



# Shire of Beverley Disability Access & Inclusion Plan 2018-2023



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# DISABILITY ACCESS & INCLUSION PLAN

## 2018-2023

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## **Acknowledgements**

The Shire of Beverley acknowledges and appreciates the contribution received from community members, Shire staff and Shire Councillors which has been invaluable in the review process and preparation of this Disability Access Inclusion Plan.

# **Background**

## **The Shire of Beverley**

The Shire of Beverley is a stable and viable farming community located to the east of Perth and covers an area of approximately 2,310 square kilometers.

The Beverley Town site is located in a shallow basin with the Avon River running north-south and an intersected valley east-west. It is the rural service centre to the farming community which produces wheat and course grains as well as livestock. The resident population of Beverley is approximately 1,724.

Tourist Attractions: Cornerstone Community Centre, Beverley Station Arts and Platform Theatre, Avondale Museum, Gliding, Dead Finish Museum, Yenyening Lakes and County Peak.

Beverley was one of the first areas in Western Australia opened for agriculture after a glowing report to Governor Stirling by Ensign Dale. Beverley was first settled in 1838 and was named after a town in Yorkshire, Northern England. The Beverley town site was established around 1868.

## **Functions, facilities and services provided by the Shire of Beverley**

The Shire of Beverley is, and will remain responsible for a range of functions, facilities and services including:

### **Services to property:**

- construction and maintenance of roads and footpaths;
- construction and maintenance of community buildings and facilities;
- land drainage and development;
- waste collection and disposal;
- planting and caring for street trees;
- numbering of buildings and lots; and
- bush fire control.

### **Services to the community:**

- provision and maintenance of playing areas, parks, gardens, reserves;
- community grants;
- citizenship ceremonies;
- facilities for sporting and community groups;
- facilities and management of caravan park;
- management of cemeteries;
- management of pool, public library, community bus; and
- advocates of health and aged care services.

### **Regulatory services:**

- planning of road systems and town planning schemes;
- building approvals for construction, additions or alterations to buildings; and
- environmental health services and ranger services.

### **General administration:**

- the provision of general information to the public;
- the lodging of complaints and maintenance reports; and
- payment of fees including rates, dog licences, cat licences and Department of Transport licensing.

### **Processes of government:**

- Providing Local Government to the Shire of Beverley;
- ordinary and special Council and committee meetings;
- electors' meetings and election of Council Members;
- public meetings, community consultation;
- monthly update from the Shire President in the Beverley Blarney; and
- Integrated Planning – Long Term Financial Plan, Workforce Plan, Strategic Community Plan, Asset Management and Corporate Business Plans.

## People with Disability in the Shire of Beverley

It is estimated that there are approximately 113 people of the permanent population of 1,724 with disability living within the Shire of Beverley (Australian Bureau of Statistics 2016 Census of Population and Housing).

### Planning for better access

The Western Australia Disability Services Act (1993) requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

The Council, management and staff promote a proactive approach to Disability Access and Inclusion into the culture and daily routine of the Shire of Beverley.

### Achievements from DAIP 2013-18

The Shire of Beverley is committed to facilitating the inclusion of people with disability through the improvement of access to its information, facilities and services.

Since the adoption of the DAIP 2013-18 the Shire has implemented initiatives and made progress towards better understanding, communication, consultation and access.

