



Disability Access and Inclusion Plan

1/4/2010



Disability Access and Inclusion Plan

2010 – 2013

Margaret River
Monday to Friday: 9am – 4pm
Phone inquiries: 8am – 4:30pm
Ph: +61 8 9780 5255

Augusta
Monday to Friday: 9am – Noon, 1pm – 4pm
Ph: +61 8 9780 5255

PO Box 61, Margaret River WA 6285
www.amrsc.wa.gov.au

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INTRODUCTION

Welcome to the Shire of Augusta-Margaret River's Disability Access and Inclusion Plan (DAIP) document which provides the framework for increasing access and inclusion for all members of the community.

By developing and implementing this type of plan the Shire demonstrates its ongoing commitment to ensuring appropriate universal access to its community to cater for the needs of all residents, including those with disabilities. This commitment includes the general provision of support for people to remain in the community of their choice, and in particular to build community capacity to address new developments and incorporate the values of universal access.

The aim is for all residents to enjoy the lifestyle available within the shire. This document focuses on the identified physical barriers that may restrict a resident from enjoying their usual day to day activities and social interaction. The DAIP also outlines and prioritises how these barriers are to be resolved.

The DAIP, like the community it was developed to serve, will change over its three year life as community priorities change. To maintain its relevance a process of review will be important. As the DAIP rolls out over the next three years the Shire will continue to welcome active involvement and feedback with the clear intention of strengthening links with the community and specifically the stakeholders in this Plan.

I would like to acknowledge the ongoing contribution of Shire staff, service providers and the broader community, who will be the active participants in the implementation of this DAIP. Thank you to each person who contributed their time, views, experience and knowledge, both verbally and through written responses, which were essential to the development of this valued Plan.

Ray Colyer
Shire President

EXECUTIVE SUMMARY

Background

When the Shire of Augusta-Margaret River (the Shire) produced the *Thriving Communities Strategic Plan for the Future 2009-2019* it recognised the necessity to value and embrace its rich and diverse community by making a commitment to meet the needs of current and future generations through integration of environmental protection, social advancement and economic prosperity.

The DAIP closely aligns with the *Strategic Plan*. In particular, synergies exist within the *Culturally Active Communities* and *Stronger Tourism Economies* streams and the five year '*Community Development Plan*' in regards to community participation, activation and community infrastructure goals.

Local governments, because of their broad mandate, play a vital role in the lives of people with disabilities. Local governments are multi-functional, with extensive responsibilities and activities across property, community and human service areas and, in addition, have the capacity to make policy choices at the local level.

The Shire manages and maintains public infrastructure facilities within the towns and settlements in its district such as roads, paths, drains, community buildings and recreation spaces. The Shire also provides a range of services such libraries, community and recreation facilities and programs, licencing and payments.

The quality of these services and infrastructure is vital to the social and economic well-being of the Shire with the capacity to enhance or inhibit the lives of all people, especially those community members and visitors that have disabilities and diverse needs.

The Shire adopted its first DAIP in 2001, a document that has been integral in removing and minimising barriers to access and inclusion within the local community. The DAIP was then reviewed and updated on an annual basis.

The DAIP for 2010-2013 has been designed to not only meet the requirements of the Western Australian Disability Services Act (1993), the Commonwealth Disability Discrimination Act (1992) and the Equal Opportunity Amendment Act, Western Australia (1998), but to also meet the needs of the local and extended community.

Examples of Past Shire Disability Access & Inclusion Accomplishments

Shire of Augusta-Margaret River Key Achievements & Accomplishments		
	Schedule 3 of the Disability Services Regulations 2004 lists six desired outcomes of the DAIPs	Shire of Augusta-Margaret River DAIP Community Outcomes
1.	People with disabilities have the same opportunities as other people to access services of and events organised by a public authority.	<ul style="list-style-type: none"> • Footpath upgrades included in new development plans. • Footpath upgrades and installation of walkway, Augusta. • Emergency exit ramps installed Centennial Hall, Augusta. • Disability aware rubbish removal service. • Disability access & inclusion incorporated into all Shire Youth Events • Staff training to increase awareness of the needs of people with disabilities and development of skills in delivering services. • Implementation of Social Valorisation Awareness session for Shire staff and community members • Implementation of “Blue Bays Calling Card” project to raise awareness of ACROD parking requirements. • Delivery of community based Disability Access and Inclusion and Community Diversity workshops and training. • Increased opportunities for people with disabilities to participate in arts and culture opportunities.
2.	People with disabilities have the same opportunities as other people to access buildings and other facilities of a public authority.	<ul style="list-style-type: none"> • Emergency exit ramps installed Centennial Hall, Augusta. • Improvement of signage to indicate accessible toilets and universal access points to civic facilities. • Installation of toilets designed for access & mobility Memorial, Margaret River. • Installation of wheel chair access park benches in Shire parks and open spaces. • Implementation of “Blue Bays Calling Card” project to raise awareness of ACROD parking requirements.
3.	People with disabilities receive information 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"> • Availability of accessible and varied document and font formats on the Shires website. • Provision of accessible information in Shire buildings and available on the Shire website. • Implementation of Social Valorisation Awareness session for Shire staff and community members

