



Shire of Narrogin

Disability Access and Inclusion Plan

2018 - 2023

This Plan can be made available, upon request, in alternative formats such as in standard or large print, electronic format (web, disk or email), audio or Braille.

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Chief Executive Officer's Note

I am pleased to present the Shire of Narrogin's Disability Access and Inclusion Plan (DAIP) 2018-2023. The Plan reflects a commitment to making Narrogin an inclusive and accessible regional Wheatbelt Shire for residents and visitors with disability alike and expresses our commitment to the principles and objectives of Western Australia's Disability Services Act 1993.

The Plan embodies a review of the 2012-2017 DAIP and combines past and current strategies based on feedback from community consultations conducted during the review. The Shire is pleased to incorporate an Implementation Plan in this revised DAIP. This will be invaluable for giving consideration to resource allocation to the DAIP and monitoring progress.

We continue to rely on the community's feedback about our services and facilities and welcome comment on our progress with the implementation of the DAIP.

Aaron Cook
Chief Executive Officer
Shire of Narrogin

Acknowledgement

The Shire of Narrogin wishes to express its appreciation for the invaluable input received from disability sector stakeholders, community members and Shire staff in the preparation of the 2018-2023 DAIP and the subsequent development of this current Plan.

Introduction

The Shire is required by the Disability Services Act 1993 (amended 2004) “the Act” to prepare and lodge a DAIP with the Department of Communities (Disability Services). Under this legislation the Shire is further required to directly report on the progress of the implementation of its Plan to the Department of Communities by 31 July each year as well as provide an update to the community through its Annual Report.

A full review of the DAIP must be undertaken every five years or earlier. This Plan replaces the Shire’s 2012-2017 DAIP. Other legislation underpinning access and inclusion includes the *Western Australia Equal Opportunity Act (1984)* and the *Commonwealth Disability Discrimination Act 1992 (DDA)*,

The Shire of Narrogin

A local government merger took effect on 1 July 2016 which saw the former Town of Narrogin merge with the former Shire of Narrogin, to form a new and expanded local government named “Shire of Narrogin”. The intent of the merger was to enable the new Shire of Narrogin to better plan for the future by delivering more sustainable services and infrastructure. The Shire is one of 15 local governments within the Wheatbelt Development Commission’s Wheatbelt South sub region of Western Australia with a population of 5,162 representing just over 29% of the Wheatbelt South’s population of 17,673 at the time of the Australian Bureau of Statistics (ABS) 2016 Census.

The Shire comprises two town sites; Narrogin with a population of 4,274 and Highbury, with a population of 294 in 2016. The median age of the Shire’s population is 40 years and compares to a younger median age of 36 years for the State and 38 years for the Australian population. People aged 55 years and over comprised 32 percent (1,665 persons) of its population and people aged 65 years or over made up 18 percent of its population. Just under 7.0% (352 persons) of its population identified as Aboriginal and Torres Strait Islander compared to 3.0 % for Australia and Western Australia.

Narrogin as a town site is an important regional centre offering commercial, government and non-government services. It has a regional hospital, three primary schools, a senior high school, numerous aged care facilities and a regional recreation and leisure centre with a 25 meter indoor heated swimming pool, which won a Disability Services Commission Access Award in 2002 for its high level of accessibility.

Functions, Facilities and Services Provided by the Shire of Narrogin

The Shire of Narrogin is a Local Government Authority governed by nine elected members of Council, who are responsible for an annual budget expenditure of approximately \$17.7 million. Its Vision Statement in its Strategic Community Plan is “To be a leading regional driver and a socially interactive and inclusive community.”

The Shire of Narrogin provides a range of functions, facilities and services including:

- **Services to property:**
Construction and maintenance of Council owned buildings, roads footpaths; land drainage and development; waste collection and disposal; litter control, Townscape services including street cleaning; planting and caring for street trees and street lighting.
- **Services to the community:**
Provision and maintenance of playing areas, parks, gardens, reserves and recreational facilities for sporting and community needs; public library and information services; transport services; aged care and disability services, community events and cemetery services.
- **Regulatory services:**
Planning of road systems, sub-divisions and Shire planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog and cat control and parking.
- **General Administration:**
The provision of general information and regulatory guidelines for the public;
- **Processes of government:**
Ordinary and special Council and committee meetings; electors' meetings, election of Council Members and community consultations.

