SHIRE OF IRWIN
DONGARA-PORT DENISON
A BRILLIANT BLEND



DISABILITY ACCESS AND INCLUSION PLAN

2023 - 2028





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Document Control

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Shire of Irwin – Access and Inclusion Plan 2023 - 2028

The review period for this document was March 5 – 2023 to 30 June 2023. The public was invited to review and send comments for improvements or new initiatives to assist the Shire of Irwin to complete a reviewed plan for the next 5-year period. Comments could be emailed to pbracegirdle@iriwin.wa.gov.au or post to

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This document explains how Council will improve access to functions, facilities and services for people with disability provided by the Shire of Irwin in accordance with outcomes areas and Standards as stated within the Disability Services Act (1993) and this Disability Access and Inclusion Plan (DAIP) intends to meet the requirements of the Act.

At the Ordinary Council Meeting in August 2023 Council consented for the amended Shire of Irwin Access and Inclusion Plan 2023 – 2028, as presented to be advertised for a period of 21 days for public comment and, subject to no objections being received the Plan is adopted.

The public were invited to review and comment on this document as part of the developmental process enacted for the DAIP's review. The Plan was advertised for 21 days, and the Shire received no submissions during this period.



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Executive Summary

The *Western Australian Disability Services Act (1993*)(Act) requires all State and Local Government Authorities to implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to 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 based on a person's disability unlawful.

The review of the Shires DAIP and the outcomes within the plan have been undertaken in accordance with the requirements of the Act.

The Shire of Irwin acknowledges that people living with disability provide an important contribution to the community and understands the importance of appropriate access within the community to develop a sense of inclusion. The DAIP is a plan representing the Shires ongoing commitment to enhance the accessibility and inclusiveness of our community. To this end the Shire of Irwin adopted its first Disability Services Plan in 1995 to address barriers within the community. Since the adoption of the initial Disability Services Plan, the Shire has implemented works and programs to improve disability access within the Shire of Irwin in line with actions developed from the reviewed and updated DAIPs over time.

In revising and updating the existing DAIP a review was completed Community consultation was undertaken with a broad spectrum of stakeholders inviting contributions from residents, people with disability, disability service providers and Council Staff. Responses received through community consultation, Walkability Audit and findings based on recent research relating to barriers, formed the basis on which actions have been identified within the seven (7) outcome areas of the Disability Access and Inclusion Plan 2023-2028.

The Shire of Irwin recognises that the task of addressing the many important issues that affect their diverse community is not an easy one. The Shire will endeavour, through ongoing consultation and involvement with the community, to identify as many barriers and challenges to access and inclusion as possible and work toward achieving success in these areas.

This document details the findings of the consultation conducted for the development and review of the DAIP and provides strategies and actions for the implementation of the Shires reviewed Disability and Access Inclusion Plan 2023-2028.

Introduction

Disability is any continuing condition that restricts everyday activities. For the purposes of the Act, it is defined as a disability which:

- Is attributed to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- Is permanent or likely to be permanent;
- May or may not be of a chronic or episodic nature, and results in a:
- Substantially reduced capacity of the person for communication, social interaction, learning or mobility; and/or
- Need for continuing support services.

Access refers to physical access to the natural and built environment- buildings, recreational facilities, parks and footpaths- and access to Shire services, products and information.

Inclusion refers to the practice of ensuring that all people feel they belong and are engaged and connected to the community. The primary categories of disability are physical, sensory, psychiatric, neurological, cognitive, and intellectual, being as follows:

- Physical disability, which relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability, which involves impairments in hearing and vision.
- Neurological and cognitive disability, which includes disabilities such as multiple sclerosis or traumatic brain injury.
- Intellectual disability includes intellectual and developmental disability which relates to difficulties with thought processes, learning, communicating, remembering information, making judgements and problem solving. Intellectual disability is the result of interaction between developmentally attributable cognitive impairment, attitudinal and environmental barriers.
- Psychiatric disorders resulting in disability may include anxiety disorders, phobias or depression. These disorders can also be driven by a range of factors including trauma, alcohol and drug related mental health issues.

