

SHIRE OF KOORDA

**DISABILITY ACCESS AND INCLUSION
PLAN**

2012 – 2017



The review period for this document has commenced (July 2012 - 2017). The public is invited to review and send comments for improvements or new initiatives to assist the Shire of Koorda to complete a reviewed plan for the next 5 year period.

Email comments to: admin1@koorda.wa.gov.au
or post to:

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This plan is available upon request in alternative formats such as large print, electronic format (disk or e-mailed), audio or braille and the Shire website at www.koorda.wa.gov.au

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A. Background & History

- Shire of Koorda

The Shire of Koorda is located in the North East Wheatbelt and covers an area of 2,700 square kilometers. Major industries are agriculture, including wheat, coarse grains, sheep and some beef cattle and pigs, with seasonal tourism during the wild flower season. The town was established in the early 20th century and has retained some heritage-listed public buildings from this period.

The major town, Koorda, is located on the Wyalkatchem-Koorda road with a population of approximately 474. This fluctuates during the wild flower season as tourists move through the district. Koorda is experiencing modest growth as people move from the metro area into a rural lifestyle setting.

Responsibility for planning process

It is a requirement of the Disability Act 1993 that all local and state government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services. This must be completed and lodged with the Disability Services Council by 31st July 2012.

Other legislation underpinning access and inclusion includes the 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. While Action Plans are not compulsory under the DDA, they can assist organizations 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.

2. Functions, Facilities and Services (Both in-house and contracted) provided by the Shire of Koorda

The Shire of Koorda is governed by seven elected members of Council, who are responsible for an annual revenue budget of \$4.4 million. The Shire of Koorda provides a range of functions, facilities and services including:

Services to property include: construction and maintenance of roads and footpaths; stormwater drainage; domestic waste collection and disposal, including recycling of certain domestic waste; waste motor oil collection facility; drumMUSTER collection services and facility; litter control and street cleaning; street tree and roadside tree pruning; bushfire control; dog control; and care and maintenance of parks and gardens.

Recreation Services to the community include: provision and maintenance of outdoor playing areas for football, cricket, hockey, basketball, and tennis, including lawn bowls, the public swimming pool facility and children's playground, plus provision and maintenance of the sporting complex with its social lounge/bar facilities and the Town Hall which caters for functions.

General Services to the community include: Supporting the Doctor service in the neighboring Shire of Trayning, the Telecentre, provide and take bookings for the community bus; the drive-in movie theatre, a well-appointed caravan park and cemetery.

Local Government Regulatory Services to the community include: planning processes; building control; environmental health; public health; and dog ranger service.

Local Government Administration Services to the community include: provision of general information to the public, lodging and resolution of complaints, collection of rates; vehicle licensing, firearms licensing, and dog registrations.

Processes of Local Government include: ordinary and special council and committee meetings; annual elector meetings, and election of council members.

3. Access and inclusion Policy statement for people with disabilities, their families and carers

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

The Shire of Koorda 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 Koorda recognizes that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life. The Shire believes that a community that recognizes its diversity and supports the participation and inclusion of all its members makes for a richer community life.

The Shire of Koorda believes that people with disabilities, their families and carers who live in country areas should be supported to remain in the community of their choice.

4. Community consultation process

In 2012, the Shire undertook to review its Disability Access and Inclusion Plan 2008-2012 (DAIP). Consultation was done with local businesses and Councilors to identify access and inclusion barriers and a draft review of the DAIP 2012-2017 was prepared to guide further improvements to access and inclusion.

The process included:-

- Examination of the initial DAIP 2008-2012 and subsequent review reports submitted annually to the Disability Services Commission WA to see what has been achieved and what still needs to be considered/done;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with Shire staff, businesses and the community.

A public survey form was provided on the Shire website, notice boards, public counters and advertised in the local community newsletter asking people for information on areas of access and inclusion people felt needed to be addressed and/or improved to help develop the Shire's new DAIP or to provide advice on aspects that should be included in the DAIP. At the conclusion of the circulation of the public survey forms the DAIP was drafted by Shire staff and was advertised for final public comment.