People with Disability in the Shire of Narrogin

There are a number of definitions of disability (see Appendix A). The Australian Bureau of Statistics (ABS) defines people with a profound or severe disability as people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long term health condition (lasting six months or more) or old age. Broadly speaking this definition means their disability dictates that they always or sometimes need help with a core activity or task.

The 2016 ABS Census enumeration captured disability data based on the ABS definition of a disability. In 2016, 284 persons residing in the Shire reported requiring need for assistance in one or more of the three core activity areas of self-care, mobility and communication representing 6.0% of the Shire's total population. This compares with a rate of 4.0% in the total Western Australian population and 5.0% in the Australian population.

Consultations with service providers in the aged care sector, during the last review of the Shire's 2012-2017 DAIP, highlighted the aged care sector's concern that access and inclusion issues are relevant for an ageing population regardless of the strict definitions used to enumerate persons with a disability in the Census.

The ABS *Survey of Disability, Ageing and Carers (SDAC) Australia: Summary of Findings, 2015* (Released 18/10/2016) found the national disability prevalence rate has remained relatively stable over time, with 18 % of people reporting a disability in 2015, and 19% in 2012 and 2009. The ABS Summary of Findings points to the many different kinds of disability which usually result from accidents, illness or genetic disorders and states:

Disability may affect a person's mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force. The collection

of information about people with disability is important for many reasons including the provision of appropriate services and support.

If the national 18% prevalence rate is applied to the Shire's 2016 population, it is estimated that some 929 persons residing in the Shire have a disability of some kind.

In 2016, 429 persons (11%) aged 15 years and over residing in the Shire of Narrogin reported providing unpaid assistance to a family member or others due to disability, long term illness or problems related to old age. This compares with 10 % in the total Western Australian population and 11% for Australia. These are carers are not providing institutionalised work and delivering care in residential settings or volunteer work. (ABS Census 2016 Shire of Narrogin, Western Australia and Australia Community Profile).

Planning for Better Access

It is a requirement of the Act that local government authorities develop and implement a DAIP that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

The Shire of Narrogin's DAIP

The Shire of Narrogin is a public authority affected by Part 5 of the Act which requires it to develop and implement a DAIP to further the principles and objectives of the Act. The principles of the Act apply to how people with disability should be treated, that is, a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.

The Shire is committed to ensuring equitable and inclusive access for people with disability to its facilities, services, and events. The DAIP informs the Shire's residents, Council and staff about access and inclusion to its services, facilities and events that can be improved and our strategies to address them.

These strategies, as set out in the Act are the minimum standard for DAIPs and work towards a range of access and inclusion outcomes which form the foundation of the Shire's commitment to its residents, staff and visitors with disability. These outcomes as set out by the *Disability Services Regulations 2004* are as follows:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire.
3. People with disability receive information from the Shire in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the staff of the Shire as other people receive from the staff of the Shire.

5. People with disability have the same opportunities as other people to make complaints to the Shire.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire.

Access and Inclusion Policy Statement

The Shire of Narrogin is committed to ensuring that the community is accessible and inclusive for people with disability, their families and carers. The Shire of Narrogin interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are as open, available and accessible to people with disability as for other people in the community, providing them with the same rights and responsibilities as other people. The Shire is cognisant of the fact that as it is a regional centre, residents of the Shire of Narrogin, Cuballing, Wickopin, Wagin and Williams (all located within a 50 kilometre radius of Narrogin) commute regularly to Narrogin for work, shopping and leisure activities and that the Shire's accessibility and inclusiveness is important to the communities of these surrounding local governments.

