SHIRE OF GNOWANGERUP

DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

2021-2026

This plan is available in alternative formats such electronic, hard copy in both standard and large print, by email and on the Shire of Gnowangerup website.

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1. BACKGROUND

1.1 Shire of Gnowangerup

The Shire of Gnowangerup is situated in the Great Southern region of Western Australia, approximately 354 kilometers from Perth and 140 kilometers from Albany via Chester Pass Road.

It covers an area of approximately 5,000 square kilometers and is a prosperous grain growing and sheep producing area. The area is noted Australia wide for its merino sheep and attracts large crowds to the annual Stud Field Days.

There are three towns in the Shire of Gnowangerup (Gnowangerup, Ongerup and Borden) which service the local community and a growing tourism node at the edge of the Stirling Range National Park.

The Shire of Gnowangerup provides the community with a range of services including infrastructure such as roads, public buildings, drainage infrastructure and a sealed airstrip. The Shire also provides community services such as 3 sport and recreation centers and a public swimming pool, library services, parks and economic and community development services.







1.2 The Shire of Gnowangerup's Role

The Shire of Gnowangerup is responsible for a wide range of functions, facilities and services. These include the provision of roads, footpaths and waste collection. Facilities include:

- Gnowangerup and Ongerup Libraries;
- Borden Pavilion, Gnowangerup Sporting Complex and Ongerup Sporting Complex;
- Gnowangerup Community Swimming Pool;
- Gnowangerup Shire Medical Practice;
- Gnowangerup Aerodrome; and
- Gnowangerup and Ongerup Cemeteries.



The development and implementation of this Plan aligns with the Shire of Gnowangerup Strategic Community Plan 2021-31, particularly the Objective: Shire of Gnowangerup will ensure residents feel safe and confident in their ability to travel and socialise within their community.

Outcomes identified in this Plan will be integrated into a number of the Shire's Strategic Plans such as (but not limited to) the Strategic Community Plan, Corporate Business Plan and Asset Management Plan.

1.3 People with disability in the Shire of Gnowangerup

According to the Australian Bureau of Statistics (ABS) 2016 census, the residential population of the Shire of Gnowangerup is approximately 1215. In Australia there are 4.4 million people living with disability. This represents 17.7% of the population.

If the 17.7% percent of Australian living with disability is extrapolated onto the Shire of Gnowangerup population, it can be assumed that 215 people within the Shire are living with disability.

1.4 Progress

The Shire has reported on its progress towards meeting the outcomes of its DAIP in its Annual Report, in accordance with the revised requirements. Since the adoption of the 2017-2021 DAIP, the Shire has implemented a number of initiatives to improve access. The following is a sample of the Shire's progress and achievements under the relevant DAIP outcome headings in improving access for people with disability.

Outcome 1 - People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

- Development of the Shire's OSH Contractors Management Policy. This document was developed to assist Shire of Gnowangerup Officers in addressing the issue of managing contractor safety.
- Implementing E-Resources at the Gnowangerup and Ongerup Library. Library members now have access to Kanopy, BorrowBox, RBDigital Magazines, and Emagazines from their computer, mobile or tablet device. Having this resource allows people with disability to access the library service from their home.
- The access path to the Yongergnow Malleefowl Centre was upgraded due to feedback from a community member that uses a walking frame. The pathway was a high steep climb. This has now been rectified which resolved in a much better feedback.
- A new footpath was constructed between the Gnowangerup Sporting Complex and Gnowangerup Cemetery. This pathway will assist with access to the cemetery for funerals being held at the Gnowangerup Sporting Complex



Outcome 2 - People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.



- We recently upgraded our public amenities at the Shire Administration Office. The upgrade of the toilet block will make it easier access for people with disability and now has non-slip flooring.
- We have also installed a new public toilet at our Gnowangerup Cemetery. This is a disabled access toilet that will be open to the whole community. Previously there were no toilets at the cemetery and the closest toilet was 1km away. Having this disabled access toilet enables visitors to the Cemetery to stay longer.

Outcome 3 - People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

- We have recently designed a new Shire of Gnowangerup website. The new website has a clearer layout and will make it easier for residents to use. It now has the option to provide feedback through the website so people don't need to attend the office.



