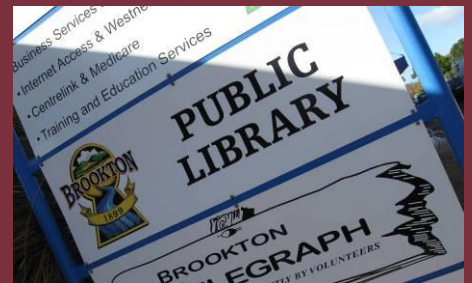


Disability Access & Inclusion Plan 2018-2023

February 2018

This document is available in
alternative formats on request.





DISABILITY ACCESS & INCLUSION PLAN 2018-2023

This plan is available on the Shire's website at Brookton.wa.gov.au
It can also be requested in alternative formats such as electronic, hard copy or audio

Document Status	Final
Revision No.	1
Revision Date	December 2017
Prepared By	Fleur Wilkinson Economic Development Officer AND Carina Whittington Community Services Manager
Endorsed By	Vicki Morris Deputy Chief Executive Officer
Adopted By Council	15 March 2018
Submitted to DSC	20 April 2018
Accepted by DSC	

Version	Issue Date	Author	Reason for Change
0	14-12-17	Fleur Wilkinson	Draft for public comment
1	22-2-18	Fleur Wilkinson	Final for adoption

Contents

- About Brookton 4
 - The Shire of Brookton 4
 - Functions, facilities and services provided by the Shire of Brookton..... 4
 - People with disability in the Shire of Brookton 5
 - Planning for better access..... 5
 - Achievements from Brookton DAIP 2013-18..... 6
- Access and Inclusion Policy Statement 8
- Development of the Disability Access and Inclusion Plan..... 9
 - Responsibility for the planning process..... 9
 - Community consultation process 9
 - Findings of the consultation 9
 - Responsibility for implementing the DAIP 10
 - Communicating the plan to staff and people with disability 11
 - Review, monitoring and evaluation mechanisms 11
 - Reporting on the DAIP 11
- Strategies to improve access and inclusion..... 11
 - Outcome 1 – Services and Events 11
 - Outcome 2 – Physical Access to Buildings and Facilities 12
 - Outcome 3 – Accessible Information 12
 - Outcome 4 – Service Level and Quality 13
 - Outcome 5 – Making a Complaint 13
 - Outcome 6 – Public Consultation 13
 - Outcome 7 - Employment 14
- Appendices..... 15
 - Appendix 1 - Implementation Plan 2018-2023 15
 - Outcome 1 – Services and Events 15
 - Outcome 2 – Building and Facilities 16
 - Outcome 3 – Accessible Information 17
 - Outcome 4 – Service Level and Quality 18
 - Outcome 5 – Making a Complaint 19
 - Outcome 6 – Public Consultation 20
 - Outcome 7 - Employment 21
 - Appendix 2 - Survey Results..... 21
 - Appendix 3 - Workplace Audit..... 21

Acknowledgements

The Shire of Brookton acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

About Brookton

The Shire of Brookton

The Shire of Brookton is located in the Central Wheatbelt and covers an area of 1,626 km². The area is predominantly mixed cropping and livestock, with increasing hay production since the establishment of two export hay facilities. Brookton has recently been experiencing a changing population due to the movement of retirees and other mature-aged people to the area.

The principal town site of Brookton is located on the Brookton Highway 138km from Perth. The town was established in 1899, and has a current population of approximately 1,000.

It has numerous facilities including a residential aged care facility, a district high school, an array of sporting clubs, recreational facilities, accommodation, hotels, retail stores and agricultural sales and services.

The Shire of Brookton believes that people with diverse needs who live in country areas should be supported to remain in the community of their choice. To identify the support most appropriate to offer the shire has committed to continue to review barriers to access and inclusion within the district with the objective to systematically implement strategies to remove or minimise as many of them as possible.

The strategies and plans outlined in this DAIP for 2018-2023 are intended to enhance and improve disability access and inclusion in the Shire district in order to encompass the diverse needs and requirements of people with disability that live and visit the Brookton area.

Functions, facilities and services provided by the Shire of Brookton

The Shire of Brookton is responsible for a range of functions, facilities and services. These are provided both directly and indirectly through contractors.