Shire of Augusta-Margaret River Key Achievements & Accomplishments

	Schedule 3 of the Disability Services Regulations 2004 lists six desired outcomes of the DAIPs	Shire of Augusta-Margaret River DAIP Community Outcomes
4.	People with disabilities 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.	<ul style="list-style-type: none"> • Availability of accessible and varied document and font formats on the Shires website. • Provision of accessible information in Shire buildings and available on the Shire website. • Staff training to increase awareness of the needs of people with disabilities and development of skills in delivering services • Implementation of Social Valorisation Awareness session for Shire staff and community members.
5.	People with disabilities have the same opportunities as other people to make complaints to public authority.	<ul style="list-style-type: none"> • Availability of accessible and varied font formats on the Shires website. • Provision of accessible information in Shire buildings and available on the Shire website. • Staff training to increase awareness of the needs of people with disabilities and development of skills in delivering services. • Establishment of the community based DAIP reference group.
6.	People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.	<ul style="list-style-type: none"> • Availability of accessible and varied font formats on the Shires website. • Provision of accessible information in Shire buildings and available on the Shire website. • Staff training to increase awareness of the needs of people with disabilities and development of skills in delivering services. • Establishment of the community based DAIP reference group.



**Blackwood River & Southern
Ocean Pathway, Augusta**

Responsibilities

All public authorities (State Government agencies and Local Governments) in Western Australia have been required to have Disability Service Plans (DSPs) as part of the Western Australian Disability Services Act (1993). DSP's have been in place for over 10 years, and a great deal of progress has been made by State and Local Government towards ensuring that their services, buildings and information are accessible to people with disabilities.

The Disability Services Act was amended in 2004 and now requires public authorities to develop a Disability Access and Inclusion Plan (DAIP). The requirements of DAIP's build on those of DSP's, so that people with disabilities can access services provided by public authorities in Western Australia in a way that facilitates increased independence, opportunities and inclusion within the community.

The Act makes DAIP's mandatory, and guides their development, implementation and reporting. The Act also requires that DAIP's apply to agents and contractors providing a service to the public for public authorities as well as the staff of the authority.

As outlined by the Disability Services Commission:

Responsibilities of Local Government include:

- Provision of Services: Roads and construction, waste management, libraries, community welfare, parks and recreation, culture and the arts, community events.
- Community Planning and Co-ordination: A focus for the development and coordination of local services and a means of community participation in decision making about policy planning, programs and expenditure.
- Regulation: Sustainable planning, building, record keeping, parking, animal control, public health and environmental management.

The four fundamental aims for local Government are:

- To be an informed and responsible decision-maker in the interests of developing the community and its resources.
- To be a responsive and effective provider and coordinator of public services at a local level.
- To be an initiator and catalyst of local effort and build the capacity of the community.
- To represent local government in the wider society of central government and to exist on equal terms with it.

SHIRE OF AUGUSTA-MARGARET RIVER ACCESS STATEMENT

- The Shire is committed to ensuring the community is an accessible and inclusive community for people with disabilities, their families and carers.
- The Shire interprets an accessible and inclusive community as one in which all the Shires 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 recognises 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 recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.
- The Shire 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.
- The Shire is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- The Shire is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- The Shire is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.
- The Shire is committed to achieving the six desired outcomes of its DAIP.



CONSULTATION PROCESS

The consultation for the DAIP was carried out in partnership with the Disability Services Commission (Margaret River and Augusta) and the Margaret River Community Network Committee. Information, statistics and recommendations were also taken from the *Shire of Augusta-Margaret River Aged Friendly Report (2009)*.

The Shire of Augusta-Margaret River Aged Friendly Report is based on World Health Organisation (WHO) guidelines; the study used consultation feedback to help identify and define age friendly recommendations to enhance key areas including access, outdoor spaces, respect and social inclusion, housing, participation, communication and information, employment and health services.

The Community Network Committee's membership is inclusive of services that represent families requiring disability services and facilities, service clubs, Disability Services Commission, Silver Chain, interested community members, a Shire staff member and a council representative. Interested members of the community are welcome to attend its bimonthly meetings and/or participate in committee initiated community projects.

The Disability Services Commission Local Area Coordinator facilitated a community based survey and obtained feedback from individuals from the community who have an interest in or involvement with disability issues.



Age Friendly Study Participants

Augusta 2009

DEFINITIONS

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

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

What is a disability?

