



Disability Access and Inclusion Plan 2024-2029



Shire and other local government employees receiving DAIP Training

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Acknowledgement of Country

The Shire of Narrogin acknowledges the Noongar people as the traditional custodians of this land and their continuing connection to land and community.

We pay our respect to them, their culture and the elders past and present.

Naatj ngiyan Birdiya Gnarojin kep unna nidja Noongar Moort ngaala maya nidja boodjera baarlap djoowak karlerl koolark. Ngalak niny ngullang karnan balang Bibolman baalap borong koorra wer boorda¹.

Message from Chief Executive Officer

I am pleased to present the Shire of Narrogin's Disability Access and Inclusion Plan (DAIP) 2024-2029. 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 2018-2023 DAIP and combines past and current strategies based on feedback from community consultations conducted during the review. The Shire is set to actively implement this plan, reinforcing its commitment through the provision of necessary support.

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.



Dale Stewart

Chief Executive Officer

Shire of Narrogin

30 January 2024

¹ Noongar translation by Elder Basil Kickett

Alternative formats

This document is available in alternative formats on request including electronically by email or through the Shire website, in hard copy in large, standard print and Easy English, or braille.

For further information please contact Manager Community Services at the Shire on (08) 9890 0900 or mcys@narrogin.wa.gov.au.

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 Shire 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 Shires.

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.

About the Shire of Narrogin

Our Vision

To become a leading regional economic driver and a socially interactive and inclusive community

Narrogin at a glance

Narrogin is a progressive thriving rural community in the South Central Wheatbelt Region of Western Australia, just under 200km southeast of Perth. With a population of approximately 5,000 the Shire is a regional centre providing many services to other communities in the South Central Wheatbelt.

Narrogin has a strong indigenous community and culture. The name Narrogin is derived from the Wilman Noongar people and was first recorded in 1869 as *Narroging*, meaning 'pool in this area'.

The European first settlers in the area were Sandalwood cutters or sheep herders who followed water courses and selected property suitable for grazing. Edward Hamersley took up the first pastoral and tillage lease of 5,000 acres in 1853. The lease lapsed in 1858 which may indicate that it was never stocked. It is known that Elijah Quartermaine took up and settled on 5,000 acres in 1860. A few other settlers soon took up land.

The town started as a small group of buildings centred on the railway station on the Albany - Beverley line. The 'Father of Narrogin' Michael Brown was responsible for a great deal of building construction in the town and this in turn attracted new settlers. Narrogin was one of the largest towns on the fringe of the Wheatbelt region.

Narrogin's emergence as a regional centre for the Central South region can be traced back to the construction of the Great Southern Railway Line between Albany and Beverley in the late 1880s. Between 1905 and 1926 new railway lines were constructed to Collie, Wickepin, Kondinin, Dwarda and points beyond. Narrogin remained a major rail centre until the late 1970's when competition from road transport saw a reduction in the railways workforce from some 280 people to less than a dozen in 1995. Narrogin's previous role as a major railway junction served to attract agricultural service industries as well as government departments and agencies.

Over the years Narrogin has accumulated significant public infrastructure; mainly in the areas of health and education. This infrastructure serves as the base for the modern regional centre that Narrogin has become today with several purpose-built buildings such as the highly recognised Regional Hospital and pro-active aged care services, an active Regional Library and Heritage Museum and several venues for

hire. Narrogin's high standard of infrastructure including rail, sealed and unsealed road network, water supply, power and connection to the optical cable network provide a solid base for a strong vibrant economy and community.

In 2016 the former Town and Shire of Narrogin Local Governments merged to form the 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 4,956 representing 25.6% of the Wheatbelt South's population of 19,357.

Narrogin has ample shopping facilities including retail outlets, restaurants, bakeries, fast food outlets, supermarkets, specialty shops, cafes, pubs and many important Government Agencies which service the wider region. There are a range of education providers including public and private schools to year 12, a residential college, TAFE college, childcare and kindergartens. The recreation and sporting facilities available in Narrogin are extensive and include a fully equipped Recreation Complex with heated indoor pool, well maintained sports grounds and sports clubs.