Services to property including Shire owned buildings, roads and paths; waste collection and disposal, land drainage and development.

Services to the community including playing areas, parks, gardens, reserves, sporting and recreation facilities, caravan park, cemetery, library, community bus, community events, health and aged care services.

Regulatory services including planning, building approvals, ranger services, environmental health, bush fire control and heritage preservation.

General administration and process of government services including payment of fees, lodging of complaints, council meetings, elections, local laws, and community engagement.

The Shire of Brookton has some existing facilities and services which support people with disabilities. These include:

- The Brookton Library, operated by the Brookton Community Resource Centre which provides large print books, videos and audio books.
- Memorial park has play equipment designed for wheelchair accessibility

People with disability in the Shire of Brookton

A disability may be defined as any physical, sensory, neurological, intellectual, cognitive, or psychiatric condition that can impact on a person's lifestyle and/or everyday function.

There are many types of disabilities, including sensory, physical, intellectual, cognitive, neurological and psychiatric disabilities. As a result some people may have difficulty with mobility, hearing, vision or communication.

Disability can occur at any time in a person's life. For some, the disability begins at birth. For others, it can be the result of a sporting or motor vehicle accident. Other people acquire disability later in life through various illnesses or ageing. Some disability can affect a person's ability to communicate, interact with others, learn or live independently. A disability can impact on a person's employment, education, recreation, accommodation and leisure opportunities.

The 2016 census had 44 people identify as having a disability living within the Shire, or 4.5% of the permanent population of 975. These people stated as having a profound disability requiring assistance with core tasks of self-care, mobility or communication.

In the same census, 108 people spent time in the two weeks prior to census night providing unpaid care, help or assistance to family members or others because of a disability, a long term illness or problems related to old age. This does not include work done through a voluntary organisation or group.

It is anticipated that these numbers will rise with the aging population. According to the ABS survey, 50% of people aged over 60 identified themselves as having a disability. In Brookton, 35% of the population are over 60.

Visitation numbers to the Shire of Brookton are very high due to the Shire's highway convergence of the Great Southern Highway and the Brookton Highway. Further consideration needs to be given to how the Shire, in the provision of public facilities, and the business community can facilitate and accommodate the needs of visitors.

Planning for better access

The Western Australia Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

Planning to provide good access for people with disability will also provide benefits to other members of the community who may be disadvantaged in terms of access such as parents with prams, seniors, people who have a temporary disability, small children and people from cultural and linguistically diverse backgrounds.

Achievements from Brookton DAIP 2013-18

The Shire of Brookton is committed to facilitating the inclusion of people with disability through the improvement of access to its information, facilities and services.

Since the adoption of the Disability Access and Inclusion Plan 2013-2018, the Shire has implemented many initiatives and made significant progress towards better access. These include:

OUTCOME AREA	ACHIEVEMENTS 2013-18
<p>OUTCOME 1:</p> <p>People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Brookton.</p>	<ul style="list-style-type: none"> • Event planning template developed to include accessibility considerations. • Accessible Events checklist issued to planner for use in evaluating externally organised events. • Maintenance & report forms in place. Website reporting completing. Apps - Snap n Solve, Local Eye • Corporate Business Plan includes initiatives from the DAIP • Development and adoption of Age Friendly Communities Plan that includes recommendations for assisting with accessibility.
<p>OUTCOME 2</p> <p>People with disability have the same opportunities as other people to access Shire of Brookton buildings and other facilities.</p>	<ul style="list-style-type: none"> • New carpark at WB Eva Pavilion has included 3 additional ACROD bays. • All ACROD bays have been resprayed. • New technologies have been made available for the reporting of maintenance issues (Localeye app) • Works crew maintained footpaths free of obstruction to allow access. • Public buildings inspected and issues incorporated into the Age Friendly Community Plan. • Replacement of slab pathways to concrete pathways to improve accessibility. • Upgrade of ramps and surrounds to the Brookton Railway Station.
<p>OUTCOME 3</p> <p>People with disability receive information from the Shire of Brookton in a format that will enable them to access the information as readily as other people are able to access it.</p>	<ul style="list-style-type: none"> • Information about the functions, facilities and services provided by the Shire is prepared using clear and concise language. This information is made available in alternative formats on request. One request was received during the year. • Telegraph notes and agenda template have been updated to include appropriate font size. • Shire website includes a section on accessibility options

