



Disability Access & Inclusion Plan

2019-2024



Shire of
Bridgetown-Greenbushes
.... simply beautiful

The DAIP is available in electronic format, hard copy in both standard and large print, by email and online at www.bridgetown.wa.gov.au

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Message from the President

The Shire of Bridgetown-Greenbushes is pleased to present the 2019-2024 Disability Access and Inclusion Plan (DAIP). This plan will continue to build on the successes of the last five years which have improved access to facilities, information, programming and equal opportunity for all residents and visitors to the Shire of Bridgetown Greenbushes.

Some of the Shire's accomplishments from the 2013-2016 DAIP include improvements to the access of facilities across the Shire, an increase in seating in the Bridgetown CBD, training and education initiatives for staff across the organisation, the purchase of mobile hearing equipment, the pilot of an intra-shire transport service and a suite of inclusive programs trialled over 18 months in the Bridgetown Library and Bridgetown Leisure Centre. These initiatives have continued to improve the Shire's accessibility and inclusion for all community members and visitors.

Council believes it is a part of a community that recognises and promotes diversity and supports the participation and inclusion of all its members. This new plan will continue to encourage equitable opportunities and positive outcomes for all members of the community irrespective of their abilities.

I would like to thank the people who have contributed to the development of the revised DAIP 2019-2024.

Tony Pratico
Shire President
Shire of Bridgetown-Greenbushes



Acknowledgement

The Shire of Bridgetown-Greenbushes acknowledges the Noongar people as the traditional owners of the land on which the Shire rests today and pays its respect to their elders past, present and emerging.



Executive Summary

Access and inclusion across the community is essential to generate a sense of community where all people feel they belong and can enjoy equal opportunity in every facet of life. As a local government the Shire of Bridgetown-Greenbushes is committed to ensuring that it fulfils its responsibility to the community and its obligations under the law. The WA Disability Services Act (1993) requires all local government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP). Other legislation which underpins the objectives of this plan includes the WA Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act (1992).

The Disability Access and Inclusion Plan DAIP outlines the ways in which a local government authority will ensure that people with disabilities, their family and carers have equal access to its facilities, services and events.

This Plan will outline the key strategies, adopted by Council, to address each of the Outcome areas, identified by the Disability Services Commission, under the DAIP, these being:

1. Equitable access and inclusion to services and events
2. Equitable access to buildings and facilities
3. Equitable access to information
4. Equitable access to quality customer service
5. Equitable complaints procedures
6. Equitable access to community engagement
7. Equitable access to employment and traineeships



The Shire of Bridgetown-Greenbushes

Overview

The Shire of Bridgetown Greenbushes is located approximately 269km south of Perth and has an estimated population of 4670 living in the townships of Bridgetown, Catterick, Hester, Glenlynn, Greenbushes, North Greenbushes, and Yornup.

The Shire covers 1,691km² of agriculture farm land, state forest and national park, mining leases, crown land and town sites. The majority 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 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.

Demographics

Over 4 million people in Australia have some form of disability. That's 1 in 5 people. The likelihood of living with disability increases with age; 2 in 5 people with disability are 65 years or older. 35.9% of Australia's 8.9 million households include a person with disability.

Figures from the 2016 census reveal that within the Shire of Bridgetown Greenbushes, 5.6% of the population of the Shire of Bridgetown-Greenbushes required assistance with core activities due to disability/age.

As in most developed countries, Australia's population is ageing. The Shire of Bridgetown Greenbushes has a higher proportion of residents aged 65 years+ than the national average. The discrepancy between the national average and the Shire average for residence 65+ is also increasing with the 2016 Census indicating the proportion of the population in the Shire aged 65 years+ was 23% of the shire population, however, in 2012 the proportion of the population 65+ was 18%.

Types of Disability

Only 4.4% of people with a disability in Australia use a wheelchair.

1 in 6 Australians are affected by hearing loss. There are approximately 30,000 Deaf Auslan users with total hearing loss [1].

Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision. They project that the number of Australians who are blind or have low vision will grow to 564,000 by 2030 (refractive error not included).

45% of Australians aged 16–85 years, experience a mental health condition during their lifetime.

3 million Australians live with depression or anxiety.

Employment of People with Disability

People aged between 15 and 64 years with disability have both lower participation (53%) and higher unemployment rates (9.4%) than people without disability (83% and 4.9% respectively).

There are 2.1 million Australians of working age with disability, of these, just over 1 million are employed and another 114,900 are looking for work.

Australia's employment rate for people with disability (46.6% in 2015) is on par with developed countries. In developing countries, 80% to 90% of people with disability of working age are unemployed, whereas in industrialised countries the figure is between 50% and 70%. [5]

34% of people with disability are managers & professionals. Graduates with disability take 56.2 % longer to gain fulltime employment than other graduates. [6]

People with disability aged 15-24 years are 10 times more likely to experience discrimination than those aged 65 years and over. The source of discrimination is an employer in almost half of those instances.