The Shire of Narrogin:

- recognises that people with disability are valued members of the community who make a range of contributions to local, social, economic and cultural life;
- believes that a community that recognises its diversity and supports the participation and inclusion of all its members makes for a richer community life;
- believes that people with disability, their families and carers should be supported to remain living and participating in the community;
- is committed to consulting with people with disability, their families and carers, and the community in general, to ensure that barriers to access and inclusion are appropriately addressed;
- is committed to supporting local community groups and other relevant organisations to facilitate the inclusion of people with disability through access to information, services and facilities in the community; and
- is committed to ensuring that its agents and contractors work towards the desired outcomes in the Shire's DAIP.

Review of the DAIP

The Western Australian Disability Act 1993 and Requirements

It is a requirement of the Act that all Local Government Authorities develop and implement a DAIP that outlines the ways in which they will ensure that people with disability have equal access to their facilities and services.

Review and Consultation Process

In accordance with the Act, the Shire has met the minimum consultation requirements for public authorities in the preparation of the 2018-2023 DAIP.

The methodology for the review included an examination of the former Shire and Town of Narrogin's previous DAIP, DAIP progress reports and relevant Council documents, plans and strategies. Consultations in the disability and aged care sector were undertaken using a number of small group meetings designed to assess for current issues with access and inclusion against the seven designated outcomes within the DAIP. Consideration was then given to amending and /or adding to existing strategies to work towards achieving these outcomes.

Representatives of five primary disability service providers were consulted. A focus group was conducted with nine clients of a local disability service provider as well as their support workers, and three focus groups with a total of 15 clients from Narrogin Homecare. A Key Word Sign Consultant/Communications enabler and carer for an autistic child, provided specific input in two, one on one meetings.

All participants in the consultative process (including Shire of Narrogin executive staff) were invited to provide comments and input and briefed on the review's rationale and legislative requirements. Suggestions were sought regarding strategies to help achieve the seven outcomes listed. Comments were recorded regarding barriers to access, potential solutions to overcoming them, options for improving inclusion in the community and strategies to improve access and inclusion.

The consultation was advertised on the Shire's website with a link to the 2012-17 DAIP and in the local Narrogin Observer. The finalised draft was submitted to Council for endorsement and then lodged with the Disability Services Commission. Upon endorsement, a statutory public notice was placed in the Narrogin Observer and on the Shire's website. The notice invited the community to contact the Shire should they wish to provide comment on the final DAIP.

Review Results.

Since the endorsement by the Shire Council of the 2012-2017 DAIP, the review found the Shire of Narrogin has undertaken a range of initiatives over the years to facilitate access and inclusion for people with a disability. These include:

- The successful funding application for the construction of a Changing Place (toilet facilities) which is due for completion in December 2017;
- A footpath program commenced in 2015/16 and continued into 2016/17 resulting in significant refurbishment of existing footpaths and the building of new paths, the

construction of additional kerbing/pram ramps inclusive of tactile treads and hand rails and an increase in public seating in the CBD. Much of this work was the outcome of a grant application to the Wheatbelt Development Commission for over \$100,000 to make Narrogin a more age friendly community;

- Extensive renovations to the Shire's library building which included an accessible bathroom facility with toilet and shower;
- The library developed spaced shelving to allow for wheelchair access where possible;
- The library doubling the size of its large print and sound recording collection as well as appropriate and suitable board and other games for visitors with an intellectual disability;
- The Shire of Narrogin's administrative building's extensions included an accessible toilet;
- The nomination of a disability sector representative for membership to the Townscape Committee;
- The Shire including the International Day of Disability in its annual events calendar;
- The Shire in partnership with a disability service provider facilitating an art exhibition to celebrate Disability Awareness Week; and
- Two new ACROD parking spaces allocated in main streets in the CBD in close proximity to the Post Office and two pharmacy locations.

Consultation Findings

The consultations as part of the 2012-2017 DAIP review within the aged care and disability sector, highlighted the community's ongoing interest in the Shire's CBD infrastructure. For instance the need for appropriately placed ACROD parking bays continued to attract attention as did the need for footpaths to be made safe and to address uneven paths or the removal of tree roots which had caused damage to paths. There were numerous comments on the need for more pram ramps and additional seating in the CBD area.

Detailed comments provided during the 2017 consultations are attached in Appendix B of this report.

