



# Shire of Leonora

## Disability Access and Inclusion Plan (DAIP)

2013 - 2018

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed) or from our Website [www.leonora.wa.gov.au](http://www.leonora.wa.gov.au).

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# Background

## **The Shire of Leonora**

The Shire of Leonora is located in the Goldfields and covers an area of 31,743 square kilometres. The shire's main industries include mining (gold and nickel), pastoral (sheep and cattle) and tourism.

The major town, Leonora, is located on the Goldfields Highway with a population of approximately 1,000. This increases considerably during the wild flower season. Leonora is experiencing growth due to the movement of retirees and the mining boom bringing people to the area. The town was established in the late 19th century and has retained some heritage-listed public buildings from this period.

## **Functions, facilities and services (both in-house and contracted) provided by the Shire of Leonora**

The Shire of Leonora is responsible for a range of functions, facilities and services, including:

**Services to property:** construction and maintenance of Shire-owned buildings roads and footpaths; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; and bush fire control.

**Services to the community:** provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; public library and information services; senior citizen centre and meals on wheels service; youth services and community events.

**Regulatory services:** planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog control and the development, maintenance and control of parking.

**General administration:** the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

**Processes of government:** ordinary and special Council and committee meetings; electors' meetings and election of Council Members; ward meetings and community consultations.

## **People with disabilities in the Shire of Leonora**

It is estimated that there are around 10 people with disabilities living within the Shire, of the permanent population of 3000 (the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003) estimate that 20.6% of Australians identify themselves as having some form of disability). The influx of retirees will increase this number as according to the ABS survey, 15% of people aged over 60 identified themselves as having a disability. The seasonal influx of tourists, including tourists with a disability, must also be considered.

### **Planning for better access**

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

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

### **Progress since 1995**

The Shire of Leonora is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access.

See Appendix '1' for progress made since 2010.

# **Access and Inclusion Policy Statement**

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

The Shire of Leonora 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 as other people in the community.

### **The Shire of Leonora:**

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

These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disabilities receive information from the relevant 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 disabilities receive the same level and quality of service from the staff of the relevant public authority.
5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

# Development of the Disability Access and Inclusion Plan (DAIP)

## **Responsibility for the planning process**

The Chief Executive Officer has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

## **Community consultation process**

In 2013, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP) to guide further improvements to access and inclusion.

The process included:

- examination of the 2006 – 2010 DAIP and subsequent reviews;
- examination of other documents and strategies;
- consultation with key staff;
- consultation with the community by placement of an advertisement in the local newspaper; and
- a review of community feedback from engagement undertaken within the areas of community planning.

## **Findings of the consultation**

A review and consultation found that the objectives in the 2006 – 2010 DAIP had been generally achieved and that a new plan was required to recognise these achievements together with Shire's desire to strive for inclusion and access beyond minimum compliance of the standards.

## **Access barriers**

The consultation also identified two remaining barriers to access and inclusion to be addressed in the DAIP Action Plan:

- disability access to the Shire Administration Building; and
- disability access to the Information Centre.

## **Responsibility for implementing the DAIP**

Implementation of the DAIP is the responsibility of all areas of Council while

others will apply to a specific area The Action Plan sets out who is responsible for each action.

The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## **Review and evaluation mechanisms**

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

### **Monitoring and Reviewing**

- The DAIP will be reviewed by staff on a needs basis to ensure it meets the requirements of the community.
- The review of the Shire's DAIP will be included in the DAIP 2013-2018 report which will be submitted to the Disability Services Commission in 2013. The report will outline what has been achieved since adoption of the Shire's DAIP 2006-2010.
- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to Council. These reports will be formally endorsed by Council

### **Evaluation**

- Council will consider any reports on the disability access and inclusion implementation process.
- Implementation Plans will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by Council.

### **Communicating the DAIP**

The reviewed DAIP will be available on the Shire's website and a notice will be placed in the local newspaper. A copy of the DAIP will be available from the Shire offices in hard copy format in standard or large print and upon request in electrical format, audio format on cassette or compact disc.

