



# **Shire of Leonora**

# **DISABILITY**

# **ACCESS AND**

# **INCLUSION PLAN**

**(DAIP)**

**2018 – 2023**

This plan is available on request in alternative formats such as large print, electronic format (disc or emailed) and in audio format on CD or from our website [www.leonora.wa.gov.au](http://www.leonora.wa.gov.au).

Adopted by Council, 18<sup>th</sup> June, 2019

## Table of Contents

<b>Forward</b>	<b>3</b>
<b>Background</b>	<b>5</b>
The Shire of Leonora	5
Functions Facilities and Services provided by the Shire of Leonora	5
<b>Access and Inclusion Policy Statement</b>	<b>8</b>
<b>Development of the Disability Access and Inclusion Plan</b>	<b>9</b>
Responsibility for the planning process	9
Community consultation process	9
Findings of the consultation	10
Responsibility for implementing the DAIP	10
Communicating the plan to staff and people with disability	10
Review and evaluation mechanisms	10
Reporting on the DAIP	11
<b>Strategies to improve access and inclusion</b>	<b>12</b>
<b>Appendices</b>	<b>15</b>
Appendix 1 – Progress to date	15
<b>Implementation Plan 2018-2023</b>	<b>17</b>

## **Forward**

The Shire of Leonora continue to acknowledge people with disability, their families and carers have the same rights as any other community member to fully access all the many services and facilities offered by the Shire, have the ability to access information, contribute to decision making, be employed and participate inclusively in community life.

The Disability Access and Inclusion Plan (DAIP) 2018 – 2023 is a systematic plan of strategies, specific to the unique needs, barriers and challenges faced by those living with disability, their families and carers within our community. This DAIP will be monitored, reviewed, and subsequently evaluated over the next five-year period, laying the foundations for the future.

The Shire of Leonora acknowledges the invaluable feedback received from the community, people with disability and engaged stakeholders in the formulation and review process of the DAIP 2018 – 2023. We are proud to report as a result of this collaboration fourteen participants completed the Disability Access and Inclusion Plan (DAIP) 2013 – 2018 Survey, each contributing insight and data that has been utilised in the DAIP review and update process.

The feedback received has assisted the Shire to renew its understanding of the challenges faced by individuals living with disability, their families and carers and to remain current and informed at all levels of their complex and unique needs. We hope this will ensure an inclusive culture continues to be considered and promoted within our community through the foundation of the DAIP for years to come.

People living with disability, their families and carers are a subgroup within our community at growing risk. The Survey of Disability Ageing and Carers (2012), released by Bureau of Statistics recently published astounding statistics. Informing us already that one sixth of the WA population is currently impacted by disability, 50% of people over 60 years are now reported to have acquired some form of disability.

These statistics are predicted to increase significantly over the next decade, not only as result of population growth but also because of our aging population. We can no longer remain ignorant of the impact of disability on our community, it is here to stay.

Disability presents in a broad spectrum of ways and is no longer limited to physical or intellectual in cause. Disability encompasses neurological, physical, sensory, intellectual, psychiatric, linguistic and social disability including the impact of living in a remote community that we together can all relate.

The Shire of Leonora, as the local government representatives of this region, acknowledges our capacity to create positive change and alter policy to ensure the quality of life and ability for individuals to access community life and be included within the community. Together with Federal and local government mandates including the

Disability Services Act 1993 (2004), Commonwealth Disability Discrimination Act (1992) and the Equal Opportunity Act (WA, amended 1998) have helped guide change, facilitated through the DAIP.

Through greater participation we can create a stronger community and enable all community members to enjoy the facilities, services and activities that the Shire has to offer. On behalf of the Shire of Leonora, I look forward to seeing the positive outcomes of the plan being implemented over the next five years and welcome your feedback and suggestions for future consideration.

**Jim Epis, Chief Executive Officer, Shire of Leonora**

## Background

### The Shire of Leonora

The Shire of Leonora is located in the Northern Goldfields of Western Australia 832km from Perth. The Shire covers an area of over 31,743 square kilometres; Leonora is the major town of the region.