Some of the commentary from the 2012 consultations provided complements/adds to that collected from the consultations conducted for the DAIP 2017-2023. They included cluttered pathways in the CBD, poor street lighting, railing and ramps access to retail and commercial outlets, signage and the general lack of access for people with disability. A detailed of these issues are listed in Appendix C of this report.

The comments presented above and detailed in Appendix B and C both from the most recent consultations and those held in 2012 are informative and valuable. They assist in drawing attention to the ongoing need to review its initiatives to date in addressing access and inclusion within its community, consider resource requirements to address barriers and demonstrate initiative and address and monitor the progress being made between DAIP reviews. It is clear that there are themes or ongoing areas of concern for the community in relation to access and inclusion.

Promoting the DAIP 2018-23

The Shire of Narrogin will advertise the availability of the 2018-2023 DAIP in the local paper, the Narrogin Observer and make it available online. On request the DAIP will be made available in alternative formats including hard copy (standard and enlarged print), accessible electronic format, Braille and on audiotape or compact disc as well as on the Shire's website. In addition the DAIP will be circulated to relevant stakeholders.

Responsibility for Implementing the DAIP

The Act requires all public authorities to take all practical measures to ensure that its officers, employees, agents and contractors implement the DAIP. This includes requirements of contractors and agents engaged by the Shire who supply services to the public. Each of the Shire's departments will be responsible for the implementation of the Plan. This 2018-2023 DAIP includes an Implementation Plan which can be referred to and reviewed as to the Shire's progress with achieving DAIP outcomes. Ultimately, the Chief Executive Officer has final responsibility to ensure the DAIP's strategies are implemented over time.

Review and Evaluation Mechanisms

The Act sets minimum review requirements for public authorities in relation to the DAIP. The Shire's DAIP will be implemented over a five year period (2018-2023), with an annual review, and a review period following the five years.

Each Department is responsible for the implementation and review of the DAIP with the ultimate responsibility for ongoing actions resting with the CEO. The Shire will provide an annual progress report through the Manager Community Leisure and Culture by 30 June each year to the Department of Communities (Disability Services).

A five year review will be in accordance with Part 5 of the *Disability Services Act (1993)*, and require:

- Advertising this intention and inviting public consultation;
- Lodging the review and outcome results with the Department of Communities (Disability Services);
- Ensuring the DAIP is available and accessible to people with disability and the public; and
- Reporting this process in the Shire's Annual Report.

The DAIP's Implementation Plan may be amended on a more regular basis to reflect budget considerations, progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities (Disability Services).

Reporting on the DAIP

The Act requires that the Shire of Narrogin includes a report on the implementation of its DAIP in its annual report, outlining:

- Progress towards the desired outcomes of its DAIP
- Progress of its agents and contractors towards meeting the seven desired outcomes;
- The strategies used to inform agents and contractors of its DAIP (via tender documentation, emails, written advice, as part of meeting agendas with agents and contractors).

DAIP 2018-2023 Implementation Plan

The following table presents the seven DAIP desired outcomes as prescribed by the Department of Communities (Disability Services) and the recommended strategies to achieve those outcomes. The strategies are informed by both the 2012 and 2017 DAIP review. The timelines for the strategies are ongoing and will be underpinned by a range of tasks that the Shire can action from 2018-2023 to improve access and inclusion for people with disability.

The introduction of the DAIP Implementation Plan follows the example of the former Shire of Narrogin in supporting its DAIP through consideration of required budgets and resources. While implementation of a range of strategies will be subject to the approval of annual budgets, the Shire of Narrogin is mindful of its commitment to inclusion and access principles and to people with disability, their carers and families. It is envisaged that the Implementation Plan will improve the Shire's ability to monitor its progress in adopting the recommended strategies within the 2018-2023 DAIP.

