



# 2026-2028 DISABILITY ACCESS AND INCLUSION PLAN

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## Acknowledgement of Country

We acknowledge the cultural custodians of the land, the Kaneang, Pibelman and Wadandi people. We acknowledge and support their continuing connection to the land, waterways and community. We pay our respects to members of the Aboriginal communities and their culture and to Elders past and present, their descendants still with us today, and those who will follow in their footsteps.

# The Shire of Bridgetown-Greenbushes Overview

The Shire of Bridgetown Greenbushes is located approximately 269km south of Perth embracing the townships of Bridgetown, Catterick, Hester, Glenlynn, Greenbushes, North Greenbushes, and Yornup.

The Shire covers 1,691km<sup>2</sup> of agriculture farmland, state forest and national park, mining leases, crown land and town sites. Most of the Shire is in the Blackwood River Catchment area. The Blackwood River and its tributaries provide a picturesque backdrop to the town of Bridgetown and is the source of its unique undulating terrain.

## What is a Disability?

A disability is any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

## Disability Access and Inclusion Plan

The legal requirement for public authorities to develop and implement a DAIP is set out in the Disability Services Act 1993 (Part 5) and Disability Services Regulations 2004 (Schedules 1-3).

A Disability Access and Inclusion Plan (DAIP) is a commitment to identify and address barriers to participation, be they physical, emotional, social and economic - to enhance the life choices for people with disability.

It is a plan that supports an accessible and inclusive shire in which all people feel valued and celebrated for who they are and confident that their human rights are respected. Disability, access and inclusion is critical to a sense of community.

The DAIP is a plan that applies to all areas of Council business and is a way for us to measure what we are doing and how well we are doing it. The plan ensures that we continue to include everyone in everything we do.

The DAIP is a living document which considers the impact of the National Disability Insurance Scheme and allows for potential new priorities and emerging needs to be considered.

This DAIP applies to the Shire of Bridgetown-Greenbushes as a public authority, its officers, employees, agents and contractors and sets out the objectives, strategies and initiatives to make continual improvements across the 7 outcome areas outlined under this plan.

The responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a whole of organisational responsibility that is coordinated by the Shire's Community Services Department. This includes the responsibility of ensuring that the plan is rolled out throughout the organisation. The Implementation Plan is integrated within the Shire's reporting processes with the relevant officers, ensuring each action is completed.

## DAIP Outcomes

Based on the requirements of the definitions provided by Department of Communities, responses from community consultation and a review of the corporate priorities and consultation with other local governments the following goals for a more Accessible and Inclusive Shire have been determined:

Events and Services: People with disability have the same opportunities as other people to access the services and events of a public authority.

Buildings and Facilities: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Information: People with disability receive information from a public authority in a format that enables them to access the information as readily as other people.

Service Quality: People with disability receive the same level and quality of service from the staff of a public authority as other people receive.

Complaints: People with disability have the same opportunities as other people to make complaints to a public authority.

Consultation: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

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

## 2019 – 2024 Shire Bridgetown Greenbushes DAIP Achievements

As reported to the Department of Communities for the period 1 July 2024 to 30 June 2025, special achievements of the 2019-2024 DAIP noted were:

- Outcome 1. Events and Services: Inclusive programmes implemented, supporting people with all abilities with personalised and dedicated personal trainers and assistance in integrating individuals with disabilities into suitable sporting groups and activities.
- Outcome 2. Buildings and Facilities: The installation of tactile indicators on Hampton Street, specifically at the pedestrian walkway across the petrol station entrance and exit.
- Outcome 3. Information: Shire support to develop Activate Community Development Action Plans. The Plans were the result of a series of inclusive workshops designed to gather local insight, needs and aspirations of all the community including people with disability. The plans remain active and actions are aligned with this 2026-2028 DAIP, and the Shire's 2025 – 2035 Council Plan.