5. People with disabilities in the Shire of Koorda

Based on the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2009) which states that 18.5% of the population in WA has a disability, as the Shire population is 487 people, it is therefore estimated that 90 people living in the Shire have a physical disability. Due to the size of the population and its proximity to the hospital in the town of Wyalkatchem and Northam the Shire has invested in a modest medical center which is attended by the Doctor from Wyalkatchem and visiting also visiting Allied Health services. Although there are limited facilities provided in the Koorda Shire for people living with disabilities the Shire is committed to a future plan to ensure universal accessible design for new building projects and upgrades undertaken by the Shire.

As a result of consultation with construction companies operating within Wheatbelt areas, recognition is being given to demographic research and

emerging trends. This research identifies that many retired persons are electing to sell their homes in Perth and surrounding metropolitan areas for more affordable housing in the Wheatbelt. People considering a move to the Wheatbelt are influenced by the facilities available in the towns such as medical services and the accessibility and inclusivity of the towns. Towns with accessible public buildings, footpaths, shops and clubs are considered highly when choosing to relocate. This trend is being embraced at CEO level to encourage re-vitalisation and growth as more people choose to re-locate and settle into the towns. By recognising these current trends and the subsequent future needs of the local community we are better placed to prioritise areas for access and inclusion particularly with community and town building in mind. Please refer to the Shires Strategic Plan for more information.

The Doctor from the Wyalkatchem-Koorda District Hospital located in the town of Wyalkatchem visits Koorda townsite and holds a clinic on Tuesdays. A nurse and Allied health professionals use the facility during the week as rostered and/or required. The local and district volunteer ambulance service provides transport to and from the Koorda Medical Center and the Wyalkatchem-Koorda district and beyond. Several local residents volunteer their time and resources to drive people to Northam and Perth for medical appointments.

Public toilet facilities can be found outside the Council Administration Office in Volunteer Park, in the Recreation Centre, Caravan Park and Shire Swimming Pool. Furthermore accessible public toilets are located at tourist sites located within Shire reserves such as Mollerin Rock, Newcarlbeon and the Koorda Nature Flora reserve on Mulji Road all have facilities suitable for people with disabilities. There is aged accommodation available within the Koorda townsite consisting of presently three independent living dwellings with more planned. The Shire has committed to the North East Wheatbelt Regional Organisation of Councils (NEWROC) scheme for the construction of up to three universal designed dwellings for rental.

6. Progress since 2008

The Shire of Koorda is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. To meet this goal, the Council reviewed the 2008 – 2012 Disability Access & Inclusion Plan in order to address barriers for people with disabilities and ensure present and future needs for persons with disabilities is identified and addressed. Since adopting the plan, the Shire of Koorda has implemented a number of initiatives, some of which are highlighted in Appendix 1.

B. Access and inclusion policy statement for people with disabilities, their families and carers

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

The Shire of Koorda also interprets an accessible and inclusive community as one in which all Council functions, facilities, and services (both in-house and contracted) are inclusive and accessible for people with disabilities as they are for other people in the wider community. The Shire will endeavour to the best of the Shires capacity to meet the needs of persons with disabilities.

To this end the Shire of Koorda will strive to –

- recognise that people with disabilities are valued members of the community who make a variety of contributions to local, social, economic, and cultural life.
- believe that a community that recognizes its diversity and supports the participation and inclusion of all its members makes for a richer community life.
- believe that people with disabilities, their families and carers should be supported to remain living and participating in the community.
- be committed to consulting with people with disabilities, their families and carers, and the community in general, to ensure that barriers to access and inclusion are appropriately addressed.
- be committed to supporting local community groups and other relevant organizations to facilitate the inclusion of people with disabilities through access to information, services, and facilities in the community.
- be committed to ensuring that its agents and contractors work towards the desired outcomes in the Town's DAIP.

