



DISABILITY ACCESS AND INCLUSION PLAN

JULY 2017- 2020

This plan is available in alternative formats such as large print, on compact disc or electronic format by email on request.
This plan is available on the Shire website: www.nannup.wa.gov.au

Effective From:	1/12/2013
Expires on:	1/6/2020
Next Review:	1/6/2018
Adopted by Council:	28 NOVEMBER 2013 RES 9050 ADOPTED BY COUNCIL ON 28 NOVEMBER 2013 ADOPTED BY COUNCIL ON 22 JUNE 2017

BACKGROUND

The Shire of Nannup

Nannup is a scenic community of 1302 people nestled in the beautiful Blackwood River Valley 300 kilometres south of Perth, and centrally located between the towns of Busselton, Margaret River, Manjimup and Bridgetown.

Historically, Nannup was a timber milling town and, while timber is still a major industry, the area's natural beauty, together with its unique character and heritage, is becoming a popular tourist draw card in the South West region.

The Shire of Nannup manages and maintains public infrastructure facilities including roads, paths, drains, community buildings and recreation spaces. The Shire also provides a range of services such as shire staffed office services, library, community and recreation facilities and programs. The quality of this infrastructure is vital to the social and economic well-being of the shire as a whole community, as it enhances the lives of all people, especially those community members and visitors that have disabilities and diverse needs.

People with Disability in the Shire of Nannup

The residential population of the Shire of Nannup is currently estimated at 1302 (2011 Census) with a 0.8% annual growth. According to the Australian Bureau of Statistics (ABS Survey of Disability, Aging and Carers (2006), 20.6% of Australians, or more than 1 in 5 people, identify themselves as having some form of disability. In the past two years there has been a 60% increase in the number of families moving to the Shire with children with disability who are registered with DSC or currently being assessed.

Planning for Better Access and Inclusion for People with Disabilities

The Shire of Nannup Disability Access & Inclusion Plan (DAIP) for 2017-2020 has been designed to meet the requirements of the Western Australian Disability Services Act (1993 amended 2004), the Commonwealth Disability Discrimination Act (1992) and the Equal Opportunity Amendment Act, Western Australia (1998, amended 1988). It responds to new initiatives by the State and Federal governments in recent years and sets the stage for responding to diversity by expanding upon previous disability service plans and the Disability Service Disability Access & Inclusion Plan 2011-2016 to incorporate the needs of all members of the community. It has a particular focus on nurturing a community where diversity, difference and a sense of identity is respected and valued. These values are underpinned by a commitment from the council to the creation of fair and equitable access for all residents and visitors to the shire. The plan is subject to annual review and may be amended and extended as priorities and needs change.

The vision of the DAIP is for an accessible and inclusive community and the format will concentrate on seven key areas:

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.

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

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.

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.

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

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

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

The Shire of Nannup's role in Access & Inclusion

The Shire of Nannup is responsible for a range of functions, facilities and services in the region including:

Services to property:

Construction and maintenance of council owned buildings
Construction and maintenance of roads, footpaths and cycle facilities
Land drainage and development
Waste collection and disposal
Litter control and street cleaning
Planting and caring for street trees
Bush fire control.

Regulatory services:

Planning of road systems, sub-divisions and town planning schemes
Building approvals for construction, additions or alterations to buildings
Ranger services, including dog control
The development, maintenance and control of parking.
Provision and maintenance of outdoor playing areas, parks, gardens, reserves
Provision and maintenance of facilities for sporting and community groups
Public library and information services
Environmental health services

General administration:

Provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

Processes of government:

Ordinary and special council and committee meetings

Electors meetings and election of council members

Community consultations.

Responsibilities in relation to external developers:

A key responsibility of the Shire of Nannup is that of ensuring that developers meet the mandatory access requirements of:

- Building Code of Australia
- Disability (Access to Premises Buildings) Standards 2010, under the Disability Discrimination Act 1992
- Australian Standard 1428 – Design for Access and Mobility

Responsibility for Implementing the Disability Access & Inclusion Plan

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the Disability Access and Inclusion Plan is implemented by its officers, employees, agents and contractors. Implementation of the Disability Access and Inclusion Plan is the responsibility of all areas of Council. Some actions in the Action Plan will apply to all areas of Council while others will apply to a specific area. The Action Plan sets out who is responsible for each action.

Review of the 2011 – 2013 Disability Access & Inclusion Plan

Outcomes of the 2011- 2013 Disability Access & Inclusion Plan includes:

- A large print section has been integrated into the main library with individual spine signage,
- Audio books, e books and music CD's have been purchased for library.
- Discussion has been held with the hospital for residents to access library on weekly basis or to initiate a book delivery service to the hospital.
- Free internet is offered in the Shire library
- An audit of the town site footpaths has been completed and priorities for upgrading, replacement and construction have been identified and included in the Nannup Bike & Footpath Plan.
- Sensor lighting has been erected around the Shire building.
- An audible loop has been installed into Council Chambers.
- Line marking has been undertaken on all ACROD bays in the townsite.
- The Shire office front door has been modified so that it is not as heavy when opening and closing.