General actions aligned to the 2019 – 2024 DAIP action tables reported as completed were:

### Outcome 1: Events and Services

- 1.1.1 Develop Accessible Event resources, including accessible parking at all events and specific checklist for staff
- 1.1.2 Ensure all relevant staff have access to, and are familiar with, the Accessible Events Checklist
- 1.1.3 Provide the Accessible Events Checklist to other organisations/community groups holding events including promotion of the mobile audio equipment
- 1.2.1 Internal staff will be aware, and guidelines will be produced to ensure all events, consultations and programmes are actively promoted in print and through social media are accessible.
- 1.5.6 The Emergency Evacuation Plans developed for each Shire building and facility includes safeguards and management of people with disabilities

### Outcome 2: Buildings and Facilities

- 2.2.3 Annual consultation will be undertaken with people with disabilities, carers and service providers to identify barriers in the community
- 2.3.1 As part of the Capital Works programme, accessibility will be considered during the development and upgrade of public open spaces including the infrastructure within those spaces

- 2.3.2 The Capital Works Plan will be used to plan upgrades and address any accessibility issues identified in customer requests or through the Access and Inclusion Advisory Committee, where appropriate

#### Outcome 4: Service Quality

- 4.2.1 Develop a Disability Awareness Materials file on the public drive to include resources to be easily accessible for staff use

#### Outcome 5: Complaints

- 5.1.1 A complaint to the Shire of Bridgetown-Greenbushes may be lodged in writing, in person, online using an e-form, by email or by telephone. The Shire has social media as a community tool where information may be provided including information on the process to make complaints. These processes will be reviewed annually

- 5.2.1 All staff to be trained in how to receive and respond to a complaint on access and inclusion

All other actions aligned with the action tables in the 2019-2024 DAIP were reported as being in progress

## DAIP Review Process

The Disability Services Regulations 2004 sets out the minimum consultation requirements for public authorities in relation to DAIP reviews, and states that DAIP's need to be reviewed at least every 5 years. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995, and on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

To develop the draft 2026 – 2028 DAIP, a review of the 2019 – 2024 DAIP was undertaken.

The 2019 – 2024 DAIP underwent an extensive engagement process to identify potential strategies that were prioritised and incorporated into the plan.

This included engagement with community members including people with disabilities, their families and carers, local businesses, service providers and shire staff, providing feedback.

The 2019 – 2024 DAIP was advertised and promoted in the following ways:

- Shire Website
- Local Newspaper
- Shire Facebook Page
- Direct emails to service providers

The engagement methods used included:

- Consultation with the Access and Inclusion Advisory Committee containing a range of representation of people with disability, community service organisation and senior members of the community
- Community online survey

Considering the broad consultation that was conducted to develop the 2019 – 2024 DAIP, challenges in acquiring resources to undertake its review and pressing deadlines, the Shire decided to undertake a modest review of the Plan to develop the draft 2026-2028 plan rather than implement another major review. This modest review included an internal desk top overview to evaluate existing information and

statistics, consultation with shire staff, discussions with Council's Access and Inclusion Advisory Group and public feedback of the draft plan via local media and the Shire's website. This approach met more than the minimum standard required for consultation. The plan will be in place from 2026 to 2028 to enable the next review to be in keeping with the results of the next Australian Bureau of Statistics census. The following review will be a full major review to produce a 2029 – 2034 DAIP.

## Surveys, Statistics and Demographics to inform the 2026 -2028 DAIP

### Advocacy WA

A Bridgetown Community Disability Action Network (CDAN) was formed at the end of an Advocacy WA project which ran all year in 2023. The Network undertook a Bridgetown Community Disability Advocacy Survey in 2024 with the aim to increase the comprehensive understanding of issues for those with disabilities, a family member with disabilities or caring for a person with a disability in the district.