Customers with Disability

People with disability are three times as likely to avoid an organisation and twice as likely to dissuade others because of an organisation's negative diversity reputation. [9]

36% of people with disability are often treated less favourably than customers without disability. [9]

28% of people with disability have experienced discrimination by one or more of the organisations they've recently interacted with. [9]

1 in 3 people with disability report that their customer needs are often unmet

62% of SME's have not done anything in the past 12 months to make it easier for customers with disability. For almost half of these, there is a perception of not being asked to. "We have received no specific requests."

Other Disability Statistics

The likelihood of living with disability increases with age; 31% of 55-64 year olds are living with disability. Almost nine in ten people aged 90 and over (88%) have a disability.

Disability discrimination accounts for the highest volume of complaints across the board to the Australian Human Rights Commission.

Over one third (35.1%) of women and over one quarter (28.1%) of men with disability, aged 15 years and over, had avoided situations because of their disability.



Disability Access and Inclusion Plan

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.

Functions, Facilities and Services

The Shire of Bridgetown-Greenbushes is responsible for a wide range of functions, facilities and services. This includes services to properties and the environment, the community, regulatory services, general administration and processes of local government.

Linkages to the Shire of Bridgetown-Greenbushes Strategic Community Plan 2017-2027

Overview of the Plan's Key Goals and Objectives

Key Goal 1 Our economy will be strong, diverse and resilient	Key Goal 2 Our natural environment is valued, conserved and enjoyed	Key Goal 3 Our built environment is maintained, protected and enhanced	Key Goal 4 A community that is friendly and welcoming	Key Goal 5 Our leadership will be visionary, collaborative and accountable
1.1 A diverse economy that provides a range of business and employment opportunities	2.1 Value, protect and enhance our natural environment	3.1 Maintained townscape heritage and character	4.1 A cohesive community with a sense of pride	5.1 Our community actively participates in civic life
1.2 A proactive approach to business development	2.2 Enhanced parklands, reserves and gardens	3.2 Outdoor spaces, places and buildings are fit for purpose	4.2 Programs and facilities that encourage community resilience	5.2 We maintain high standards of governance, accountability and transparency
	2.3 Effectively utilised natural resources	3.3 Maintain an appropriate standard of transport networks, roads and pathways	4.3 Appropriate community led local transport systems	5.3 We operate within the Integrated Planning Framework
	2.4 An informed community on land management and sustainable living		4.4 Promoting volunteerism	5.4 We participate in regional collaboration
	2.5 Effectively managed waste services		4.5 High levels of responsiveness to emergencies and emergency recovery	5.5 We are strong advocates for our community
	2.6 Development is sympathetic to the landscape		4.6 Fire prepared communities	
			4.7 A safe area	

Our latest Strategic Community Plan 2017-2027 outlines the community's aspirations for the future of the Shire. The five community aspirations include;

1. Our economy will be strong, diverse and resilient
2. Our natural environment is valued, conserved and enjoyed
3. Our built environment is maintained, protected and enhanced
- 4. A community that is friendly and welcoming**
5. Our leadership will be visionary, collaborative and accountable

The Corporate Business plan reflects the community's aspiration to be a community that is friendly and welcoming - where the community is Accessible and Inclusive to all, through the following Corporate Business Plan strategies;

- 4.2.1 Encourage events, activities, programs and services relevant to, and accessible for local youth
- 4.2.2 Increase the awareness and acceptance of diversity and needs in local youth
- 4.2.9 Improve services and facilities for seniors and people with a disability
- 4.2.10 Maintain and enhance community services, including education and health
- 4.7.2 Improve parking and pedestrian accessibility in town centres

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

- Age Friendly Community Plan
- Youth Plan
- Sport and Recreation Plan
- Local Trails Plan

Background

The Shire of Bridgetown-Greenbushes has been committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services for many years. In 2007 Council adopted the first DAIP after partnering with eight shires in the South West, being Boyup Brook, Bridgetown-Greenbushes, Capel, Collie, Donnybrook-Balingup, Harvey, Manjimup and Nannup to secure a 12 month fixed contract, grant funded position to assist each shire in producing their DAIP.

In August 2012 Council resolved to rename the Disability Access and Inclusion Committee the Access and Inclusion Committee and increase the scope of the Committee to include the implementation of the Age Friendly Community Plan and Disability Access and Inclusion Plans. The committee continues to benefit from a diverse representation of community and service agency members. This diversity has ensured comprehensive advice from the relevant sectors of the community to Council to assist in decision making regarding issues faced by people with disabilities and senior members of the community.

The following outlines a summary of achievements and initiatives implemented by the Shire over the years including under the most recent DAIP:

- Main Street upgrade (Hampton Street) project improved accessibility and safety via paving (footpaths) and nibs to improve access for wheelchairs/gophers/prams to access retail business on the Main Street and improve safety at pedestrian crossings.
- Implementation of a procedure to correlate annual building maintenance/development with the budget process to link in with areas identified for improvement in the 2007 Disability Audit Checklist. This Checklist details Shire owned facilities which require works to improve access and compliance.
- Formation of a local Disability Access and Inclusion Committee after two years of inactivity due lack of interested community volunteers.
- Development of annual training program for all staff regarding access and inclusion issues.
- Installation of a lift at the Shire Administration Building to provide universal access to all 3 levels.
- Preparation of a Local Bicycle Network Plan with consideration for the needs of consultation with the increasing number of gopher users in the community.
- Implementation of an internal procedure to ensure all consultants and contractors are provided with a copy of the DAIP.