DISABILITY ACCESS AND INCLUSION PLAN - IMPLEMENTATION PLAN 2018-2023

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire.			
Strategy	Task	Timeline	Responsibility
1.1 Ensure that key Shire staff with roles and responsibilities which require engagement in community event management receive disability awareness training as it specifically relates to access and inclusion to the Shire's events.	<ol style="list-style-type: none"> 1. Allocate a budget for annual disability awareness training for key staff in the Department of Development and Regulatory Services and Technical and Rural Services. 2. Incorporate the Department of Communities (Disability Services) Accessible <i>Events Checklist</i> in the Shire's event management planning documents. 	Ongoing	Executive Manager Development and Regulatory Services (EMDRS)/ Executive Manager Technical & Rural Services (/EMTRS)
1.2 Endorse event marketing and promotion which utilises and incorporates positive images of people with disability and conveys messages linking access and inclusion to mental health and wellbeing.	<ol style="list-style-type: none"> 1. Utilise Department of Communities (Disability Services) material as a reference to improve accessibility to and inclusiveness of events. 2. Develop or access a resource package which includes appropriate graphics and messages to be utilised in event marketing material. 3. Develop or access a database of graphics for events and meetings which indicate if venues are accessible for wheelchairs and mobility devices and if special assistance is available to participants upon request. 	Ongoing	Manager Community, Leisure & Culture (MCLC)
1.3 Ensure Shire staff, agents and contractors are aware of the DAIP and of the requirements for providing access and inclusion to services and events.	<ol style="list-style-type: none"> 1. Develop a process readily identified by Shire staff to advise contractors and agencies about the DAIP and their responsibilities under the DAIP. 2. Present the DAIP at a manager's meeting every six months to assess how staff are engaging with contractors regarding access and inclusion requirements and to equally assess how staff are utilising the DAIP in executing their roles and responsibilities. 	Ongoing	EMDRS/EMTRS MCLC
1.4 Incorporate DAIP objectives into strategic planning and other relevant Shire plans and strategies where relevant and instructive.	Ensure that it is an imperative that planning exercises conducted by the Shire incorporate the DAIP as critical reference material.	Ongoing	Chief Executive Officer (CEO)
1.5 Identify synergies between the mainstream and disability sector which may encourage joint funding applications and submissions to improve and enhance access options to services and facilities for people with disability.	Liaise and convene with disability sector representatives when opportunities arise for joint funding opportunities.	Ongoing	MCLC

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire.			
Strategy	Task	Timeline	Responsibility
2.1 Ensure that key Shire staff with roles and responsibilities which require them to engage in aspects of project management related to the maintenance/development/building of Shire infrastructure are aware of the purpose of the DAIP and the legislation which underpins it.	1. Allocate a budget for annual disability awareness training for key staff in the Department of Development and Regulatory Services and Technical and Rural Services.	Ongoing	EMDRS/EMTRS MLC
2.2 Raise staff and community awareness of the benefits to access and inclusion of learning and using Key Word Sign Language as a way to improve access and inclusion for children and adults with communication difficulties (e.g. people with an intellectual or learning disability or who are non-verbal/autistic or illiterate).	1. Liaise with Key Word Sign Australia or Key Word Sign WA to become informed of ways in which the Shire can become a more inclusive community through the use of Key Word Signage. 2. Provide an introductory class to interested staff in learning keyword signage. 3. Subsidise local courses in Key Word Signage offered to the community by accredited trainers. 4. Allocate a training budget on an annual basis to support the introduction and usage of Key Word Signage with the Narrogin community. 5. Promote Key Word Signage training opportunities and the general use of Key Word Signage on the Shire's Facebook Page.	Ongoing	MCLC
2.3. Introduce pictorial signage in the CBD and Shire parks to reduce access barriers and improve literacy friendly communication.	1. Research literacy friendly literature and raise the awareness of key staff awareness in the Department of Technical and Rural Services of the benefits to the introduction of pictorial signage for people with disability 2. Allocate an annual budget for the introduction of literacy friendly signage.	Ongoing	MCLC//EMTRS
2.4 Ensure that all Shire facilities and infrastructure comply with minimum access standards as required by Australian Standards on Access and Mobility (AS 1428 suite) and are physically accessible and safe, particularly pedestrian facilities such as footpaths, bus stops, parks reserves, gardens and ACROD bays.	1. Ensure the Shire consults the disability sector regarding new building and refurbishment projects. 2. Develop a register of contact details for the Department of Communities (Disability Services) so as staff can readily access advice 3. Organize training for key staff such as building surveyors and facility managers within the Department of Regulatory and Development to remain up to date on the Australian Standards on Access and Mobility (AS 1428 suite) any amendments and legal requirements for access to buildings.	Ongoing	MCLC