Source:

- *Australian Bureau of Statistics; 2022 Census*
- *Strategic Community Plan 2017-2027*

Shire of Narrogin demographics

Current population

- Population = 4,956
- Children (0 to 9 years) = 12.6% of the population
- Youth (10 to 19 years) = 11.6% of the population
- Aged (65 and over) = 20.9% of the population
- Number of families = 1,155
- Couple families with children = 34.8%
- Average family size = 2.8
- Average number of people per household = 2.2
- Lone person household = 34.6%
- One parent family = 18.1%

People with disability in the community

- 906 people in the Shire of Narrogin have disability.
- 18.6% of the people in the Shire of Narrogin are living with disability.
- 307 persons in the Shire of Narrogin have need for assistance with core activities.
- 10.5% of the people in the Shire of Narrogin provide unpaid assistance to a person with a disability (%).

Narrogin exhibits a higher prevalence of individuals with disabilities, constituting 18.6% of its population, in contrast to the broader Western Australian demographic where the figure stands at 16.4%. This variance may be attributed to the elevated proportion of elderly residents in Narrogin, accounting for 20.9% as opposed to the 16.1% of the aged population (65 years and over) in Western Australia. These statistics hold significant implications for the Shire of Narrogin. In the 2018 Census, 520 Narrogin residents reported offering unpaid assistance to family members or others due to disability, long-term illness, or age-related support needs. This constitutes 10.5% of the Narrogin population.

Source:

- *ABS survey of Disability, Ageing and Carers (SDAC, 2018)*
- *WA State Disability Strategy 2020-2030*
- *Australian Bureau of Statistics; 2021-2022 Census*

Shire of Narrogin functions, facilities and services

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

Services to infrastructure:

- Local Government owned buildings.
- Roads, footpaths and cycle facilities.
- Land drainage and development.
- Waste collection and disposal.
- Litter control and street cleaning.
- Planting and caring for street trees.
- Numbering of building and lots.
- Street lighting.
- Bush fire control.

Services to the community:

- Recreation areas, parks, reserves and facilities for sporting and community groups.
- Public libraries and information services.
- Narrogin Regional Leisure centre.
- Narrogin Regional Homecare.
- Environment and health education programs.
- Community, arts and cultural events.
- Assistance and support to community groups.

Regulatory services:

- Planning road systems.
- Sub-divisions and local planning schemes.
- Building approvals for construction, additions or alterations to buildings.
- Environmental health services and ranger services, including dog control.
- Development, maintenance and control of parking.

General administration:

- The provision of general information to the public and the lodging of complaints and payment of fees including rates, hall hire and dog licenses.

Processes of government:

- Ordinary and special Council and committee meetings.
- Community consultations.
- Governance administration of local government.

Source: Narrogin Strategic Community Plan 2017-2027

People with disability in the community

People with disabilities play a crucial role in shaping the fabric of our community, and fostering an inclusive and hospitable environment reaps benefits for everyone involved. The comprehensive implementation of the National Disability Insurance Scheme (NDIS) across Australia, including the Shire of Narrogin, has significantly expanded access to support for individuals with disabilities. This empowerment enables them to actively participate in and contribute to the vibrant tapestry of the local Narrogin community.

The Disability Services Act 1993 defines a 'disability' as a condition involving a significant degree of functional impairment, be it physical or intellectual, substantially limiting one or more major life activities of the individual. Disabilities manifest in diverse forms, impacting mobility, sensory perception, cognitive abilities, communication, and various aspects of daily functioning.

It is important to recognize that disabilities can affect an individual's ability to secure employment, access educational opportunities, and engage in social and community activities. Building an inclusive community not only upholds the principles of equality and social justice but also enriches the collective experience by embracing the diverse abilities and perspectives that each individual brings. As we work towards creating an environment that accommodates everyone, we contribute to the well-being and advancement of our society as a whole.

Sources:

- *Australian Bureau of Statistics, Census QuickStats, 2021*
- *WA State Disability Strategy 2021-2031*
- *Australian Bureau of Statistics, 2018*

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.

Alignment with the Shire Strategic Community Plan

The DAIP contributes to other key priorities of the Strategic Community Plan.