The Shire of Koorda is also dedicated to achieving the six desired outcomes through its DAIP. They are:-

- 1) People with disabilities, their families and carers have the same opportunities as other people to access the services of, and any events organized by, the Shire of Koorda.
- 2) People with disabilities have the same opportunities as other people to access all buildings of a public nature, plus other facilities provided by the Shire of Koorda.

- 3) People with disabilities receive information from the Shire of Koorda in a format that will enable them to access the information as readily as other people are able to access it.
- 4) People with disabilities receive the same level and quality of service from the staff of, and contractors/agents to, the Shire of Koorda.
- 5) People with disabilities have the same opportunities as other people to make complaints to the Shire of Koorda.
- 6) People with disabilities have the same opportunities as other people to participate in any public consultation process with the Shire of Koorda.

C. Development of the Disability Access and Inclusion Plan (DAIP)

Responsibility for the planning process

Two weekly Staff meetings are held on Mondays with the Shire senior officers and then the office staff to discuss Shire operational matters inclusive of access and inclusion. Advertising for comment on the DAIP was invited through the local paper, notice boards, and leaflets at popular counters and posted on the Shire website. The Shire of Koorda's reviewed Disability Access and Inclusion Plan is for the period of 2012 – 2017.

Community Consultation Process

In April 2012, the Shire of Koorda undertook to review its Disability Access Plan to guide further improvements to access and inclusion. The process included:

- ✓ Examination of the current Disability Access Plan and subsequent progress reports to see what has been implemented to date, and to decide which areas require ongoing attention;
- ✓ Consultation with key staff;
- ✓ Consultation with key members of the community.

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans. 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. The following consultation methods were used:-

- ✓ In August 2012 a public notice was published in the local fortnightly newsletter advising the community that the Shire of Koorda is conducting a review of the Disability Access & Inclusion Plan and asked for people to either contact the shire at the office, by phone or write into the Shire to make suggestions/recommendations of issues related to access and inclusion that should be included in the revised Plan;

Findings of the Review

The review found that a number of objectives listed in the reviewed Disability Access & Inclusion Plan had been achieved and that a new plan was required to

further address remaining access barriers and issues as required by the current legislation.

- **Access Barriers**

The review identified that the Shire has addressed all barriers to access and inclusion within the 2008-2012 DAIP with only one remaining.

- Ensure that the Shire's website meets contemporary good practice

The identification of this and the continuing evolution of identified barriers to access and inclusion form the development of strategies in the 2012 - 2017 DAIP. Barriers to access and inclusion when identified have not been prioritised; they will be dealt with individually on a case by case basis in order to allow flexibility should a need become more pressing and/or more readily addressed through appropriate funding and works. This approach assists in coordinating and funding for the completion of the strategies which have been designed to work in with day to day Shire operations to identify and deal with access and inclusion barriers.

Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act 1993 that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents, and contractors. Implementation of the DAIP is the responsibility of all areas of the Shire of Koorda. All of the actions in the Implementation Plan will apply to the Koorda townsite and where identified within the Shire gazetted boundary. The Implementation Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disabilities

- On completion, a copy of the Disability Access and Inclusion Plan was distributed to other members of the Shire administration staff for comment.
- Council advertised the DAIP in its local newsletter advising that copies can be obtained from the Shire administration office, and to seek public comment on the DAIP.
- Copies of the DAIP will be made available via the Shire's website, as well as in alternative formats such as email and copies made on requested formats on request.
- As the DAIP is amended, both Shire staff and the community will be advised of the availability of updated plans.

Review and evaluation mechanisms

The Disability Services Act 1993 outlines the minimum review requirements for public authorities in relation to DAIPs. The Shire of Koorda's current DAIP will be reviewed at least every 5 years, in accordance with the Disability Services Act 1993. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and to action any access and inclusion issues as they arise.