2.5 Prioritise addressing access barriers to the Shire's buildings and facilities.	4. Allocate funds in the annual budget to specifically address access and inclusion barriers. 5. Regularly review the DAIP with executive staff to monitor access barriers to Shire buildings and facilities. 6. Regularly review and update resource material which can assist and inform key staff in their ongoing work regarding issues relating to access and inclusion. 7. Monitor progress in rectifying access barriers to the Shire's buildings and facilities.	Ongoing	CEO MCLC
2.6 Include in any playground renewal projects a plan to purchase and install at least one piece of equipment which is accessible and inclusive for children, teenagers and adults with disability.	1. In annual Shire budget processes allocate a funds for playground equipment which is accessible and inclusive.	Ongoing	EMTRS
2.7 Deliver community education programs which manage risk and address shared path rules for joggers and pedestrians and people using gophers and bicycles.	1. Liaise with Main Roads WA and the disability sector to develop and deliver a community education program about the use of shared paths.	Ongoing	MCLC
2.8 Educate the community about the need for accessible pathways and the need to reduce footpath clutter created by signage, merchandise displays, sulo bins and gophers.	1. Conduct disability awareness training for relevant operations staff. 2. Post information and comments on the Shire's Facebook page to increase community awareness about clutter free footpaths.		MCLC
Outcome 3: People with disability receive information from the Shire in a format that will enable them to access the information as readily as other people are able to access it.			
Strategy	Task	Timeline	Responsibility
3.1 Ensure the Shire of Narrogin's website meets with contemporary good practice in assisting people with disability.	1. Ensure that documents on the Shire's website are in formats suitable for people with disability such as large print options and verbal formats 2. All staff with responsibilities for upgrading/ updating or posting information on the Shire's website are trained to access and include accessible alternative formats for Shire documents where practical. 3. The Shire's IT personnel with responsibilities for website development are given training opportunities to keep abreast of contemporary IT industry practices relating to access and inclusion. Such practices may include investigating and adopting assistive technology such as screen-readers and an easy read version of the DAIP.	Ongoing	MCLC Executive Assistant (EA) IT Officer

3.2 Ensure reception staff are aware of the DAIP and its implementation plan and know how to respond to a customer who may request that Shire documents be provided in an alternative format.	1. Assess disability awareness training needs of staff and include disability training in professional development plans where appropriate 2. Improve staff awareness of access and inclusion principles through disability awareness training.	Ongoing	MCLC
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Outcome 4: People with disability receive the same level and quality of service from the staff of the Shire as other people receive from the staff of the Shire.

Strategy	Task	Timeline	Responsibility
4.1 Raise executive management's awareness of the importance of the DAIP as an instrument for improving access and inclusion within the Shire of Narrogin.	1. Regularly include the DAIP as an agenda item in executive manager meetings for the purpose of monitoring the DAIP's implementation plan.	Ongoing	CEO
4.2 Increase staff awareness of the psycho-social context in which they may engage with people with disability and how this may impact on customer service.	1. Ensure reception staff/those in customer service roles receive training in de-escalation techniques and strategies.	Ongoing	Executive Manager Community & Corporate Services (EMCCS)
4.3 Regularly seek advice from community professionals working in the disability field regarding how to better meet the requirements of people with disability.	1. Invite representatives from the disability sector to make presentations to Council regarding access and inclusion matters and best practice for local government authorities.	Ongoing	MCLC/CEO
4.4 Ensure key staff are informed regarding contemporary access and inclusion issues.	1. Register key staff for email updates from the Human Rights and Equal Opportunity Commission (HREOC) and the WA Department of Communities (Disability Services Commission). Include in induction training for all staff, information and advice regarding the Shire's DAIP.	Ongoing	MCLC

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire.