Leonora was established by in the late 18th century, after a number of rich gold finds were made in the area. The Sons of Gwalia gold mine brought Leonora to the world's attention. By 1897, residential properties and businesses were well established in the region, many of the original buildings still exist today.

The residential population of Leonora is approximately 2,476. The population increases considerably during the wildflower season and cooler months, May through to November. Leonora is currently experiencing growth due to the movement of retirees, current mining boom and tourism attracting people back to the area.

The main industries include mining (gold and nickel), pastoral industry (sheep and cattle). A full range of recreation facilities and industrial services are also available in the region. A popular destination for travellers to enjoy, Leonora is well known for its breathtaking sunsets, open skies, wildflowers, heritage and cultural tourism.

### Functions Facilities and Services provided by the Shire of Leonora

The Shire of Leonora is responsible for a range of functions, facilities and services (both in-house and contracted), including:

**Services to property:** construction and maintenance of Shire-owned buildings, roads, cycle facilities, walk trails 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 play areas, recreational areas, parks, gardens, reserves and facilities for sporting and community groups; management of the Leonora Recreation Centre and Leonora Aquatic Centre; Leonora Community Resource Centre, Leonora Information Centre and Public Library; Leonora Bowling Club; Leonora Youth Services, Leonora Childcare Centre, Leonora Medical Centre, community events and festivals.

**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 and cat control and the development, maintenance and control of property and parking.

**General Administration:** the provision of general information to the public, lodgement of complaints, payment of fees including rates, dog licences, childcare fees and recreational memberships, and Executive Support for Northern Goldfields Interagency Meetings (NGIAM), Northern Goldfields Youth Forum (NGYF).

**Processes of government:** Ordinary and Special Council and committee meetings; electors' meetings and election of Council Members; community consultations.

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

The number of people living with disability, their families and carers is predicted to increase significantly over the next decade. Approximately 10 people living in the Shire of Leonora identify with having a disability in 2013. Already this number has climbed significantly however, it is yet undetermined by how much.

Statistically we know disability is on the rise with latest research from the Australian Bureau of Statistics reporting one sixth of the WA population are currently reported to be impacted by disability within our community. To determine the number of people living with disability or the impact of that is now far more complex and difficult to determine.

Firstly, we now recognise not only the person living with disability is impacted but also their family and carers too. The result of inclusion of people living with disability through the *Disability Discrimination Act (1992)* and the *Equal Opportunity Act (WA, amended 1998)* has resulted in increased family engagement and involvement with carers of individuals with disability within our communities. Individuals are more involved and supported in the care of family living with disability. This has recently been further increased as result of the roll-out of the *National Disability Insurance Scheme (NDIS)* across Western Australia, in particular the Northern Goldfields (October 2018).

People with disability now have opportunity to exercise choice and control over the supports and services they require to achieve their goals. Supports aim to increase social and economic participation and develop people's capacity to take part in the community, be able to reside, travel and engage in remote communities such as Leonora. The increase of people living with disability within our community, their families and more carers will be evident as result within the term of this current *DAIP*.

In addition, not only in the Shire, but society as a whole we take into consideration the broad spectrum that disability now recognises. No longer limited to only a physical or intellectual in cause, disability is now understood to encompass neurological, physical, sensory, intellectual, psychiatric, linguistic and social disability. Most notably also includes the impact living in a remote community may present in terms of social isolation, alcohol dependency and increased incidence of Foetal Alcohol Syndrome.

This is before we consider our ageing population. The Australian Bureau of Statistics, *Survey of Disability, Ageing and Carers (2003)*, informs us 50% of people, over 60

years are reported to have acquired some form of disability. This is on the rise with our ageing population and in the Shire of Leonora we welcome a steady influx of retirees and seasonal tourists annually to the region.

These combined considerations paired with the growing statistics we cannot dispute our community is changing and considerations to planning for the future within communities especially in terms of disability inclusion and access is paramount.

