



# **Disability Access and Inclusion Plan**

**2012 – 2017**

**Amended September 2015**

“Encourage community diversity, sustainability and growth without compromising our rural and coastal lifestyle”

Shire of Capel Mission Statement

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*PBF motivational speaker Mark Powdrill showcases the new automated doors leading to the Shire of Capel offices and council chamber.*

A copy of the Shire of Capel DAIP is available in alternative formats upon request either:

- Electronically
- In hard copy in both standard and large print
- In audio format on cassette or compact disc
- By email and from your website.

## EXECUTIVE SUMMARY

The Shire of Capel is committed to providing accessible and inclusive services, facilities and events, and to promoting social inclusion. Disability access and inclusion refers to the removal of barriers that prevent a person with a disability from participating in an equitable and dignified community life. Barriers to inclusion are not always simple to identify and before a barrier can be overcome or addressed in the Strategic Plan it is necessary for the Shire to know what and where they are.

One method that assists the Shire to provide equitable service and access is the Council approved Disability Access and Inclusion Plan (DAIP). A Disability Access and Inclusion Plan (DAIP) is used to assist Council when they are creating budgets, building or maintaining infrastructure, designing public open spaces, recruiting employees and volunteers and providing services and events. Every five years the Council reviews their past DAIP and creates a new Strategic Plan.

Achieving improvements in access and inclusion means different things to different people, depending on background, experiences and the barriers faced by people with disability. To provide a structured framework to identify and overcome the challenges faced in all aspects of access and inclusion, the Disability Services Commission identifies the following six outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by the Shire of Capel;
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Capel;
3. 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;
4. People with disability receive the same level and quality of service from the staff of the Shire of Capel;
5. People with disability have the same opportunities as other people to make complaints to the Shire of Capel;
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Capel.

These outcomes represent the various areas of challenge to accessibility and inclusiveness that are relevant to the Shire of Capel, and provide the framework for ensuring the Shire of Capel is accessible and inclusive to people with disability.

The 2012 – 2017 DAIP and Implementation Plan has been prepared in response to the need by Council to continue to improve its processes and services, and work with the community to enhance disability access and inclusion in the Shire of Capel. It was

developed using a variety of strategies including research, consultation and aligning with other council endorsed plans.

At the Council meeting held 19 September 2012, Council resolved to adopt the DAIP 2012-2017 and the Disability Access & Inclusion Implementation Plan 2012-2017. The Disability Services Act 1993 has since been reviewed and now requires public authorities to include information in their DAIPs on how they will improve employment opportunities for people with disability and break down existing barriers. This requirement resulted in the incorporation of Outcome 7 in the Shire of Capel's DAIP. The Shire of Capel's DAIP was amended in 2015 and adopted by Council on 23 September 2015 to incorporate Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Capel.

Prior to being adopted by Council, the draft amended DAIP was advertised in a regional newspaper and on the Shire's website, calling for public comment from members of the community and relevant government agencies with regards to the amended the DAIP. No comments were received from the community or relevant government agencies. The adopted DAIP has since been promoted in Shire newsletters after the Outcome 7 amendment.

## INTRODUCTION

The Shire of Capel is situated on the shores of Geographe Bay approximately 212 kilometres from Perth. The Shire boundaries encompass an area of 554 square kilometres, extending from the 29 kilometres of pristine beach fronting onto Geographe Bay to the foothills of the Darling Scarp. It contains a blend of coastal and rural townships, rural countryside, rolling hills and wide open spaces. Natural beauty spots include popular beaches, rich Jarrah forests and the magnificent Tuart forest which are part of the only naturally occurring Tuart forest in the world. The Shire of Capel acknowledges that each of the communities within its district is very different with diverse access and inclusion challenges.