Included in this draft DAIP, is a summary of the findings below. A full copy of the survey can be provided on request:

- Types of disabilities: Of the total 53 respondents (and considering that they may have selected more than one disability) 22 said that they, a family member or someone they cared for have Other Physical disabilities followed by Autism at 21 people, Psychosocial Disability at 17 people, Other at 16, Hearing Impairment 11, and Other Neurological and Other Sensory / Speech at 8.
- Ease of Access:

52 people responded as per below in relation to ease of access to facilities.

|                                                       | ALWAYS<br>EASY TO<br>ACCESS | MOSTLY<br>EASY TO<br>ACCESS | SOMETIMES<br>EASY TO<br>ACCESS | RARELY<br>EASY TO<br>ACCESS | NOT<br>APPLICABLE | TOTAL | WEIGHTED<br>AVERAGE |
|-------------------------------------------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|-------------------|-------|---------------------|
| Shops and businesses                                  | 1.92%<br>1                  | 34.62%<br>18                | 36.54%<br>19                   | 21.15%<br>11                | 5.77%<br>3        | 52    | 2.94                |
| Indoor public services (libraries, community centres) | 15.38%<br>8                 | 61.54%<br>32                | 15.38%<br>8                    | 1.92%<br>1                  | 5.77%<br>3        | 52    | 2.21                |
| Outdoor public areas (parks and playgrounds)          | 9.80%<br>5                  | 41.18%<br>21                | 29.41%<br>15                   | 13.73%<br>7                 | 5.88%<br>3        | 51    | 2.65                |
| Footpaths                                             | 1.96%<br>1                  | 31.37%<br>16                | 31.37%<br>16                   | 31.37%<br>16                | 3.92%<br>2        | 51    | 3.04                |
| Public transport                                      | 0.00%<br>0                  | 5.77%<br>3                  | 5.77%<br>3                     | 42.31%<br>22                | 46.15%<br>24      | 52    | 4.29                |

- Participation in community or social activities: Of the 50 respondents, 13 said they sometimes participate followed by 11 saying rarely, 10 saying often, 7 saying never and 4 saying very often.
- Chance to have your say: When asked to rate how often people felt that they have a chance to have a say, 22% of respondents said rarely, followed by sometimes and often at 20%, never and occasionally at 18%, and very often at 2%.
- Feeling a sense of value and belonging: 15 respondents said somewhat but would like more, equally, 15 said much less than I would like, 12 said as much as I would like, 5 said almost as much as I would like and 3 said less than I would like.
- Things to make life easier in the community: Relevant information on one central website, a central hub to share stories and experiences, disability training for businesses and service providers, workshops to build self-advocacy skills and a network to lobby for positive change. An intensive list of random comments provided by participants including official cross overs on

Hampton Street, pavements, parking, subdivisions, more ACROD bays, a Shire Council that listens, use of Rosie and Dementia Friendly cafes, can be provided on request.

Further to these statistics, the survey reported that in 2023, Bridgetown Greenbushes had 136 active NDIS participants and 51 active providers.

In December 2024, the Shire invited Advocacy WA to conduct an accessibility assessment for the Bridgetown Leisure Centre. The key findings were:

- Lap Pool Ramp: Ramp access into lap pool has a step at the end that can be difficult to notice.
- Emergency Exit: The current emergency exit from the pool area into the library carpark is accessible only by stairs.
- Inside Disabled Toilet: Many issues were identified with this toilet such as the need for a key to access it as well as several internal features are missing.

A measure and quote has been received for the disability access gate and the path to the pool has been completed.

A full copy of the assessment can be provided on request.

### **Relevant National Disability Statistics**

- In 2022, 5.5 million (21.4%) Australians had disability, an increase from 4.4 million (17.7%) in 2018.
- The age standardised disability rate was 19.2% in 2022, an increase from 16.1% in 2018.
- There are several factors which may have contributed to the change in disability prevalence between 2018 and 2022. These include, but are not limited to:
  - A growing awareness of disability in Australia
  - A general increase in prevalence of some long-term health conditions
  - An online, self-completion questionnaire being offered as an option for the first time in 2022
  - An ageing population

Disability prevalence increases with age – the longer people live, the more likely they are to experience some form of disability. In 2018:

- 7.6% of children aged 0–14 years had disability
- 13% of people aged 15–64 years had disability
- 50% of people aged 65 years and over had disability.