### **Planning for better access**

The Shire of Leonora is committed to facilitating the inclusion of people with disability through the improvement of access and inclusion to all facilities, services, events and employment within their region.

The *Western Australia Disability Services Act (1993)* mandated all Local Governments develop and implement a *Disability Access and Inclusion Plan (DAIP)*. DAIPs provide a framework to meet the needs of people with disability by identifying and addressing barriers to access. The *DAIP* strategies aimed to strengthen independence, opportunities for participation and inclusion of people with disability to ensure that people with disability have equal access to Shire facilities and services.

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

The Shire developed the first *DAIP*, 2006 - 2013, this was then reviewed and adopted by council again in 2013 - 2018. This is now the third review of the Shire of Leonora, *DAIP 2018 - 2023*.

By monitoring, reviewing and adapting our services to achieve these desired outcomes, the Shire of Leonora continues to acknowledge people with disability, their families and carers have the same rights as any other community member to fully access all the many services, and facilities offered by the Shire, have the ability to access information, contribute to decision making, be employed and participate inclusively in community life.

## **Progress since 1995**

The Shire of Leonora is committed to facilitating the inclusion of people with disability 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 disability, 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 disability 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 disability, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its 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 disability, their families and carers; and
- is committed to achieving the seven desired outcomes of its DAIP. These are:

1. People with disability, their families and carers; have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disability, their families and carers; have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disability, their families and carers; 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 disability, their families and carers; receive the same level and quality of service from the staff of the relevant public authority.
5. People with disability, their families and carers; have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disability, their families and carers; have the same opportunities as other people to participate in any public consultation by the relevant public authority.
7. People with disability, their families and carers; have the same opportunities as other people to obtain and maintain employment with a public authority.

## **Development of the Disability Access and Inclusion Plan**

### **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 2018, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP) to guide further improvements to access and inclusion of people with disability. *DAIP Implementation Plan* assists the Shire to continually review strategy and outcome achievements; revise planned strategies and outcomes as required in response to community and stakeholder feedback; monitor progress; then alter plan in accordance to need.

The process included:

- examination of the 2013 – 2018 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;
- consultation available through the Shire Website as well as the Shire's Facebook page; 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 2013 – 2018 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 identified a number of access barriers remaining to access and inclusion to be addressed in the DAIP Action Plan:

- These comments can be found in the Disability Access and Inclusion Plan (DAIP) Survey (2013-2018) Results.

## **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.

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

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.

## **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 2019.
- 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.

### **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 each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the seven 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 2018 - 2023 to maintain and improve access to its services, buildings and information. The seven desired outcomes provide a framework to continue to improve access and inclusion for people with disability, their families and carers in the Shire of Leonora.

**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 Leonora.

Strategy	Timeline
Appoint Shire staff to plan, facilitate and review community consultation regarding access and inclusion.	Ongoing
Ensure that people with disability are provided timely opportunity to comment on access to Shire services.	Ongoing
Monitor the Shire's access and inclusion policy to ensure it supports equitable access to services by people with disability, their families and carers during Council functions.	Ongoing
Link DAIP with appropriate Council plans and strategies.	Ongoing
Increase accessibility of library technology.	Ongoing
Council will ensure events, whether organised or funded, are accessible and inclusive to people with disability, their families and carers.	Ongoing

**Outcome 2:** People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Leonora.

Strategy	Timeline
Ensure buildings and facilities are physically accessible and inclusive to people with disability, their families and carers.	Ongoing
Ensure all new or redevelopment works provide access to, and are inclusive for, people with disability, their families and carers, where practicable.	Ongoing
Ensure premises and infrastructure, relating to transport facilities are accessible to, and inclusive for people with disability, their families and carers.	Ongoing
Ensure that ACROD parking meets the needs of people with disability, their families and carers.	Ongoing

Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible and inclusive venues.	Ongoing
Ensure that all recreational areas are accessible.	Ongoing
Ensure that public toilets meet the associated accessibility standards.	Ongoing

