



Disability Access and Inclusion Plan

August 2021-2026

This Plan is available in alternative formats including electronic format, in hard copy in both large and standard print, in audio format on compact disc, and by email on request. It is also available on the Shire's website.



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Disability Access and Inclusion Plan

Introduction

The Shire of Kellerberrin is located in the Central East Region of Western Australia.

The Shire covers 1,852km². Kellerberrin is located 205km east of Perth.

The Shire has a population of 1,165. Approximately 780 reside in the town site of Kellerberrin, 20 in the town site of Doodlakine and the surrounding rural areas have a population of 300.

There are 570 Dwellings within Kellerberrin.

Major Industries include steel fabrication, machinery manufacturing, grain, sheep, pigs and granite quarry mining.

Functions, facilities and services provided

Services to property: Construction and maintenance of Shire-owned buildings, roads, footpaths, cycle facilities and walk trails; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; street lighting and bushfire control.

Services to the community including: Provision and maintenance of playing areas and reserves and management of Recreation Centre; library and information services; environmental health services; senior citizen care and health education.

Regulatory services including: Planning of roads and subdivisions in accordance with Town Planning Scheme; building approvals for construction, additions and alterations. Environmental Health and Ranger Services, including the enforcement of local laws, dog, litter and parking control.

General Administration: The provision of general information to the public and lodging of complaints and payments of rates.

Processes of government including: Ordinary and Special Council and committee meetings, electors meetings and election of Council members.

People with disability in the Shire of Kellerberrin

It is estimated that there are around 100 persons with disability living within the Shire. The influx of retirees will increase this number and seasonal arrival of tourists, including tourists with disability, must be considered. According to the Australian Bureau of Statistics (ABS), approximately 20.6% of West Australians or more than 1 in 5 people identify themselves as having some form of disability. Though a disability restricts the person's ability to participate, 97 % of people with a disability live in the community, with over 12% providing direct care to a person with a disability.

Due to its close proximity to Perth and being situated along the main east - west transport routes for both road and rail, Kellerberrin has become attractive as a Bush Change for people wanting to leave the metropolitan area, but still reside close enough to commute to the Perth metropolitan area for shopping and to visit friends and relatives.

Over the past couple of years the aged care facility in town known as "Dryandra" has been significantly improved and its residential capacity has increased from 26 to 43 persons. This has allowed local residents requiring aged care services to remain in the town near their social and support networks of friends and relatives.

The number of people with disability living within the Shire has and is predicted to continue to increase in the future. With the change in attitudes towards the institutionalised care and housing practices, the majority of people with disabilities now remain living in the community. It is therefore important that they have the same opportunities and choices as other people to ensure they can continue to participate in community life.

As the Shire of Kellerberrin seeks to provide a safe, healthy environment for all of its residents, it is essential to implement policies, that focus on a supporting a nurturing community, where diversity and a sense of identity is respected and valued.

Public Consultation

To achieve this goal, the Shire of Kellerberrin has sought input from all members of the local community and service providers, for input to the Shire of Kellerberrin's 'Strategic Community Plan'. The community's goals and vision have informed the outcomes and strategies identified in this DAIP.

As required by the the Local Government Act 1995 (the Act), the Shire of Kellerberrin will develop, implement, review and evaluate the effectiveness of all plans in the strategic framework in accordance with regulatory requirements, and the informing strategies that provide the foundation for them including this DAIP.

Planning for better access

It is a requirement of the Disability Services Act (1993) that all local governments develop and implement a Disability Access and Inclusion Plan (DAIP). The DAIP is required to outline the strategies that the local government authority will implement to ensure that people with disability have equal access to its facilities and services. Annual Reports on the progression of the 'Strategic Community Plan' and the community's goals are submitted to The State Government following the end of each financial year. Access and Inclusion plans are not just about ensuring buildings have wheelchair access, they also incorporate inclusion at a participatory and service level.

DAIP Seven Outcomes

The vision of the DAIP is for an accessible and inclusive community. The seven mandated outcomes adopted by Council for inclusion in to the Shire of Kellerberrin's DAIP 2016 – 2020, are:-

1. Quality of existing and future services
2. Access to buildings and facilities
3. Access to shire supported events and projects
4. Information and communication
5. Opportunities to make complaints
6. Opportunities to participate in public consultation
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

Other legislation underpinning access and inclusion includes the Western Australian Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act (1992) (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA'S requirements for Action Plans.