- Development of additional parking in the CBD through the development of a Town Square Project which included 30 new parking bays and 2 new infirm parking bays.
- Library service established in Greenbushes for residents who cannot regularly visit Bridgetown (in partnership with the Greenbushes Telecentre).
- Purchase of Netpac Online Catalogue to enable home bound residents to browse borrowing catalogues on line, request books (in addition to a fortnightly delivery service of requested items).
- Installation of universal access playground equipment (Memorial Park).
- The car park at the rear of the Community Resource Centre was upgraded and the rear entrance to the building is now fully accessible from the car park, with the installation of a universal access toilet facility.
- The Disability Access and Inclusion Committee (DAIC) membership has been consolidated with the appointment of a permanent LAC representative from the DSC which is of great value to the Shire and the local DAIC.
- The DAIC initiated community awareness of, and seeking support for, a community driven “vulnerable persons” registry for times of emergency (contact details).
- The DAIC has also identified the need for an Equine Facilitated Learning program in the Shire, with Shire officers securing DSC funding of \$45K (Count Me In) to implement such a program over 2 years. (2012)
- Officer training delivered by Strive Warren Blackwood and Enable South West Inc. (2011-2012)
- The Shire has built a new library which will meet all required access and inclusion standards, including width of aisle to ensure clients with mobility devices can comfortably and safely move through the facility, e-books, an improved large print section and gopher parking. (2012-2013)
- The Shire administration building refurbishment project will include the upgrade of toilet facilities to accessible standards to provide for a universal access toilet and accessible parent-room. (2012-design)

- Council endorsed an Active Aging Strategy based on World Health Organization standards and following support from the community determined to redefine the DAIC to an “Access and Inclusion Advisory Committee” to provide advice and input regarding the implementation of the Active Aging Strategy and the Disability Access and Inclusion Plan.
- A copy of the DAIP has been included in the Induction pack given to all new staff members and contractors prior to commencing work at the Shire.
- A key focus for the design and development of the new aquatic centre was accessibility to the facility and each of the pools.
- The Shire invested in the purchase of a training platform which has facilitated the organisation wide Disability Awareness Training over the past 12months.
- Council have continued to prioritize pathways and roads for accessibility through their 10 year Works Program.
- An 18 month pilot program was undertaken in each of the facilities to trial a variety of inclusive term programs for all community members including swimming lessons, coding, indoor soccer, gym fitness for kids and teens and the purchase of an accessible piece of cardio gym equipment.
- Purchase of accessible community bus
- Three month Shuttle Bus pilot program (intra-Shire bus service)
- A parking review was undertaken to assess the safety of the infirm bays and to increase the number of ACROD parking bays in the CBD and decrease the amount of time close carparks are available to community to encourage accessibility for people with mobility challenges.
- The Access and Inclusion committee worked with the WA Police to upgrade access to the local police station to increase accessibility.
- Administration building design and construction for the redevelopment included a focus on increasing accessibility to the building and to customer service.
- Council’s continued support of the Access and Inclusion Committee and their recommendations.
- The development and promotion of the Accessible Business List for the Shire of Bridgetown-Greenbushes the Shire website and the Visitor Centre website.
- A CBD seating audit was undertaken by the Access and Inclusion Committee to ensure sufficient seating is available along the length of Hampton Street for people with mobility challenges.

The Shire of Bridgetown-Greenbushes Policy Environment

The Anti-Discrimination, Sexual Harassment and Bullying Policy reviewed in November 2017, relates to all officers, elected members and contractors, stating that the Shire strongly supports the concept that every employee, elected member and member of the public employed by or engaged in business with the Shire has the right to do so in an environment where every employee is treated equally, fairly and without prejudice, free from discrimination, sexual harassment and bullying. The Shire is committed to providing such an environment.

Scope

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 plan will be in place from 2019 to 2024.

The responsibility for developing, monitoring, implementing, reviewing and amending the DAIP is a whole of organisational responsibility that is coordinated by the Shires 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 Shires reporting processes with the relevant officers, ensuring each action is completed.



Goals and Objectives

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:

Goal	Objective
Equitable access to services and events	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
Equitable access to buildings and facilities	People with a disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Bridgetown-Greenbushes
Equitable access to information	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 access information.
Equitable access to quality customer service	People with disability receive the same level and quality of service from the staff of the Shire of Bridgetown-Greenbushes as other people receive from the Shire of Bridgetown-Greenbushes.
Equitable complaints procedure	People with disability have the same opportunities as other people to make complaints to the Shire of Bridgetown-Greenbushes.
Equitable access to community engagement	People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Bridgetown-Greenbushes.
Equitable access to employment and traineeships	People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Bridgetown-Greenbushes.



DAIP Review Process

A wide engagement process was carried out to identify potential strategies to be incorporated into the new plan. Community members including people with disabilities, their families and carers, local businesses and service providers were asked to contribute feedback as well as staff members.