Strategy	Task	Timeline	Responsibility
5.1 Ensure that Council's grievance and public complaints policy and mechanisms are clear, equitable and accessible.	1. In consultation with the disability sector, review current grievance and complaints policy and mechanisms to make changes where required.	Ongoing	MCLC
5.2. Ensure a continuous improvement culture by monitoring and processing complaints and feedback received to identify areas for improving accessibility for people with disability.	1. Include disability awareness training as part of induction for all new staff including customer service staff.	Ongoing	EMCCS

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire.			
Strategy	Task	Timeline	Responsibility
6.1 Raise the awareness of all staff with responsibilities for organising public consultations of the key needs of people with disability in consultative processes.	<ol style="list-style-type: none"> 1. Adopt the DSC's Accessible Consultation Guide with checklists. 2. Liaise with disability service agencies to enable access to, and ongoing feedback directly from, people with a lived experience of physical, intellectual, aged and psychosocial disability 	Ongoing	MCLC
Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire.			
Strategy	Task	Timeline	Responsibility
7.1 Ensure the Shire's recruitment procedures and practices encourage people with disability to apply for job vacancies with the Shire.	<ol style="list-style-type: none"> 1. Seek the West Australian Local Government Association's and Department of Communities (Disability Services) advice on the development of recruitment procedures and practices which maximise employment opportunities for people with disability. 2. Arrange for the provision of disability awareness training to key staff responsible for recruitment processes. 	Ongoing	EMCCS
7.2 Develop a Memorandum of Understanding with a local employment disability service provider.	<ol style="list-style-type: none"> 1. Actively engage with local disability employment providers to explore and improve Council's understanding of the benefits of employing people with a disability. 2. Consider and explore funding sources which may create and support meaningful and productive positions within the Shire for people with disability. 	Ongoing	MCLC
7.3 Ensure that any Shire employee with a disability receive the support required to successfully undertake their work as specified in their position description.	<ol style="list-style-type: none"> 1. Develop disability-focused staff training to increase disability confidence and a culture of inclusiveness in the Shire's workplace. 2. Ensure that the Shire's work places are accessible and inclusive by allocating an annual budget for assistive technology and other aids. 	Ongoing	MCLC

APPENDICES

APPENDIX A

DEFINITIONS OF DISABILITY

Definition of disability as per the Australian Bureau of Statistics (ABS):

The Australian Bureau of Statistics (ABS): defines people with a profound or severe disability as people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long term health condition (lasting six months or more) or old age.

Definition of a Disability as per *Disability Services Act (1993)*.

A disability is recognised as a condition which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent;
- may or may not be of a chronic or episodic nature; and
- which results in: a substantially reduced capacity of the person for communication, social interaction, learning and mobility; and a need for continuing support services

Definition of disability as per the *Disability Discrimination Act 1992*

'Disability', in relation to a person, means:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;
- h) and includes a disability that:
 - i) presently exists; or
 - ii) previously existed but no longer exists; or
 - iii) may exist in the future; or
 - iv) is imputed to a person

APPENDIX B

- The paving is broken due to tree roots outside my house in Fox Street;
- On busy days the library access can be troublesome and that path to the library is too narrow. There needs to be more ACROD parking bays in the CBD to reduce the walking distance to pram ramps;
- The gutters adjacent to ACROD parking bays need to be of the right height to clear car doors;
- The footpath outside the Post Office and Betta Electrical are very dangerous. But there are lots of footpaths in the (residential) streets which need work. Tree roots have broken the paving in Northwood Street and parked cars also stop you from walking along the footpaths. Hough Street has no footpath;
- There needs to be a pram ramp outside the Horden Hotel as it is not easy to cross from the east side of Federal to the west side;
- The pram ramp gradients are dangerous when using an electric wheelchair. I need to slow down to enter them, speed up to cross the road but then slow down to re-enter and slowing down increases the risk of being hit by a car or stopping traffic. The pram ramp outside Chicken Treat is an example;
- The path to the library is narrow and slabs uneven;
- The library itself can be difficult to use in a wheelchair at busy times;
- Gutters in the streets are too steep and difficult to access for those with walkers and walking sticks;
- The access to roads from footpath/verges is often not possible due to the height of the drop to the road;
- Some pram ramps are not wide enough for a support worker or carer to stand side by side a person with a disability and this creates a trip hazard when one person stands on the (uneven) edge of the pram ramp;
- There is a need for the Mackie Park disability toilets to be continually accessible as this is the only toilet with a change bed in the main area of town;
- The bakery in Egerton Street is inaccessible if you cannot use the lift because it's not working due to a breakdown or vandalism or when someone is too scared to use it. It should never have been approved;
- Memorial Park's paths are not safe to use. This is a beautiful park and needs a toilet, more seating and shelter and to be cared for in summer months to prevent the lawn dying. It's a lovely park for people with a disability to have lunch or a picnic;
- There is a need for more seating, shaded seating and railings around footpaths. Seating is sometimes too low and it's too hard and too hot in summer;