The Act requires all Western Australian public authorities including local governments to develop, implement and review a disability access and inclusion plan (DAIP) to ensure that people with disability have equal access to facilities and services. The Disability Access and Inclusion Plan 2023-2028 provides the Shire of Irwin with a framework to address barriers to access and inclusion across all areas of Council responsibility.

The Shire of Irwin realises the importance of developing a forward plan to ensure that both the physical infrastructure and the communities' perception and awareness of the needs of people with a disability is enhanced through education.

The plan sets to ensure that areas of the greatest need and impact for people with a disability are initiated first.

About the Shire

Located on the Batavia coast 360 km north of Perth the Shire is a brilliant blend of coastal and rural, new and old mixed with a blend of lifestyle and employment opportunities.
Originally formed in 1871, the Irwin Roads Board stretched to the South Australian border and covered 89,000 square miles (230,509km2). The Shire currently covers 2,223 km2 of land situated on the doorstep of the mid-west wildflower region. When the warmth of spring arrives (particularly after a wet winter) the landscape turns into a mass of colour attracting tourists from all over Australia.



The Shire is within the Irwin River catchment area with the twin townsites of Dongara and Port Denison located on either side of the river mouth. The landscape predominantly consists of coastal sands and dunes giving way to rolling broad acre cropping.

The blend of coastal and rural environments supports agricultural and fishing industries, on and offshore oil and gas industry and mineral sands industries. The regions abundant natural resources and location place it in a prime position to facilitate the development of a range of “green” and clean energy focussed projects that will add to the region’s economic development, population growth and overall prosperity.

From a recreational and tourism perspective the towns beaches provide residents and visitors alike with a range of wide, white sand beaches stretching to the horizon, providing an affordable summer playground for people from outlying mid-west regions, neighbouring Shires and Perth.

Shire Functions, Facilities and Services

The Shire of Irwin has many facilities, functions and services which support the local community. The provision of these deliverables directly and indirectly impacts on the quality of life with people with disability who live, work, and participate within the community. The DAIP applies to all the functions, facilities and services provided by the Shire.
Examples of these include but are not limited to:

Services to property

- Construction and maintenance of roads, footpaths and Shire owned facilities.
- Land drainage and development.
- Waste collection and disposal.
- Litter control and street cleaning.
- Public landscaping.
- Numbering of buildings and lots.
- Street lighting.
- Bush fire control.

Services to community

- Provision of maintenance of recreation areas, playgrounds, parks, gardens, reserves, footpaths and facilities for sporting and community groups.
- Management of recreation centres and associated programs.
- Management of events, halls, libraries and information services and recreation facilities including courts, drive ins and pump track, jetties and foreshore areas and reserves.

Regulatory services

- Planning of roads, subdivisions, and planning approvals.
- Building approvals for construction, additions, or alterations to buildings.
- Environmental health services and ranger services, patrol officers re camping and animal control.

General administration

- The provision of general information to the public and lodging of complaints and payment of rates.

Processes of government

- Forum and Ordinary Meetings
- Electors Meetings
- Election of Council members

People with Disability

Recent Bureau of Statistics data highlighted that in 2021 there were 4.4 million Australians with disability, representing 18.0% of the population. Another 22% of people in Australia have long term health conditions but no disability, and the remaining 60% (14.8 million) have no disability or long-term health condition (ABS 2019).

Within this grouping, 32% of people with disability have severe or profound disability (approximately 1.4 million people). One in four people with disability (23%), list their main form of disability being as mental or behavioural disability. Locally there are currently 44 people living in the Shire who are registered with the National Disability Insurance Scheme (NDIS Data 2022).

Of note is that 50% of people aged 65 years and over in Australia currently experience some form of disability (ABS 2019). This figure will be heavily influenced on a localised basis in the future by the Shires current and projected demographics with the mean average age in Irwin being 53 years compared with the WA and Australian mean age of 38 years. Currently 30.4 % (Comparison 16.1 % WA and 17.3 Australia) of Irwin's population are age 65 years and over with a large contingent due to transition in the near future from the 59 -64 years category. Of note is that in the Shire of Irwin approximately 47.4% of the population are currently afflicted by long term health conditions with many residents needing help in their day to day lives due to a severe or profound disability.