Key Projects Since 1995

The Shire of Kellerberrin is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. Towards this goal the Shire adopted its first DSP in 1995 to address the barriers within the community for people with disability. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligation under the Commonwealth Disability Discrimination Act (1992). The DSP has undergone nine internal reviews since 1995. Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better success. Some of these initiatives include:

- As resources became available Council has made ongoing modifications to existing footpaths, prioritizing pathways identified as problematic to community members with mobility issues. In addition, new pathways are constructed in a manner to accommodate access and inclusion requirements. It is Council's intention to eventually replace, rectify and upgrade all footpaths within the township of Kellerberrin.
- Previously, Council's Environmental Health Officer / Building Surveyor worked closely with the owner of the heritage listed Post Office building, to help facilitate the renovation designs, and gain a Building Licence, for the installation of a galvanized steel ramp, providing wheelchair access to the building.
- In 2010, a major upgrade was carried-out on the main street through the centre of town (i.e. Massingham Street / Great Eastern Highway). The redevelopment incorporated accessible Parking, as well as the installation of Tactile Ground Surface indicators in the paving, as required.

- In addition, Council used the opportunity to construct a centrally located new toilet block which included state-of-the-art universally accessible toilet facilities.
- In 2014, Council completed the construction of Stage 1 of a new Sporting and Recreation building. The Facility includes all required ramps, paths, rails, and tactile surface indicators, as well as a universally accessible parking bay at the nearest suitable entry to the complex.
- A new wheelchair access ramp and "Automatic Entry Door" was installed at the Doctors Surgery entrance in 2014.
- Improved wheelchair access has also been provided at the Kellerberrin Town Hall and the Doodlakine Town Hall.

Access and Inclusion Policy Statement for People with a Disability, their Families and Carers.

The Shire of Kellerberrin is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. Towards this goal the Shire has developed an access and inclusion policy statement for people in the community with disability, their family and carers.

- The Shire of Kellerberrin is committed to ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.
- The Shire of Kellerberrin 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 disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.
- The Shire of Kellerberrin recognises that people with disability are valued members of the community who contribute to the social, economic and cultural life of the town. It believes that a community that acknowledges its diversity and supports the participation and inclusion of all its members has a richer community life.
- The Shire of Kellerberrin further believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.
- The Shire of Kellerberrin is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- The Shire of Kellerberrin is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- The Shire of Kellerberrin is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities, through improved access to facilities and services in the community.

Development of the DAIP

Responsibility for the planning of the DAIP Community consultation process

The Disability Service Regulations 2004 set out the minimum consultation requirements for the public authorities in relation to the DAIP. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995, on any website maintained by or on behalf of the local authority. Other mechanisms may also be used.

In 2007, the Shire of Kellerberrin reviewed its DAIP, in consultation with key stakeholders and drafted a new DAIP to guide further improvements to access and inclusion. The Shire ensured wherever possible consultation was made with representatives from a variety of different sectors of the community.

The process included:

- Examination of the initial Disability Services Plan and subsequent review reports to see what has been achieved and what still needs to be completed
- Examination of other council documents and strategies
- Investigation of contemporary trends and good practice in access and inclusion
- Consultation with key staff
- Consultation with the community via a survey carried out through a notice in the local newspaper and advertised on the Council website
- Consultation with people with disability and other key stakeholders

Findings of the consultation

The review found that most of the initial objectives in the first DSP had been achieved and that the 2008 DAIP needed to be updated to ensure currency and relevance. The new plan addressed access barriers and reflected contemporary values and practices. The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan. While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress.

These access barriers included:

- Absence of a concise policy to guide and inform access and inclusion activities
- Processes of Council and information in other formats may not be as accessible as possible
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities
- Some of the facilities within the Shire may not be accessible
- Suitable footpaths for people with disabilities may not be meeting the needs of this growing dePARaphic
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability

The identification of these barriers was included in the development of strategies in the

updated DAIP. The barriers were prioritised in order of importance, which assisted in setting timeframes for the completion of strategies to overcome those access barriers.