Strategic Community Plan 2017-2027

Focus area 1: Social

2.2.1 Support the provision of community security services and facilities.

2.2.2 Advocate for mental health and social support services.

2.2.3 Continue and improve provision of in-home care services.

2.3.3. Facilitate and support community events.

2.3.4. Provide improved community facilities.

2.5.1 Advocate for increased education facilities for the region.

Focus area 2: Civic Leadership Objective

4.2.1 Provide a positive and desirable workplace

Progress to date

The Shire of Narrogin has made significant strides in advancing accessibility and inclusion for individuals with disabilities. Regular progress reports have been submitted annually to the Department of Communities. Below is a snapshot of achievements during the 2018-2023 Disability Access and Inclusion Plan (**DAIP**):

New Footpaths and Refurbished Pathways

- Improved accessibility to Foxes Lair national reserve with a 170m wheelchair-accessible pathway from the Marri picnic area to the lookout on the Breakaway Walk.
- Constructed a new footpath from Home to Herald Street catering to all abilities.
- Developed a brand-new park, Alby Park, connected to the Recreation Centre via a new accessible pathway.
- Refurbished the footpath from Fairway Street to Federal Street on Park Street, replacing the old concrete slab with new pavers for enhanced accessibility.

- Constructed two new concrete footpaths on Burns Street and Doney Street, providing accessible pathways for all community members and improving connectivity to the CBD and other parts of Town.
- Installed 400 metres of footpath in Ensign Street, inclusive of two kerb ramps with handrails, assisting pedestrian traffic to connect with the Hospital, medical facilities, schools, and CBD.
- Constructed a disability ramp at Thomas Hogg Oval for direct access from the ACROD Parking Bay.
- Installed new pavers in Memorial Park, enhancing wheelchair access and walking aid capability, which serves as a venue for community events including Anzac Day ceremonies and Shire events.
- Installed a 200-metre footpath with a crossover ramp on Clayton Road adjacent to the Men's Shed, specifically for users of the Men's Shed who use gophers.
- Implemented ramps and footpaths to allow for improved access to Shire facilities.

Caravan Park Accessibility

- Constructed three new fully accessible accommodation units at the Caravan Park, including kitchen, bathroom/toilet, and entrance, opened in July 2023.
- Installed new accessible doors in the Caravan Park's Camp Kitchen.
- Demolished an old toilet block and built a new block at Clayton Oval, a regional venue for cricket and football games, and the Shire's annual Agricultural show. The new block includes a combined accessible toilet, shower, and baby change cubicle.
- Installed a new shelter with an inclusive table setting at the Shire's Caravan Park, complementing existing inclusive accommodation units.

Infrastructure Enhancements

- Successfully opened a Changing Places facility in Gnarojin Park.
- Constructed a new block with two unisex cubicles and one accessible toilet/baby change room, completed in June 2022, with an adjacent guard rail installed to improve access along the path.
- Restored the Heritage Narrogin Railway Station, forming Stage 1 of the Heritage Precinct Plan, with accessible entry via ramp and two new unisex accessible toilet facilities. ACROD parking is now available in the car park.
- Installed two inclusive play activities and two inclusive table settings at Wilbur Park Highbury, promoting inclusivity and equal opportunities for play and social interactions.
- Placed additional seating around town, including eight public seats and one accessible picnic table.

- Installed two new picnic tables under new shelters with access from the car park at Railway Dam with a fully accessible ablutions facility under construction and due for completion in the first quarter of 2024.
- The Shire's administration building's reception area was renovated, and wheelchair accessibility was improved at the front Reception Desk.
- Allocated two new ACROD parking spaces in main streets in the CBD near the Post Office and two pharmacy locations.
- Undertook interim renovations to the Library building, planning an accessible bathroom facility with toilet and shower.

Training, event management and employment initiatives:

- Provided appropriate training for all Homecare staff to assist in delivering services to clients, including frail, elderly, and disabled individuals.
- Ensured in-house training for all Customer Service Officers to maintain a high level of customer service, inclusion, and complaints handling.
- Organised events in collaboration with Amity Health, including International Day of People with Disability (IDPwD) activities showcasing various sports and crafting, with alternative food options for those with allergies.
- Provided work experience opportunities for High School students living with disabilities.
- Adapted event management forms and checklists to include accessibility and inclusion strategies.
- Engaged Inclusion Solutions for a second round of disability awareness training for Shire staff.
- Endorsed a Community Engagement Policy, specifically outlining the need for inclusive consultative processes and materials.
- Established a Memorandum of Understanding (MOU) with Forrest Personnel, indicating a closer working relationship with this local employment agency in identifying opportunities for employment for people living with a disability.
- Included the International Day of Disability in the Shire's annual events calendar and allocated appropriate funds for this event.
- Collaborated with a disability service provider to facilitate an art exhibition celebrating Disability Awareness Week.