In 2018 the ABS Survey of Disability, Ageing and Carers (SDAC) considered that a person has a disability if they have at least one of a list of limitation, restrictions or impairments, which has lasted, or is likely to last, for at least 6 months and restricts everyday activities.

The limitations are grouped into 10 activities associated with daily living- self-care, mobility, communication, cognitive or emotional tasks, health care, reading or writing tasks, transport, household chores, property maintenance, and meal preparations. The SDAC also identifies 2 other life areas in which people may experience restriction or difficulty because of disability-schooling and employment. The severity of disability is defined by whether a person needs help, has difficulty, or uses aids and equipment with 3 core activities – self-care, mobility, and communication and is grouped into for mild, moderate, severe, and profound limitation.

Sadly, the real picture relating to people living with disability within our community is likely to be higher than reported, considering that the aforementioned statistics are based on self-reporting and a subjective assessment of the individuals' own needs. Additionally, it could be reasoned that, there are also many people in the community who have a disability but do not require assistance with their daily activities and are therefore not captured in the census data.



Access and Inclusion Statement

The Shire of Irwin is committed to ensuring that the community is an accessible community for people with disability, their families, and carers; via Council's ongoing commitment to;

- Progressive modification of all existing Public Building Facilities and Services under its control, to cater for the needs of the disabled.
- Ensuring that all future Public Buildings, Facilities and Services, constructed or provided within the Shire are designed to cater for the needs of the disabled.

The Shire of Irwin 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; recognising that people with disability are valued members of the community and contribute socially, economically and culturally, making for a more diverse and richer community.

The Shire is committed to consulting with people with disability, their families and carers and where required, disability organisations, to ensure that barriers to access are addressed appropriately.

The Shire of Irwin interprets an accessible and inclusive community as one in which all council functions, facilities and services are open, available, and accessible to people with disability, providing them with the same opportunities rights and responsibilities enjoyed by all other people in the community.

Development of the Access and Inclusion Plan

In 2023, the Shire undertook to review its Disability Access and Inclusion Plan 2017. The process included:

- Examination of current Disability Access and Inclusion Plan;
- Review of progress reports;
- Consultation with key staff;
- Consultation with key stakeholders;
- Consultation with key members of the community.

Consultation was done through a public questionnaire made available on the Shire website, through email and hardcopy and distribution to relevant stakeholders. Meetings were also conducted with interested community members. Consultation was to identify access and inclusion barriers and a draft review of the Access and Inclusion Plan 2012 – 2017 was prepared to guide further improvements to access and inclusion.

The advertising for feedback through the Dongara Denison Local Rag, Shire website and paper copies asked people to identify areas of access and inclusion that they felt needed to be addressed to help develop the Shire's new Disability Access and Inclusion Plan 2023 – 2028, which has been advertised for public comment.

The Shire realises that it plays an important role in the lives of people who are living with a disability and as such the Shire continues to both develop and implement a DAIP to ensure that people living with disability have equitable access to the Shires events, facilities, and services. This update of the DAIP seeks to relaunch initiatives to enhance planning, facilitation and the development of accessible services and facilities within the Shire. The DAIP attempts to provide strategies and actions to meet the needs of people living with disability (and their families as appropriate) to both enable and enhance their participation in the community.

Responsibility for Implementing the Access and Inclusion Plan

Implementation of the Disability Access and Inclusion Plan 2023 - 2028 is the responsibility of all areas of the Shire of Irwin. The Act requires all public authorities to take all practical measures to ensure that the Disability Access and Inclusion Plan 2023 - 2028 is implemented by its officers, employees, agents and contractors.

All actions in the Implementation Plan will apply to the Shire of Irwin townsite and were identified within the Shire gazetted boundary. The Implementation Plan sets out who is responsible for each action.

Monitor and Review

The *Act* outlines the minimum review requirements for public authorities in relation to DAIPs. The Shire of Irwin's current Disability Access and Inclusion Plan 2012 - 2017 will be reviewed at least every 5 years, in accordance with the Act. The Access and Inclusion 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 amendments were made to the Shire's Disability Access and Inclusion Plan 2012 - 2017, a copy of the amended plan was lodged with the Disability Services Commission.