Integrated Planning and Reporting

In February 2009, the Western Australian Department of Local Government introduced a local government reform initiative to promote regional long term planning and improve local government's ability to deliver services to their communities.

The aim of the reform process is to build a stronger and more sustainable local government sector for the future and provide local governments with the ability to plan for and participate in the development of their communities.

To develop stronger and more regionally focused local governments and promote efficiencies in the way local governments operate, the Department of Local Government has introduced the Integrated Planning and Reporting Framework (the Framework). The Framework provides a process to:

- Identify community aspirations;
- Provide the capacity for strategic planning;
- Inform the long term objectives of the local governments with the community inputs;
- Determine the resourcing requirements to deliver the long term objectives; and
- Identify the long term financial implications and strategies.

The vision of the State Government is that the Framework will enable more effective delivery of the local government's strategic intentions. In accordance with the Local Government Act 1995 (the Act), each local government is required to develop and have in place both documents by 30 June 2013.

The Framework comprises three key elements:

- Inputs from the community and a definition of what the long term vision is for the community;
- Development of a Long Term Strategic Community Plan (10 Years) that outlines the strategic priorities to address the community's long term vision; and
- Development of supporting documents that will assist the local government in delivering the Strategic Community Plan.

This DAIP acts as an informing strategy within the Integrated Planning and reporting Framework and informs the development of the goals in the Strategic Community Plan 2019 -2029.

Strategic Community Plan 2019 - 2029

The Community identified and supported the services provided by the Shire of Kellerberrin in developing the 2019 - 2029 Strategic Community Plan.

All Local Governments across Western Australia provide a variety of services; some are categorised as core services whilst others could be referred to as discretionary services, or services that Councils elect to make available to the community.

Generally, local government provide core services such as roads, stormwater management,

waste management, building maintenance and streetscape maintenance, but are now also venturing into the provision of services that benefit the community socially, economically, environmentally and culturally.

In summary, the Shire of Kellerberrin provides the following core services to our Community:

- general engineering and public works, such as design, construction and maintenance of assets for stormwater, local roads, footpaths, parks and gardens, streetscape and solid waste management;
- provision and maintenance of recreational facilities, such as public pools, recreation centres, community halls;
- provision of health services, such as food and safety, animal welfare / control and noise management;
- provision of community services and assists in provision of a local doctor;
- provision of emergency services;
- environmental management;
- building and facility maintenance and management;
- building inspection and approvals;
- strategic, regional and town planning and development;
- economic development and tourism; and
- provision of arts and cultural services, including maintenance of facilities and buildings and libraries.

In addition to these, our Council also provides services to:

- undertake planning at a local and regional level for the long term development of the Shire region;
- represent the community at a regional level, lobbying, advocating, communicating, coordinating and collaborating with other local, state, federal and regional organisation, where appropriate;
- promote, express and communicate the community's vision, objectives, concerns and initiatives to other levels of Government;
- provide facilities, services and programs that improves the welfare of the community and the region, socially, economically and environmentally, as well as enhance the general amenity of the area to attract and benefit the community members and visitors to the area; and
- manage resources efficiently and effectively to deliver services, programs, and infrastructure to the community.

Our Council's goal is to be acknowledged as a responsive, transparent, ethical and accountable organisation, recognised as a leader and voice for the community that provides quality services to our residents and visitors.

As a result of the consultation process, the Community of Kellerberrin identified a number of strategic priorities to ensure access and inclusion, as well as a high quality of community involvement of all members of the community;

LANDS, ROADS AND INFRASTRUCTURE

GOAL 1 - Shire infrastructure is prepared for economic gains and an increases on its freight network

COUNCIL STRATEGY	MEASUREMENT OF OUR PERFORMANCE
1.5 Continue footpath improvement program and stormwater improvements plans within town sites 1.7 Provision of a community bus (22+ seater and a 12+ seater)	<ul style="list-style-type: none">- Number of footpaths improved when streets are upgraded
2.2 Continue to maintain community assets that bring the community together 2.4 We will investigate major improvements to our sport and recreation facilities following considered cost benefit analysis models	<ul style="list-style-type: none">- Investigate options to improve the Swimming Pool infrastructure(location, size, facilities etc)- Infrastructure improvements at the Kellerberrin Golf Club
3.5 We engage partners to help us capture economic development initiatives	<ul style="list-style-type: none">- Number of partnerships engaged to help us deliver large scale infrastructure

