



## **Disability Access and Inclusion**

### **IMPLEMENTATION PLAN**

**2012 – 2017**

**Amended September 2015**

## Implementation Plan

The Implementation Plan itemises the strategies and tasks that the Shire of Capel proposes to use to improve access to its services, information and facilities for people with disability during the period of 2012 - 2017.

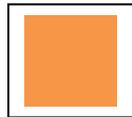
The Implementation Plan is presented using a table to outline the:

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

As outlined in the Shire of Capel's Disability Access & Inclusion Plan, many of the broad strategies will not be completed in 2012-2017 however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2012-2017 through the Implementation Plan.

Broad strategies that will not be achieved in 2012-2017 will be supported by tasks outlined in future Implementation Plans.

The following strategies and key actions are subject to being incorporated in forecasted financial year budget plans.



High Priority projects have an orange background



DAIAC responsibilities are highlighted in green

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

**Barriers to This Outcome:**

- The Shire of Capel’s policies may not adequately reflect requirements for people with disability
- The Shire may not provide adequate access for people with disability to the facilities holding the events and services
- Contractors and other service providers using shire facilities may not be aware of the needs of people with diverse abilities
- Event coordinators may not be educated or aware of disability access requirements
- It is not always possible to hold community managed events in accessible locations

Strategy	Task	Task Timeline	Responsibility
1. Ensure that people with disability are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> <li>• Liaise with relevant contractors who are developing and implementing Shire activities to ensure they adhere to the DAIP policy</li> <li>• Increase the contractor’s awareness of the importance of getting comments on services from people with disability.</li> <li>• Shire to encourage contractors to include mechanisms to assist people with disability to comment on their services</li> </ul>	July 2012 & Ongoing  2013 & Ongoing  2012 & Ongoing	Governance Officer / CDO  Engineering Contracts Officer (ECO)/CDO ECO/CDO
2. Implement strategies to identify barriers to inclusion in shire services	<ul style="list-style-type: none"> <li>• Review and update 2007 facilities and services audit</li> <li>• Community consultation process to include more than one engagement strategy</li> <li>• Promote the Councils DAIAC to the public</li> </ul>	2014  Ongoing  2015	CDO/Assets Officer  All Staff  DAIAC/CDO
3. Lobby local businesses, state and Commonwealth government for improved services	<ul style="list-style-type: none"> <li>• Lobby state government for improved linking transport between townships</li> <li>• Develop an access and inclusion package to encourage local businesses to enhance access and inclusion</li> </ul>	Ongoing  2015	CEO  CDO/DAIAC/CEO

Strategy	Task	Task Timeline	Responsibility
4. Continue to research and attain toward up to date accessible library technology and resources	<ul style="list-style-type: none"> <li>Continue to improve accessibility of technology and collection.</li> <li>Train library staff on how to use current technology to enhance services for people with disability</li> </ul>	Ongoing	Library Staff  Library Staff/HR
5. Develop links between the DAIP and other council plans and strategies	<ul style="list-style-type: none"> <li>Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the Disability Access &amp; Inclusion Plan.</li> <li>Incorporate the objectives of the Disability Access &amp; Inclusion Plan into Shire's strategic planning, budgeting processes and all other relevant plans and strategies</li> <li>Review DAIP annually to ensure that budgeting considerations can be timely and appropriate</li> <li>DAIAC to review all relevant disability access and inclusion related local government strategies at the end of each year</li> </ul>	January 2017  Ongoing  Ongoing  December 2017	All Directors & Managers  All Directors & Managers  Director Comm. Services/Corp. Services DAIAC
6. Shire staff, volunteers and affiliated community groups will plan for accessible and inclusive events.	<ul style="list-style-type: none"> <li>Ensure all events are planned using the Accessible Events checklist.</li> <li>Promote event application process and accessibility requirements to community groups</li> <li>Ensure that the acquisition of feedback regarding access and inclusion is sought after all major community events</li> </ul>	As required  2013  2013	MHS  CDO/DAIAC  CDO/MHS/Event Providers