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIP review. 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 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

This DAIP review process 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 and review of existing DAIP 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

Feedback and results from the consultation and survey:

- The respondents were 56% female and 44% male with no respondents preferring to not to say or to self-describe their gender.
- The respondents' ages ranged between 25-34 and 65+ with the majority of respondents fitting in the 65+ and 35-44 categories.
- 70% of respondents were residents of this Shire with 25% being people with disability and 7% being from an organisation that represents people with a disability.
- When asked to rate the Shire of Bridgetown-Greenbushes regarding services and accessible environments the majority of respondents were satisfied with the Shire's overall understanding of the needs of people with disability, customer service or response to concerns, inquires or needs and the availability of information in a form that is needed by those with a disability (large font, audio etc.)
- When asked to rate the accessibility of shire facilities for people with a disability as Not Satisfied, Somewhat Satisfied, Satisfied, Very Satisfied or Unsure the results were as follows;
 - Shire administration building, committee room and chambers – the majority of respondents said they were very satisfied or satisfied with access.
 - Bridgetown Library – the majority of respondents said they were very satisfied or satisfied with access.
 - Bridgetown Leisure Centre – the majority of respondents suggested they were satisfied with access.

- Shire sporting facilities – the majority of respondents were satisfied with, or unsure of the accessibility.
- Shire bus stops – the majority of respondents were unsure or satisfied with accessibility.
- Shire parks and facilities – the majority of respondents were satisfied with accessibility.
- Shire footpaths – respondents were spread across satisfied, somewhat satisfied and not satisfied.
- Shire walk trails – the majority of respondents were satisfied or somewhat satisfied.
- Blackwood River Foreshore – the ranking given by respondents regarding accessibility were even across all possible responses.
- Retail premises – the majority of respondents were satisfied with accessibility.
- When asked if there is enough information on facilities and programs for people with disability in the community the respondents answered evenly across yes and no, with slightly less respondents being unsure.
- Respondents were asked if they felt that the programs run in the Shire’s facilities were inclusive. The majority of respondents said yes the programs were inclusive or were unsure if the programs were inclusive or not.
- The respondents were asked to rank the overall level of access and inclusion for people with disability. The majority of responses rated the shire as either very good or good (75%) with a smaller percentage of respondents suggesting the shire was either poor or very poor (25%)
- There are a number of comments submitted by respondents available in the survey results included at Appendix B.

Implementation and Time Lines

It must be stated that 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 Committee has been established to provide advice to Council in relation to implementing this Plan in conjunction with the Active Aging Strategy.

It is important that the Committee, relevant officers and Council, review both plans on annual basis in order to ensure the documents are kept current AND to allow for financial planning to implement the objectives of the plan in an ongoing manner. This is a key responsibility of the Community Development Manager as the support officer for the Access and Inclusion Committee.

The DAIP will be promoted through local newspapers, on the Shire website and in the Shire newspaper, the “Insight”. 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.

Sources

Except where stated otherwise, data is taken from Australian Bureau of Statistics (ABS) 2016, 4430.0 - Survey of Disability, Ageing and Carers 2015, viewed 24 February 2017.

[1] 'Listen Hear! The economic impact and cost of hearing loss in Australia' 2006, Access Economics, viewed 24 February 2017.

[2] Vision Australia estimate is based on ABS population data and ABS Survey of Disability Ageing and Carers.

[3] Australian Bureau of Statistics (ABS) 2008, 4326.0 - National Survey of Mental Health and Wellbeing: Summary of Results, 2007, viewed 24 February 2017.

[4] Price, R.H., Choi, J.N. and Vinokur, A.D. 2002, Links in the chain of adversity following job loss: How financial strain and loss of personal control lead to depression, impaired functioning, and poor health, *Journal of Occupational Health Psychology*, 7(4), 302-312.

[5] 'Employment of persons with disabilities' 2007, United Nations Department of Public Information, viewed 24 February 2017.

[6] 'Grad Stats', 2015, Graduate Careers Australia, viewed 24 February 2017.

[7] 'Benefits to business: The evidence for investing in health and wellbeing' 2011, ComCare, viewed 15 March 2017.

[8] Inc Magazine 2014, How a Sense of Purpose Boosts Engagement, viewed 15 March 2017.

[9] 'Missing out: The business case for customer diversity' 2017, Australian Human Rights Commission, viewed 15 March 2017.

[10] '2017 Disability Confidence Survey' 2017, Australian Network on Disability, viewed 19 February 2018.



Appendix A: Strategies and Actions to improve Access and Inclusion 2019-2024

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.

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	CDM	2019-20
	1.1.2. Ensure all relevant staff have access to, and are familiar with, the Accessible Events Checklist.	CDM	2019-20
	1.1.3. Provide the Accessible Events Checklist to other organisations/community groups holding events including promotion of the mobile audio equipment.	CDM	2019-20
	1.1.4. Continue to promote the availability of hearing assistance equipment at meeting and events and for community use.	CSD, CEOD	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.	CDM	2019-20

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.	HR	Ongoing
	1.3.2. Continue implementing disability awareness training for all staff through the training platform and other training opportunities.	HR	Ongoing
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.	CSD	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 close to their township.	CSD, CEO's Office	Ongoing
	1.4.3. Continue to explore ACROD parking bay opportunities along Hampton Street and Steere Street.	CDM, IDD	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.	FM, CDM	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.	FM, CDM	Ongoing
	1.5.3. A range of inclusive activities and programs offered at the Bridgetown Library for people with a range of abilities.	FM, CDM	Ongoing
	1.5.4. Potential new programs and methods of delivery will be explored to increase opportunities for the participation and inclusion of people with disabilities.	FM, CDM	Ongoing
	1.5.5. Explore ways to promote inclusive programs offered at the Shire facilities in a more effective manner to increase community awareness.	FM, CDM	Ongoing
	1.5.6. The Emergency Evacuation Plans developed for each Shire	ESM, FM, CDM	2019-20

building and facility includes safeguards and management of people with disabilities.