Outcome 4 - People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

- During the facility closures for COVID-19 our community library in Gnowangerup was closed to the public. We commenced a Mystery Box service. This was a box of 10 books that was delivered to our residents and left on their doorstep. This service to our community ensured everyone was included and able to have this important service during the unfortunate pandemic.

Outcome 5 - People with disability have the same opportunities as other people to make complaints to a public authority.

- The Shire continues to ensure all people have the same opportunity to make complaints. We accept written and verbal complaints through the Administration office, either over the phone, in person or mailed.
- The addition of a feedback form on the new website will allow residents to contact us without attending the office or phoning.

Outcome 6 - People with disability have the same opportunities as other people to participate in public consultation by a public authority.

- No new activities commenced. The Shire continues to ensure everyone has the opportunity to participate in public consultation. Our surveys are provided both in hard copy and digital formats. When holding community meetings for consultation, these are always held in a disabled friendly location.

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

- The Shire continues to ensure all employment advertisements and packages are available in a range of print and electronic formats.

2. DISABILITY ACCESS AND INCLUSION PLAN POLICY STATEMENT

The Shire of Gnowangerup is committed to furthering the principles and objectives featured in this report. These principles and objectives are an important step in improving the lives of people with disability, their families and carers by achieving the desired outcomes that will allow equity for all community members.

3. DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN 2021-2026

3.1 Responsibility for Planning Process

The responsibility for developing , monitoring, implementing, reviewing and amending the DAIP sits with the Shire's Community Development Coordinator and Managers and Executives Committee (MANEX).
All managers are responsible for ensuring the plan is rolled out throughout the organisation and that actions are integrated into the relevant council areas.

3.2 Community Consultation

In 2021, the Shire reviewed its Disability Access and Inclusion Plan with the assistance from the community to draft a new plan to further guide improvements to access and inclusion and meet the requirements of the Disability Services Act 1993.

The consultation process included:

- A review of the Shire's current DAIP;
- Consultation with the community and Shire staff members via a community survey and at targeted engagement sessions;
- The review of the current DAIP was workshopped at the Shires Managers and Executives Committee and Council Meeting; and
- Examination of other Councils documents.

3.3 Findings from the consultation

The consultation process provided feedback from the community on access and inclusion within the Shire of Gnowangerup.

Access Barriers

- The Shire needs to budget for repairing footpaths throughout Shire;
- The Shire should commit to regular reviews and upgrading of footpaths in towns;
- Policies should be reviewed, in particular, employment related policies, position descriptions and advertising to eliminate potential barriers to people with disability;
- Some Shire buildings are difficult to enter, particularly in a wheelchair, footpaths around town are not conducive to a pleasant experience in a wheelchair;
- Additional mental health facilities are needed within the Shire; and
- The Shire needs to ensure all business comply with disability access requirements.

The Shire of Gnowangerup's priority in this plan is to address the community feedback above that we received from the Community Survey.

Survey Highlights

- 50% of survey respondents indicated that their disability affects the way they access Shire services;
- 44.4% of people use parking facilities at Shire buildings such as the Swimming Pool, Town Hall, Shire Office, and Library;
- 88.8% of respondents use the Shire website; and
- Although respondents indicated that they were able to easily lodge complaints and provide feedback to the Shire, respondents also indicated that they had mixed experiences when interacting with Shire staff. On the whole most interactions were positive but additional action could be taken to improve customer service interactions.

3.4 Communicating the plan to staff, elected members and people with disability

Once adopted by the Council, this plan will be lodged with the Department of Communities.

The Shire of Gnowangerup makes its current DAIP available to the community via website, Facebook page, Library and Shire Office. Upon request, alternative formats such as electronic, hard copy in both large print and standard print and via email are available.

A public notice will be published on the website, Facebook Page and in the three newsletters within the Shire advising when the final DAIP is endorsed by Council.

3.5 Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The *Disability Services Act (1993)* requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

4. DISABILITY ACCESS AND INCLUSION PLAN REPORTING

The Department of Communities sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Shire of Gnowangerup will report on the implementation of its DAIP through its annual report and on the prescribed progress report template to the Department of Communities each year, outlining:

- Its progress towards the desired outcomes of its DAIP;
- The progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies it used to inform its agents and contractors of its DAIP.