<p>OUTCOME 4</p> <p>People with disability receive the same level and quality of service from the staff of the Shire of Brookton as other people receive from the staff of the Shire of Brookton.</p>	<ul style="list-style-type: none"> • Information on alternative service provision is made available to staff through in house training sessions.
<p>OUTCOME 5</p> <p>People with disability have the same opportunities as other people to make complaints to the Shire of Brookton.</p>	<ul style="list-style-type: none"> • Information about grievance mechanisms is prepared using clear and concise language. This information is made available in alternative formats on request. During the year no such requests were received. • Venues that are utilised for community participation in Council processes are selected with the objective of ensuring access for all members of the community. • Web based forms were introduced for reporting of issues and making complaints.
<p>OUTCOME 6</p> <p>People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Brookton.</p>	<ul style="list-style-type: none"> • Information about the opportunities for participation in public consultations, grievance mechanisms and decision making processes is prepared using clear and concise language. This information is made available in alternative formats on request. During the year no such requests were received. • Venues that are utilised for community participation in Council processes are selected with the objective of ensuring access for all members of the community.
<p>OUTCOME 7</p> <p>People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Brookton.</p>	<ul style="list-style-type: none"> • Recruitment documents are available in variety of formats. Facilities used in selection process have universal access. • People with disability have been engaged in both volunteer and paid roles during the period. • Senior staff have attended Lighthouse Project training. Audit app has been prepared for audit to be undertaken.

Access and Inclusion Policy Statement

The Shire of Brookton is committed to ensuring that the community is accessible for and inclusive of people with disability, their families and carers.

The Shire of Brookton interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

The Shire of Brookton:

- recognises that people with disability are valued members of the community who make a variety 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 of its members makes for a richer community life;
- believes that people with disability, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- is committed to supporting local community groups and businesses to provide access and inclusion of people with disability; and
- is committed to achieving the seven desired outcomes of its DAIP:

These are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Brookton
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Brookton.
3. People with disability receive information from the Shire of Brookton 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 of Brookton as other people receive from the staff of the Shire of Brookton
5. People with disability have the same opportunities as other people to make complaints to the Shire of Brookton.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Brookton.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Brookton.

Development of the Disability Access and Inclusion Plan

Responsibility for the planning process

The CEO has overall responsibility to oversee the DAIP. It is also incumbent upon every staff member of the Shire to implement, where practicable, the actions identified in the Plan.

Community consultation process

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods were used:

- Desktop review of the Disability Access and Inclusion Plan 2013-2018, and reported progress against that plan.
- Review of the Age Friendly Communities Plan 2017-2022 for recommendations that are applicable and overlap with objectives of accessibility.
- The link for an online community survey was provided in the Brookton Telegraph and distributed electronically via community e-news, direct email, facebook and on our website. Paper copies were promoted as being available on request.
- The draft plan was prepared including the feedback received through-out the above consultations.
- After the draft plan was adopted for public comment, broader input was sought through advertising. The availability of the draft plan was advertised in newspaper, website, social media and through our email network.
- A consultative committee of suitably qualified and experienced people may be formed to inform the Shire and its DAIP on the issues of disability facing people within the Shire. The DAIP survey indicated that there were 4 people interested in progressing this committee

Findings of the consultation

The review and consultation found that while much had been done to achieve progress since the first Disability Services Plan, that a new plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

Access Barriers

The access barriers identified in the consultation process were:

- While most facilities have ACROD parking for people with disability, the Shire Administration Centre bay does not have elevated signage.
- Brookton Aquatic Centre does not have universal access change-rooms. Access to the pool can be difficult as only steps available.
- Some access issues related to private premises – for example local businesses.
- Shire Administration Centre, Medical Centre and Kalkarni doors are not easily accessible as they do not have automatic opening mechanisms and some are heavy and difficult to open
- Unsealed (or no) footpaths on Corberding Road, McGrath Street and Marsh Avenue
- Issues relating to pathway maintenance – broken, lifted or loose pavers, trees overhanging footpaths.
- Improve main and alternative footpath access across the railway line. When the centre footpath access is blocked, the northern access is not adequate
- No toilets at cemetery
- Poor lighting at Robinson Road public toilets
- No opportunity for confidential discussions with customer service staff at the Shire Administration Centre.
- Several people unaware of volunteering opportunities, indicating potential for improvement in communication.
- Not enough promotion regarding services and events to ensure that availability and location of universal access toilets and ACROD parking is well communicated.