Strategy	Task	Task Timeline	Responsibility
<p>7. Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.</p>	<ul style="list-style-type: none"> <li>• Draft and distribute DAIP information package with every contract document (contractor checklist)</li> <li>• Put information on the website for contractors to access easily (DAIP, implementation plan, access checklist)</li> <li>• Print educating information about disability and inclusion related legislation regularly in newsletter – services link and snippets</li> <li>• Include education and information about legislation in the induction process for new staff and volunteers. (Implementation plan, checklists, updates via email.)</li> </ul>	<p>August 2012</p> <p>June 2013</p> <p>2012 onward</p> <p>2013 onward</p>	<p>CDO/ECO</p> <p>CDO/IT</p> <p>CDO/Community Services</p> <p>CDO/HR</p>

**Outcome Two: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Capel.**

**Barriers Identified:**

- Appropriate access for people with disability may not be provided at some of the shire owned or leased facilities
- Appropriate access for people with disability may not be provided at some of the centres for recreation and leisure
- Barriers to entry and egress challenges to services may be related to community infrastructure such as footpaths or carparks
- Access to the interior of shire owned or leased facilities may be limited to people with disability

Strategy	Task	Task Timeline	Responsibility
1. Buildings and facilities owned or managed by the Shire of Capel are to be physically accessible to people with disability.	<ul style="list-style-type: none"> <li>• Identify access complaints and create strategies for change</li> <li>• Audit all new and newly acquired buildings and services and enter data into database.</li> <li>• New buildings and facilities to be built with universal access standards as a guideline</li> </ul>	<p>As required</p> <p>As required</p> <p>Ongoing</p>	<p>Engineering &amp; Operations (E&amp;O) Assets Officer</p> <p>ECO</p>
2. Signage leading to shire facilities and services to be clearly visible	<ul style="list-style-type: none"> <li>• Audit directional and access related signage for visually accessible</li> </ul>	2015	E&O
3. New or redevelopment works to provide access to people with disability	<ul style="list-style-type: none"> <li>• Shire to review proposals for redevelopment and new work projects.</li> <li>• Apply the Building Code of Australia, Residential Design Code Standards, Australian Standards on Access, A Human Rights and Equal Rights legislation to all new works and services.</li> <li>• Include appropriate specifications in tender documents</li> </ul>	<p>As required</p> <p>As required</p> <p>As required</p>	<p>Planning &amp; Development Planning &amp; Development</p> <p>Governance Officer / ECO</p>
4. Shire managed ACROD parking to meet the demand of people with disability in terms of	<ul style="list-style-type: none"> <li>• Audit new and proposed ACROD bays</li> <li>• Review the need for additional bays</li> <li>• Bring existing ACROD bays associated with</li> </ul>	Ongoing	E&O

Strategy	Task	Task Timeline	Responsibility
quantity and location.	Shire facilities into line with current legislation		
5. Advocate access and inclusion to local businesses and contractors.	<ul style="list-style-type: none"> <li>Investigate means of providing advice and assistance to improve access.</li> <li>Promote to business the economic benefits of being accessible through Your Welcome.</li> <li>Develop an accessibility Advice Pack for local business</li> <li>Make access information available on the Shire's website.</li> </ul>	<p>June 2018</p> <p>2013</p> <p>2015</p> <p>2013</p>	<p>CEO/CDO</p> <p>CEO/CDO</p> <p>CDO/DAIAC</p> <p>CDO/IT</p>
6. Enhance access and inclusion in parks and public open spaces	<ul style="list-style-type: none"> <li>Identified priority parks, playgrounds and reserves</li> <li>Develop and implement program of progressive upgrade.</li> <li>Audit the footpaths in Dalyellup for social inclusion, ramp and access barriers</li> </ul>	<p>2013</p> <p>2017</p> <p>2014</p>	Director Engineering & Operations (DEO)
7. Improve access to the beach and the sea for people using wheelchairs.	<ul style="list-style-type: none"> <li>Investigate methods of providing access including working with other agencies such as Surf Life Saving Australia.</li> <li>Implement a strategy to provide access.</li> </ul>	<p>March 2017</p> <p>May 2017</p>	<p>DEO/CDO</p> <p>DEO/CDO</p>
8. Ensure that public toilets meet the associated accessibility standards.	<ul style="list-style-type: none"> <li>Review 2011 audit of public toilets</li> <li>Add required renovations to maintenance and works schedule.</li> <li>Adhere to universal access guidelines for all new toilet facilities</li> </ul>	<p>April 2017</p> <p>June 2017</p> <p>Ongoing</p>	<p>DEO</p> <p>DEO Planning &amp; Development</p>