GOAL 2 – A healthy natural environment

COUNCIL STRATEGY	MEASUREMENT OF OUR PERFORMANCE
5.4 We investigate local and sub regional waste Strategies that reduce costs on our community and environment	<ul style="list-style-type: none">- Reduction in tonnes of general household waste collected in kerbside pick up

ECONOMIC DEVELOPMENT

GOAL 3: Build our profile

COUNCIL STRATEGY	MEASUREMENT OF OUR PERFORMANCE
6.2 Help coordinate tourism products and experiences with local stakeholders	<ul style="list-style-type: none">- Active participation in local and regional tourism groups- Caravan Park provides quality accommodation to our visitors and tourists

GOAL 5 – Encourage and support growing business base

COUNCIL STRATEGY	MEASUREMENT OF OUR PERFORMANCE
8.1 We will work with our local businesses to plan central business district improvements including beautification, access and activation activities	<ul style="list-style-type: none">- Communication and information flow between the Shire and Kellerberrin Chamber of Commerce

COMMUNITY AND LIFESTYLE

GOAL 6 – People feel safe, connected and actively involved in the community

COUNCIL STRATEGY	MEASUREMENT OF OUR PERFORMANCE
9.3 Collaborate with local groups to facilitate the delivery of significant annual events	<ul style="list-style-type: none">- Support of significant local events
10.1 Encourage the provision of quality health services, facilities and programs in the Shire 10.2 Encourage ageing in place 10.3 Continue to improve our facilities and assets for inclusive access	<ul style="list-style-type: none">- Retention of a resident GP- Number of positive relationships between the Shire and health providers (public, private and community based)- Develop and implement the Age Friendly Community Plan- Level of Shire leadership in Dryandra- Independent Living Units are completed- Council's membership in CEACA is relative to its performance- Health service feedback is positive from the community

2016 Community Consultation

The Department of Local Government guidelines and legislation require these plans to be updated on a cyclic basis. In 2016, as the Strategic Community Plan was four years old, the Shire undertook an extensive review of the Strategic Community Plan and undertook community consultation, to prepare an updated Strategic Community Plan (SCP).

The updated SCP was adopted by Council in April 2016. The strategic priorities in the SCP, developed by the Community of Kellerberrin, identified a variety of remaining barriers to access and inclusion, which informed the development of the strategies adopted by Council in March 2016, to deliver the seven outcomes of this DAIP.

Responsibilities for implementing the DAIP.

It is the requirement of the Disability Services Act that public authorities must take all practical measures to ensure that its officers, employees, agents and contractors implement the DAIP. The seven outcomes adopted by Council for inclusion in to the Shire of Kellerberrin's DAIP 2017 – 2021 sets out who is responsible for delivering each of the stated strategies, designed to implement the DAIP outcomes.

As noted above, the Shire of Kellerberrin has an increasing number of community members with a disability. This community need is reflected in the SCP which contains priorities to address access barriers and reflects contemporary values and practices. This includes striving for whole of community participation and inclusion, as well as exceeding the minimum compliance with access standards where practicable.

As the SCP is regularly reviewed, along with the DAIP, both plans will include the required legislative and regulatory changes.

Communicating the plan to staff and people with disability

Copies of the Disability Access and Inclusion Plan are publically available to the whole community and all those who contributed to the Strategic Community Plan consultation process, including council officers, people with disability, their families, carers, disability organisations and relevant community groups.

Council has also advertised in the local media that copies of the plan are available to the community upon request. In addition, alternative formats of the DAIP are available if required, including hard copy in standard and large print, electronic format, audio format on cassette, CD, and by email. Copies of the DAIP are also on the Council's website.

Review and Evaluation Process

The Disability Services Act sets out the minimum review requirements for public authorities in relation to the DAIP. The Shire's DAIP will be reviewed at least every 5 years, in accordance with the Act, and on an annual basis in establishing budget priorities for the forthcoming financial year. The DAIP implementation plan may be amended on a more regular basis to reflect progress and any access and inclusion issues that arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Monitoring and Reviewing

As part of the review process for this plan and to ensure individuality of the DAIP outcomes, strategies and implementation, there will continue to be consultation with key stakeholders, community members and shire staff biannually to review the progress on the implementation of the strategies identified in the SCP and informed by the Strategies in this DAIP.