These barriers informed the development of strategies in this DAIP.

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.

The implementation plan sets out who is responsible for each action.

Communicating the plan to staff and people with disability

- Following adoption the Disability Access and Inclusion Plan will be sent to all those who contributed to the planning process.
- The community will be informed through the local media that copies of the plan will be available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, by email and in audio format as well as on the Shire's website.
- Staff will be informed via staff briefing forum, with strategies included in the Corporate Business Plan with relevant responsible officer.
- Staff and community will be advised of any updates to the DAIP using these same methods.

Review, monitoring and evaluation mechanisms

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

It is proposed to establish a Disability Access and Inclusion Planning (DAIP) Consultative Committee. This committee will meet biannually to review progress on the implementation of the strategies identified in the DAIP. The minutes of these meetings will be presented to Council for noting.

Reporting on the DAIP

The Disability Services Act requires the Shire to 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; and
- the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

Strategies to improve access and inclusion

The following strategies have been developed to address areas for development identified in the review. These strategies will guide the specific activities of the 2018 – 2023 implementation plan to improve access and inclusion in the Shire of Brookton.

Outcome 1 – Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Brookton.

Strategy	Timeline
----------	----------

Ensure that people with disability are consulted regarding their need for services and the accessibility of current services	Ongoing
Develop the links between the DAIP and other Council plans and strategies.	June 2018
Ensure that events are organised so that they are accessible to people with disability	Ongoing
Monitor Shire services to ensure equitable access and inclusion and ensure that council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act	Ongoing

Outcome 2 – Physical Access to Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Brookton

Strategy	Timeline
Ensure that all Shire buildings, facilities and public spaces are physically accessible to people with disability	Ongoing
Ensure that all new or redevelopment works incorporate universal design principles	Ongoing – all new developments must comply with the BCA requirement for public buildings
Ensure that physical access networks within the townsite are accessible for people with disability	Ongoing – forms part of the overall plan for the townsite
Ensure that parks and reserves are accessible to people with disability	Ongoing

Outcome 3 – Accessible Information

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

Strategy	Timeline
Monitor and improve community awareness regarding Council information being available in alternative formats.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing
Ensure that the Shire's website meets contemporary accessibility guidelines.	Ongoing

Outcome 4 – Service Level and Quality

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

Strategy	Timeline
Generate and sustain staff awareness of disability access and inclusion issues and skills in accessible customer service.	Ongoing – induction for all staff
Improve awareness of new staff and new councillors about access and inclusion issues.	Ongoing – as new staff and elected members come into the Shire, induction will include awareness of access and inclusion issues.
Ensure that information is given about universal access and inclusion to all contractors, consultants and external organisations that provide services to the public on behalf of the Shire, or with support from the Shire.	Ongoing – Tender and procurement guidelines detail access and inclusion requirements from WALGA and other peak bodies.

Outcome 5 – Making a Complaint

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

Strategy	Timeline
Ensure that current grievance mechanisms accommodate people with disability.	Ongoing – as changes occur, these are to reflect accommodating all affected people.
Improve staff knowledge so they understand how to receive complaints from people with a disability	Ongoing – forms part of induction and general information and knowledge sharing for all staff

Outcome 6 – Public Consultation

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

Strategy	Timeline
Improve community awareness about consultation processes in place	Ongoing – on a regular basis ensure that the community is aware of access and inclusion issues as part of media and communications from the Shire.
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes	DAIP to be reviewed biannually.
Improve access for people with disability to the established consultative processes of the Shire	Review of the consultative processes to be completed by December 2018

Seek a broad range of views on disability and access issues from the local community.	Seek ongoing comments from members of the public in all relevant communications.
---	--

Outcome 7 - Employment

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

Strategy	Timeline
Commit to using inclusive recruitment practices when advertising new positions	Ongoing
Engage with key disability employment support providers	Ongoing
Provide volunteering opportunities for people with disability at Shire of Brookton events and activities.	Ongoing – where the Shire is the host of the event or activity, the Shire will endeavour to provide volunteering opportunities for people with disability.

