consultation with an identified group of quadriplegic residents on 8<sup>th</sup>. May 2009.

The Plan was reviewed again on the 25<sup>th</sup> Feb 2010 and was followed by a town inspection tour on the 29<sup>th</sup> March 2010 with the same group of quadriplegic residents that were involved in the 2009 review.

In January 2011 Council advertised the availability of the DAIP for community review in the Esperance Express newspaper. Only 2 responses were received by way of complaints:

- Regarding the attitude of a retailer in not allowing a "hearing dog" into his store, and

- Windblown sand covering the foreshore dual use pathway.

A formal consultation was initiated on 2<sup>nd</sup> December 2011 in conjunction with an International Day of People with Disability forum at the Esperance Civic Centre. This event was advertised in the Esperance Express and widely promoted via posters and brochures. A stall was conducted at the forum at which copies of the DAIP were provided to participants.

The consultation process at this event was facilitated by the Director Community Services and took the form of a survey and individual discussions with people with disability and key stakeholders attending the forum. There were 56 people in attendance and 16 survey forms were completed and returned.

The amendment to the DAIP by way of the addition of Outcome 7 –People with disability have the same opportunities as other people to obtain and maintain employment with a public authority, was advertised in the Esperance Express and on the Shire website during December 2014.

## **Reporting**

The Disability Services Act requires the Shire of Esperance to report on the implementation of its Disability Access and Inclusion Plan in its annual report outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the desired outcomes; and
- The strategies used to inform agents and contractors of its DAIP.

The Shire of Esperance is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 of each year.

## **Review and Evaluation**

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The implementation plan can be updated more frequently if desired.

The Disability Access and Inclusion Plan Working Party monitors the Disability Access and Inclusion Plan. The Working Party meets as required. Additional input is received from ex-officio members that are invited from time to time to attend meetings. Council has a general complaints handling procedure that enables persons to raise issues with Council staff.

Consultation by way of survey during the December 2<sup>nd</sup> 2011 International Day of People with Disability has formed the basis of the last review undertaken during May 2012.

The next review will be conducted in 2017.

## **Dissemination of the Plan**

The Plan is a public document, which is available on request from Council's Administration Officers or Library Information Service. It can be translated into alternative formats for large print, audio or Braille and is also available electronically and via email upon request. The Executive Manager Community Division is available to any person seeking explanation or further information regarding the Plan.

Availability of the amended plan will be advertised in the Esperance Express (local newspaper). Copies will be distributed to all Shire Councillors, members of the Disability Access and Inclusion Working Party and Directors of the Shire of Esperance.

The Disability Access and Inclusion Plan is also available to download from the Shire of Esperance website at [www.esperance.wa.gov.au](http://www.esperance.wa.gov.au).

## **Reporting on the DAIP**

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its annual report outlining:

- Progress towards the desired outcomes of the DAIP;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies used to inform agents and contractors of its DAIP

The shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

## **Conclusion**

The Shire of Esperance is committed to ensuring that people with disability and their carers have the opportunity to fully participate in community life.

## Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven desired outcome areas of the Disability Services Act from feedback gained in the consultation process. This will form the basis of the Implementation Plan.

**KEY OUTCOME STATEMENT 1:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE SERVICES OF AND ANY EVENTS ORGANISED BY A PUBLIC AUTHORITY.

<b>Strategy</b>
Ensure that people with disability are consulted on their needs for services and the accessibility of current services
Ensure that events are accessible to people with disability
Develop links between the DAIP and other shire plans and strategies
Provide rest areas for pedestrians within the CBD, parks, cemetery and walk trails.
Improve access to the cemetery for persons with mobility problems.
Footpaths and roads are kept free of rubbish, debris and other impediments.

**KEY OUTCOME STATEMENT 2:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITY AS OTHER PEOPLE TO ACCESS THE BUILDINGS AND OTHER FACILITIES OF A PUBLIC AUTHORITY.

<b>Strategy</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need
Ensure that all new or redevelopment works provide access to people with disability, where practicable
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues
Ensure that all recreational areas are accessible

Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location
Ensure that persons with disability are considered when constructing or renovating public toilets, ablutions and change rooms
Improve access to the town beaches for people using wheelchairs
Easy Access car parking is available at shire facilities

**KEY OUTCOME STATEMENT 3:** PEOPLE WITH DISABILITY RECEIVE **INFORMATION** FROM A PUBLIC AUTHORITY IN A FORMAT THAT WILL ENABLE THEM TO ACCESS THE INFORMATION AS READILY AS OTHER PEOPLE ARE ABLE TO ACCESS IT.