Outcome Area	Achievements
1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ Incorporated DAIP Strategies into Strategic Community Plan</li> <li>▪ Developed Event Planning Tool</li> <li>▪ Conducted reviews of accessibility services</li> <li>▪ Joined Companion Card Program</li> </ul>
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ New accessible Cornerstone Multipurpose Community Centre.</li> <li>▪ New accessible toilets at the Beverley Platform Theatre.</li> <li>▪ New accessible 24hour open toilet at the Beverley Recreation Ground.</li> <li>▪ Construction of footpath from Medical Centre to the Main Street.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Introduction of a 10 Year Footpath upgrade/repair or replacement program.</li> <li>▪ Strategic placement of 3 ACROD parking bays at the Cornerstone Building.</li> </ul>
3. People with disability receive information from the Shire of Beverley in a format that will enable them to access the information as readily as other people are able to access it.	<ul style="list-style-type: none"> <li>▪ Evaluation of Shire website.</li> <li>▪ Upgrade of Shire website.</li> <li>▪ Beverley Blarney available electronically.</li> </ul>
4. People with disability receive the same level and quality of service from the staff of the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ Councillor Elect packs distributed to potential Councillors to be aware of the Shire's DAIP and expectations.</li> <li>▪ Staff undertook customer service training as required.</li> </ul>
5. People with disability have the same opportunities as other people to make complaints to the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ The Shire developed a complaint register which is audited monthly to ensure any necessary action is taken and completed.</li> </ul>
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ Council has its surveys, meeting invitations and documents available online and in print.</li> <li>▪ Agendas, minutes and public documents are able to be distributed in alternative formats on request.</li> </ul>
7. People with disability have the same opportunities as other people to obtain and maintain employment within the Shire of Beverley.	<ul style="list-style-type: none"> <li>▪ The Shire practices Equal Opportunity in its recruitment processes.</li> <li>▪ Shire staff are actively invited to give notice of their disability to ensure their workplace and equipment meets their needs annually.</li> </ul>

# Access and Inclusion Policy Statement

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

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

## **The Shire of Beverley:**

- recognises that people with disability are valued members of the community who contribute to social, economic and cultural life;
- believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community;
- believes that people with disability, their families and carers should be supported to be able to remain in the community of their choice;
- is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its staff, agents and contractors work towards the desired outcomes in the DAIP; and
- is committed to supporting local community groups and businesses to provide access and inclusion of people with disability.

## **The Shire of Beverley is committed to achieving the seven outcomes of its Disability Access and Inclusion Plan, which are:**

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Beverley.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Beverley.
3. People with disability receive information from the Shire of Beverley 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 Beverley.
5. People with disability have the same opportunities as other people to make complaints to the Shire of Beverley.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Beverley.
7. People with disability have the same opportunities as other people to obtain and maintain employment within the Shire of Beverley.

# Development of the Disability Access and Inclusion Plan

## Community consultation process

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

In 2018, the Shire consulted with the Beverley Community to undertake a full and open review of the Council's Disability Access and Inclusion Plan (DAIP). This has included:

- Desktop review of the Disability Access and Inclusion Plan 2013 – 2018 including achievements and required improvements.
- Inviting the Community to participate in a DAIP survey, which was distributed in hardcopy to every ratepayer within the Shire Rates, posted online and emailed.
- Beverley Blarney newspaper advertising, Beverley Bulletin advertising, Front Counter and Notice Board information at the Shire Office about the review and an invitation to comment or make a submission.
- Public Workshop with community members and stakeholders.
- Discussions with Councillors.
- A 'town tour' to physically assess connecting routes and facilities around town.
- Drafting a revised and updated DAIP which includes feedback and suggestions received throughout the consultation process.
- Consultation with all Shire staff and an invitation for input.
- The draft plan will be sent to the Disability Services, Department of Communities.

## Findings of the consultation

The review and consultation found that many of the strategies and tasks within with 2013-18 DAIP had been achieved, however a small number were unsuccessful, ongoing or incomplete. The new 2018-2023 plan will continue to strengthen the overall Shire and community culture and aim to address access barriers at the local level. It will also recognise legislative requirements and strive for inclusion and access beyond the minimum compliance of the standards.

The consultation assisted to identify any additional initiatives to access and inclusion, to be addressed in the DAIP Action Plan.