Appendices

Appendix 1 - Implementation Plan 2018-2023

Outcome 1 – Services and Events

Strategy	Task	Timeline	Responsibility
Ensure that people with disability are consulted regarding their need for services and the accessibility of current services	<ul style="list-style-type: none"> Develop a checklist and set of procedures to ensure that any staff member or contractor undertaking an evaluation or review of services have increased awareness of the importance of getting comments on services from people with disability 	June 2018	Manager Corporate & Community Services
Develop the links between the DAIP and other Council plans and strategies.	<ul style="list-style-type: none"> Incorporate strategies from the DAIP and the Age Friendly Community Plan into the Shire's existing planning documents 	June 2018	Manager Corporate & Community Services
Ensure that events are organised so that they are accessible to people with disability.	<ul style="list-style-type: none"> Review the Shire's event planning template to ensure that it includes the accessible events checklist from the Disability Access and Inclusion Resource kit. Ensure the event planning template and accessible events checklist is incorporated into standard practice by staff responsible for organising events. Ensure the Accessible Events checklist is being utilised by the planner for in evaluating applications for externally organised events. 	Ongoing Ongoing Ongoing	Manager Corporate & Community Services
Monitor Shire services to ensure equitable access and inclusion and ensure that council staff, agents and contractors are aware of the relevant requirements of the Disability Services Act	<ul style="list-style-type: none"> Include the requirements in staff and contractor inductions. Ensure all future contracts include compliance with requirements of Disability Services Act 	Ongoing Ongoing	Manager Corporate & Community Services

Outcome 2 – Building and Facilities

Strategy	Task	Timeline	Responsibility
Ensure that all Shire buildings, facilities and public spaces are physically accessible to people with disability	<ul style="list-style-type: none"> ● Complete the Access and Inclusion Resource kit Buildings and Facilities checklist for all Shire buildings and facilities to determine the current level of access and improvements required. ● Cost and prioritise the remedial works required to ensure all buildings and facilities are accessible. 	Ongoing	Manager Infrastructure Services
Ensure that all new or redevelopment works incorporate universal design principles	<ul style="list-style-type: none"> ● Ensure the DDA's Access to Premises Standards are being referenced to determine the minimum access requirements for new and updated public buildings. ● Ensure key employees maintain an awareness of the development of the DDA Premises Standard. 	Ongoing	Manager Infrastructure Services
Ensure that physical access networks within the townsite are accessible for people with disability	<ul style="list-style-type: none"> ● Prioritise and make a submission to Council to commence work on rectifying identified barriers. ● Investigate options for improving access to the Brookton pool ● Investigate options for refurbishing the Aquatic Centre Toilets to install a disabled access toilet. 	Ongoing By June 2018	Manager Infrastructure Services
Ensure that parks and reserves are accessible to people with disability	<ul style="list-style-type: none"> ● Review, prioritise and Incorporate the strategies relating to open spaces from the Age Friendly Community plan which improve access, shading and signage into the Shire's planning documents 	Ongoing	Manager Infrastructure Services

Outcome 3 – Accessible Information

Strategy	Task	Timeline	Responsibility
Monitor and improve community awareness regarding Council information being available in alternative formats.	<ul style="list-style-type: none"> ● Ensure all documents carry a notation regarding availability in alternative formats 	Ongoing	Manager Corporate & Community Services
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> ● Implement the use of the Access and Inclusion Resource Kit Information Checklist with all staff producing public documents ● Train all staff in the minimum requirements for accessible information, the format options available upon request and how to access these. 	Ongoing As occurs	Manager Corporate & Community Services
Ensure that the Shire’s website meets contemporary accessibility guidelines.	<ul style="list-style-type: none"> ● Request confirmation from the Shire’s website developers that the Shire’s website as a minimum meets the priority one checkpoint requirements of a W3C – accessible web content design 	June 2018	Manager Corporate & Community Services