### **Relevant Rural and Remote Disability Statistics**

Around 7 million people – or 27% of the Australian population – live in rural and remote areas, which encompass many diverse locations and communities (ABS 2024b). These Australians face unique challenges due to their geographic location and often have poorer health outcomes than people living in metropolitan areas. Data showed that people living in rural and remote areas have higher rates of hospitalisations, deaths and injury and also have poorer access to, and use of, primary health care services, than people living in *Major cities*.

### **Relevant Western Australian Statistics**

In Western Australia, one in five people (or 411,500 people) have a disability, and currently, 68,000 Western Australians are the primary carer for a friend or family member with a disability.

### **Relevant Shire Bridgetown – Greenbushes Statistics**

Based on 2021 Census data and regional health reports, the Shire of Bridgetown-Greenbushes has a higher-than-average population of older residents, resulting in a significant need for disability and aged care services.

- Need for Assistance: While specific, isolated percentages for "disability" in the town of Bridgetown are not always broken down, the broader Manjimup/Southwest region shows that around **5.1% to 5.8%** of people have a profound or severe disability.
- Disability Support Pension: Data from 2024 indicates about 2% of the population in the Shire of Bridgetown-Greenbushes receives the Disability Support Pension, compared to a wider regional rate of 3%.
- Carers: Approximately **11%** of people in the surrounding region provide unpaid assistance to people with a disability, consistent with the state average.

## Linkages with other plans

To ensure that the 2026 – 2028 DAIP remains relevant, the plan has been aligned with the Shire’s 2025-2035 Council Plan as well as independent community plans.

During the development of the 2025 – 2035 Council Plan, a group of community members formed Activate, a team of locals who worked with the community to develop independent Activate Community Development Action Plans: one for Bridgetown and one for Greenbushes.



Many actions in these Activate plans align with outcomes and objectives in the Council Plan. They are indicated by this symbol throughout the 2025 – 2035 Council Plan and are included where relevant in this DAIP.

Where feasible, the Shire of Bridgetown Greenbushes commits to supporting and partnering with Activate to meet local community needs.

## 2026 – 2028 Disability Access and Inclusion Plan key linkages with the Shire of Bridgetown-Greenbushes Council Plan 2025 -2035

|                                                                                    |                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Outcome 1:</b><br><b>A diverse, welcoming and inclusive community</b>           | <b>Objectives:</b> <ul style="list-style-type: none"> <li> 1.1 Improve family and youth services to attract and retain families</li> <li> 1.2 Understand and meet the needs of an aging population</li> <li>1.3 Improve universal access and inclusion across all services and facilities</li> </ul> |
| <b>Outcome 2:</b><br><b>Good health and community wellbeing</b>                    | <b>Objectives:</b> <ul style="list-style-type: none"> <li>2.1. Advocate for quality health and community services</li> <li> 2.2 Provide quality sport, leisure and recreation services</li> </ul>                                                                                                    |
| <b>Outcome 3:</b><br><b>A safe community</b>                                       | <b>Objectives:</b> <ul style="list-style-type: none"> <li> 3.1 Maintain high levels of community safety</li> </ul>                                                                                                                                                                                   |
| <b>Outcome 4:</b><br><b>A naturally beautiful, sustainable and resilient place</b> | <b>Objectives:</b> <ul style="list-style-type: none"> <li> 4.4 Develop community readiness and resilience to cope with natural disasters and emergencies</li> </ul>                                                                                                                                  |
| <b>Outcome 5:</b>                                                                  | <b>Objectives:</b>                                                                                                                                                                                                                                                                                   |

|                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsible and attractive growth and development</b>                                                                                                      |  5.2 Create vibrant, attractive and welcoming towns and public facilities                                                                                                                                                                              |
| <b> Outcome 7: Save, affordable and efficient transport options</b>          | Objectives:<br> 7.1 Provide safe, well-maintained roads and support infrastructure and services<br> 7.2 Provide a safe, well-connected network of paths and cycleways |
| <b> Outcome 10: Proactive, visionary leadership and effective governance</b> | Objectives:<br> 10.1 Achieve excellence in leadership, governance and service delivery with a 'can do' culture                                                                                                                                         |
| <b> Outcome 11: A well-informed and engaged community</b>                    | Objectives:<br> 11.1 Engage community in a meaningful and timely way using appropriate communication and consultation channels                                                                                                                         |