- The FROGS Early Learning Centre has been completed to BCA standards. The carpark has one universal access bay and ramps have been incorporated into the design.
- The Shire has participated in the 'You're Welcome' program and education sessions have been rolled out to business operators.
- Traffic management plans for events now include consideration for ACROD parking and people with disabilities.
- Workshops have been held for staff on "Dealing with Challenging Behaviours" and "Enhancing Access".
- Press releases have been issued in the Nannup Telegraph and on the Shire website to advise that information is available in different formats. Agencies that liaise with families and people with disability have also received this information.
- An electronic door and new ramp has been installed at the front entrance to Council offices.

Consultation

The Access & Inclusion Plan 2017-2020 replaces the previous plan and was developed with input sought from:

- Shire of Nannup elected members
- Shire of Nannup staff
- Agencies and organisations working with or supporting people with disability or aged and their carers who live or work in the Shire of Nannup
- Families of People with disability, aged and their carers who live or work in the Shire of Nannup
- Residents and ratepayers of the Shire of Nannup.

Comment on the Access & Inclusion Plan 2017-2020 was sought by way of written submissions, during public consultation, a community workshop or by appointment with the author. The opportunity to comment on the Plan was promoted through media releases, public notices, the Shire's website and direct mail to identified stakeholders. The adopted Plan is available for download from the Shire's website, for viewing at all Shire public libraries, and copies made available on request. The adoption of the new Plan was promoted through media releases, public notices and the Shire's website.

Communicating the Disability Access and Inclusion Plan to Staff and People with Disabilities

- Council has a copy of the Disability Access and Inclusion Plan available on the Shire of Nannup website. The plan is available by alternative formats such as large print, on compact disc or electronic format by email on request.
- The adoption of the new Plan was promoted through media releases, public notices and the Shire's website.

Review, Reporting and Evaluation Mechanisms

Review and Reporting

- An appointed Council Officer will undertake an annual review of the Disability Access and Inclusion Plan in consultation with people with disability within the community, community groups and organizations that provide direct and indirect services to people with disability, event management organizers and Council staff.
- Prior to 30 June each year, an annual report will be lodged with the Disability Services Commission reporting on progress made by the local government authority and any agents/contractors in relation to achieving the seven desired Disability Access and Inclusion outcomes and strategies employed by Council to inform its agents/contractors of its Disability Access and Inclusion Plan.
- Contractors and agents will be provided a copy of the DAIP with the signing of their contract or as part of their induction process. There will also be information in the contract that the DAIP is located on the Shire website.
- Council will fulfil the Disability Services Act requirement to lodge a copy of any amendments to the Disability Access and Inclusion Plan with the Disability Services Commission.

Evaluation

- Council will receive any status reports on the Community Access and Inclusion Planning process to be used in seeking feedback from the community.
- Elected members of Council and Council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

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.

STRATEGY	BARRIERS	ACTION	TIMEFRAME	RESPONSIBILITY
Library	People not aware that Shire staff will provide assistance in the library	Place sign on main counter indicating that assistance is available.	Ongoing	MCS
		Shire staff move around counter to help borrowers.	Ongoing	MCS
		Integrate large print section into main library with individual spine signage	Ongoing	MCS
		Direct customers to CRC to access government information on large touch screen	Ongoing	MCS
		Continue to purchase audio books, e books and music CD's for library.	Ongoing	MCS
		Investigate opportunity for hospital residents to access library on weekly basis or delivery service to hospital and Danjangerup Cottages	Ongoing	MCS

STRATEGY	BARRIERS	ACTION	TIMEFRAME	RESPONSIBILITY
Building Standards	Counter is too high	Staff to assist people with disability around public side of counter	Ongoing	MCS
		Check plans prior to approval for compliance with Australian Standards as best practice.	Ongoing	CEO
Australia Day Breakfast	Access	Ensure event is accessible and people with disability are encouraged to attend	Ongoing	ECDO
NDIS	Education about program	NDIS will roll out as per Government specifications in 2017. Education and awareness will be undertaken as appropriate	Ongoing from 2018	NDIS and Associated governing body
Keys for Life, driver learning	Access	Investigate opportunities through disability support services for Keys for Life and driver learning programs	Ongoing	Roadwise committee, DSC, ECDO, families