The Council is committed to encouraging community diversity, sustainability and growth without comprising the rural and coastal lifestyle that Capel is famous for. This Disability Access and Inclusion Plan (DAIP) and its accompanying strategic Implementation Plan is just one of the tools that is being used to make this vision a reality. The DAIP provides a framework to significantly improve disability access within the Shire by enabling a quality of life that is vibrant, creative, diverse and capable of building a community that empowers people with disability to be included equitably in Council activities, services and facilities.

In recent years the Shire has experienced a huge increase in population and demand for residential and commercial development has grown accordingly. Ensuring that challenges to inclusion and access for people with disability is being met during this period of growth and development and has been identified as an important issue by the Shire staff and Council Elected Members.

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



*The Capel Library and community centre was built to 21<sup>st</sup> century universal access standards yet retains some beautiful inclusive and historic aspects of the town*

## **DEFINITIONS**

**Access**, in the context of this Disability Access and Inclusion Plan refers to an individual's physical ability to get to, into, and around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.

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

The Shire adopted their first Disability Access and Inclusion Plan in 1996 and since that time there have been many barriers identified and removed, and many new inclusive initiatives launched. In 2005 the Shire of Capel united with seven other local South West governments in a two year disability access and inclusion project designed to take the DAIP to the next level. One disability consultant was employed to log barriers to access and inclusion within the towns and settlements of the eight South West regional Shire districts, and identify appropriate strategies to address the issues. By uniting with other Shires in the South West, alternative and supported strategies were identified or developed that appropriately addressed unique and common barriers to access and inclusion in the South West.

The result of this project for the Shire of Capel was the 2007 – 2012 Disability Access and Inclusion Plan and Implementation Plan. The strategies and plans outlined have been used to enhance and improve disability access and inclusion for people with diverse abilities that live in or visit the Shire of Capel throughout all districts for the past five years.

To ensure that the 2007 – 2012 DAIP was implemented to the satisfaction of the Council, periodic reviews were conducted, community consultation occurred on a regular basis and Council staff reported regularly. In 2001 The Shire of Capel formed a Disability Access and Inclusion Advisory Committee (DAIAC) to oversee the implementation of the DAIP and to provide advisory services to Council when appropriate. This group, who meet bimonthly, includes representatives from Disability Services Commission, seniors groups, Home and Community Care, Councillors, disability advocates and people with disability. Since its conception the DAIAC has proven to be a valuable and well respected resource for Shire and Council.



*Developers and contractors are supported by the Shire of Capel to create universal access infrastructure, as this linking pathway outside Dalyellup's first senior's facility demonstrates.*

## EXAMPLES OF 2007 - 2012 DAIP ACCOMPLISHMENTS

In the past five years the Shire of Capel has achieved many celebrated outcomes by implementing the 2007 - 2012 DAIP. The changes and new initiatives have been small and large, noticeable and subtle. Yet each and every one of them has contributed to removing or minimising access and inclusion barriers for people with a disability living in or visiting the region.

Examples of successful outcomes are shown in photographs throughout this document. Outcomes most celebrated by the Shire of Capel DAIAC include:

- Automatic electronic door mechanisms have been installed in the Shire of Capel Office and at the Boyanup Community Centre
- Dual access pathways in Boyanup that link school and commercial centres
- Contractor and developer access improvements such as the new dual access pathways and street ramps linking service centres and public open space in Dalyellup.
- Main street redevelopment in Capel town includes universal access initiatives such as tactile indicators leading to ramped access to each side of the street in various locations. This has improved access to the Shire service centres, Senior Citizens Centre and to local businesses.
- New sporting facilities have been built in Capel that adhere to universal access principles
- Shire of Capel library has extended its social inclusion services by recruiting regular public speakers and providing a diverse array of events
- Shire sponsored HACC service and the Capel Library unite to provide a library service to clients who are house bound
- Shire staff engaged in annual disability awareness and inclusion training
- Shire of Capel community consultation meetings are regularly engaging more people than in previous years.
- Shire staff provide alternative methods of information including the National Relay Service, accessible printed information and large print options.
- Shire website upgraded in 2010 to include W3C access and inclusion outcomes
- Community development partnerships enable aged housing and facilities in both Dalyellup and Boyanup.