- The annual review and monitoring of the Shire's DAIP 2021-2026 will be submitted to the Disability Services Commission.
- The report will also include an outline of key deliverables relevant to the Shire of Kellerberrin's DAIP.
- Council will prepare a report each year on the implementation of the community aspirations in the SCP, and may include the progress of the outcomes in the Disability Access and Inclusion Plan.
- These progress reports will be formally endorsed by Council and be included in Council's Annual Report.

Evaluation

As required by the Local Government Act (1995) Council will seek feedback from the community regarding the implementation of the SCP, which includes strategies to deliver the DAIP outcomes and evaluate the effectiveness of the seven implemented strategies.

Notices about the consultation process will be placed in the local newspaper (The Pipeline) seeking feedback to identify any additional barriers that were not identified in the initial consultation. The Community will be invited to identify additional strategies for consideration.

The information obtained from the feedback will be reviewed and where necessary the DAIP modified.

Progress reports on the implementation of the Community's strategic goals, endorsed by Council, will be included in updated Disability Access and Inclusion Plans.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIP's. Council will report on the implementation of its DAIP through its annual report in the prescribed proforma, once obtained by the appropriate regulatory authorities, to the Disability Services Commission by 4th July each year, outlining:

- Its progress towards the desired outcomes of the DAIP.
- The progress of its agents and contractors towards meeting the seven desired outcomes and
- The strategies it used to inform its agents and contractors of the DAIP.

Adoption of this DAIP will be advertised in the local community newspaper.

Appendix One: DAIP Outcomes and Strategies



DISABILITY ACCESS & INCLUSION PLAN 2021 – 2026 (DAIP)

Outcomes and Strategies

The seven outcomes adopted by Council for inclusion in to the Shire of Kellerberrin's DAIP 2021 – 2026, are:-

- 1.** Quality of existing and future services;
- 2.** Access to buildings and facilities;
- 3.** Access to shire supported events and projects;
- 4.** Information and communication;
- 5.** Opportunities to make complaints;
- 6.** Opportunities to participate in public consultation;
- 7.** People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Theses seven outcomes provide a framework for a series of strategies aimed at improving access and inclusion for people with disabilities.

Outcome One: People with disability have the same opportunities as other people to access the services of, and any events organized or sponsored by Council.

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Consult people with disability on their need for services and the accessibility of current services 	<ol style="list-style-type: none"> Staff, including Outside Staff will report any concerns/ requests received in relation to disability access and inclusion and report it to the appropriate Senior Officer. The Senior Officer will attempt to deal with the matter as soon as possible & if necessary bring the reported matter to meetings attended by Senior staff. 	On-going	CEO PA EHO
<ul style="list-style-type: none"> Monitor the Shire services to ensure equitable access and inclusion 	<ol style="list-style-type: none"> Staff to be encouraged to speak about access and inclusion issues in all services performed by the Shire Staff to be invited to bring up identified concerns about access and inclusion. 	On-going	CEO PA EHO
<ul style="list-style-type: none"> Promote the inclusion of the DAIP values and goals into other Shire plans and strategies 	<ol style="list-style-type: none"> Incorporate and review DAIP values and intent in the Shires Strategic Plan Monitor new and reviewed Shire plans where DAIP values can be incorporated. 	On-going	CEO PA EHO
<ul style="list-style-type: none"> That events provided and/or funded are accessible and inclusive to people with disability 	<ol style="list-style-type: none"> That public events are planned incorporating the 'Creating Accessible Events Checklist'. That privately run events are introduced to the 'Creating Accessible Events Checklist' and encouraged to implement it. 	On-going "Events" individually accessed.	CEO PA EHO

Outcome Two: People with disability have the same opportunities as other people to access the buildings and other facilities provided by Council.