The Disability Access and Inclusion Plan 2023 - 2028 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 Irwin's Access and Inclusion Plan 2023 - 2028.

Findings of the Review and Consultation

The review found that many of the initial objectives in the Disability Access and Inclusion Plan 2012-2017 have been achieved and that a new plan was required to ensure currency and relevance. The new plan will address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of legislative and regulatory changes.

Reporting on the Access and Inclusion Plan 2023-2028

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

The Shire of Irwin will report on the implementation of its Disability Access and Inclusion Plan 2023 - 2028 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 Disability Access and Inclusion Plan 2023 - 2028;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies used to inform its agents and contractors of its Disability Access and Inclusion Plan 2023 - 2028.

Strategies to Improve Access and Inclusion

The seven desired outcomes provide a framework for strategies aimed at improving access and inclusion for people with disability. This document is intended to proactively communicate what the Shire is achieving, and what it intends to achieve. It is therefore essential that all strategies are accurately reflected in this plan and that communication with the Shire of Irwin underpins all strategies.

The seven outcomes upon which the Shire of Irwin Disability Access and Inclusion Plan has been based will assist representatives of the Shire of Irwin to design and develop fair and equitable disability related policies to guide it into the future. These outcomes 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 Irwin;
2. People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Irwin;
3. People with disability receive information from the Shire of Irwin 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 as other people from the staff of the Shire of Irwin;
5. People with disability have the same opportunities as other people to make complaints to the Shire of Irwin;
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Irwin;
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Action and implementation plans that could be used to achieve these strategies are outlined under the next chapter heading in this document titled *Implementation Plan*.

Specific Outcomes of the DAIP include;

- Increased awareness of access and inclusion within the Shire. This will be achieved by increasing the awareness of the Shires DAIP and the objectives within the DAIP both internally and with external stakeholders.
- Enhanced access and inclusion for community members.
- Increased awareness of existing strategies and initiatives that occur within the Shire to support people requiring assistance.
- Acknowledgement of the parameters of the work that can be undertaken by the Shire and provide a clear explanation of the role and responsibility of the Shire.
- Identify the best and efficient application of resources.

Planning to provide appropriate and sustainable access for people with disability will also provide benefits to other members of the community who may also be disadvantaged in terms of access. Examples include:

- Parents with prams and seniors who find it difficult to negotiate steps or steep gradients.
- People who have a temporary disability through accident or illness.
- Small children who have difficulty climbing steps.
- Seniors.

Other factors that also need to be considered when planning services for people with disability include:

- The impact not only on the persons with the disability, but also on their family and carers.
- The additional disadvantages facing people with disability, their families and carers in rural and remote communities.
- The increased likelihood of disability as people get older.
- The continuing rise in the number of people with disability as the population ages.

It is important to note that many environmental barriers can be avoided with better planning, creating a community which is accessible and inclusive to minimise the effect of disability.

Progress since 1995

The Shire of Irwin is committed to facilitating the inclusion of people with disability through the improvement of access to its information and facilities and services. Towards this goal, the Shire adopted its first Disability Services Plan in 1995 to address access barriers within the community.

To meet this goal the Council reviewed the 2012-2017 Disability Access and Inclusion Plan to address barriers for people with disability and ensure present and future needs for persons with disability is identified and addressed.

The DAIP will form a part of the Shire's Integrated Reporting Framework. Integrated Planning and Reporting is an organisational framework used to identify priorities that drive the Shires operations. The framework consists of strategic documents including the organisations Corporate Business Plan and the Strategic Community Plan. These documents link through a range of supporting and informing policies, strategies and plans. These documents outline operational priorities and guide decision making in relation to the adoption of the annual budget.

Communicating the Disability Access and Inclusion Plan

This plan is available upon request in alternative formats such as large print and electronic format and can be downloaded from Councils website www.irwin.wa.gov.au.

The community was advised that Council accepted the plan through advertisements in the local papers. Copies of the plan can be emailed if required contact the Shire of Irwin on 9927 0000.

Implementation Plan 2023 – 2028

The Implementation Plan 2023 – 2028 itemizes what the Shire of Irwin will be undertaking in 2023 – 2028 to improve access and inclusion to Shire services, information and facilities for people with disability.