Whenever the Shire’s DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

- The DAIP will be reviewed and submitted to the Disability Services Commission by the 31 July each year. The report will outline what has been achieved under the Shire of Koorda DAIP.

D. REPORTING ON THE DAIP

The Disability Services Act 1993 sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Shire of Koorda will report on the implementation of its DAIP through the annual report and the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

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

E. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The six desired outcomes provide a framework for strategies aimed at improving access and inclusion for people with disabilities. The following strategies will be reflected in Council’s 2012-2017 Implementation Plan.

Outcome 1:

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

Strategies	Timeline
Consult people with disabilities on their need for services and the accessibility of current services	July each year
Monitor the Shire services to ensure equitable access and inclusion	Ongoing
Promote the inclusion of the DAIP values and goals into other Shire plans and strategies	Ongoing as required
That events provided and/or funded are accessible and inclusive to people with disabilities	Ongoing per event
Engage with the ‘You’re welcome’ at AccessWA to assist with implementing and broadcasting the Shires access and inclusion for people with disabilities and to promote this to businesses and groups within the Shire	Ongoing

Outcome 2:

People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by Council.

Strategies	Timeline
Progress public building upgrades to incorporate standards for access and requested additional needs for access	Ongoing as required
Redevelopment building works to have where practical mobility disability access and disability access where required	Ongoing where required
New building works have mobility disability access and disability access where required	Ongoing where required
Advocate to local businesses the benefits of accessible venues and the importance where identified of requirements for disabled access	Ongoing
Engage with the 'You're welcome' at AccessWA to assist with implementing and broadcasting the Shires access and inclusion for people with disabilities and to promote this to businesses and groups within the Shire	Ongoing

Outcome 3:

People with disabilities 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	Timeline
Make available Council and Shire information on request in suitable electronic form to assist visually and hearing impaired persons to easily understand information published	Ongoing as requested
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	Ongoing as requested

Outcome 4:

People with disabilities receive the same level and quality of service from Council staff as other people receive from the staff of Council.

Strategies	Timeline
Maintain the existing and future confidence and professionalism of staff to work together with persons with disabilities	Ongoing
Staff to be encouraged to identify any areas where the quality of service to people with disabilities can be initiated and/or improved	Ongoing per staff meetings

Outcome 5:

People with disabilities have the same opportunities as other people to make complaints to Council.

Strategies	Timeline
Maintain the existing and future staff confidence and professionalism to interact with persons with disabilities when complaints are being lodged	Ongoing
Make available on request mediums suitable for persons with disability to lodge complaints	Ongoing as requested

Outcome 6:

People with disabilities have the same opportunities as other people to participate in any public consultation by Council.

Strategies	Timeline
Public consultation is facilitated in suitable buildings to permit inclusion of persons with mobility disabilities	Ongoing
On request that suitable technology is made available to assist persons with disability participate in public consultation	Ongoing as requested

APPENDIX 1

Progress Since 2008 to 2012 under the Disability Access and Inclusion Plan

Outcome 1:

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

- The Shire Library has increased the number of audio books (talking books) and large print books held at the library, and these are regularly rotated through the WA LISA rotation program. These books are located at easily accessible levels and are well signed.
- Successful funding applications to facilitate capital works on the Shire office to improve accessibility
- Successful uploading of the Shires DAIP onto the website
- Positive relationships developed between other Shires through NEWROC grouping allowing a central exchange point of ideas and developments
- Agricultural Show and other events where community has involvement are held at the Recreation Ground Facilities to facilitate persons with mobility disabilities, a main cause of disability within the Shire.