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

**Barriers Identified:**

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

Strategy	Task	Task Timeline	Responsibility
1. Improve community awareness that Council information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> <li>• Develop a list of guidelines and contacts that can be distributed to the staff.</li> <li>• Induction to prepare staff to provide information in alternative formats if necessary.</li> <li>• Advise the community via the local newspaper, key stakeholders and community newsletters that other formats are available.</li> </ul>	2013	CDO
		Ongoing	Corp. Services
		2014	CDO/All Staff
2. Ensure that the Shire’s website meets contemporary good practice.	<ul style="list-style-type: none"> <li>• Website to be designed to meet accessibility guidelines outlined by W3C</li> <li>• Ensure all forms and applications are available electronically.</li> </ul>	2015	IT Officer
		2015	IT/All Staff
3. Documentation to be in an appropriate format using clear and concise language	<ul style="list-style-type: none"> <li>• Advertise availability of large print san serif font for Shire documents to be shared with the public</li> <li>• Adopt State Government Guidelines for Information, Services and Facilities into general practice.</li> </ul>	January 2016	Corporate Services (CS)
		January 2016	
4. Streetscape to include tactile indicators at significant pathways and crossings	<ul style="list-style-type: none"> <li>• Streetscape planning to include budget for tactile indicators</li> <li>• Audit pathways and public open spaces to determine appropriate locations</li> </ul>	June 2017 2016	DEO DEO/DAIAC

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

**Barriers Identified:**

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

Strategy	Tasks	Task Timeline	Responsibility
1. Staff and Councillor inductions to include disability and access education and information	<ul style="list-style-type: none"> <li>• Allocate time in induction for overview of Equal Opportunity, discrimination, harassment, social inclusion and access legislations adopted in the Shires workplace</li> </ul>	Ongoing	Human Resources (HR)
2. Further generate and sustain staff awareness of disability and access issues.	<ul style="list-style-type: none"> <li>• Provide inclusion training to staff who work with the public</li> <li>• Promote universal access and inclusion training to planning and building officers</li> <li>• Make the DAIP information available to all staff and promote updates</li> <li>• Annual meeting with directors/key staff to review DAIP</li> </ul>	Annually/Ongoing Ongoing 2012/ Ongoing Annually/Ongoing	CDO/HR CDO/Planning & Development CDO/EMT DAIAC
3. Feedback be collected for future service provision excellence	<ul style="list-style-type: none"> <li>• Consultation with the DAIAC sought for major projects and feedback provided to relevant staff</li> <li>• Directors/key staff invited to attend DAIAC as required for feedback</li> <li>• Methods for acquiring feedback to be integrated into the planning stage of major Shire managed projects</li> </ul>	As required As required 2017	CDO/DAIAC/EMT CDO/DAIAC All Staff

Strategy	Tasks	Task Timeline	Responsibility
4. Promote the DAIP to all contractors, consultants and external organisations that provide services to the public on behalf of the Shire	<ul style="list-style-type: none"> <li>Contractor checklist and information package to be included in paperwork</li> <li>DAIP to be made available on the website</li> <li>Contractor reporting requirements to include access and inclusion achievements</li> </ul>	Ongoing 2012 2017	CDO/Gov./ECO IT/CDO CDO/ECO

**Outcome Five: People with disability have the same opportunities as other people to make complaints to the Shire of Capel.**

**Barriers Identified:**

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

Strategy	Tasks	Task Timeline	Responsibility
1. Complaints and grievance mechanisms are available in a variety of formats to meet the needs of people with disability.	<ul style="list-style-type: none"> <li>Community members provided with a variety of different feedback methods including national relay service, internet and office based forms, forums, and surveys.</li> <li>Promote accessible complaints mechanisms to the community.</li> <li>Forms made available through the internet</li> </ul>	June 2017	CDO/DAIAC
		Ongoing	CDO
		Ongoing	All Staff
2. Educate staff to facilitate receipt of complaints from people with a disability.	<ul style="list-style-type: none"> <li>Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training.</li> <li>Induction to include DAIP processes and policies</li> <li>Clearly defined and easy to understand channels of communication for staff grievances</li> </ul>	Annual	CDO/HR
		2013 2016	HR HR