<b>Strategy</b>
Ensure that the community is aware of where shire information may be obtained and that shire information is available in alternative formats on request

**KEY OUTCOME STATEMENT 4:** PEOPLE WITH DISABILITY RECEIVE THE SAME LEVEL AND **QUALITY OF SERVICE** FROM THE STAFF OF A PUBLIC AUTHORITY AS OTHER PEOPLE RECEIVE FROM THE STAFF OF THAT PUBLIC AUTHORITY.

<b>Strategy</b>
Improve staff and contractor awareness of disability and access issues and improve skills to provide good service to people with disabilities
Ensure staff working with persons with disability receive appropriate training

**KEY OUTCOME STATEMENT 5:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO MAKE **COMPLAINTS** TO A PUBLIC AUTHORITY.

<b>Strategy</b>
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Ensure that grievance mechanisms are accessible for persons with disability
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**KEY OUTCOME STATEMENT 6:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO PARTICIPATE IN ANY **PUBLIC CONSULTATIONS** BY A PUBLIC AUTHORITY.

<b>Strategy</b>
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Improve community awareness about consultation processes
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**KEY OUTCOME STATEMENT 7:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO OBTAIN AND MAINTAIN EMPLOYMENT WITH A PUBLIC AUTHORITY

<b>Strategy</b>
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Use inclusive recruitment practices
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Improve methods of attracting, recruiting and retaining people with disability
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Work with key disability employment support provider(s) to obtain support to employ persons with disability
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## Implementation Plan 2012 - 2017

**KEY OUTCOME STATEMENT 1:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE **SERVICES** OF AND ANY **EVENTS** ORGANISED BY A PUBLIC AUTHORITY.

Strategy	Task	Timeline	Responsibility	Status
Ensure that people with disability are consulted on their needs for services and the accessibility of current services	<ul style="list-style-type: none"> <li>Develop consultation guidelines for all future reviews of services</li> </ul>	December 2017	Executive Manager Community Division	
Ensure that events are accessible to people with disability	<ul style="list-style-type: none"> <li>Ensure that all events are planned using the Accessible Events check list</li> </ul>	Ongoing	All event coordinators	
Develop links between the DAIP and other shire plans and strategies	<ul style="list-style-type: none"> <li>Incorporate the objectives and strategies of the DAIP into the Shires existing planning processes, particularly the Community Strategic Plan</li> </ul>	December 2017	Chief Executive Officer	
Provide rest areas for pedestrians within the CBD, parks, cemetery and walk trails.	<ul style="list-style-type: none"> <li>Develop and implement a plan for the provision of strategically placed rest areas in public places.</li> </ul>	Ongoing	Manager Infrastructure Development	
Improve access to the cemetery for persons with mobility problems	<ul style="list-style-type: none"> <li>Open the cemetery to the public for vehicle access on Sundays</li> </ul>	December 2014	Manager Parks and Gardens	
Footpaths and roads are kept free of rubbish, debris and other impediments.	<ul style="list-style-type: none"> <li>A footpath and roads inspection program is implemented to keep footpaths and roads hazard free and accessible.</li> </ul>	Ongoing	Manager Infrastructure Operations	

**KEY OUTCOME STATEMENT 2:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITY AS OTHER PEOPLE TO ACCESS THE **BUILDINGS** AND OTHER **FACILITIES** OF A PUBLIC AUTHORITY.

Strategy	Task	Timeline	Responsibility	Status
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need	<ul style="list-style-type: none"> <li>Conduct an audit of public toilets, buildings, airport, cemetery, and other facilities</li> <li>Develop and implement a program of progressive upgrade</li> <li>Consider and make provision for the needs of</li> </ul>	December 2017	Property Building Coordinator	

	persons operating electric powered scooters			
Ensure that all new or redevelopment works provide access to people with disability, where practicable	<ul style="list-style-type: none"> <li>• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities</li> <li>• Ensure that no development application is signed off without a declaration that it meets the legal requirements</li> <li>• Ensure that key staff are trained and kept up to date with legal requirements</li> </ul>	Ongoing	Director Asset Management	
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues	<ul style="list-style-type: none"> <li>• Provide information on the needs of people with disabilities and of legal requirements and best practice</li> <li>• Promote access to business</li> <li>• Make access information available on the Shire website</li> </ul>	Ongoing	Manager Commercial Enterprises	
Ensure that all recreational areas and facilities are accessible	<ul style="list-style-type: none"> <li>• Conduct an audit of sports grounds, playgrounds, and beaches</li> <li>• Include provision for persons with disability to access boats at boat ramps and wharfs when developing or renovating facilities.</li> <li>• Develop and implement a program of progressive upgrade</li> </ul>	December 2015	Director Asset Management	
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location	<ul style="list-style-type: none"> <li>• Conduct an audit of ACROD bays and implement a program to rectify any non compliance</li> <li>• Consider the need for additional bays at some locations</li> </ul>	December 2015	Manager Infrastructure Operations	
Ensure that persons with disability are considered when constructing or renovating public toilets, ablutions and change rooms	<ul style="list-style-type: none"> <li>• Consult with persons with disability to identify special needs when constructing or renovating ablutions and change rooms</li> <li>• Change rooms at the Bay of Isles Leisure Centre are renovated to meet the needs of persons with disabilities</li> </ul>	Ongoing as projects emerge.	Director Asset Management	