Outcome 2: Access at Council Buildings and Facilities Improved

- A public toilet block has been constructed at the Shire caravan park, Volunteer park, Swimming Pool and tourist sites at Shire reserves that are suitable for people with disabilities.
- Footpaths along the main street have been replaced with smooth concrete surface to assist mobility.
- Access ramps from footpaths to road surface have been provided in certain.
- Auto door has been installed at the main entrance to the Shire offices
- Pram ramps to allow minimal trip hazard from road to footpath
- Disabled toilet signage is to appropriate standard
- Front counter at the Shire incorporates a low section to assist with serving customers in mobile chairs (Gophers and the like)

**Outcome 3:
Information about Functions, Facilities and Services is provided in Formats which meet the Communication Needs of People with Disabilities**

- The Shire advertised through the local Council newsletter that Council information is available in alternative formats upon request.
- Staff are aware of how to reformat information to assist people to access Shire information

**Outcome 4:
Staff Awareness of the Needs of People with Disabilities and Skills in Delivering Advice and Services are Improved**

- Council staff continue to assist persons to help arrange travel to essential service, access books and audio for their enjoyment and to assist in information understanding.

**Outcome 5:
Opportunities are provided for People with Disabilities to Participate in Public Consultation, Grievance Mechanisms and Decision Making Processes**

- The Shire provides information through public documents regarding all Council agreed new works
- On election days the Shire ensures that buildings are accessible and that modified polling booths are in place.
- The Shire staff have proven themselves to be most understanding and very giving in assistance towards people with disabilities

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

- Shire staff and officers have assisted people with disabilities to access and be included in all Council discussions and functions on request
- Staff provide and explain the purpose of the Council function or meetings in a professional manner

Shire of Koorda
Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2012 – 2017

Implementation Plan 2012 - 2017

The Implementation Plan itemizes what the Shire of Koorda will be undertaking in 2012-2017 to improve access and inclusion to Shire services, information and facilities for people with disabilities.

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

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the public authority with responsibility for completing the individual tasks; and
- the broad strategy that the individual tasks are supporting.

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

In the event some of the broad strategies will not be achieved in 2012-2017 they will be supported by tasks outlined in future Implementation Plans.

Outcome One:

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

Strategies	Task	Timeline	Responsibility
Consult people with disabilities on their need for services and the accessibility of current services	<ul style="list-style-type: none"> ✓ Shire staff to document all concerns and requests and report to the appropriate shire officer where disability access and inclusion is not being fully met or can be improved ✓ Bring up the topic of access and inclusion at all meetings attended by staff and councilors. 	2012-2017	Administration Staff, CEO, DCEO and PEHO/BS
Monitor the Shire services to ensure equitable access and inclusion	<ul 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 	Continuing	Administration Staff, CEO, DCEO, Works Manager and PEHO/BS
Promote the inclusion of the DAIP values and goals into other Shire plans and strategies	<ul 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 	Continuing	CEO, DCEO and PEHO/BS
That events provided and/or funded are accessible and inclusive to people with disabilities	<ul style="list-style-type: none"> ✓ That public events within the Shire are planned incorporating the 'Creating Accessible Events Checklist' ✓ That privately run events are introduced to the 'Creating Accessible Events Checklist' and encouraged to implement 	Continuing for each event	Administration Staff, CEO, DCEO, Works Manager and PEHO/BS

Outcome One (Continued):

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

Strategies	Task	Timeline	Responsibility
Engage with the 'You're welcome' at AccessWA to assist with implementing and broadcasting the Shires access and inclusion for people with disabilities and to promote this to businesses and groups within the Shire	<ul style="list-style-type: none"> ✓ Nominate staff to liaise with 'You're welcome' at AccessWA to prepare for and initiate a site visit to the Shire to identify accessible places and building ✓ Encourage businesses and groups to be part of the 'You're Welcome' package ✓ Update the website to better broadcast the shires 'You're Welcome' features 	2014	CEO, DCEO and PEHO/BS

Outcome Two:

People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by the Shire of Koorda.

Strategies	Task	Timeline	Responsibility
Public building inspections to also consider standards for access and requested additional needs for access	<ul style="list-style-type: none"> ✓ Inspection of public building to include review of access for persons with mobility disabilities ✓ Incorporate into inspection reports submissions for funding to implement access upgrades ✓ Discuss with people using buildings at time of inspection about any access issues 	Continuing	PEHO, DCEO and Handyman

Outcome Two (Continued):

People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by the Shire of Koorda.