Strategy	Tasks	Task Timeline	Responsibility
3. Feedback about Shire managed events, services and facilities to be collected by staff, contractors and volunteers when possible	<ul style="list-style-type: none"> <li>Public consultation to occur when appropriate</li> <li>Libraries to collect feedback and comments from the community then forward to appropriate team or CDO.</li> <li>Relevant Feedback presented to DAIAC by CDO</li> <li>Shire services to incorporate the collection of feedback and comments from the community</li> <li>Events to include a feedback mechanism (eg: Inzone, Community Forums.)</li> <li>Contractors to be requested to collect feedback and comments from clients</li> </ul>	Ongoing	All Staff
		Ongoing	Library/CDO
		Ongoing 2017	CDO CDO/ All Staff
		2015	CDO
		2017	CDO/ECO

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

**Barriers Identified:**

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

Strategy	Tasks	Task Timeline	Responsibility
1. Continue to empower community participation in public consultation processes	<ul style="list-style-type: none"> <li>Promote the role and existence of the Shire's Disability Access and Inclusion Advisory Committee to the community.</li> <li>Disability Access Committee to meet regularly to provide strategic advice to Council, with support from Council staff.</li> </ul>	Ongoing	CDO/DAIAC
		Ongoing	CDO/DAIAC

Strategy	Tasks	Task Timeline	Responsibility
	<ul style="list-style-type: none"> <li>Public consultation opportunities are promoted using a diverse range of methods – website, radio, newspaper, event flyers, HACC, Seniors Centres, online surveys available via phone etc</li> </ul>	Ongoing	CDO/All Staff
2. Ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> <li>Disability Access &amp; Inclusion Advisory Committee to regularly monitor the progress of the DAIP implementation plan and be involved in all reviews of the plan.</li> <li>CDO to regularly collect information from each directorate and report to DAIAC</li> </ul>	Bimonthly  Ongoing	CDO/DAIAC  CDO
3. Improve access for people with disabilities to the established consultative process of Council.	<ul style="list-style-type: none"> <li>New council chambers to include access and inclusion technology and design</li> <li>Ensure agendas, minutes and other documents are available on request in alternative formats</li> </ul>	June 2017  Ongoing	CEO  CEO/CDO
4. Seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> <li>Ensure key outcomes of the DAIP are incorporated into community consultation processes whenever appropriate.</li> <li>Promote the Disability Access and Inclusion Advisory Committee within the Capel communities.</li> </ul>	Ongoing  Ongoing	DAIAC/CDO  DAIAC/CDO

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

**Barriers Identified:**

- Employment and volunteering opportunities may not be advertised in an accessible manner.
- Employees with a disability may feel unsupported in the workforce.

Strategy	Tasks	Task Timeline	Responsibility
1. Ensure employment and volunteering opportunities are advertised in an accessible manner.	<ul style="list-style-type: none"> <li>• Review job advertisement template and process for accessibility.</li> <li>• Review volunteering policies and procedures for disability access considerations.</li> </ul>	September 2015	HR
2. Continue to foster a culture of equal employment.	<ul style="list-style-type: none"> <li>• Continue to include an Equal Employment Opportunity statement in job advertisements.</li> <li>• Liaise with Disability Employment Service Providers regarding best practice Equal Employment Opportunity Strategies.</li> <li>• Promote a culture of Equal Employment Opportunity through inclusion in staff policies, procedures and induction materials.</li> </ul>	Ongoing	HR
3. Foster an organisational culture that values and is responsive to the diversity of the Shire's staff and councillors.	<ul style="list-style-type: none"> <li>• Include a disability access and inclusion component as part of the induction process for all new staff, students and volunteers.</li> <li>• Implement fair and inclusive management and administrative practices that enable broader and more diverse participation in employment.</li> </ul>	Ongoing	CEO
4. Provide information and support for employees with a disability.	<ul style="list-style-type: none"> <li>• Provide access to information and support to employees with a disability.</li> </ul>	Ongoing	HR