### **Reporting on the DAIP**

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

The shire will report on the implementation of its DAIP through its annual report

and the prescribed proforma to the disability services commission by 31 July each year, outlining:

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

## Strategies to improve access and inclusion

The following overarching strategies will guide tasks, reflected in the Shire of Leonora Implementation Plan 2013 – 2018 to maintain and improve access to its services, buildings and information. The six desired outcomes provide a framework to continue to improve access and inclusion for people with disabilities in the Shire of Leonora.

**Outcome 1:** People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Timeline
Appoint staff to review the plan and conduct community consultation.	Implemented and ongoing
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	Implemented and ongoing
Monitor the Shire's Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Council.	Implemented and ongoing
Develop the links between the DAIP and other Council plans and strategies.	Implemented and ongoing
Make the library technology as accessible as possible.	Implemented and ongoing
Council will ensure that any events, whether organised or funded, are accessible to people with disabilities.	Implemented and ongoing

**Outcome 2:** People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

<b>Strategy</b>	<b>Timeline</b>
Ensure that all buildings and facilities are physically accessible to people with disabilities.	Ongoing
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	Implemented and ongoing
Ensure all premises and other infrastructure relating to transport facilities are accessible.	Ongoing
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	Achieved
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Achieved and ongoing
Ensure that all recreational areas are accessible.	Achieved and ongoing
Ensure that public toilets meet the associated accessibility standards.	Achieved and ongoing

**Outcome 3:** People with disabilities 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.

<b>Strategy</b>	<b>Timeline</b>
improve community awareness that Council information is available in alternative formats upon request.	Achieved and ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Achieved and ongoing
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language	Ongoing
Ensure that the Shire's website meets contemporary good practice.	Ongoing

**Outcome 4:** People with disabilities receive the same level and quality of service from the employees of a public authority as other people receive from the employees of that public authority.

Strategy	Timeline
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	Ongoing
Improve the awareness of new staff and new Councillors about disability and access issues.	Ongoing
Improve community awareness about disability and access issues.	Ongoing

**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to a public authority.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities and are acted upon.	Achieved and ongoing

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

Strategy	Timeline
Continue community awareness about consultation processes in place.	Achieved
Commit to ongoing monitoring of the DAIP to ensure implementation and strategy outcomes	Ongoing
Maintain awareness of people with disabilities to the established consultative process of Council.	Ongoing

# Appendix 1

## Progress since 2010 under the Disability Service Plan

### 1. Access to buildings and facilities has been improved.

The Shire of Leonora has over the years improved the town for the use by disabled people by installing ramps to footpaths where they meet roads, ramps have also been installed at the entrance to the swimming pool and recreation

building, the Telecentre and ramps are also located at the entrance to the only Supermarket in town.

Both the hotels in the town have entries that are level with the footpath which allows for easy access for the disabled; the Courts and the new Police station both have ramps that allow easy access and the hall attached to the Ambulance building has a ramp allowing disabled people to enter that building.

The public toilet located in the car park adjacent to the Whitehouse Hotel has a male and female toilet as well as a disabled toilet.

Located around the Town of Leonora is numerous disabled parking bays these are clearly marked with signs on posts as well as markings on the road, these bays are policed by the Shire Ranger. The medium strip down the main street has breaks to allow elderly and disabled people in wheel chairs to stop ½ way across the road to allow traffic to pass.

The Post Office has disabled parking provided and ramps are located in the parking area for disabled people to get to the front door, however there are no ramps to allow access into the Post Office.

The sporting oval has club rooms attached and the ground is level with the concrete apron in front of the club house so access is possible for the disabled.

Two new public buildings are under construction and both are fitted with disabled toilets and ramps to allow access for the disabled

2. **Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.**
  - Information was made available in alternative formats on request.
3. **Staff awareness of the needs of people with disabilities and skills in delivering services is improved.**
  - Key Shire employees received disability awareness information and access conduits to appropriate resources.
4. **Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.**
  - Information on consultations was simplified and made available in alternative formats upon request.
  - Municipal election voting was held in accessible buildings and some voting booths were modified to suit people using wheelchairs.

# Shire of Leonora

## Disability Access and Inclusion Plan

### Implementation Plan 2013 – 2018

## Implementation Plan

The Implementation Plan itemises what the Shire of Leonora will be continuing to improve access to its services, information and facilities.