- Two new inclusive playgrounds were erected in Dalyellup thanks to Shire consultation with contractors and developers.
- Stage one development has been completed on the Jamieson Road Footbridge, a universal access nature walk project. Stage two has been passed by Council and will commence when external funding has been secured.
- Enhanced awareness and regard for social inclusion planning for public open spaces and playgrounds
- Increased youth and community use in the refurbished Capel town hall and meeting rooms

## **2012 – 2017 Initiatives supported by the DAIAAC**

The Shire of Capel Disability Access and Inclusion Advisory Committee meet once every two months to oversee the implementation of the DAIP and to act as advocates for community members who wish to approach Council with disability related issues. Individuals from every community are represented each bringing their unique wishes and knowledge to assist council. When the Draft 2012 – 2017 DAIP was being created the committee were asked to identify key changes they would like to see implemented in the next five years.

Responses included the following:

- Shire satellite service centres in each township
- State supported transportation improved between the townships of the Shire
- Improve footpath access in Dalyellup
- Improve beach access in Dalyellup
- Improved signage to Shire services

## **CONTENT OF THE 2012 – 2017 DISABILITY ACCESS AND INCLUSION PLAN (DAIP)**

The 2012 - 2017 DAIP for the Shire of Capel contains:

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

### **Research**

To develop an appropriate DAIP it was considered important that the outcomes and strategies being included conform to the political direction of the Australian and State governments. Disability Services Commission of WA DAIP resources and plans were reviewed as were the Australian and State Government Disability Access and Inclusion policies. All plans were developed using the guidelines outlined in Australian disability access legislation.

### **Council Endorsed Plans**

To assist the Council and executive staff to create appropriate budgets strategic plans across the departments were reviewed and related strategies included in the DAIP where appropriate.

Plans used to develop the 2012 – 2017 DAIP included:

- Shire of Capel Strategic Plan – towards 2020 (developed 2009)
- Age-Friendly Communities Plan (developed 2011)
- Shire of Capel, Capel Town Public Open Space Strategy 2012 – 2021 (draft)
- Shire of Capel Sport and Recreation Plan 2005 – 2015
- 2007 – 2012 Disability Access and Inclusion Plan

## Consultation Process

To develop strategies to include in the 2012 - 2017 DAIP a range of methods were employed. Throughout 2010 and 2011 an in depth community consultation process was undertaken to review inclusion for seniors in the Shire of Capel and key stakeholders that support them such as the Disability Services Commission, HACC, Red Cross and Silver Chain. Questionnaires, surveys and public consultation processes were developed using key outcomes of the DAIP. As the seniors form the majority of the declared disabled population in the Shire of Capel<sup>1</sup> it was deemed permissible to use relevant information gathered during the Aged –Friendly Community Plan public consultation for developing the DAIP.

An access consultant well known to the Shire of Capel was employed to consult with representatives from key stakeholders regarding the development of the 2012 - 2017 DAIP. Organisations consulted included community groups, HACC services, Disability Service Commission Local Area Coordinators, the Council's Disability Access and Inclusion Advisory Committee (DAIAC) and all departmental executives working for the Shire. Shire of Capel staff were invited to build DAIP strategies in other ways as well.

Between 2007 – 2012 the Shire employed the same consultant at appropriate times to conduct five different disability awareness and inclusion seminars for staff and volunteers. Each training session included discussing strategies for enhancing inclusion within their service and barriers perceived. Outcomes of the staff consultation that occurred during training have been included in the 2012 – 2017 DAIP.

Departmental executives were invited to participate in a DAIP projection. Directors and Managers representing their staff and department reviewed strategic plans relevant to their department, conferred with staff and contractors, then participated in an interview to discuss suggested strategies and outcomes that they would like the Council to address in the 2012 – 2017 DAIP. The consultation process was in the form of a DAIP interview and all Directors and Managers of the Shire of Capel attended a private session.