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 Irwin's Disability Access and Inclusion Plan, many of the broad strategies will not be completed as estimated; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole at a later date, through the Implementation Plan.

DAIP Outcomes

The DAIP is built around the 7 identified Outcomes for improved access and inclusion as defined by the Disability Services Regulations, these being:

1. People with disability have the same opportunities as other people to access the services of, and of any events organised by, a public authority.
2. People with disability have the same opportunities as other people to access buildings and other facilities of a public authority.



3. People with disability receive information from a public authority 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 a public authority as other people receive from the staff of that public authority.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

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 Irwin.

Strategy	Actions	Timeline	Responsibility
Ensure that people with disability are provided with an opportunity to comment on access to services.	▪ Make available a Customer Service Module by which people with disability can make comment on accessibility of any facilities maintained by the Shire.	March 2024	Manager Community Services, Coordinator IT and Senior CSO.
Monitor the Shire's Access and Inclusion policy to ensure it reflects contemporary values and practices and supports equitable access to services by people with disability throughout the various functions of the Council.	▪ Observe State Government Guidelines for disability access. ▪ Conduct regular reviews of the accessibility of services and rectify barriers, providing feedback.	Ongoing	Senior Management Team and Human Resources Supervisor.
Ensure that events, whether provided or funded, are accessible to people with disability.	▪ Ensure all events are planned using the Shire of Irwin Events Checklist; i.e. Disabled Toilets provision and general access and parking. ▪ Make the Events Checklist available to staff on the Shire's Intranet. ▪ Ensure accessibility is a requirement for Shire Sponsorship.	Ongoing	Senior Management Team and Community Services.

Develop links between the Access and Inclusion Plan 2023- 2028 and other Council plans and strategies.	▪ Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the Access and Inclusion Plan.	Ongoing	Senior Management Team.
Ensure that Council, staff, agents and contractors are aware of the relevant requirements of the Act.	▪ Promote the Shire's policy and procedures regarding the Act requirements to staff, agents and contractors through communication platforms and internal processes including the induction process.	Nov 2023	Senior Management Team.
Improve access to Library information.	▪ Produce information and signage in appropriate formats. ▪ Provide large print books and audios for relevant community members. ▪ Ensure Library has large print books and audio for relevant community members.	Dec 2023	Manager Community Services, Community Development Officer and Library Volunteers.
Develop relationships with key stakeholders who provide services to people with disability.	▪ Promote the benefits of working in partnership to benefit people with living with disability in our community. ▪ Invite key stakeholders to distribute information to inform the community about what is available. ▪ Promote Companion Card and benefits to the community and recreation staff re disabled access and carers attendance if required.	Ongoing	Manager Community Services.

Outcome 2:

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

Strategy	Actions	Timeline	Responsibility
Ensure all Shire buildings and facilities are physically accessible to people with disability, where practicable.	▪ Audit and identify access barriers to Shire buildings and facilities using the Access Resource Kit checklists and Disability Access. ▪ Identify access complaints to support audit results; Prioritise and make submission to Council to commence work on rectifying identified barriers. ▪ Continue to audit and review access to the Port Denison Retirement Village and Henry Road Units to identify any access barriers. ▪ Audit and review disability access to Denison House and Dongara Museum/Court House including pathways and ramps for wheelchair and gopher users. ▪ Provision of suitable equipment and fencing at identified playgrounds. ▪ Liaise with local businesses in the Dongara and Port Denison precinct to provide information about how to make businesses accessible, the benefits of, and the support available to businesses that are inclusive.	Ongoing	Manager Community Services in conjunction with Coordinator Buildings and Facilities.