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.

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

<b>Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Leonora.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disabilities are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>To make available a mechanism by which people with disabilities can make comment on accessibility of any facilities maintained by the Shire.</li> </ul>	Ongoing	CEO D/CEO
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>Conduct systematic reviews of the accessibility of services.</li> <li>Rectify identified barriers and provide feedback to consumers.</li> </ul>	Ongoing	All Managers
Develop links between the DAIP and other Council plans and strategies.	<ul style="list-style-type: none"> <li>Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan.</li> </ul>	Ongoing	All managers
Ensure that events are organised so that they Are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>Ensure all events are planned using the Accessible Events checklist.</li> </ul>	Ongoing	All managers
Make sure library technology is accessible as possible.	<ul style="list-style-type: none"> <li>Continue to improve accessibility of technology and collection.</li> </ul>	Ongoing	Library/Information Centre Manager
Ensure that Council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act	<ul style="list-style-type: none"> <li>Promote the Shire's policy and procedures regarding the Disability Services Act's requirements around agents and contractors through the newsletter and include in the induction process of new staff.</li> </ul>	Ongoing	All Managers

<b>Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Leonora.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> <li>• Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants.</li> <li>• Consider means of improving access to heritage buildings while maintaining their integrity. Identify access complaints to support audit results.</li> <li>• Provide disable access to Shire Administration Building and to the Shire Information Centre Building.</li> </ul>	Ongoing  2015	Principal Environmental Health Officer / Building Surveyor
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>• Implement procedures to ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>• Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> <li>• Ensure that key staff are qualified and kept up to date with the legal requirements.</li> <li>• Include appropriate specifications in tender documents.</li> </ul>	Ongoing	Principal Environmental Health Officer / Building Surveyor
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> <li>• Maintain current standards.</li> </ul>	Ongoing	Manager Works and Services
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>• Provide information on the needs of people with disabilities and of legal requirements and best practice.</li> <li>• Promote access to business.</li> <li>• Make access information available on the Shire's website.</li> </ul>	Ongoing	D/CEO
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> <li>• Progressive upgrade and maintenance</li> </ul>	Ongoing	D/CEO / Principal Environmental Health Officer / Building Surveyor

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

Strategy	Task	Task Timeline	Responsibility
Maintain community awareness that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> <li>Relevant documents carry a notation regarding availability in alternative formats.</li> </ul>	Ongoing	All managers
Maintain staff awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> <li>Implement an ongoing training regime.</li> </ul>	Ongoing	D/CEO
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> <li>Maintain State Government Guidelines for Information, Services and Facilities, and incorporate into general practice.</li> </ul>	Ongoing	D/CEO

**Outcome 4: People with disabilities receive the same level and quality of service from the employees of the Shire of Leonora as other people receive.**

Strategy	Task	Task Timeline	Responsibility
Maintain Elected Members and staff awareness of disability access issues and maintain skills to provide a good service to people with disabilities.	<ul style="list-style-type: none"> <li>Periodically assess staff to determine training needs.</li> </ul>	Ongoing	D/CEO
Implement awareness of new staff and new Councillors about disability and access needs.	<ul style="list-style-type: none"> <li>Prepare information and plan the establishment of training in induction of new staff and new Councillors.</li> </ul>	Ongoing	D/CEO

<b>Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Leonora.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that current grievance mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> <li>• Maintain current mechanisms for access.</li> </ul>	Ongoing	D/CEO
Ensure that the grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> <li>• Provide grievance mechanism process and outcome survey forms in alternate formats upon request.</li> </ul>	2014	D/CEO

<b>Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Leonora.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Maintain community awareness about consultation processes in place.	<ul style="list-style-type: none"> <li>• Promote the existence, role and activities of the Shire and their facilities for disabled persons to the community.</li> </ul>	Ongoing	D/CEO
Commit to ongoing monitoring of DAIP to ensure implementation and satisfactory outcomes	<ul style="list-style-type: none"> <li>• Shire is to regularly monitor the progress of the plan.</li> </ul>	Ongoing	CEO