Ensuring that the community were aware of the 2012 -2017 DAIP was considered a priority by the Shire of Capel so that all people had the chance to participate in the formation of the Implementation Plan. To do all that was possible to write a fair and equitable DAIP requests for feedback and information were sent out to the community in as many formats as was possible. These included:

### **Shire Staff and Services**

The staff employed by the Shire of Capel were informed on the new DAIP and given the opportunity to provide input into the Implementation Plan. A variety of formats were used to obtain information and feedback on the 2012 – 2017 DAIP including: from the head of each department, through internal email, information given in all disability access and awareness seminars, council minutes and internal staff networking.

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<sup>1</sup> Australian Bureau of Statistics 2003 census report

Staff that dealt directly with the public were interviewed directly about enhancing inclusion in their role. This included the staff in: Shire Office, Libraries and any other service where the Shire of Capel employ staff to support it. Copies of the draft DAIP were made available at these centres for the public, and information on links made available.

### **Newspapers**

Notices regarding the Council endorsing the Draft 2012-2017 DAIP and advertising that it was open for public comment were published in the local papers for 3 consecutive weeks after the Council endorsed. Links directly to the DAIP were published in all adverts, as were telephone numbers, staff contacts and internet access portals.

### **Web Site and Computer technology**

The 2012-2017 DAIP was appended to the web site inviting public comment for three weeks after the council passed the first draft. Notices regarding DAIP committee meetings, draft plans, and council meetings considering DAIP related information were advertised on the web site.

### **Mail Out**

Key stakeholders identified through the consultation process were sent a letter to inform them that the 2012-2017 DAIP was ready for review and could either be sent out to them by post or be accessed via the internet, picked up from the Shire Office and Libraries and that alternative formats could be made available.

### **Community Consultation**

Public consultation meetings were held in the Shire over two days. Each meeting was held in a different location at a different time of day to ensure all sectors of the community were catered for. Locations included: Capel community centre (evening meeting), Boyanup community centre (afternoon meeting), Dalyellup community centre (morning meeting).



*The Capel town 2012 streetscape redevelopment makes crossing the road easy for PBF motivational speaker Mark Powdrill. Access to the town has been enhanced significantly thanks to a series of well-planned universal access inclusions like these ramps.*

## KEY THEMES IDENTIFIED DURING THE CONSULTATION PROCESS FOR THE 2012 – 2017 DAIP

As a result of the consultation a number of themes emerged. The most popular subjects for discussion were social inclusion, transport to services and facilities, designing inclusive public open space, access to businesses, increased accessible footpaths, street scaping and accessible parking.

### **Social Inclusion**

Staff and Councillors of the Shire of Capel are united in their belief that a healthy community is one that contains people that interact and participate. Strategic planning in all areas has moved from a purely physical access focus to include creating opportunities for inclusion. This includes public open spaces and other services that promote community inclusion.

### **Transport**

The Council are committed to lobbying the State Government for public transport links between the diverse townships within the Shire. Finding ways to link communities within the boundaries of the Shire is a priority area as it also addresses social isolation and inclusion.

### **Activities and events**

The Shire of Capel supports the rights of people with a disability to participate in all Council hosted community events and activities.

### **Advocacy and Lobbying**

Council, Disability Access and Inclusion Advisory Committee and staff of the Shire of Capel will support people with a disability through influencing people who make decisions on disability issues (such as transport) at higher levels of government, and through empowering people with a disability to have a stronger voice.

### **Building, Infrastructure and Planning**

People with a disability in the Shire of Capel are supported to move around freely in the built environment through the provision of accessible areas including parks, public open space, roads and footpaths. Future planning and designs will reflect the key outcomes of the DAIP.