The following Council plans and strategies are also relevant to the ongoing implementation of this DAIP

- Youth Friendly Community Plan
- Trails Plan
- Workforce Plan
- Long Term Financial Plan

## Public feedback of draft plan

Following a Council forum in July 2026, the Draft 2026 - 2028 DAIP was released for a public comment period of two weeks, opening Wednesday 5 August 2026 and closing Wednesday 19 August 2026. No feedback was received.

## Implementation and Timelines

The following strategies and key actions are subject to being incorporated in forecasted financial year budgets and, where appropriate, the annual review of the Shire of Bridgetown-Greenbushes Forward Capital Works program.

The Shire of Bridgetown-Greenbushes' Access and Inclusion Advisory Group has been established to provide advice to Council in relation to implementing this Plan.

It is important that the advisory group and relevant officers monitor the plan for reporting each year and to ensure that the document is kept current AND to allow for financial planning to implement the objectives of the plan in an ongoing manner.

The DAIP will be made available in alternative formats including electronic format and hard copy format in both standard and large print. The plan will be available by email and via download from the Shire of Bridgetown-Greenbushes website.

## Strategies and Actions in this 2026 – 2028 DAIP to improve Access and Inclusion

The following table is an implementation plan that will outline the broad strategies, actions, timeline and responsibilities for implementing the revised DAIP. The implementation plan will be updated annually to progress the achievements of the strategies over the duration of the five-year plan. This table will also be

used for the purposes of reporting progress each financial year as required under the Disability Services Act 1993 to the Department of Communities.

Acronyms for Business Unit Responsibility:

- CEDC - Corporate, Economic and Community Development
- ES - Executive Services
- CEO - Chief Executive Officer
- PME - Project Management and Environment

## DAIP 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 Bridgetown-Greenbushes.

| Strategies                                                                                                                                                           | Actions                                                                                                                                                                                       | Responsibility | Timeframe |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 1.1. Access and Inclusion are a part of the way the Shire of Bridgetown-Greenbushes plans and evaluates events, meetings and consultations.                          | 1.1.1. Develop Accessible Event resources, including accessible parking at all events and a specific checklist for staff                                                                      | CECD           | 2026      |
|                                                                                                                                                                      | 1.1.2. Ensure all relevant staff have access to, and are familiar with, the Accessible Events Checklist.                                                                                      | CECD           | Ongoing   |
|                                                                                                                                                                      | 1.1.3. Provide the Accessible Events Checklist to other organisations /community groups holding events including promotion of the mobile audio equipment.                                     | CECD           | Ongoing   |
|                                                                                                                                                                      | 1.1.4. Continue to promote the availability of hearing assistance equipment at meeting and events and for community use.                                                                      | ES, CECD       | Ongoing   |
| 1.2. Accessibility information to be clearly communicated with the promotion of Shire of Bridgetown-Greenbushes events, meetings and consultations where applicable. | 1.2.1. Internal staff will be aware, and guidelines will be produced to ensure all events, consultations and programs are actively promoted in print and through social media, as accessible. | ES, CECD       | Ongoing   |

| Strategies                                                                                                                                 | Actions                                                                                                                 | Responsibility | Timeframe |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 1.3. Continue to improve the awareness of new staff, contractors and agents regarding the Shires requirements around access and inclusion. | 1.3.1. Ensure all new staff, contractors and agents continue to be provided with a copy of the DAIP at their induction. | CEO            | Ongoing   |
|                                                                                                                                            | 1.3.2. Continue implementing disability awareness training for all staff through the                                    | CEO            | Ongoing   |