A disability is any continuing condition that restricts everyday activities. Disabilities can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.

Disabilities can be:

Sensory:	affecting vision and/or hearing
Neurological:	affecting a person's ability to control their movements, for example, cerebral palsy
Physical:	affecting mobility and/or a persons ability to use their upper or lower body.
Intellectual:	affecting a person's judgment, ability to learn and communicate.
Cognitive:	affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.
Psychiatric:	affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.

Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible. Physical disability is the most common (73 per cent), followed by intellectual/psychiatric (17 per cent) and sensory (10 per cent). Many people with disabilities have multiple disabilities.

According to Australian Bureau of Statistics (2006), one in five people in Western Australia has a disability. Together with their families and carers, they form a significant section of the community. There is also a strong linkage between age and the likelihood of having a disability. Someone under the age of five years, for example, has less than five percent chance of having a disability while this percentage rises to 50 percent for people aged over 60 years.

Because the Western Australia population is ageing, the Disability Services Commission anticipates that the number of people with disabilities will rise by 48 percent between 2001 and 2021, while the general population level will increase by 29 percent.

OUTCOMES

The Disability Services Commission of Australia has identified six umbrella access and inclusion outcomes that, when adhered to, can eliminate many of the common barriers and challenges that may block a person's ability to be fully active in the community.

The Shire of Augusta-Margaret River has structured the 2010 – 2013 DAIP around these six outcomes. This structure is clear and easy to understand with focus of fostering increased access and inclusion.

	Schedule 3 of the Disability Services Regulations 2004 lists six desired outcomes of the DAIPs	Shire of Augusta-Margaret River DAIP Community Outcomes
1.	People with disabilities have the same opportunities as other people to access services of and events organised by a public authority.	Quality of existing and future services
2.	People with disabilities have the same opportunities as other people to access buildings and other facilities of a public authority.	Access to building and facilities
3.	People with disabilities receive information in a format that will enable them to access the information as readily as other people are able to access it.	Information and communication
4.	People with disabilities 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.	Advice and services
5.	People with disabilities have the same opportunities as other people to make complaints to public authority.	Opportunities to make complaints
6.	People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.	Opportunities to participate

COMMUNICATION PLAN

The DAIP will be promoted throughout the community via the following mediums:

- Available to view and download on the AMRSC website
- Councillors Bulletin
- Community Newsletter
- Advertising and articles in the local newspaper
- Distribution to all members of the Augusta-Margaret River Community Network Committee
- Distribution to all members of the Disability Access and Inclusion (DAIP) Reference Group
- To all Shire staff
- To Disability Services Commission Local Area Coordinator and Clients

REVIEW

Legislation outlines that the DAIP be reviewed at least every 3 years. The DAIP may be amended on a more regular basis to reflect progress and any access and inclusion issues that may arise. At the time when the DAIP is amended a copy of the amended plan will be lodged with the Disability Services Commission and endorsed by Council.

Review and monitoring :

- The Disability Access and Inclusion Plan Reference Group (DAIRG) will meet every quarter for the first year and as required thereafter to provide direction, set priorities and review progress on the implementation of the strategies identified in the DAIP.
- The DAIRG will prepare a report each year on the implementation of the DAIP.
- A status report will be provided to the Disability Services Commission on an annual basis.

DISABILITY ACCESS AND INCLUSION PLAN STRATEGIES

TASK	DAIP OUTCOME 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Augusta-Margaret River	WHO	WHEN
1.1	Develop and review the Shires policies and management practices to support equitable access to services by people with disabilities throughout the various functions of the Shire.	Operational Managers	Ongoing
1.2	Create opportunities that promote community awareness of the range of services available and of their accessibility to encourage individuals and groups to access them.	Community Development	Ongoing
1.3	Continue to enforce local laws regarding parking for people with disabilities in ACROD parking bays. Implementation of the Blue Bay Project – community notification and audit of bays.	Community Development, Infrastructure	Ongoing
1.4	Develop and implement a “Accessible Events Checklist” and ensure that all Shire and community events are planned and comply with the Accessible Events Checklist.	CDO, Environmental Health	August 2010 Ongoing
1.5	Continue to develop activities and programs at recreation centres, (including school holiday activities) to be as accessible and inclusive as possible.	CDO, Recreation Centre Manager	Ongoing
1.6	Continue to develop a range of equipment available at recreation centres to meet the needs of customers with disabilities.	Recreation Centre Manager	Ongoing
1.7	Continue to provide accessible and inclusive Youth events and activities.	CDO, CD Trainee	Ongoing
1.8	Investigate and identify funding sources to support accessible and inclusive services.	CDO, Community Services	Quarterly
1.9	Provide community information and enable alternative arrangements for removal of rubbish according to procedure. Ensure the waste management contractor is aware of, and provides, this service.	Environmental Health	Ongoing