Ensure that all redevelopment works provide access to people with disability, where practicable.	▪ Ensure any renovations to Shire buildings and facilities, comply with the Australian Standards for access. ▪ Ensure no building application is signed off without meeting the legal requirements for disabled access. ▪ Apply the Building Code of Australia, Australian Standards on Access, and the Advisory Notes on Access to Premises.	Ongoing	Manager Development.
Access to suitable Equipment.	▪ Inclusion principles regarding accessibility of equipment considered when purchasing park/playground equipment, gym equipment and other items available for public use. ▪ Shade for seating in parks and roadside benches.	Ongoing	Manager Community Services and Manager Operations.
Ensure all infrastructure related to transport facilities are accessible.	▪ Prioritise and make submission to Council to commence work on barriers that were identified in the Disability Access and Inclusion Questionnaire and Walkability Audit. **Footpath Improvements:** ▪ Where possible prioritise for footpath and crossing improvements to be installed in locations identified in the Walkability Audit and meetings with community members with disability: ▪ Improve path and crossing where Hunts Road joins Waldeck Street. ▪ Improve PAW access Nairn Way to Richardson Street. ▪ Improve pathway on Richardson Street. ▪ Improve pathway from Ocean Drive to Beach Car Park. ▪ River trails require attention re major potholes.	Ongoing Ongoing	Manager Community Services and Manager Operations.

Ensure all infrastructure related to transport facilities are accessible. (cont'd)	**Safe Pedestrian Access Points:** ▪ Review all pedestrian access points installed along Moreton Terrace in relation to gradient falls. ▪ That pedestrian access points along Point Leander Drive from Moreton Terrace to FoodWorks comply with existing standard. This includes path alignments at road crossings. ▪ Repair of various highlighted Public Access Ways in relation to Gopher use are completed. ▪ Repair of Waldeck Street footpath crossing relating to the Watercorp easement. ▪ That repairs to existing footpaths along Richardson Road are undertaken. ▪ Enact repairs to expansion joints either end of the bridge over the Irwin River re Gopher rider safety, accessibility and user comfort.	Jun 2024	Manager Operations.
	Access Infrastructure: ▪ Continue to monitor entrance to Disabled Fishing Platform in relation to ensuring the area around the platform entry is level to allow better access for wheelchair and gopher users.	Jun 2024	Manager Operations.
	Transport: ▪ Provide access to Shire funding through the Community Assistance Scheme and Events (CASE) to clubs/groups for excursions to aid wellbeing of members.	Sep 2023	Manager Community Services and CASE Committee.

Ensure all infrastructure related to transport facilities are accessible. (cont'd)	▪ Upgrade signage to disabled facilities and services, including signs to disabled parking as identified. ▪ Ongoing upgrade of footpaths and ramps leading to disabled facilities and services as required.	Ongoing	Manager Operations.
Encourage local business and venues of the requirements and benefits of providing disabled access.	▪ Provide readily available information on the legal requirements and needs of people with disability. ▪ Promote the benefits of providing access to people with disability to the community. ▪ Invite local businesses to participate in 'You're Welcome' onsite inspections.	Ongoing	Manager Community Services.
Ensure that ACROD parking meets the needs of people with disability.	▪ Undertake an audit of ACROD bays and implement a program to rectify any non-compliance. Include repainting and marking of all ACROD bays.	Ongoing	Manager Operations.

Outcome 3:

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

Strategy	Actions	Timeline	Responsibility
Ensure that the community is aware that information is available in alternative formats on request.	▪ Ensure all documents are available in alternative formats. ▪ Advise the community via the Annual Report that other formats are available.	Sep 2023	Senior Management Team.
Improve staff awareness of accessible information needs and how to obtain information in other formats.	▪ Make Accessible Information guidelines available on the Shire of Irwin Website.	Sep 2023	Manager Community Services, Coordinator Customer Services, Coordinator IT.
Improve Shire Website.	▪ Review and update Shire website to provide improved access to content and work to develop capacity/ systems for voice operated mobile phone access. Investigate audio option for website.	Mar 2024	Coordinator Customer Services, Coordinator IT.

Outcome 4:

People with disability receive the same level and quality of service as other people from the staff of the Shire of Irwin.