## Barriers

The barriers identified in the consultation process:

- Footpath upgrades and repairs are still required in areas around the town. Issues with footpaths include uneven surfaces, lifted pavers, gravel and incorrect gradients.
- The Community Bus does not have wheelchair access.
- Access issues for people with disability to toilets located in old Shire owned buildings, namely the Town Hall, Swimming Pool and function room of the Amenities Building.
- Door entrance access issues for people with disability in old Shire owned buildings including the Town Hall and Function Room at the Amenities.
- Staff inductions to be modified to include entire DAIP information.
- Difficulty crossing the highway on gophers.
- Continued maintenance and better signage of ACROD parking.
- The main street has high kerbs which is unsuitable for wheelchairs, seniors and prams.
- Acoustics in the Town Hall.
- Issues related to private local businesses including access and toilet access.

These findings will guide the development of strategies in this DAIP.

The findings also assist in setting timeframes for the completion of implementation strategies.

## **Responsibility for implementing the DAIP**

Implementation of the DAIP is the responsibility of every staff member and all operational areas of the Shire. The Disability Services Act (1993) requires all public authorities to take practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## **Communicating the plan to staff and people with Disability**

Following adoption, the Disability Access and Inclusion Plan will be sent to all those who contributed to the planning process.

The community will be informed of the Plan through all Shire outlets and through the local media. Copies of the plan will be made available upon request and in alternative formats, including hard copy in standard and large print, electronic format, audio format, by email and on the Shire's website.

Staff and community will be advised of any updates to the DAIP using these same methods.

## **Review and evaluation mechanisms**

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

The Shire is also required to report on progress in the prescribed format to Disability Services by 4 July each year.

Employees with responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

## **Evaluation**

- An evaluation will occur as part of the five-yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

## **Reporting on the DAIP**

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

- progress towards the desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting the seven desired outcomes; and
- the strategies used to inform agents and contractors of its DAIP. Agents and Contractors will be made aware of the Shire of Beverley's DAIP in writing within contracts and via the Shire of Beverley website.

The Shire is required to report on progress in the prescribed format to Disability Services by 4 July each year.

## Strategies to improve access and inclusion

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

### **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 Beverley.

<b>Strategy</b>
Ensure that people with Disability are consulted on their needs for services and the accessibility of current services.
Monitor Shire services to ensure equitable access and inclusion.
Develop links between the DAIP and other Shire Integrated plans.
Shire organised or funded events are accessible to people with Disability.
Promote Disability Services and programs available within our Shire and neighbouring Shires.

### **Outcome 2**

People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Beverley.

<b>Strategy</b>
Ensure that all Shire buildings and facilities are physically accessible to people with Disability.
Ensure that all new or redevelopment work to public buildings and applications incorporates universal access and meets BCA standards.
Improvements to the accessibility and safe crossing on the main roads (Vincent Street) in Beverley.
Advocate to local businesses the requirements for and benefits flowing from the provision of accessible venues.
Ensure that all recreational areas are accessible.
Ensure that ACROD parking meets the needs of people with disability in terms of visibility, quantity and location.

### **Outcome 3**

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

<b>Strategy</b>
Improve community awareness of Shire information being available in alternative formats.
Improve employee awareness of accessible information needs and how to provide information in other formats.
Ensure that the Shire's website meets accessibility guidelines.

### **Outcome 4**

People with disability receive the same level and quality of service from the employees of a public authority as other people receive from the employees of the Shire of Beverley.

<b>Strategy</b>
Ensure that all employees, current and new, are aware of disability and access issues and have the skills to provide appropriate service and information.
Ensure that all elected members are aware of the Disability Access and Inclusion Plan and Shire's commitment to it.

### **Outcome 5**

People with disability have the same opportunities as other people to make complaints to a public authority.

<b>Strategy</b>
Ensure that feedback and grievance mechanisms are known and accessible for people with Disability and are acted upon.

### **Outcome 6**

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

<b>Strategy</b>
Ensure that people with disability are actively consulted about the DAIP and any other significant Shire planning processes.
Ensure that all Shire public consultations, forums, workshops and meetings are inclusive and accessible and people with disability are aware of them.

### **Outcome 7**

People with disability have the same opportunities as other people to maintain employment with the Shire of Beverley.