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

STRATEGY	BARRIERS	ACTIONS	TIMEFRAME	RESPONSIBILITY
Footpaths	Existing footpaths not user friendly to people with mobility problems	Continue to upgrade footpaths as part of the maintenance program and construct new footpaths to BCA standards	Ongoing	MI
	Lack of tactile markers	Tactile markers to be purchased and laid onto footpaths	2017	MI
		Line marking on cycle paths to be completed on regular basis	Ongoing	MI
Main Shopping Precinct	Traffic speed through town	Request for Police/Main Roads to undertake speed monitoring at irregular times of day throughout the year.	2017-18 and ongoing	MI
		Request to Police/Main Roads that during major events traffic speed is reduced to 40km per hour in CBD	2017-18 and ongoing	MI
		Investigate pedestrian handrails to be installed at key crossover points of footpaths in CBD	2019	MI
				CEO

		Ensure BCA standards applied with the Main Street upgrade		
Access to Council Facilities	Difficult to load/unload stores and catering supplies	Ensure when Recreation Centre upgrade occurs, consideration is given to car-parking, toilets, showers and entrance	2017	CEO
	Heavy door at entrance to recreation centre difficult to open	Investigate installing electronic door at front entrance to Recreation Centre	2019	CEO
	Access	Upgrade to toilets and showers to be constructed to Australian standards	2018	CEO
Tenders and Contractors		Ensure tender documents and contractors agreements have relevant planning and legislative information relating to Disability codes	Ongoing	ALL SENIOR STAFF
Playground upgrades	Lack of 'All Abilities' play equipment	Any new playground development to consider universally accessible and sensory equipment	Ongoing	MI
		Water playground and nature playground to be considered in future development.		
Ablution Upgrades	Limited disabled access to public facilities	All new and redeveloped ablution and shower facilities to have BCA standard facilities	Ongoing	MI

		form if requested Traffic management plans for events include consideration for ACROD parking and people with disability Portable disabled parking signs provided to event managers	Ongoing	MI
--	--	---	---------	----

Customer Service	People with access issues not readily able to locate facilities which are access friendly	Appropriately market throughout community that alternative formats can be made available including large print, computer disc, etc	Ongoing	MCS
		Undertake You're Welcome Initiative and ensure page is updated regularly	Ongoing	MCS
		Incorporate universally accessible public facilities onto the Everything Nannup website.	Ongoing	CEO
		Ensure the Shire of Nannup website is updated regularly	Ongoing	MCS
		Include strategic direction in Shire's Community Strategic Plan relevant to review and implementation of Disability Access and Inclusion Plan	When plan is reviewed	CEO

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.

STRATEGY	BARRIERS	ACTIONS	TIMELINE	RESPONSIBILITY
Customer Service	Potential for Council Officers and Councillors to be unsure of how to deal with people with certain disability	All staff and Councillors are provided with the information required to understand their obligations in equitable customer service for people with a disability as part of their induction	Ongoing	MCS/MI
		Workshops held bi-annually for Council staff and residents "Dealing with Challenging Behaviours" and "Enhancing Access"	Ongoing	MCS

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

STRATEGY	BARRIERS	ACTIONS	TIMELINE	RESPONSIBILITY
Ensure grievance mechanisms are accessible	Language	Consult with Service Providers to ensure clients are aware of process for making grievance and any assistance they may require.	Ongoing	MCS
		Regularly advertise in Shire Notes that Council information can be made available in alternative formats upon request.	Ongoing	MCS
		Advertise on the Shire website that Council information can be made available in alternative formats upon request.	Ongoing	MCS
		Council staff meet on regular basis with Nannup Community Care and Disability Services Commission	Ongoing	ECDO/NCC/DSC

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

STRATEGY	BARRIERS	ACTIONS	TIMELINE	RESPONSIBILITY
Ensure people with disability have access to public consultation	Access to documentation	Enquire with CRC if assistance for residents to access Shire website is available from computers	2017	MCS
		Regularly advertise in Shire Notes that Council information can be made available in alternative formats upon request.	Ongoing	All Staff
		Information forwarded to Nannup Community Care and Disability Services Commission to be sent to clients direct.	Ongoing	All Staff

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

STRATEGY	BARRIERS	ACTIONS	TIMELINE	RESPONSIBILITY
Recruitment strategies	Awareness of positions available	The Shire's equal employment opportunity plan is reviewed annually to ensure the recruitment processes meet the needs of people with disability	Ongoing	MCS
		Adaptive equipment and work processes are provided to staff or prospective staff where reasonable and practical	Ongoing	MCS
Opportunities for employment	Awareness of positions available	All job vacancies are promoted via the supported employment network	Ongoing	MCS
Volunteer opportunities		In consultation with DSC and families volunteer opportunities to be considered where possible to people with disability	Ongoing	MCS