Strategy	Actions	Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	▪ Council officers to have disability awareness training. The Disability Services Commission and relevant disability organisations to be contacted for assistance in the development of training. Officers without appropriate training may be unfamiliar with the needs of people with disability.	Dec 2023	Chief Executive Officer and Human Resources Supervisor.
Implement awareness of new staff and new Elected Members about disability and access issues.	▪ Prepare information and include in the induction of new staff and Elected Members.	Ongoing	Human Resources Supervisor.
Cross Agency Communication.	▪ Shire Officers sometimes operate in isolation of other agencies. Improve lines of communication with other agencies operating within the Shire and within City of Geraldton to develop an open dialogue.	Ongoing	Manager Community Services and Community Development Officer.
Community Awareness.	▪ All new signage throughout the Shires buildings and facilities to include Brail and appropriate font size. ▪ Build contacts with disability service providers and agencies to encourage sharing of information regarding services/events for display on Shire social media.	Dec 2023	Coordinator Buildings and Facilities. Manager Community Services and Community Development Officer.

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Irwin.

Strategy	Actions	Timeline	Responsibility
Ensure that current complaint and feedback mechanisms are accessible for people with disability.	▪ Implement Customer Service Module – which provides a simple and effective method of recording and classifying all types of Requests, whether internal or external, that are received by Council. ▪ Call Centre – provide service outside of normal office hours. In the event of an emergency, the relevant officer will be notified via text and then action the emergency. ▪ Promote Shire of Irwin's accessible complaints mechanism to the community. ▪ Shire Reception to implement appropriate signage and associated staff training to ensure the needs of those who have difficulty are best met. ▪ Ensure frontline staff have the skills to communicate effectively with people with disability, provide support in an appropriate manner to assist people with disability making complaints.	Dec 2023	Manager Community Services, Senior CSO and ICT Supervisor.

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Irwin.

Strategy	Actions	Timeline	Responsibility
Improve community awareness about consultation processes in place.	▪ Promote the existence of the Disability Access and Inclusion Plan, role and activities of the Shire of Irwin and their facilities for disabled persons in the community by providing hard copies of the Access and Inclusion Plan 2023 – 2028 and advertise in the Local Rag and the Shire of Irwin website.	Ongoing	Manager Community Services.
Commit to ongoing monitoring of the Access and Inclusion Plan to ensure implementation and satisfactory outcomes.	▪ Regularly monitor the progress of the Plan.	Annually	Chief Executive Officer and Leadership Team.
Access to consultation activities.	▪ Ensure all Shire consultation and engagement activities are held in venues or surroundings that are appropriate and accessible.	As required	Manager Community Services.
Written consultation.	▪ Surveys and written requests for input may not be in a suitable format, ensure that all documentation is available in suitable formats on request. Ensure that people with disability are supported and encouraged to participate in general surveys and engagement.	Ongoing	Manager Community Services, Community Development Officer, Coordinator Customer Services.

Outcome 7:

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

Strategy	Actions	Timeline	Responsibility
Improve employment opportunities for People with Disability.	▪ Implement Equal Employment Opportunities legislation as part of an equal opportunity policy. ▪ Review job descriptions and adverts to ensure inclusive and non-discriminatory language is used. ▪ Make sure job advertisements are in an accessible format (12 or 14pt, Arial). ▪ Review if selection criteria and job descriptions may disadvantage people with disability and adjust position requirements where applicable.	Ongoing Ongoing Ongoing Ongoing	Human Resources Supervisor. Human Resources Supervisor. Human Resources Supervisor. Human Resources Supervisor.
Ensure an inclusive and welcoming workplace where people with disability feel valued and are encouraged to pursue a career in the public sector.	▪ Include equal opportunity information in induction processes, including information about disability. ▪ Foster a workplace culture where access and inclusion are supported by all staff. ▪ Aim to attract and employ people with disability as part of ▪ developing a workforce that is representative of the community.	Ongoing Ongoing Ongoing	Human Resources Supervisor. Human Resources Supervisor. Leadership Team.

Awareness of resources and support available.	▪ Ensure Managers/Supervisors and recruitment staff are aware of the capacities and capabilities of people with disability when recruiting staff. It's what people can do, not what they can't, that we should be focussing on. ▪ Commitment to have staff undertake online disability training. ▪ When recruiting a person with a disability ensure support and resources are addressed through consultation with the appropriate supported employment agency and or the Shire of Irwin's Human Resources Supervisor. ▪ Provide adaptive equipment to employees with a disability if required.	Ongoing Ongoing Ongoing Ongoing	Human Resources Supervisor. Human Resources Supervisor. Human Resources Supervisor. Human Resources Supervisor.

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