<b>Strategy</b>
Ensure that inclusive recruitment practices are undertaken when advertising all employment positions.
Improve methods of attracting, recruiting and retaining people with disability.

# Shire of Beverley

## Disability Access and Inclusion Plan Implementation Plan 2018 – 2023

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2018-2023 to progress the strategies of the DAIP.

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

<b>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 Beverley.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with Disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>▪ Discuss access and inclusion where appropriate at all meetings with the public.</li> <li>▪ Increase awareness of the importance of getting feedback from people with Disability.</li> </ul>	Annually	Chief Executive Officer (CEO)
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>▪ Conduct systematic reviews of the accessibility of services.</li> <li>▪ Inform Council of identified barriers and provide feedback to customers</li> </ul>	Annually	Deputy Chief Executive Officer (DCEO)
Develop links between the DAIP and other Shire Integrated Plans.	<ul style="list-style-type: none"> <li>▪ Incorporate the objectives and strategies of the DAIP into the Shire's integrated planning processes.</li> </ul>	Ongoing	CEO DCEO
Shire organised or funded events are accessible to people with Disability.	<ul style="list-style-type: none"> <li>▪ Ensure that all events are planned using the event planning tool.</li> <li>▪ Add a condition to the Community Grants ensuring all events are accessible.</li> </ul>	Ongoing	Executive Assistant (EA)
Promote Disability Services and programs available within our Shire and neighbouring Shires.	<ul style="list-style-type: none"> <li>▪ Liaise with DSC and other Local Governments for notice of any suitable programs or events to advertise and promote in the Beverley Blarney and Shire Website.</li> </ul>	Bi-annually	Customer Service Officer (CSO)

<b>Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Beverley.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all Shire buildings and facilities are physically accessible to people with Disability.	<ul style="list-style-type: none"> <li>▪ Council to cost and plan through the long-term financial planning process a systematic approach to make electronic door conversions to the Town Hall and Function Centre at the Amenities Building.</li> <li>▪ Council to cost and plan through the long-term financial planning process a systematic approach to make improvements to the toilets at the Town Hall and Function Centre at the Amenities Building.</li> <li>▪ Investigation of Community Bus with wheel chair access at time of old bus renewal.</li> <li>▪ Investigation of improvement to the acoustics in the Beverley Town Hall.</li> <li>▪ Ensure Swimming Pool Redevelopment Feasibility studies includes accessibility considerations.</li> <li>▪ Ensure any future Administration development includes accessibility considerations.</li> </ul>	February 2019	CEO
Ensure that all new or redevelopment work to public buildings and applications incorporates universal access and meets BCA standards.	<ul style="list-style-type: none"> <li>▪ Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>▪ Ensure that development applications meet the legal requirements, and building or planning permits are not issued before doing so.</li> </ul>	2018-2023	Shire Planner (SP)  Building Surveyor

<b>Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Beverley.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Improvements to the accessibility and safe crossing on the main roads (Vincent Street and Hunt Road) in Beverley.	<ul style="list-style-type: none"> <li>▪ Advocate to Local, State and Federal funding groups the Vincent Street - Streetscape Project.</li> <li>▪ Budget allocation for inclusion in grant funding applications for the Vincent Street – Streetscape Project.</li> <li>▪ Annual audit of footpaths, with a person with disability to prioritise paths to be repaired through 10yr path program.</li> <li>▪ Advocate to MRWA safe crossing and accessibility requirements of gopher and wheel chair uses on roads and paths.</li> </ul>	2019-2021	CEO DCEO SP  MOW
Advocate to local businesses the requirements for and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>▪ Provide readily available information on the legal requirements and needs of people with disability.</li> <li>▪ Inform each business of 2018 survey and 2018 DAIP review outcomes.</li> <li>▪ Assist Business to locate grant funding for access improvements.</li> <li>▪ Investigate a new Community Grant for access improvements to local business.</li> </ul>	Ongoing	CEO EA  Tourism Officer (TO)
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> <li>▪ Ensure any redevelopment in recreational areas includes universal access, including the proposed new youth space.</li> <li>▪ Develop an accessible viewing platform for everyone to use at County Peak.</li> <li>▪ Audit existing recreational areas for accessibility and identify barriers to be improved upon.</li> </ul>	Ongoing	CEO BS
Ensure that ACROD parking meets the needs of people with Disability in terms of visibility quantity and location.	<ul style="list-style-type: none"> <li>▪ Evaluate ACROD bays and signs in the vicinity of the main street (Vincent Street).</li> </ul>	Annually	MOW