Strategies	Task	Timeline	Responsibility
Redevelopment building works to have where practical mobility disability access and disability access where required	<ul style="list-style-type: none"> ✓ That the Shires building officer is involved at the early building design stage to ensure compliance with the disability requirements in buildings ✓ Whilst new building projects are being work-shopped that consultation is done to invite comment on access and inclusion matters 	Continuing	PEHO, DCEO and CEO
New building works have mobility disability access and disability access where required	<ul style="list-style-type: none"> ✓ That the Shires building officer is involved at the early building design stage to ensure compliance with the disability requirements in buildings ✓ Whilst new building projects are being work-shopped that consultation is done to invite comment on access and inclusion matters 	Continuing	PEHO, DCEO and CEO
Advocate to local businesses the benefits of accessible venues and the importance where identified of requirements for disabled access	<ul style="list-style-type: none"> ✓ Introduce to existing and new businesses in the Shire a 'You're welcome' kit and promote the benefits ✓ Invite local businesses to participate in 'You're welcome' onsite inspections 	Continuing	PEHO, DCEO and CEO

Outcome Two (Continued):

People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by the Shire of Koorda.

Strategies	Task	Timeline	Responsibility
Engage with the 'You're welcome' at AccessWA to assist with implementing and broadcasting the Shires access and inclusion for people with disabilities and to promote this to businesses and groups within the Shire	✓ Arrange inspections with the 'You're welcome' staff from AccessWA to identify access and inclusion positives and negatives and strive towards listing the Shire as an accessible and inclusive destination	2014	PEHO and DCEO

Outcome Three:

People with disabilities 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
<p>Make available Council and Shire information on request in suitable electronic form to assist visually and hearing impaired persons to easily understand information published</p>	<ul style="list-style-type: none"> ✓ Provide staff with access to information that assist with digital document reformatting ✓ Provide staff with access to alternative avenues of communications such as computer enhanced speaking documents ✓ Liaise with the telecentre staff to highlight available technology for the needs of people with hearing and visual disabilities 	<p>Continuing</p>	<p>DCEO and Administration staff</p>
<p>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</p>	<ul style="list-style-type: none"> ✓ That paper copies of public accessible documents are provided on request in an agreeable format such but not limited to CDROM to permit formatting of text and/or speaking document ability via a PC ✓ All public documents to be made available at the Shire front counter 	<p>Continuing</p>	<p>DCEO and Administration staff</p>

Outcome Four:

People with disabilities receive the same level and quality of service from Council staff as other people receive from the staff of Council.

Strategies	Task	Timeline	Responsibility
That shire staff are confident and professional when interacting with persons with disabilities	✓ Maintain the existing confidence and professionalism of Shire staff in dealings with customers and warrant this for future employees. Education resources available through DSC, WALGA and other suitable education assets will be used	Continuing	DCEO and Administration staff
Staff to be encouraged to identify any areas where the quality of service to people with disabilities can be initiated and/or improved	✓ Encourage staff at the appropriate staff meetings to raise access and inclusion issues that could need investigation	Continuing	CEO, DCEO, Administration staff and 'outside' staff

Outcome Five:

People with disabilities have the same opportunities as other people to make complaints to Council.

Strategies	Task	Timeline	Responsibility
Maintain the existing and future staff confidence and professionalism to interact with persons with disabilities when complaints are being lodged	✓ Maintain the existing confidence and professionalism of Shire staff in dealings with customers and warrant this for future employees. Education resources available through DSC, WALGA and other suitable education assets will be used	Continuing development and training and mentoring new staff	CEO, DCEO & senior admin staff
Make available on request mediums suitable for persons with disability to lodge complaints	✓ Maintain the existing and new staff capabilities to assist people where appropriate with methods for making complaints that suit individual needs	Continuing development and training and mentoring new staff	CEO, DCEO & senior admin staff

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

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