5. QUESTIONS

Any questions relating to this plan can be addressed to the Community Development Coordinator, Shire of Gnowangerup by calling 08 9827 1007 or emailing gnpshire@gnowangerup.wa.gov.au.



SHIRE OF GNOWANGERUP

DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

IMPLEMENTATION PLAN

2021-2026

APPENDIX 1 – IMPLEMENTATION PLAN 2021 – 2026

DAIP OUTCOME 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
1.1	Ensure that people with disability are provided with an opportunity to comment on access to services.	CDC	✓	✓	✓	✓	✓		
1.2	Incorporate the objectives of the DAIP into the Shire's Strategic Community Plan, Corporate Business Plan, Asset Management Plan, budgeting processes and other relevant plans and strategies.	EXEC STAFF	✓	✓	✓	✓	✓		
1.3	Ensure that events are organised so that they are accessible to people with disability.	CDC	✓	✓	✓	✓	✓		
1.4	Promote Shire-run community services to people with disability.	CDC	✓	✓	✓	✓	✓		

DAIP OUTCOME 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
2.1	Ensure that all buildings and facilities are physically accessible to people with disability by completing a buildings audit.	AWMC	✓	✓	✓	✓	✓		
2.2	Ensure that all premises leased by the Shire in the future are accessible.	AWMC	✓	✓	✓	✓	✓		
2.3	Ensure that all new premises and other infrastructure are accessible.	AWMC	✓	✓	✓	✓	✓		
2.4	Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	MW	✓	✓	✓	✓	✓		
2.5	Complete an initial footpath audit do identify repairs and additional footpaths required throughout the Shire. Include in Long Term Financial Plan.	MW	✓	✓	✓	✓	✓		
2.6	Complete annual footpath audit throughout the Shire.	MW	✓	✓	✓	✓	✓		

DAIP OUTCOME: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
3.1	Improve current staff awareness of accessible information needs and how to obtain information in other formats.	CDC	✓	✓	✓	✓	✓		
3.2	Increase awareness about the Shire's website and Facebook page to improve communications and methods of accessing Shire information for people with a disability.	CDC	✓	✓	✓	✓	✓		
3.3	Provide documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	CDC	✓	✓	✓	✓	✓		
3.4	Ensure that the Shire's website meets contemporary good practice.	CDC	✓	✓	✓	✓	✓		

DAIP OUTCOME 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
4.1	Continue to improve staff awareness of disability and access issues and improve skills to provide a good service to people with disability.	✓	✓	✓	✓	✓	✓		
4.2	Source funding and partner with local organisations / service providers to deliver Disability Access and Inclusion training to Shire and other service providers' staff.	✓	✓	✓	✓	✓	✓		

DAIP OUTCOME 5: People with disability have the same opportunities as other people to make complaints to a public authority.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
5.1	Evaluate current grievance mechanisms to make sure they are accessible for people with disability.	DCEO	✓	✓	✓	✓	✓		
5.2	Improve staff knowledge so they can facilitate the receipt of complaints from people with disability).	CDC	✓	✓	✓	✓	✓		
5.3	Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability.	CDC	✓	✓	✓	✓	✓		

DAIP OUTCOME 6: People with disability have the same opportunities as other people to participate in public consultation by a public authority.

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
6.1	Improve community awareness about consultation processes in place.	CDC	✓	✓	✓	✓	✓		
6.2	Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	CDC	✓	✓	✓	✓	✓		
6.3	Improve access for people with disability to the established consultative processes of the Shire i.e. Strategic Community Plan, Infrastructure projects, etc.	CDC	✓	✓	✓	✓	✓		
6.4	Ensure a broad range of views on disability and access issues are collected from the community.	CDC	✓	✓	✓	✓	✓		

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

ITEM	STRATEGY	RESP. Off.	2021/22	2022/23	2023/24	2024/25	2025/26	STATUS	PROGRESS
7.1	Commit to using inclusive recruitment practices when advertising new positions.	DCEO	✓	✓	✓	✓	✓		
7.2	Ensure policies and procedures are regularly reviewed.	DCEO	✓	✓	✓	✓	✓		