Review and development of our Disability Access and Inclusion Plan

Responsibility for review and development process

The Shire's Community and Economic Development team has the responsibility to oversee the development, review and evaluation of the DAIP.

Review and development process

During 2023 the Shire undertook a review of the DAIP 2018-2023 and engaged with community members and disability service providers to draft an DAIP that will guide further improvements in access and inclusion.

The review and development process included:

- Survey for people with disabilities and/or primary carers living in the community.
- Face-to face individual and group consultations with the community, in particular people with disability, their families, networks and disability service providers.
- Consultations with Shire officers to develop the DAIP strategies and DAIP Implementation Plan using information provided by community.

Community engagement process

The community engagement period extended from 17 November 2023 to 22 December 2023 and was advertised on the Shire's website and social media channels, Narrogin Observer, to service providers, and directly to people with disability.

The methods for community engagement included an online/offline survey for community, face-to-face focus groups and individual interviews.

The focus of the community engagement sessions was on collecting information about barriers to access and inclusion and suggestions for improvement.

Focus groups/forums were facilitated by the Shire's Community Development Team.

Approximately 23 people with disabilities/carers and 7 (seven) service providers contributed to the development of the DAIP 2024-2029.

Findings from the community engagement

Community Members with Disabilities

As a result of community consultations, it became evident that a significant portion of the community was unaware of the Shire's progress in enhancing accessibility. This lack of awareness extended to improvements in Shire facilities, better access to

community amenities, parks, and reserves. Consequently, satisfaction with the Shire's efforts in this domain was not universal. Key challenges identified include persistent issues with footpath accessibility, shortcomings in event management practices, and limitations in accessible sports and recreation programs. Insights gathered from the community have guided the Shire toward crucial considerations for enhancing the inclusion and access of individuals with disabilities in future projects. These considerations include:

- Ongoing enhancements to footpaths and parking, with a specific focus on eliminating high kerbs in the Central Business District (CBD).
- Targeted promotion and communication emphasising the accessible and inclusive features of facilities, services, and events.
- Ensuring local events are more accessible for the entire community, making sure there is one International Day of People with Disability Event.
- Provision of additional accessible facilities and training of staff in disability sports within the town.
- Improving the accessibility and readability of Shire content.
- Promotion and availability of inclusive programs, encompassing sports, school holiday initiatives, and general social activities.
- Continuous improvement of buildings, facilities, outdoor environments, and public spaces, including iconic locations such as the Town Hall and Narrogin Regional Leisure Centre, incorporating visual descriptors with pictures/symbols in the town.
- Facilitating easier access to information, particularly for individuals not using digital platforms.
- Exploring diverse approaches to engage individuals with disabilities for feedback on Shire projects.
- Increasing employment and volunteer opportunities within the Shire for individuals with disabilities.
- Establishing a Disability Access and Inclusion Plan (DAIP) Advisory Group to ensure regular collaboration on DAIP progress.

Service Providers:

In contrast to the perspectives of people with disabilities, service providers expressed a more positive assessment of the Shire's progress. They identified several ways to enhance community accessibility and inclusivity, with some overlapping suggestions from the community members. These include:

- Building community awareness regarding the Shire's progress for residents as well as for visitors
- Incorporating more accessible play equipment at public playgrounds, particularly a wheelchair swing.

- Expanding the availability of Changing Places facilities in other parts of the town.
- Providing additional training for staff on working with individuals with people with physical and/or cognitive, intellectual or neurodiverse disabilities
- Making all local events more accessible for people with people with physical and/or cognitive, intellectual or neurodiverse disabilities, and organising a special event on the International Day of People with Disabilities
- Offering diverse channels for community members to submit complaints, including online lodgement.
- Providing disability sport or recreation equipment for disability service organisations on a hire basis
- Diversifying community consultation methods, such as home visits with plenty of notice, conducted on a regular basis (bi-annually).
- Establishing a Disability Access and Inclusion Plan (DAIP) Advisory Group to ensure regular collaboration.
- Developing stronger relationships with local disability service providers through collaborative projects.
- Establishing robust connections with local disability employment services and offering traineeship programs.
- Utilising plain language in Shire content for improved accessibility, along with offering information in various accessible formats.
- Promoting positive work experiences by hiring people with disabilities in the broader community.
- Involving people with disabilities in volunteering work, assisting with local events, etc.