- The Lesser Hall has no ramp or rail for access. There used to be a ramp. If you can't get someone to open up the door to the Town Hall then you can't get to things happening in the Lesser Hall. I once had to wait in the bus instead of seeing an art exhibition at the Lesser Hall;
- The door ways to commercial premises need to become more accessible;
- The path through Gnarojin Park is very bad and needs to be resurfaced;
- The Shire needs to consider how accessible its parks are for people with not only physical but sensory and intellectual disability and think about signage. There is a need for pictorial signage in parks, reserves and streets to improve access and inclusion for children, teenagers and adults alike who cannot read or write, are deaf, nonverbal and who are visually impaired;
- The Shire could create a vision for a town which is more welcoming, inclusive and accessible through encouraging community members to learn Key Sign Language.

APPENDIX C

- CBD pathways are cluttered with retail shop displays of bikes, advertising signs, chairs and tables making it difficult for people in wheelchairs and gophers to traverse them;
- The lighting in the CBD and on some streets (such as Ensign) is very poor and makes traversing roads and footpaths at night dangerous;
- Railings and ramps are required to access a number of retail and commercial outlets as entrances have steps or the entrance slopes. For example there; is a need for a rail on both sides of the steps to the National Bank building, and the Rambling Rose (kitchen shop) has a sloped ramp to its entrance so that for some customers with a disability it is possible to enter but it is too steep to exit;
- There is a need for clear signage at the entrance ways to the CBD to indicate the location of disabled toilets;
- While side access to the Town Hall is available, people with disability should also be able to enter through the front door of the Town Hall along with all citizens without a disability;
- Tracks are blocked by debris in the Shire's Foxes Lair reserve and there is no access to the picnic area;
- There is need for a wheelchair ramp from Narrogin Regional Hospital to the Narrogin Nursing Home and from the John Parry Medical Centre to Scott Street;
- There is a lack of access from the west to the east side of Federal Street for wheelchair users;
- A continual build-up of gravel and sand after each storm is a problem on Glyde Street on the west side;
- Paths in Furnival Street due to tree roots are very bad;
- The path between the Narrogin Leisure Centre and the Clayton Road oval slopes and is somewhat difficult to use for people in wheelchairs;
- The floor in the Narrogin Leisure Centre disabled toilets is slippery;
- Driveways on to roads often have steep drops and are difficult to navigate when using footpaths in gophers and wheelchair;
- If we are to encourage the elderly to stay active, the Shire has a responsibility to maintain pathways and to assist in keeping people in gophers and wheelchairs safe and off the roads, so that the roads are not be used for dual purpose access with cars gophers & wheelchairs;
- The desks at the library are not wheelchair friendly;
- There is a need for an accessible big button keyboard in the library;

- Council meetings do not cater for the hearing impaired or sight impaired. The Shire needs to provide more microphones and be more aware of those attending who may have hearing difficulties or reading difficulties due to small print presentations;
- There is a need for Shire of Narrogin staff to receive updated disability awareness training;
- There is a need for the Shire to advocate more consistently and systematically on behalf of people with physical disability, to local retailers/business outlets about the importance of their premises and doorways being accessible as this is good for business; and
- The Shire of Narrogin is a partner of the “You’re Welcome Access WA Initiative” which assists Local Governments to improve and publicise the accessibility of facilities within their local community. There is a need for the Shire to work towards ensuring its entries on the “You’re Welcome Access WA” website are up to date and that people with disability know how to access the website information.