Improve access to the town beaches for people using wheelchairs	<ul style="list-style-type: none"> <li>• Include beach access for persons with disability in redevelopment plans for foreshore</li> </ul>	December 2014	Director Asset Management	
Easy Access car parking is available at shire facilities	<ul style="list-style-type: none"> <li>• Develop a car parking strategy to provide for an increase in the numbers of persons with disability</li> <li>• Facilitate easy access car parking to library and senior citizens centre</li> </ul>	December 2015	Director Asset Management	

**KEY OUTCOME STATEMENT 3:** PEOPLE WITH DISABILITY RECEIVE **INFORMATION** FROM A PUBLIC AUTHORITY IN A FORMAT THAT WILL ENABLE THEM TO ACCESS THE INFORMATION AS READILY AS OTHER PEOPLE ARE ABLE TO ACCESS IT.

Strategy	Task	Timeline	Responsibility	Status
Ensure that the community is aware of where shire information may be obtained and that shire information is available in alternative formats on request	<ul style="list-style-type: none"> <li>• Publicise the availability and location of shire information sources</li> <li>• Ensure that all documents carry a notation that it is available in alternative formats</li> </ul>	Ongoing	Manager Executive Services	

**KEY OUTCOME STATEMENT 4:** PEOPLE WITH DISABILITY RECEIVE THE SAME LEVEL AND **QUALITY OF SERVICE** FROM THE STAFF OF A PUBLIC AUTHORITY AS OTHER PEOPLE RECEIVE FROM THE STAFF OF THAT PUBLIC AUTHORITY.

Strategy	Task	Timeline	Responsibility	Status
Improve staff and contractor awareness of disability and access issues and improve skills to provide good service to people with disability	<ul style="list-style-type: none"> <li>• Determine training needs of staff and conduct training as required</li> <li>• Develop contracts for contractors which include recognition of the Shires obligations under it's DAIP.</li> </ul>	Ongoing	Manager Corporate Support	
Ensure staff working with persons with disability receive appropriate training	<ul style="list-style-type: none"> <li>• Identify staff that provide services to persons with disability</li> <li>• Provide training to staff</li> </ul>	Ongoing	Manager HR	

**KEY OUTCOME STATEMENT 5:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO MAKE COMPLAINTS TO A PUBLIC AUTHORITY.

Strategy	Task	Timeline	Responsibility	Status
Ensure that grievance mechanisms are accessible for persons with disability	<ul style="list-style-type: none"> <li>Promote accessible complaints mechanisms to the community</li> <li>Develop web based complaints forms</li> </ul>	December 2015	Manager Corporate Support	

**KEY OUTCOME STATEMENT 6:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO PARTICIPATE IN ANY PUBLIC CONSULTATIONS BY A PUBLIC AUTHORITY.

Strategy	Task	Timeline	Responsibility	Status
Improve community awareness about consultation processes	<ul style="list-style-type: none"> <li>Promote the existence, role and activities of the Disability Services Working Party</li> <li>Disability Services Working Party to meet at least 6 monthly to review implementation of DAIP.</li> <li>Ensure that media releases go to both print and electronic media.</li> </ul>	Ongoing	Executive Manager Community Division	

**KEY OUTCOME STATEMENT 7:** PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO OBTAIN AND MAINTAIN EMPLOYMENT WITH A PUBLIC AUTHORITY

Strategy	Task	Timeline	Responsibility	Status
Use inclusive recruitment practices	<ul style="list-style-type: none"> <li>Ensure job advertisements are displayed in a variety of formats and locations - newspaper, website, notice boards etc.</li> <li>Include a statement in advertising – We are an Equal Opportunity Employer</li> <li>Ensure interviews are conducted at an accessible venue.</li> </ul>	Ongoing	Manager Human Resources	

<p>Improve methods of attracting, recruiting and retaining people with disability</p>	<ul style="list-style-type: none"> <li>• Examine current methods of recruitment</li> <li>• Assess the support required for employees with disability</li> </ul>	<p>June 2015</p>	<p>Manager Human Resources</p>	
<p>Work with key disability employment support provider(s) to obtain support to employ persons with disability</p>	<ul style="list-style-type: none"> <li>• Identify disability employment service providers in Esperance</li> <li>• Seek assistance to develop flexible job descriptions</li> <li>• Ensure disability employment service providers have access to advertised vacancies</li> </ul>	<p>Ongoing</p>	<p>Manager Human Resources</p>	