The strategies outlined in the DAIP 2024-2029 align closely with these findings, with many specific suggestions directly incorporated into the DAIP Implementation Plan.

Sources:

- *Survey for people with disabilities and/or primary carers (Appendix A)*
- *Face-to-face focus group with people with disabilities (Appendix B)*
- *Face-to-face individual interviews with local service providers (Appendix C)*

Strategies to improve access and inclusion

The Shire of Narrogin is unwavering in its commitment to ensuring the community is accessible and inclusive for individuals with disabilities, along with their families and

support networks. Our dedication is exemplified through the development and implementation of an updated Access and Inclusion Plan (DAIP). Aligned with the seven (7) outcomes outlined in the Disability Services Act 1993, the Shire has crafted strategic initiatives informed by valuable insights gained through community engagement.

The detailed operational DAIP Implementation Plan comprehensively outlines specific actions and timelines associated with each strategy. These strategies are designed to achieve the following outcomes:

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 Narrogin.

Strategy

1.1 Develop and implement a communication strategy to ensure people with disability receive information about access to, and inclusion in, Shire services and events.

1.2 Expand on access and inclusion requirements across all Shire-led events.

1.3 Continue to support existing services for people with disabilities or reduced mobility in the Shire and extend these services where applicable.

1.4 Identify opportunities to provide inclusive services and programs for community members.

1.5 Identify new funding sources for innovative projects and events that celebrate access and inclusion.

1.6 Identify and promote sport and recreation programmes for people with disabilities.

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

Strategy

2.1 Provide residents and visitors with information about accessible features across the Shire.

2.2 Review and expand the availability of accessible and inclusive Shire buildings and facilities, including the Town Hall and NEXIS (if practical²).

2.3 Address any critical footpath issues to ensure 100% accessibility in the Central Business District (CBD).

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

Strategy

3.1 Strengthen the accessibility of the Shire's digital (online) communications.

3.2 Strengthen the accessibility of the Shire's printed materials, including signage.

3.3 Strengthen visual representation of people with disabilities throughout general Shire publications and communications.

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

Strategy

4.1 Enhance staff awareness of supports and services, particularly focusing on those available to people with people with physical and/or cognitive, intellectual or neurodiverse disabilities.

4.2 Strengthen the commitment to access and inclusion into the Shire's culture.

² In responding to submissions and issues in reviewing our current Plan, the Shire of Narrogin has diligently examined various facets of accessibility within our facilities and services. It is with careful consideration that we address the challenges associated with the Narrogin Town Hall and Nexis Building (Reception Centre), both recognised as heritage-listed structures.

While we are steadfast in our commitment to enhancing accessibility across the Shire's various facilities and services, the unique constraints posed by heritage preservation regulations necessitate a candid acknowledgment. The registered heritage status of these buildings imposes limitations on the extent to which modifications can be made to improve 'front of house' access.

In light of these considerations, the challenges pertaining to the Narrogin Town Hall and Nexis Building are unlikely to be fully addressed within the current five-year life span of our Disability Access and Inclusion Plan. The complexities associated with heritage-listed buildings demand a thorough and thoughtful approach that aligns with preservation guidelines.

Throughout the duration of this plan, we remain dedicated to exploring alternative strategies that balance the preservation of our cultural heritage with the imperative of inclusivity. Engaging in ongoing conversations with our community will be pivotal in identifying innovative solutions that respect the historical significance of these structures while striving for enhanced accessibility.

4.3 Review customer service standards across the Shire for opportunities to enhance the interaction between Shire officers and community members who have a disability.

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

Strategy

5.1 Commit to continuous improvement of the Shire's customer feedback and complaints processes to ensure that they are accessible and inclusive for everyone.

5.2 Improve the analysis and response to complaints and feedback data.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Narrogin.