Outcome 4 – Service Level and Quality

Strategy	Task	Timeline	Responsibility
Generate and sustain staff awareness of disability access and inclusion issues and skills in accessible customer service.	<ul style="list-style-type: none"> ● Utilise the staff access awareness survey and checklist to determine the level of understanding of current staff and identify and prioritise areas for development. ● Provide regular information on access and inclusion at staff meetings 	Ongoing	Manager Corporate & Community Services
Improve awareness of new staff and new councillors about access and inclusion issues.	<ul style="list-style-type: none"> ● Prepare information and plan the establishment of training in the induction of new employees and new Councillors ● Utilise the “DAIP Information for Councillors of Local Governments” fact sheet from the Disability Services Commission when providing information to existing and new Councillors. 	As occurs from time to time.	Manager Corporate & Community Services & CEO
Ensure that all contractors, consultants and external organisations that provide services to the public on behalf of the Shire, or with support from the Shire understand the access and inclusion requirements	<ul style="list-style-type: none"> ● Prepare an information fact sheet that can be provided to contractors, consultants and external organisations which includes the Shire’s policy and procedures regarding the Disability Services Act. ● Utilise the Shire of Brookton Disability Access and Inclusion checklist to ensure that all contractors and staff understand the access and inclusion requirements. 	As occurs from time to time.	Manager Corporate & Community Services & Manager Infrastructure Services

Outcome 5 – Making a Complaint

Strategy	Task	Timeline	Responsibility
Ensure that current grievance mechanisms accommodate people with disability.	<ul style="list-style-type: none"> ● Review grievance policies and procedures to ensure that they comply with the eleven Australian and International standards guiding principles for complaints handling (AS ISO10002-2006) (AS/NZ ISO 1002-2014) ● Ensure complaint processes are flexible to enable people to outline their concerns in a variety of means. ● Develop other methods of making complaints such as web-based forms. 	By June 2018	Manager Corporate & Community Services
Improve staff knowledge so they understand how to receive complaints from people with a disability	<ul style="list-style-type: none"> ● Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training. 	By December 2019	Manager Corporate & Community Services

Outcome 6 – Public Consultation

Strategy	Task	Timeline	Responsibility
Improve community awareness about consultation processes in place	<ul style="list-style-type: none"> ● Conduct a review of the Shire's community consultation processes (including methods of communicating for Town Planning Schemes) regarding issues of disability, access and inclusion using the Access and Inclusion resource kit public participation checklist ● Ensure that media releases go to both print and electronic media, including the radio (where possible) and are promoted on the website. 	By June 2018	Manager Corporate & Community Services
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes	<ul style="list-style-type: none"> ● Review DAIP biannually 	July and January each year	Manager Corporate & Community Services
Improve access for people with disability to the established consultative processes of the Shire	<ul style="list-style-type: none"> ● Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website 	Ongoing	Manager Corporate & Community Services
Seek a broad range of views on disability and access issues from the local community.	<ul style="list-style-type: none"> ● Include appropriate questions about access and inclusion in general surveys and consultation events 	As and when appropriate	Manager Corporate & Community Services

Outcome 7 - Employment

Strategy	Task	Timeline	Responsibility
Commit to using inclusive recruitment practices when advertising new positions	<ul style="list-style-type: none"> ● Ensure an Equal Employment Opportunity statement is incorporated into advertisements when advertising job vacancies ● Make sure job advertisements are in an accessible format ● Hold interviews at an accessible venue 	Ongoing – as required	Manager Corporate & Community Services
Engage with key disability employment support providers	<ul style="list-style-type: none"> ● Arrange to meet biannually with the local DES provider 	Ongoing	Manager Corporate & Community Services
Provide volunteering opportunities for people with disability at Shire of Brookton events and activities.	<ul style="list-style-type: none"> ● Ensure Shire events and activities that utilise volunteers are accessible to people with disability. 	Where appropriate that events are hosted and controlled by the Shire.	Manager Corporate & Community Services

Appendix 2 - Survey Results

Appendix 3 - Workplace Audit



Contact Us

Shire of Brookton
14 White Street
Brookton WA 6306

9642 1106
mail@brookton.wa.gov.au

Alternative Formats

This plan is available on the Shire's website at brookton.wa.gov.au.

It can be requested in alternative formats such as electronic, hard copy or audio.