### **Governance**

Governance refers to the structures and processes that enable the community to engage with Council and play a part in decision making. Council seeks to support the rights of people with a disability in the Shire of Capel to play an active role in public affairs, and in particular, decisions that will impact their lives.

### **Health, Safety and Wellbeing**

This key priority area is concerned with identifying risks and barriers to community safety and wellbeing, and proactively supporting the rights of people with a disability to enjoy living in a safe environment that is conducive to good health. Community partnerships and council services will be employed to engage socially isolated people in the community. An example of intended Council partnerships is the Capel library

uniting with HACC to provide a library service to house bound clients using the HACC service.

### **Information and Communication**

Council will protect the rights of people with a disability to access information and communicate ideas, in particular older residents and residents from culturally diverse backgrounds. The Shire will engage people using public consultation and alternative methods of communication.

### **Services**

The Shire of Capel will seek to protect the rights of people with a disability to equitable and dignified access to all Council services and programs including home and community care, meals on wheels, library programs and waste removal services.



*Shire of Capel Library and HACC services have united to provide a home loan library service for HACC clients who are house bound.*

## IMPLEMENTATION PLAN

The DAIP provides the background information that informs the Council of the reasons why change is required to a facility, service or event provided in their district with their support. The DAIP Implementation Plan states what change has been suggested, who is responsible to make sure that change happens and the date by which the change should be completed.

It is only by identifying and itemising future requirements that the Council can create realistic budgets to complete the work required. A fair and equitable DAIP Implementation Plan therefore suggests to the Council where the proposed budget should be allocated and this can only be done by consulting with many different people.

To ensure that the general community have an opportunity to provide input into the review of the DAIP, consultation was made with representatives from a variety of different sectors of the community including;

- the community with a physical, sensory, emotional, intellectual or social disability
- the community supporting people with disabilities living within or visiting the district
- government representatives
- corporate and private businesses
- disability organisations practicing in the area
- community based consultation
- Shire of Capel Disability Access and Inclusion Advisory Committee
- Shire staff

The access and inclusion implementation strategies and objectives that have been developed for the Shire of Capel are grouped under the seven desired outcomes recommended by the Disability Services Commission of Western Australia. These outcome areas provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results.

### IMPLEMENTING THE DISABILITY ACCESS AND INCLUSION PLAN

The Shire of Capel is committed to taking all practicable measures to ensure that the plan is implemented by the Shire of Capel employees, agents and contractors.



*Boyanup is the second Shire of Capel township to get an accessible playground.*

## **COMMUNICATING THE 2012 – 2017 DAIP**

Ensuring that the community are aware of the 2012 -2017 DAIP is considered a priority by the Shire of Capel. The DAIP will be made available on the Shire website and in the Shire Office and Shire Libraries. The DAIP will be made available in different formats upon request including:

- Electronically
- Hard copy in both standard and large prints
- In audio format on either cassette or compact disk
- By email or on the website

### **Newsletters**

The DAIP will be promoted through the Shire of Capel Snippets, a monthly newsletter that goes out to all communities within the Shire. Updates on initiatives and programs that stem from the Implementation plan will be promoted in the newsletter and access achievements that link to the DAIP will be highlighted.

### **Web Site and Computer technology**

The 2012-2017 DAIP will be available to the community on the Shire of Capel website. Achievements and initiatives linking to the DAIP will be highlighted on the Shire website.

### **Mail Out**

Key stakeholders identified through the consultation process will be sent a letter to inform them that the 2012-2017 DAIP has been endorsed and it that it is available on the website or in alternative formats.

## **EVALUATION AND REVIEW of the 2012 – 2017 DAIP**

Legislation outlines that the Disability Access and Inclusion Plan will be reviewed at least every 5 years. The Disability Access and Inclusion Plan, Implementation Plan 2012 -2017 may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise.