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.	PBS	Ongoing
	2.1.2. Engage the Disability Access and Inclusion Advisory Committee for significant infrastructure planning and refurbishment of shire owed facilities.	IDD, CSD	Ongoing
	2.1.3. Accessibility will be considered during the development and upgrade of public open space including infrastructure within those spaces.	IDD, CSD	Ongoing
2.2. Continue to identify barriers to access throughout the Shire and actively engage with community to identify positive outcomes.	2.2.1. Continue to review the Accessible Businesses List and promote the list widely.	CDM	Ongoing
	2.2.2. Investigate ways of improving access to heritage buildings while maintaining their integrity.	IDD, CSD	Ongoing
	2.2.3. Annual consultation will be undertaken with people with disabilities, carers and service providers to identify barriers in the community.	CDM	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.	IDD	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 Advisory Committee, where appropriate.	IDD	Annually
	2.3.3. Continue to explore ACROD parking bay opportunities along Hampton Street and Steere Street.	IDD, CDM	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.	Organisational, HR, CDM	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 Insight, Greenbushes-Balingup Newsletter, group email updates and social media.	CSD, CEO's Office	Ongoing
	3.1.2. Ensure all public documents carry a notation regarding availability in alternative formats.	CSD, CEO's Office	Ongoing
	3.1.3. Promote the Disability Access and Inclusion Plan to the community.	CDM	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	Organisation	Ongoing
	3.2.2. Aim to achieve WCAG 2.0 A compliance of the Shire's websites and other digital platforms through continuous improvement.	EA	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.	CSD	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.	CDM, HR	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.	HR	Ongoing
	4.1.2. The DAIP is incorporated into the orientation and induction process of new staff members and Councillors.	HR	Ongoing
	4.1.3. Provide regular updates on access and inclusion in the Councillor Information Bulletin and the Insight.	CDM	Ongoing
	4.1.4. Ensure disability access and inclusion information is circulated.	CDM	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.	CDM	2019-20
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 complains and compliments regarding access and inclusion as a mechanism for reporting on DAIP outcomes and improving any internal processes/services.	CDM	Ongoing

DAIP Outcome 5

People with disability have the some 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.	CDM	Annually
	5.1.2. Promote the Shire’s complaints procedure to the community.	CDM	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 through the online training platform.	HR, CSD	2019-20



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 Committee to the community.	CDM	Ongoing
	6.1.2. Access and Inclusion Committee to meet regularly to provide strategic advice to Council, with support from Council staff.	AIC, CDM	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.	EA, CDM	Ongoing
6.2. Ongoing monitoring of the DAIP to ensure implementation and positive outcomes.	6.2.1. Access & Inclusion Committee to regularly monitor the progress of the plan and be involved in all reviews of the plan.	CDM, AIC	Ongoing
	6.2.2. Consult people with disability using a range of different consultation mediums e.g. focus group, interviews, and surveys.	AIC, CDM	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.	EA, CDM	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.	CSD	Ongoing

DAIP Outcome 7

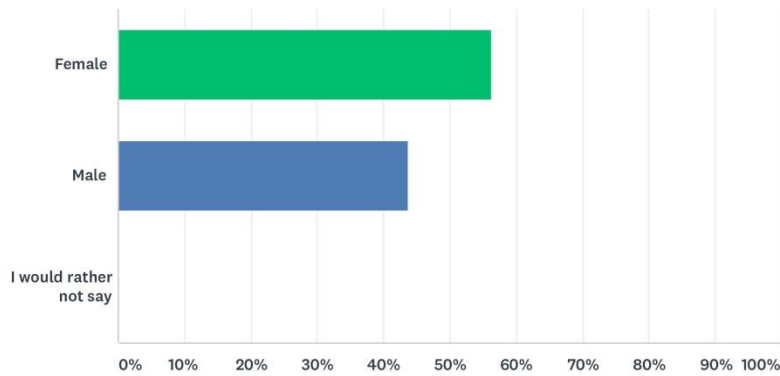
People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Bridgetown-Greenbushes.