Task	DAIP OUTCOME 2: People with disabilities have the same opportunities as other people to access the buildings and facilities of the Shire of Augusta-Margaret River.	WHO	WHEN
2.1	Design for Access principles to be integral to the design and construction of and significant refurbishments to all buildings identified within the ongoing budget process.	Building Services	Ongoing
2.2	Assess all building applications and ensure that they meet the BCA requirements.	Building Services	Ongoing as required
2.3	Provide information and guidance to community members to ensure compliance of the BCA (2009).	Building Services	Ongoing as required
2.4	Ensure that the Margaret River Disability Reference Group (MRDRG) is consulted in regards to future design and construction of significant buildings and infrastructure within the shire.	MRDRG, CDO, Planning Infrastructure	As required
2.5	Ensure that accessible playground guidelines are considered when purchasing any new playground equipment.	Parks & Gardens	Ongoing
2.6	Develop all briefs, tenders and contracts to ensure that the Shire's agents and contractors provide services that are consistent with the Shire's DAIP and access and inclusion principles.	All Directorates, CDO to distribute DAIP	Ongoing
2.7	Continue to ensure that all road and path works, including maintenance and modifications comply with Access Standards.	Planning & Infrastructure	Ongoing
2.8	Continue to implement a prioritised list of building and facilities that require access and inclusion.	Building Services	March / April each year

Task	DAIP OUTCOME 3:	WHO	WHEN
	People with disabilities receive information from the Shire of Augusta-Margaret River in a format that will enable them to access the information as readily as other people are able to access it.		
3.1	Develop and implement a program that ensures all public information is made in clear and concise language and is available in alternative formats on request in accordance with the State Government's Accessible Information Guidelines.	Customer Services, CDO	December 2010
3.2	Provide the State Government's Accessible Information Guidelines on the intranet and promote to staff.	CDO, Customer Services	Reviewed annually
3.3	Investigate technology and tools available for use by front counter staff to assist people with vision impairments to access printed information and forms.	CDO, Customer Services	December 2010
3.4	Ensure that the annual rates brochure advises that rates notices are available upon request in large format.	Finance	July each year
3.5	Library services to continue to identify ways to grow its alternative format resources such as large print and talking book collections.	Libraries	Ongoing
3.6	Provision of a computer in the Shires new Administration Building customer service area for public access to AMRSC website information.	Customer Service IT	2012

Task	DAIP OUTCOME: 4	WHO	WHEN
	People with disabilities receive the same level and quality of service from staff at the Shire of Augusta-Margaret River.		
4.1	Include a DAIP induction component for all new employees at the Shire. Develop access awareness information for new employees and elected members and include in induction packages.	Human Resources, CDO	Quarterly
4.2	Promote the Shire's achievements regarding disability and access to staff and the community.	CDO	July / August each year
4.3	Investigate and promote accessible accommodation and tourist facilities through the "You're Welcome Initiative".	DSC	Ongoing

Task	DAIP OUTCOME: 5	WHO	WHEN
	People with disabilities have the same opportunities as other people to make complaints to the Shire of Augusta-Margaret River as other people receive from the Shire.		
5.1	Provide the Shire's accessible complaints mechanisms to the community on the Shires intranet and website.	Customer Service	Ongoing
5.2	Ensure that information about grievance mechanism processes and related forms are available in formats to meet the needs of people with disabilities.	CDO, Customer Service	Ongoing

Task	DAIP OUTCOME: 6	WHO	WHEN
	People with disabilities have the same opportunities as other people to participate in any <u>public consultation</u> within the Shire of Augusta-Margaret River as other people receive from the Shire.		
6.1	Facilitate an internal Shire-based access and inclusion forum to guide the implementation of the Access and Inclusion Plan activities. Appropriate representation from each directorate meeting on a quarterly basis.	CDO, All Directorates	July 2010 Ongoing
6.2	Develop and maintain a community based DAIP reference group with members consisting of people with disabilities, carer's, service provides and Shire representative to seek feedback from regarding access to new or redeveloped facilities, equipment or programs.	CDO, DSC	March 2010
6.3	Consult with disability organisations and networks as required.	CDO	Ongoing
6.4	Aim for ongoing representation of youth with a disability on the Margaret River Youth Advisory Council (YAC).	CDO, CD Trainee	Ongoing

Adopted by Council	Date: Day Month Year
Last reviewed	Date: Day Month Year

Table of Acronyms

ACROD	Australian Council for Rehabilitation of Disabled
AMRSC	Augusta-Margaret River Shire Council
CDO	Community Development Officer
CDT	Community Development Trainee
CNC	Community Network Committee
DAIP	Disability Access & Inclusion Plan
DSC	Disability Services Commission
DSP	Disability Service Plan
MRDRG	Margaret River Disability Reference Group
WHO	World Health Organisation