**Outcome 3:** People with disability 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	Timeline
Improve community awareness, informing stakeholders that Council information is available in alternative formats upon request.	Ongoing
Improve staff awareness of the varying accessibility and inclusion needs of people with disability and train in alternative formats.	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 in terms of access and inclusion.	Ongoing

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

Strategy	Timeline
Improve staff awareness of disability including access and inclusion compromises, improving customer service skills.	Ongoing
Improve the awareness of new staff and new Councillors regarding access and inclusion compromises.	Ongoing
Improve community awareness regarding access and inclusion for people with disability.	Ongoing

**Outcome 5:** People with disability 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 disability and are acted upon.	Ongoing

**Outcome 6:** People with disability 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

**Outcome 7:** People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Timeline
Ensure all staff involved in recruitment have the awareness and resources required to implement non-discriminatory interview processes.	Ongoing
Access training, where available at a reasonable cost, to ensure officers involved in the recruitment processes are aware of best practice standards in regard to staff recruitment and ongoing employment of people with disability.	Ongoing
Engage with a Disability Employment Service (DES) when and if job vacancies arise	Ongoing

## Appendices

### Appendix 1 – Progress to date

#### 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 of people with disability by installing ramps to footpaths where they meet roads, ramps have also been installed at the entrance to the swimming pool and recreation centre, 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 disable 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 wheelchairs 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.!

- 2. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability upon request.**
- 3. Staff awareness of the needs of people with disability and skills in delivering services is improved.**
- 4. Opportunities are provided for people with disability 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 2018 – 2023**

## **Implementation Plan 2018-2023**

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.

The DAIP (2018-2023) Implementation Plan review is ongoing, regularly updated and reviewed.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any event, by the Shire of Leonora.			
Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>To make available a mechanism by which people with disability can make comment on accessibility of any facilities maintained by the Shire.</li> <li>Respond to feedback provided by community members with disability and rectify barriers if applicable or consider during future planning, upgrade of services.</li> </ul>	Ongoing	CEO D/CEO
Monitor Shire services accessibility to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>Conduct systematic reviews of the accessibility of services.</li> <li>Respond to identified barriers from 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 disability.	<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

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Leonora.			
Strategy	Task	Task Timeline	Responsibility
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 accessible access to Shire Administration Building and to the Shire Information Centre Building.</li> </ul>	Ongoing	Principal Environmental Health Officer / Building Surveyor
Ensure that all new or redevelopment works provide access to people with disability, 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 disability in terms of quantity and location.	<ul style="list-style-type: none"> <li>Maintain current standards.</li> </ul>	Ongoing	Manager Works and Services

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Leonora.			
Strategy	Task	Task Timeline	Responsibility
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 disability 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 disability 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 disability 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 disability.	<ul style="list-style-type: none"> <li>Annually 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>	Bi-Annually	D/CEO

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Leonora.			
Strategy	Task	Task Timeline	Responsibility
Ensure that current grievance mechanisms are accessible for people with disability 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 disability.	<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

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Leonora.			
Strategy	Task	Task Timeline	Responsibility
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 people with disability 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>	Annually	CEO

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.			
Strategy	Task	Task Timeline	Responsibility
Ensure all staff involved in recruitment have the awareness and resources required to implement non-discriminatory interview processes	<ul style="list-style-type: none"> <li>Annually assess staff to determine training needs</li> </ul>	Ongoing	All Managers
Access training, where available at a reasonable cost, to ensure officers involved in the recruitment processes are aware of best practice standards in regard to staff recruitment and ongoing employment of people with disability	<ul style="list-style-type: none"> <li>Implement an ongoing training regime.</li> </ul>	Ongoing	D/CEO
Engage with a Disability Employment Services (DES)	<ul style="list-style-type: none"> <li>Contact the DES when a vacancy that is deemed suitable for a person with disability arises and get advice about recruitment, interview and reasonable adjustment</li> </ul>	Ongoing	