**Outcome 3: People with disability receive information from the Shire of Beverley in a format that will enable them to access the information as readily as other people are able to access it.**

Strategy	Task	Task Timeline	Responsibility
Improve community awareness of Shire information being available in alternative formats.	<ul style="list-style-type: none"> <li>▪ Advertise the availability of other formats in the Beverley Blarney.</li> <li>▪ Check all documents that require Community consultation carry a notation that the document is available in alternative format.</li> </ul>	Ongoing	EA
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> <li>▪ Provide all new employees a copy of the DAIP in the induction process.</li> <li>▪ Provide staff updated and ongoing training in providing accessible information.</li> </ul>	Ongoing	Human Resources Officer (HRO)
Ensure that the Shire's website meets accessibility guidelines.	<ul style="list-style-type: none"> <li>▪ Continue to evaluate the website to ensure it complies with the accessible web content guidelines and meets local needs.</li> </ul>	Ongoing	EA

<b>Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Beverley as other people receive.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all employees, current and new are aware of disability and access issues and have the skills to provide appropriate service and information.	<ul style="list-style-type: none"> <li>▪ Provide access and inclusion updates at staff meetings.</li> <li>▪ Assess Staff training needs at each performance review.</li> <li>▪ Provide all new employees a copy of the DAIP in the induction process</li> </ul>	Ongoing	CEO  DCEO  HRO
Ensure that all elected members are aware of the DAIP and Shire's commitment to it.	<ul style="list-style-type: none"> <li>▪ Provide all potential Election Candidates a copy of the Shire's DAIP in the Election Pack.</li> <li>▪ Provide all potential election candidates the DSC Fact Sheet.</li> </ul>	Ongoing	CEO

<b>Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Beverley.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that feedback and grievance mechanisms are known and accessible for people with disability and are acted upon.	<ul style="list-style-type: none"> <li>▪ Continue with current grievance mechanisms and continue to audit and review monthly.</li> <li>▪ Investigate alternative methods of giving feedback such as smart phone apps or web-forms.</li> </ul>	Ongoing	DCEO

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

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>▪ Ensure the needs of people with different communication needs are met.</li> <li>▪ Update the register of people to provide comment on access and inclusion issues, as a focus group is considered very effective.</li> </ul>	Ongoing	EA
Ensure that all Shire public consultations, forums, workshops and meetings are inclusive and accessible and people with Disability are aware of them.	<ul style="list-style-type: none"> <li>▪ Ensure consultation can take form in different mediums, including in person, phone or electronically.</li> <li>▪ Ensure the consultation documentation is available in different formats.</li> </ul>	Ongoing	All Staff

<b>Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Beverley.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that inclusive recruitment practices are applied when advertising all employment positions.	<ul style="list-style-type: none"> <li>▪ Review all draft advertisements and ensure the Equal Employment Opportunity statement is applied.</li> <li>▪ Advertise in different mediums.</li> <li>▪ Hold interviews in an accessible venue.</li> <li>▪ Promote equity and diversity in the work place and with volunteers.</li> </ul>	Ongoing	HRO CEO DCEO
Improve methods of attracting, recruiting and retaining people with Disability.	<ul style="list-style-type: none"> <li>▪ Invite staff to give notice of their disability to HR.</li> <li>▪ Review suitability of workstation, plant and equipment based on feedback from staff.</li> <li>▪ Examine current methods of recruitment.</li> <li>▪ Engage with Disability Employment support providers as required.</li> </ul>	Ongoing	HRO CEO DCEO