Strategy

6.1 Support a DAIP Reference Group to receive valuable feedback on Shire projects, services, and initiatives.

6.2 Ensure access and inclusion requirements are considered for any community engagement undertaken by the Shire.

6.3 Build the capacity of internal and external stakeholders to deliver accessible and inclusive community engagements.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Narrogin.

Strategy

7.1 Collaborate with business leaders and local disability employment providers to grow business confidence to employ people with disability.

7.2 Expand and improve volunteer opportunities within the Shire for people with disability.

7.3 Foster a culture that supports the employment of people with disability in the Shire.

Responsibility for implementing the Disability Access and Inclusion Plan

Implementing the Shire of Narrogin's DAIP is the responsibility of all operating sections of the Shire including agents and contractors. The Department of Communities describes an 'agent' or 'contractor' as:

- An agent is a person or business authorised to act on another's behalf.
- A contractor is an entity who performs a service or delivers a product under an agreement (or contract) with a public authority.
- There is an exchange of money for services (this includes grants).

Communicating the Disability Access and Inclusion Plan

The availability of the DAIP will be published in the local community newspaper and directly to disability service organisations, groups and interested individuals. The DAIP will be available on the Shire's website and by request in alternative formats, including print (standard or large), electronic format or Braille. An Easy English version of the DAIP will also be produced and made available. For further information please contact the Manager Community Services at the Shire of Narrogin on (08) 9890 0900 or mcys@narrogin.wa.gov.au .

Shire officers will be advised of the contents of the DAIP and their responsibilities during regular internal meetings. Agents and contractors used by the Shire will be advised about the DAIP through procurement documentation and through capacity building initiatives included in the DAIP strategies.

A copy of the DAIP will also be lodged with the Department of Communities.

Monitoring, review and evaluation of the Disability Access and Inclusion Plan

The Shire's Manager Community Services will continue to liaise with the Access and Inclusion Advisory Group, the DAIP internal working group and relevant managers to review progress on the implementation of the strategies identified in the DAIP.

The Shire's Manager Community Services will also continue to inform and seek feedback from people with disability, their families, networks and disability organisations regarding the DAIP outcomes and strategies.

Elected Members and Shire employees will be kept informed about the implementation of the DAIP and feedback on the effectiveness of the strategies will be sought.

The Shire's DAIP will be formally reviewed at least once every five (5) years. Should the DAIP 2024-2029 be amended, a copy of the amended plan will be lodged with the Department of Communities.

The DAIP Implementation Plan will be amended on a more regular basis to reflect budget considerations, progress and any access and inclusion issues which may arise.

Reporting on the Disability Access and Inclusion Plan

The Shire's Manager Community Services, in collaboration with relevant Shire Officers, will prepare a report each year on the implementation of the DAIP.

The Shire will report on the implementation of the DAIP through its Annual Report and by completing the Department of Communities progress report template each year, outlining:

- Progress towards the outcomes of the DAIP.
- Progress of the Shire's agents and contractors towards meeting the DAIP.
- Strategies used to inform agents and contractors about the DAIP.



Reopening of the Historic Narrogin Railway Station with fully accessible ramp 2023

Acknowledgements

Thank you to everyone who attended engagement sessions, provided feedback and responded to the surveys during the review of the previous plan and the development of the Disability Access and Inclusion Plan 2024-2029. Your collective contributions have been incorporated into this document.

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This information is available in alternative formats on request.

APPENDIX 1 DAIP Amendment Plan 2024-29

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 Narrogin.

Strategy	Task	Responsibility
1.1 Develop and implement a communication strategy to ensure people with disability receive information about access to, and inclusion in, Shire services and events.	Collate all accessible services that Shire already provides for the community and promote them to the community through the stakeholders' network. Continue to provide accessibility and inclusion initiatives on the Shire media on a regular basis.	EMCCS
	Ensure that major disability stakeholders are informed about the accessible features that will be installed for the Shire-led events or activities.	EMCCS
1.2 Expand on access and inclusion requirements across all Shire-led events.	Provide designated areas for wheelchair and mobility aids access for Shire events. Clearly mark these areas and provide staff assistance as needed.	EMCCS
	Consider transport options to bring people with less mobility to the Shire events	EMCCS
	Source and purchase more sensory equipment for a sensory room for use at Shire events.	EMCCS
	Support Key Sign Storytimes, incorporate them into the National Storytime event. Incorporate Key Word Sign rhymes into Shire weekly Rhyme time sessions.	EMCCS
	Consider the hire of sensory equipment and other assistive equipment on a free hire out basis to community groups.	EMCCS
1.3 Continue to support existing services for people with disabilities or reduced mobility in the Shire and	Investigate the extension of homebound library services for more people living with disabilities within the Shire of Narrogin	EMCCS
	Continue to provide all ability inclusive arts & crafts workshops at the Shire Library.	EMCCS