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	HR, CDM	Annually
	7.1.2. Adaptive equipment and work processes are provided to staff or prospective staff where reasonable and practical.	HR	Ongoing
	7.1.3. Job vacancies are promoted via the supported employment network.	HR, CDM	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	CDM, HR	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.	HR	Ongoing
	7.2.2. Adaptive equipment and work processes are provided to trainees or prospective trainees where reasonable and practical.	HR	Ongoing

Appendix B: Survey Results

Q1 Please tick the gender that best represents you

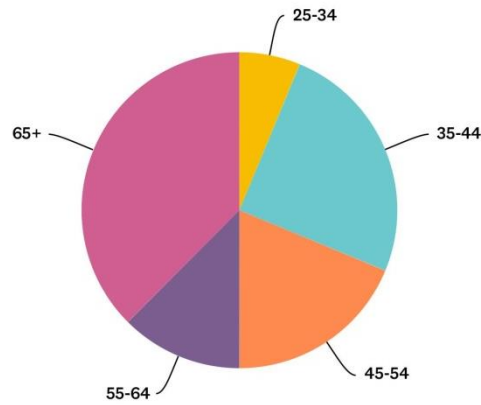
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	56.25%	9
Male	43.75%	7
I would rather not say	0.00%	0
TOTAL		16

Q2 What is your age?

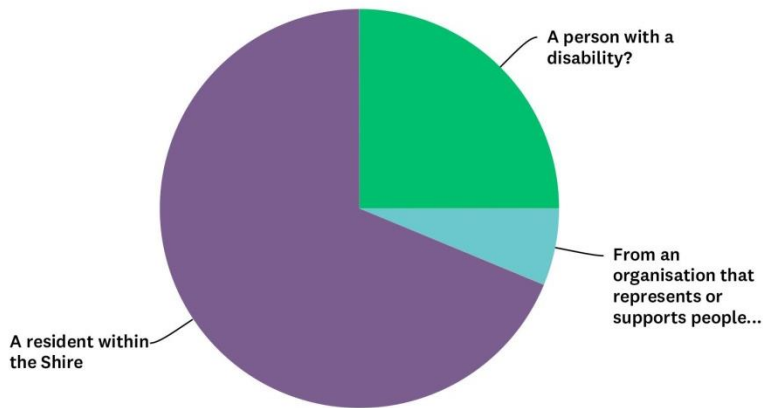
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ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	6.25%	1
35-44	25.00%	4
45-54	18.75%	3
55-64	12.50%	2
65+	37.50%	6
TOTAL		16

Q3 Are you:

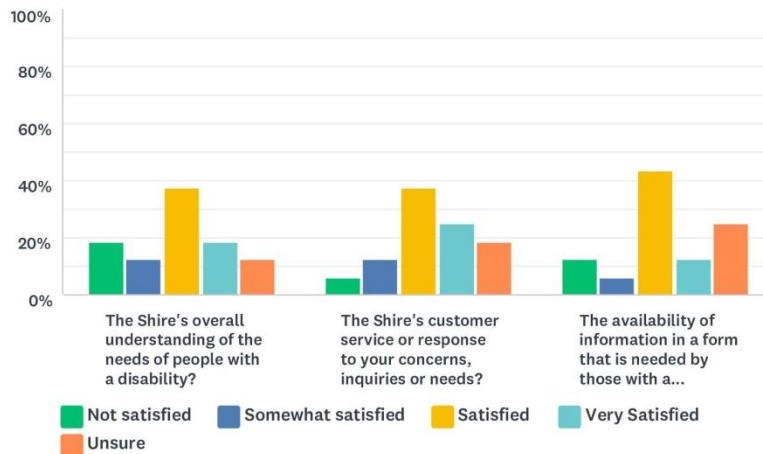
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ANSWER CHOICES	RESPONSES	
A person with a disability?	25.00%	4
A carer of someone who has a disability?	0.00%	0
A support worker (paid) for someone who has a disability?	0.00%	0
From an organisation that represents or supports people with a disability?	6.25%	1
A business owner within the shire	0.00%	0
A resident within the Shire	68.75%	11
TOTAL		16

Q4 When dealing with the Shire of Bridgetown-Greenbushes about services and accessible environments, how would you rate:

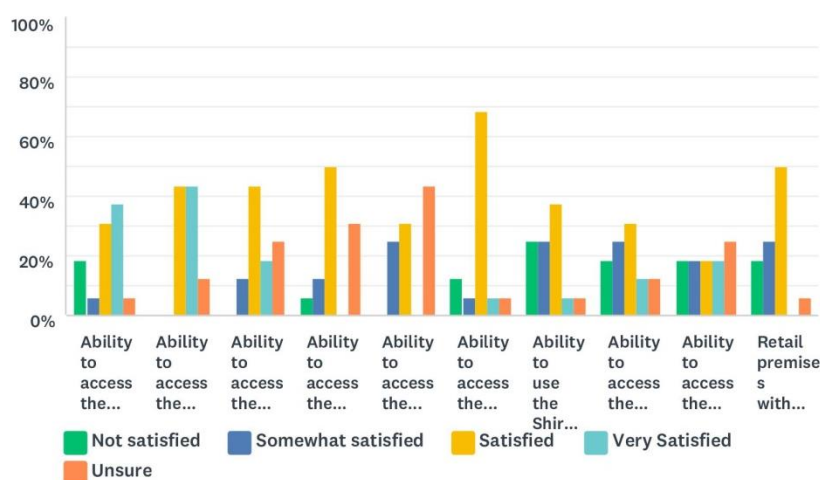
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	NOT SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	UNSURE	TOTAL	WEIGHTED AVERAGE
The Shire's overall understanding of the needs of people with a disability?	18.75% 3	12.50% 2	37.50% 6	18.75% 3	12.50% 2	16	2.94
The Shire's customer service or response to your concerns, inquiries or needs?	6.25% 1	12.50% 2	37.50% 6	25.00% 4	18.75% 3	16	3.38
The availability of information in a form that is needed by those with a disability (large font, audio)	12.50% 2	6.25% 1	43.75% 7	12.50% 2	25.00% 4	16	3.31

Q5 Thinking about physical access to the Shire of Bridgetown-Greenbushes' facilities, how would you rate the following for people with a disability?