|                                                                                                                                                                                          |                                                                                                                                                                                                                                                                   |          |           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
|                                                                                                                                                                                          | training platform and other training opportunities.                                                                                                                                                                                                               |          |           |
| 1.4. Consider transport needs and ease of access when planning events and delivery of services.                                                                                          |  1.4.1. Ensure the Community Bus is available for use for Shire events and consultations and for community facilitated events where possible.                                    | CECD     | Ongoing   |
|                                                                                                                                                                                          | 1.4.2. Continue to share events and programs across various Shire locations, including Greenbushes, to provide equal opportunity for community members to participate in community and Shire events, meetings and consultation in or proximity to their township. | ES, CECD | Ongoing   |
|                                                                                                                                                                                          | 1.4.3. Continue to explore ACROD parking bay opportunities along Hampton Street and Steere Street.                                                                                                                                                                | PME      | Ongoing   |
| 1.5. Shire facilities to provide activities, programs and equipment that are accessible and inclusive.  | 1.5.1. A range of inclusive sports and fitness programs will be offered at the BLC for people with a range of abilities.                                                                                                                                          | CECD     | Ongoing   |
|                                                                                                                                                                                          |  1.5.2. Potential new programs and methods of delivery will be explored to increase opportunities for the participation and inclusion of people with disabilities.               | CECD     | Ongoing   |
|                                                                                                                                                                                          | 1.5.3. A range of inclusive activities and programs offered at the Bridgetown Library for people with a range of abilities.                                                                                                                                       | CECD     | Ongoing   |
|                                                                                                                                                                                          | 1.5.4. Explore ways to promote inclusive programs offered at the Shire facilities in a more effective manner to increase community awareness.                                                                                                                     | CECD     | Ongoing   |
|                                                                                                                                                                                          | 1.5.5. The Emergency Evacuation Plans developed for each Shire building and facility includes safeguards and management of people with disabilities.                                                                                                              | CEO      | 2026-2027 |

## DAIP Outcome 2

People with a disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Bridgetown-Greenbushes.

| Strategies                                                                                                                                                                                            | Actions                                                                                                                                                                   | Responsibility | Timeframe |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 2.1. New buildings and facilities, including significant upgrades, will adhere to disability access requirements.  | 2.1.1. Apply the Building Code of Australia, Australian Standards on Access and the Advisory Notes on Access and when work is being undertaken on Shire owned facilities. | PME            | Ongoing   |
|                                                                                                                                                                                                       | 2.1.2. Engage with the Access and Inclusion Advisory Group for significant infrastructure                                                                                 | PME            | Ongoing   |

|                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                |         |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
|                                                                                                                                                                                                                                                  | planning and refurbishment of shire owned facilities.                                                                                                                                                                                                                          |         |          |
|                                                                                                                                                                                                                                                  | 2.1.3. Accessibility will be considered during the development and upgrade of public open space including infrastructure within those spaces.                                                                                                                                  | PME     | Ongoing  |
| 2.2. Continue to identify barriers to access throughout the Shire and actively engage with community to identify positive outcomes.                                                                                                              | 2.2.1. Develop an Accessible Businesses List and promote the list widely.                                                                                                                                                                                                      | CECD    | 2026-28  |
|                                                                                                                                                                                                                                                  | 2.2.2. Investigate ways of improving access to heritage buildings while maintaining their integrity.                                                                                                                                                                           | PME     | Ongoing  |
|                                                                                                                                                                                                                                                  |  2.2.3. Annual consultation will be undertaken with people with disabilities, carers and service providers to identify barriers in the community.                                             | CECD    | Annually |
| 2.3. Continuous improvement of external infrastructure including pathways, access ways, parking, transport, playgrounds, streetscapes and public open spaces  |  2.3.1. As a part of the Capital Works programme, accessibility will be considered during the development and upgrade of public open spaces including the infrastructure within those spaces. | PME     | Annually |
|                                                                                                                                                                                                                                                  | 2.3.2. The Capital Works Plan will be used to plan upgrades and address any accessibility issues identified in customer requests or through the Access and Inclusion Working Group, where appropriate.                                                                         | PME     | Annually |
|                                                                                                                                                                                                                                                  | 2.3.3. Continue to explore ACROD parking bay opportunities along Hampton Street and Steere Street.                                                                                                                                                                             | PME     | Ongoing  |
|                                                                                                                                                                                                                                                  | 2.3.4. Staff in specific works areas will participate, where identified, in specific disability related training that covers current legislation and best practice.                                                                                                            | ES, CEO | Ongoing  |