### **REVIEW AND MONITORING**

- The Disability Access and Inclusion Advisory Committee will meet bimonthly or as required to provide direction, set priorities and review progress on the implementation of the strategies identified in the Disability Access and Inclusion Plan 2012-2017.
- The committee will prepare a report each year on the implementation of the Disability Access and Inclusion plan for Council.
- Progress Report will be submitted to the Disability Services Commission annually on 31<sup>st</sup> July.
- A status report will be provided in the Shire of Capel Annual General Report.
- Internal staff will be aware of the processes required to communicate activities that may not be included in the plan so that they can included in reviews and updates.

### **EVALUATION**

Every year in February, the Disability Access and Inclusion Advisory Committee will provide notification to the community in a variety of formats, regarding the Access and Inclusion Plan to:

- Review work implemented during the past 12 months
- Seek feedback on the effectiveness of implemented strategies
- Seek feedback on additional barriers not identified in the initial consultation
- Identify additional strategies for consideration.

Elected Members of Council and Council Officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.



*Capel township's new ACROD bay outside the library.*

## 2012 – 2017 DAIP STRATEGIES AND TIMELINES

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

Actions and implementation plans that could be used to achieve these strategies are outlined in the Disability Access and Inclusion Implementation Plan.

### STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Shire of Capel will undertake from 2012 - 2017 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the Shire of Capel. The six outcomes are legislated by the State Government and must remain the same to ensure uniformity across all local government authorities.

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

**Objective: To adapt services and events wherever possible to meet the needs of people with disability**

Strategy
Ensure that people with disability are provided with an opportunity to comment on access to services.
Barriers to inclusion in Shire services and events are identified.
Equitable access to services be provided to people with disability throughout the various functions of the Council.
Accessible and inclusive technology be available in the libraries within the Shire of Capel.
Develop the links between the Disability Access & Inclusion Plan and other Council plans and strategies.
Council will ensure that any events are organised so that they are accessible to people with disability.
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.

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

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

<b>Strategy</b>
Buildings and facilities owned or managed by the Shire of Capel to be physically accessible to people with disability.
Signage to Shire facilities and services are clearly visible.
New or redevelopment works to include the provision of access to people with disability, where practicable.
ACROD parking to meet the demand of people with disability in terms of quantity and location.
Enhanced access and inclusion in parks and public open spaces.
Improve access to the beach for people using wheelchairs.
Ensure that public toilets meet the associated accessibility standards.

**Outcome 3: 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.**

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

<b>Strategy</b>
Improve community awareness that Council information can be made available in alternative formats upon request.
Ensure that the Shire's website meets contemporary good practice.
Documentation regarding services, facilities and feedback in an appropriate format using clear and concise language.
Streetscape to include tactile indicators at significant pathways and crossings.
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.

**Outcome 4: 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.**

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

<b>Strategy</b>
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disability.
Staff and Councillor inductions to include disability and access education and information.
Further generate and sustain staff awareness of disability and access issues.
Feedback be collected for future service provision excellence from staff, participants and volunteers.
Contractors, consultants and external organisations that provide services to the public on behalf of the Shire, or with support of the Shire adhere to the DAIP principles.

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

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

<b>Strategy</b>
Complaints and grievance mechanisms are available in a variety of formats to meet the needs of people with disability.
Educate staff to facilitate receipt of complaints from people with a disability.
Feedback about events, services and facilities to be collected by staff, contractors and volunteers when possible.

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

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

<b>Strategy</b>
Improve community participation in public consultation processes.
Ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.
Improve access for people with disability to the established consultative processes of Council.
Seek a broad range of views on disability and access issues from the local community.

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

**Objective: To ensure that people with disability can obtain and maintain employment with the Shire.**

<b>Strategy</b>
Ensure employment and volunteering opportunities are advertised in an accessible manner.
Continue to foster a culture of equal employment.
Foster an organisational culture that values and is responsive to the diversity of the Shire's staff and councillors.
Provide information and support for employees with disability.