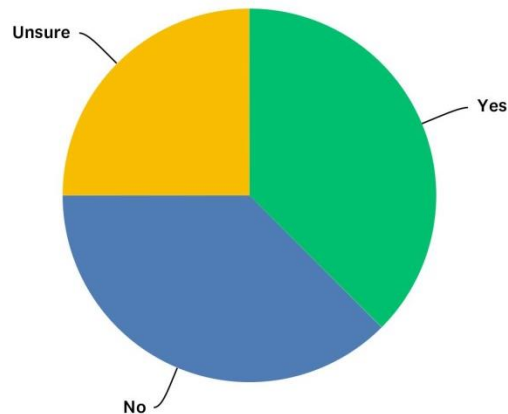
Answered: 16 Skipped: 0



	NOT SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	UNSURE	TOTAL
Ability to access the Shire administration building, committee room and chambers	18.75% 3	6.25% 1	31.25% 5	37.50% 6	6.25% 1	16
Ability to access the Bridgetown Library	0.00% 0	0.00% 0	43.75% 7	43.75% 7	12.50% 2	16
Ability to access the facilities at the Bridgetown Leisure Centre	0.00% 0	12.50% 2	43.75% 7	18.75% 3	25.00% 4	16
Ability to access the Shire's sporting facilities	6.25% 1	12.50% 2	50.00% 8	0.00% 0	31.25% 5	16
Ability to access the Shire's bus stops	0.00% 0	25.00% 4	31.25% 5	0.00% 0	43.75% 7	16
Ability to access the Shire's parks and facilities (BBQ's, toilets etc)	12.50% 2	6.25% 1	68.75% 11	6.25% 1	6.25% 1	16
Ability to use the Shire's footpaths	25.00% 4	25.00% 4	37.50% 6	6.25% 1	6.25% 1	16
Ability to access the Shire's walk trails	18.75% 3	25.00% 4	31.25% 5	12.50% 2	12.50% 2	16
Ability to access the Blackwood River Foreshore	18.75% 3	18.75% 3	18.75% 3	18.75% 3	25.00% 4	16
Retail premises within the Shire town sites (cafes, restaurants, shops)	18.75% 3	25.00% 4	50.00% 8	0.00% 0	6.25% 1	16

Q6 Do you think there is enough information on facilities and programs for people with a disability in the community

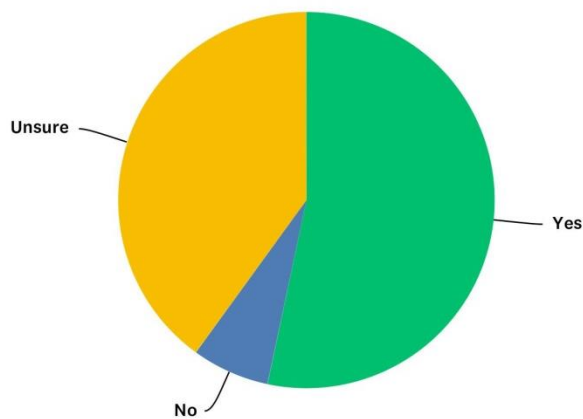
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ANSWER CHOICES	RESPONSES	
Yes	37.50%	6
No	37.50%	6
Unsure	25.00%	4
TOTAL		16

Q7 Do you feel that the programs run in the Shire's facilities (Library and Leisure Centre) are inclusive?

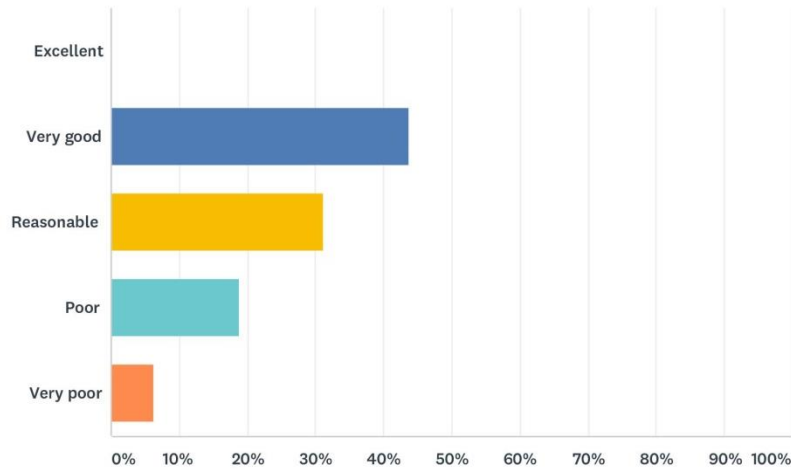
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	53.33%	8
No	6.67%	1
Unsure	40.00%	6
TOTAL		15

Q8 Overall, how would you rate the Shire of Bridgetown-Greenbushes level of access and inclusion for people with a disability?