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Public building inspections and shire houses to also consider standards for access and requested additional needs for access 	9. Inspection of public building to include review of access for persons with mobility disabilities 10. Incorporate into inspection reports submissions for funding to implement access upgrades. 11. Discuss with people using buildings at time of inspection about any access issues 12. Yearly inspections of Council owned housing.	On-going	CEO EHO
<ul style="list-style-type: none"> Redevelopment building works to have where practical mobility disability access and disability access where required 	13. That the Shire's building officer is involved at the early building design stage to ensure compliance with the disability requirements in buildings 14. Whilst new building projects are being work-shopped to invite comment on access and inclusion matters from the community.	On-going	CEO PA EHO
<ul style="list-style-type: none"> New building works have mobility disability access and disability access where required 	15. That the Shire's building officer is involved at the early building design stage to ensure compliance with the disability requirements in buildings. 16. Whilst new building projects are being work-shopped that consultation is done to invite comment on access and inclusion matters.	On-going	CEO PA EHO
<ul style="list-style-type: none"> Advocate to local business the benefits of having accessible venues and the importance where identified of requirements for equitable access 	17. Encourage existing and new businesses in the Shire to promote the benefits of disable access.	On-going	CEO PA EHO

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

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Make available Council and Shire information on request in suitable electronic form to assist visually and hearing impaired persons to easily understand information published 	18. Provide staff with access to information that assist with digital document reformatting 19. Provide staff with access to alternative avenues of communications such as computer enhanced speaking documents where practicable. 20. Collaborate with the local "Community Resource Centre" availability of technology to support the needs of people with hearing and visual disabilities.	On-going	EHO PA
<ul style="list-style-type: none"> When information is available in physical form that it is easily accessible and also available in another format on request to assist persons to easily understand information published 	21. That paper copies of public accessible documents are provided on request in other agreeable formats. 22. All public documents to be available at the Shire Office.	On-going	EHO PA

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

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> That Shire staff are confident and professional when interacting with persons with disability 	23. Maintain existing confidence and professionalism of Shire staff in dealings with customers and provide this for future employees. Education resources available through WALGA and other suitable education providers will be used.	On-going	All Staff
<ul style="list-style-type: none"> Staff to be encouraged to identify any areas where the quality of service to people with disability can be initiated and/or improved 	24. Encourage staff at the appropriate staff meetings to raise access and inclusion issues that could need investigation.	On-going	CEO EHO

Outcome Five: People with disability have the same opportunities as other people to make complaints to Council.

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Maintain the existing and future staff confidence and professionalism to interact with persons with disability when complaints are being lodged 	25. Maintain the existing confidence and professionalism of Shire staff in dealings with customers and provide this for future employees. Education resources available through WALGA and other suitable education providers will be used.	On-going training and mentoring of new staff	CEO EHO
<ul style="list-style-type: none"> Make available on request mediums suitable for persons with disability to lodge complaints 	26. Maintain the existing and new staff capabilities to assist people where appropriate with methods for making complaints that suit individual needs.	On-going development and training and mentoring new staff	CEO EHO

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

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Public consultation is facilitated in suitable buildings to permit inclusion of persons with mobility disabilities 	27. Include in notifications of public consultation the option to request a building suitable for particular access if available. 28. Plan meetings in buildings best suited to achieve maximum inclusion of all persons with consideration of maximum number allowed access if available.	On-going as needed	CEO EHO CDO
<ul style="list-style-type: none"> On request that suitable technology is made available to assist persons with disability participate in public consultation 	29. Include in notifications of public consultation the option to request technology/devices that will assist people to participate if available. 30. Prepare counter staff to receive requests for technology/devices and that this request is expedited to the responsible officer to arrange	On-going as needed	CEO EHO CDO

Outcome Seven: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategies	Task	Timeline	Responsibility
<ul style="list-style-type: none"> Use inclusive recruitment practices 	31. Plan job interviews in an accessible venue as required after consulting with the job applicant. 32. Provide a statement in the job advertisement highlighting that the Shire is an equal opportunity employer	On-going as needed	CEO
<ul style="list-style-type: none"> Work with local disability employment support provider to employ a person with a disability 	33. Enquire with local Disability Employment Service provider in this region to investigate employment opportunities of persons with disability.	On-going as needed	CEO

HISTORY

Original	19 th April 2016
Last reviewed	18 th August 2021