extend these services where applicable.	Continue to facilitate Home Education Group on a weekly basis at the Shire Library.	EMCCS
	Extend educational and book resources to meet different needs of people with disabilities (large print resources, Jigsaws with jumbo sizes, audio book collection, books in Dyslexia Friendly Font for all ages, Auslan and Key Word Sign physical resources)	EMCCS
	review the need for access to internet services at the Shire (Front Desk, Library) for the community by providing large print keyboards	EMCCS
	Continue to provide monthly Gadabout trips, shoppers bus and weekly day centre activities at the Jessie House (Narrogin Regional Homecare Services)	EMCCS
	Continue to facilitate all-inclusive group services at the Jessie House for the Narrogin Regional Homecare Services customers (further extending to the brokered clients through Silver Chain and Catholic Homes)	EMCCS
1.4 Identify opportunities to provide inclusive services and programs for community members.	Support the 'Take Your Bus Seats' program initiated by Arts Narrogin to help seniors attend shows.	EMCCS
	Ensure that Shire school vacation programs are accessible and inclusive.	EMCCS
	Support Arts Narrogin in expanding its lineup of shows and performances, with a special emphasis on inclusivity for people with disabilities. (e.g. Sensorium Disability Theatre, a neurodivergent writer/comedian, etc.)	EMCCS
	Advocate and support an annual event for the International Day of People with Disability	EMCCS
	Update the event surveys to evaluate public's satisfaction on accessibility	EMCCS
1.5 Identify new funding sources for innovative projects	Regularly research and compile a list of grants, sponsorships, and partnerships that support accessibility and inclusion projects.	EMCCS

and events that celebrate access and inclusion.		
1.6 Identify and promote sport and recreation programmes for people with disabilities.	Partner with local sports clubs to develop and promote inclusive programs. Assist sporting clubs in securing the grant funds for inclusive programs	EMCCS
	Introduce swim classes for young people with disabilities at the Narrogin Regional Leisure Centre	EMCCS

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

Strategy	Task	Responsibility
2.1 Provide residents and visitors with information about accessible features across the Shire.	Regularly update residents and visitors on the Shire's progress in enhancing access the buildings and other facilities. Continue to provide accessibility and inclusion initiatives on the Shire media on a regular basis.	EMCCS
2.2 Review and expand the availability of accessible and inclusive Shire buildings and facilities, including the Town Hall and NEXIS	Continue to explore options and costs and designs for improving accessibility to NEXIS Gallery	EMDRS
	Construct an accessible footpath to and around the Narrogin and Dryandra Visitor Centre, making it easier for residents and visitors with disabilities to navigate the area and be connected around town.	EMTRS, EMCCS
	Incorporate more accessible play equipment in public playgrounds (Lions Park, Wilbur Park, Gnarojin Park)	EMTRS
	Install accessible picnic settings in the main BBQ areas (Caravan Park, Cemetery, Lions Park, Wilbur Park, Memorial Park, Gnarojin Park)	EMTRS
	Review the toilet and changing facilities (three (3) locations - in the dry area, in the wet area and at the JH Centre) at the Narrogin Leisure Centre to accommodate people with physical disabilities, ensuring they have the amenities they need.	EMCCS
	Incorporate visual descriptors with pictures and symbols in the Narrogin Regional Leisure Centre and Library to aid individuals with cognitive or visual impairments.	EMCCS
2.3 Address any critical footpath issues to ensure 100% accessibility in the Central Business District (CBD)	<p>Continue to enhance footpaths and parking areas throughout the town to improve accessibility for people with disabilities, <u>in consultation with disability stakeholders</u>. This includes ensuring pathways are smooth, wide, and free of obstructions.</p> <p>Work to ensure accessible access in the Central Business District (CBD) and other critical areas to ensure easier access for individuals using wheelchairs, mobility scooters, and other assistive devices, <u>in consultation with disability stakeholders</u>.</p>	EMTRS