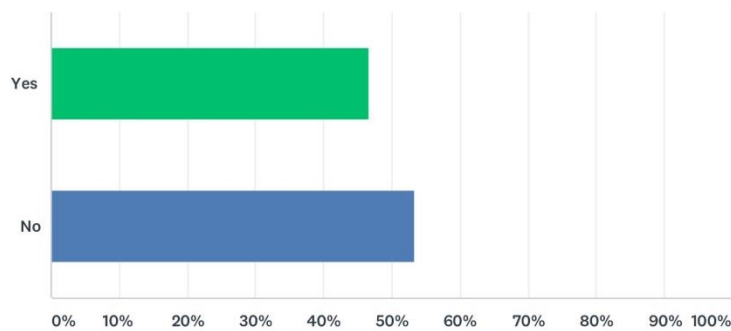
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ANSWER CHOICES	RESPONSES	
Excellent	0.00%	0
Very good	43.75%	7
Reasonable	31.25%	5
Poor	18.75%	3
Very poor	6.25%	1
TOTAL		16

Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?

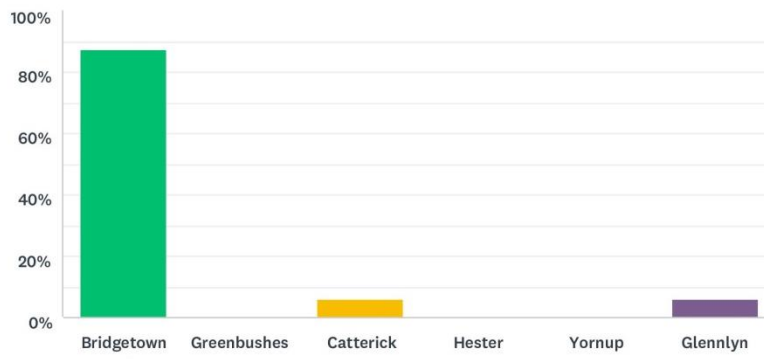
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	46.67%	7
No	53.33%	8
TOTAL		15

Q13 Where do you live?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bridgetown	87.50%	14
Greenbushes	0.00%	0
Catterick	6.25%	1
Hester	0.00%	0
Yornup	0.00%	0
Glennlyn	6.25%	1
TOTAL		16

The following comments were provided by survey respondents:

<p>Q6 Do you think there is enough information on facilities and programs for people with a disability in the community</p>	<p>No, If you answered no, please specify what you would like: there is no knowledge of even where to get information from</p>
<p>Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?</p>	<p>Yes, Please specify: The art trail path at the Somme Creek area, where there is limited access to visit the sculptures & no signage.</p>
<p>Q6 Do you think there is enough information on facilities and programs for people with a disability in the community</p>	<p>No, If you answered no, please specify what you would like: brochures with information</p>
<p>Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?</p>	<p>Please specify: Every morning delivery vans use the disabled parking bays in Bridgetown as a loading bay, even when there are other bays available. I was told to "get stuffed" when I approached them</p>
<p>Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?</p>	<p>Yes, Please specify: better wheelchair access for shops etc, better wheelchair access for acrod parking</p>
<p>Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?</p>	<p>Yes, Please specify: Information re facilities and services still not always available</p>
<p>Q9 Are there any specific access and/or inclusion issues you would like addressed in the Shire of Bridgetown-Greenbushes?</p>	<p>Yes, Please specify: River Park, access to toilets, can this be improved. Currently lengthy climb to toilets, is an alternative available? Library access, would be difficult for limited mobility or wheelchair if not driving</p>

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

Parking for the disabled

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

Ensure that new footpaths have no camber angle - the centre of a road has no camber angle and there's no reason why footpaths aren't designed the same way.

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

Pool could be made to be indoors so it can be utilised all year round and a perfect place for all people to use for health and wellness reasons

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

Encourage some of the business owners/landlords to add wheelchair friendly access.

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

It can never be perfect due to (a) the terrain being very hilly, and (b) Hampton Street being part of a major truck route. Parking for people with a disability will remain a problem in Hampton Street.

Q10 What could the Shire of Bridgetown-Greenbushes improve on to make access and inclusion better within the Shire of Bridgetown-Greenbushes

improve wheelchair accessibility with in the shire

Concerns or general comments	Some retail premises could be a bit difficult for wheelchair access.
Concerns or general comments	I am of the opinion that the Shire has absolutely NO IDEA about people with disabilities accessing the community
Concerns or general comments	Trip hazards on Steere Street footpath due to tree roots. Also lack of good walking path on north side of Steere Street from Roe Street up to the library and recreation facility.
Concerns or general comments	Footpath camber angle is a significant (in some places such as in front of the Barking Cow it is severe) hindrance for wheelchair users
Concerns or general comments	The art trail - there is a walk trail around Somme Creek and a path meanders off to some sculptures where disabled/elderly cannot access the path to see the art.