### DAIP Outcome 3

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

| Strategies                                                                                                                                                                                                           | Actions                                                                                                                                                                                                                                                                                     | Responsibility | Timeframe |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 3.1. Continue to improve community awareness that Council information can be made available in alternative formats upon request.  | 3.1.1. Promote the availability of Council information in alternative formats to the community through the Shire's publications, Greenbushes-Balingup Newsletter, group email updates and social media.  | ES, CEDC, CEO  | Ongoing   |
|                                                                                                                                                                                                                      | 3.1.2. Ensure all public documents carry a notation regarding availability in alternative formats.                                                                                                                                                                                          | ES, CEO        | Ongoing   |

|                                                                                                                                                                   |                                                                                                                                                                                                     |           |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
|                                                                                                                                                                   | 3.1.3. Promote the Disability Access and Inclusion Plan to the community.                                                                                                                           | CECD      | Ongoing |
| 3.2. Continue to improve the accessibility of the Shires documents and website.  | 3.2.1. The Shire uses appropriate certified and tested version of corporate software applications including Windows and Microsoft Office                                                            | CEO       | Ongoing |
|                                                                                                                                                                   | 3.2.2. Aim to achieve WCAG 2.0 A compliance of the Shire's websites and other digital platforms through continuous improvement.                                                                     | ES        | Ongoing |
| 3.3. That promotion is consistent with accessibility standards for information.                                                                                   | 3.3.1. That a Shire of Bridgetown-Greenbushes Style Guide is developed and is consistent with best practice in accessible information. The guide would be reviewed annually to include any updates. | ES        | Ongoing |
|                                                                                                                                                                   | 3.3.2. That training for Customer Service staff refers specifically to access and inclusion and covers accessible communication strategies and available information alternatives.                  | CECD, CEO | Ongoing |

## DAIP Outcome 4

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

| Strategies                                                                                                              | Actions                                                                                                                                                   | Responsibility | Timeframe |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 4.1. Disability awareness is continuously improved.                                                                     | 4.1.1. All staff Disability Awareness Training to be developed, reviewed and deployed as part of the annual organisational training requirements.         | CEO            | Ongoing   |
|                                                                                                                         | 4.1.2. The DAIP is incorporated into the orientation and induction process of new staff members and Councillors.                                          | CEO            | Ongoing   |
|                                                                                                                         | 4.1.3. Provide regular updates on access and inclusion in the Councillor Information Bulletin and the Insight.                                            | ES, CEO        | Ongoing   |
|                                                                                                                         | 4.1.4. Ensure disability access and inclusion information is circulated.                                                                                  | CECD, ES       | Ongoing   |
| 4.2. Information and resources are readily available to staff on access and Inclusion.                                  | 4.2.1. Develop a Disability Awareness Materials file on the public drive to include access and inclusion resources to be easily accessible for staff use. | CECD           | 2026-27   |
| 4.3. Feedback received through complaints and compliments will form part of the Shire's continuous improvement process. | 4.3.1. Review any feedback received through complaints and compliments regarding access and inclusion as a mechanism for reporting on DAIP outcomes       | CECD, ES       | Ongoing   |

and improving any internal processes/services.

## DAIP Outcome 5

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

| Strategies                                                                                                                                                    | Actions                                                                                                                                                                                                                                                                                                                                                     | Responsibility | Timeframe |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 5.1. Complaint mechanisms and feedback systems are regularly reviewed and maintained to ensure people with disabilities have equal rights to make complaints. | 5.1.1. A complaint to the Shire of Bridgetown-Greenbushes may be lodged in writing, in person, online using an e-form, by email or by telephone. The Shire also has social media as a communication tool where feedback and information may be provided including information on the process to make complaints. These processes will be reviewed annually. | ES             | Annually  |
|                                                                                                                                                               | 5.1.2. Promote the Shire's complaints procedure to the community.                                                                                                                                                                                                                                                                                           | ES             | Ongoing   |
| 5.2. Staff are provided training and support when responding to complaints and feedback on access and inclusion.                                              | All staff to be trained in how to receive and respond to a complaint on access and inclusion                                                                                                                                                                                                                                                                | ES, CEO        | 2026-28   |