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

Strategy	Task	Responsibility
3.1 Strengthen the accessibility of the Shire's digital (online) communications.	Ensure that all content on the Shire of Narrogin and Narrogin & Dryandra Visitor Centre websites is accessible. Introduce accessible features, like high contrast, large print, read aloud, plain language)	EMCCS
	Use videos as an alternative way to communicate Council Minutes, Shire media releases, and public notices. Ensure that plain language is used and include subtitles for accessibility.	EMCCS
3.2 Strengthen the accessibility of the Shire's printed materials, including signage.	Continue to provide key Shire documents (Corporate Business Plan, Strategic Community Plan, Disability Access and Inclusion Plan (DAIP) in different accessible formats upon request.	EMCCS
3.3 Strengthen visual representation of people with disabilities throughout general Shire publications and communications.	Ensure that people with disabilities are included in the Shire's visual representation. This can involve featuring individuals with disabilities in promotional materials, on the website, and in community event advertisements to reflect the diversity of the community.	EMCCS

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

Strategy	Task	Responsibility
4.1 Enhance staff awareness of supports and services, particularly focusing on those available to people with people with physical and/or cognitive, intellectual or neurodiverse disabilities.	Provide training for staff on working with individuals with people with physical and/or cognitive, intellectual or neurodiverse disabilities. To find an online course on the Shire hub.	EMCCS
	Equip front desk staff with visual cards for communicating with people with disabilities	EMCCS
4.2 Strengthen the commitment to access and inclusion into the Shire's culture.	Continue to provide the Elected Members with a detailed DAIP progress report in December each year.	EMCCS
4.3 Review customer service standards across the Shire for opportunities to enhance the interaction between Shire officers and community members who have a disability.	Seek feedback from community members with disabilities to identify gaps and areas for enhancement through different channels (online, through the network of disability stakeholders)	EMCCS

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

Strategy	Task	Responsibility
5.1 Commit to continuous improvement of the Shire's customer feedback and complaints processes to ensure that they are accessible and inclusive for everyone.	Promote accessible ways how people might send a feedback/ complaint. Make a self-explanatory video guide.	EMCCS
5.2 Improve the analysis and response to complaints and feedback data.	Ensure that the complaint process is in full compliance.	CEO

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Narrogin.

Strategy	Task	Responsibility
6.1 Establish a Shire Disability Access and Inclusion Reference Group to receive valuable feedback on Shire projects, services, and initiatives.	Ensure regular collaboration and oversight on DAIP progress.	EMCCS
6.2 Ensure access and inclusion requirements are considered for any community engagement undertaken by the Shire.	Gather meaningful feedback from individuals with disabilities on Shire projects.	EMCCS
	Ensure a wider range of community members can participate in consultations.	EMCCS
6.3 Build the capacity of internal and external stakeholders to deliver accessible and inclusive community engagements.	Enhance collaboration with local disability service providers through joint projects.	EMCCS

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Narrogin.

Strategy	Task	Responsibility
7.1 Collaborate with business leaders and local disability employment providers to grow business confidence to employ people with disability.	Support educational programs to educate local businesses on the benefits and best practices of employing individuals with disabilities.	EMCCS
	Recognise and celebrate businesses that excel in employing people with disabilities through the Shire media.	EMCCS
7.2 Expand and improve volunteer opportunities/ work placement and further employment within the Shire for people with disability.	Identify existing volunteer/employment opportunities and consider some traineeship programs	EMCCS
	Increase awareness of volunteer/employment opportunities and traineeship programs among people with disabilities through collaboration with <u>Forrest Personnel</u> .	EMCCS
	Provide additional support to current volunteers/employees with disabilities.	EMCCS
7.3 Foster a culture that supports the employment of people with disability in the Shire.	Ensure the Shire's hiring practices remains inclusive and accessible.	EMCCS
	Highlight efforts to employ and support people with disabilities.	EMCCS

Acronyms Explained

EMCCS - Executive Corporate & Community Services
 EMDRS - Executive Manager Development and Regulatory Services
 EMTRS - Executive Manager Technical and Rural Services
 CEO - Chief Executive Officer