## DAIP Outcome 6

People with disability have the same opportunities as other people to participate in a public consultation by the Shire of Bridgetown-Greenbushes.

| Strategies                                                                | Actions                                                                                                                                             | Responsibility | Timeframe |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 6.1 Improve community awareness about consultation processes in place. 🧑🏿 | 6.1.1. Promote the existence, role and activities of the Shire's Access and Inclusion Advisory Group to the community.                              | CECD, ES       | Ongoing   |
|                                                                           | 6.1.2. Access and Inclusion Advisory Group Committee to meet at least 4 times per year to provide advice to Council, with support from Shire staff. | CECD           | Ongoing   |
|                                                                           | 6.1.3. Ensure that media releases are available in both print and electronic media for key disability groups and are promoted on the website.       | ES             | Ongoing   |
| 6.2. Ongoing monitoring of the DAIP to ensure implementation              | 6.2.1. Access & Inclusion Advisory Group to regularly monitor the progress of the plan and be involved in all reviews of the plan.                  | CECD           | Ongoing   |

|                                                                        |                                                                                                                                                                                                                            |      |         |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------|
| and positive outcomes.                                                 |                                                                                                                                                                                                                            |      |         |
|                                                                        | 6.2.2. Consult people with disability using a range of different consultation mediums e.g. focus group, interviews, and surveys where appropriate.                                                                         | CECD | Ongoing |
| 6.3. A range of consultation techniques are employed where appropriate | 6.3.1. Consultation documents are available on the website in accessible formats and in alternative formats on request. Review these options annually.                                                                     | ES   | Ongoing |
|                                                                        | 6.3.2. Where undertaking a community engagement strategy, a variety of methods of consultation should be undertaken such as - online, in person, hard copy and at different locations across the Shire, where appropriate. | CECD | Ongoing |

## DAIP Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Bridgetown-Greenbushes.

| Strategies                                                                                                             | Actions                                                                                                                                                                    | Responsibility | Timeframe |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|
| 7.1. The Shire's recruitment strategies ensure equal employment opportunity                                            | 7.1.1. Human resources undertake an annual review of its Equal Opportunity Employment plan to ensure processes meet the requirements for people with disability            | ES, CEO        | Annually  |
|                                                                                                                        | 7.1.2. Adaptive equipment and work processes are provided to staff or prospective staff where reasonable and practical.                                                    | ES, CEO        | Ongoing   |
|                                                                                                                        | 7.1.3. Job vacancies are promoted via the supported employment network.                                                                                                    | ES, CEO        | Ongoing   |
|                                                                                                                        | 7.1.2. Explore ways to increase employment opportunities for people with disability in the community through social procurement strategies and support of small businesses | CEO            | Ongoing   |
| 7.2. The Shire considers people with disability for traineeships, apprenticeships, work experience and work placement. | 7.2.1. All placement requests by people with disability or their training provider are given the same consideration as requests by people without disability.              | CEO            | Ongoing   |
|                                                                                                                        | 7.2.2. Adaptive equipment and work processes are provided to trainees or prospective trainees where reasonable and practical.                                              | CEO            | Ongoing   |

## References

Disability, Ageing and Carers, Australia: Summary of Findings, 2022 / Australian Bureau of Statistics (abs.gov.au)

State-Disability-Strategy-2020-2030.pdf ([www.wa.gov.au](http://www.wa.gov.au))

People with disability in Australia: Summary of findings updated 2024 / Australian Institute of Health and Welfare (aihw.gov.au)

<https://www.aihw.gov.au/reports/rural-remote-australians/rural-and-remote-health>

Advocacy WA: Community Disability Action Network (CDAN), Bridgetown CDAN Survey Results March 2024