



SHIRE OF KOJONUP

DISABILITY ACCESS AND INCLUSION PLAN 2020-2025

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

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Community Committee Members:

- Nick Trethowan
- Laurie Prandi
- Goldie Hendricks
- Cr Ronnie Fleay
- Cr Sandra Pedler

Feedback provided from:

- Pam McGregor
- Marg Harris
- Bankwest

1.0 BACKGROUND

1.1 Kojonup

Nestling in the rural heartland of the Great Southern region, historic Kojonup is more than just a gateway to the beautiful South. Settled over 150 years ago this bustling rural town still bears all the trademarks of a traditional country settlement. Kojonup is proud of its rich Aboriginal culture which is showcased through The Kodja Place. With its historical precinct, flora and fauna reserves and many sport and recreational facilities, it is a safe, welcoming community.

At the heart of Kojonup is the fresh water spring which first attracted European settlers to the town in 1837. Overlooking the Spring is the old Military Barracks, constructed in 1845 and one of the oldest surviving military buildings in Western Australia.

Today, Kojonup is a thriving country town, proud of its heritage but looking to the future. The Shire currently employs 63 fulltime employees with 105 employed across 5 departments being The Kodja Place, Works and Depot Department, Springhaven Lodge, Shire administration building and the Kevin O'Halloran swimming pool.

Located on the Albany Highway, running directly from Perth to the historic port of Albany, Kojonup is just 255km, a three-hour drive from the state capital, and a short 160km from Albany. It is the administrative and commercial centre of a prosperous agricultural district, offering a wealth of business and lifestyle opportunities for those who hold true to traditional Australian values.

1.2 Shire of Kojonup Functions, Facilities and Services

The Shire of Kojonup is responsible for a wide range of functions, facilities and services typical to local government authorities of such size and revenue. These include the provision of roads, footpaths and waste collection. Facilities include:

- Library;
- Recreation centre/sporting complex;
- Kevin O'Halloran Memorial Swimming Pool; and
- Recycling and waste disposal site.

Unlike most Local Governments in Western Australia, but very relevant to this plan, the Shire of Kojonup runs a **22 bed Frail Aged Lodge** which in 2019 was recognised as a finalist in the Age Care Awards for WA. The Shire also provides independent aged and low-income housing and a child care centre facility.

The Shire of Kojonup employs approximately 100 staff, equating to 54 full time equivalent employees. The revenue of the Shire of Kojonup is approximately \$12m with a capital expenditure program annually of \$5m.

1.3 People with disability in the Shire of Kojonup

According to the Australian Bureau of Statistics (ABS) 2016 census, the residential population of the Shire of Kojonup is approximately 1985. In Australia there are 4.4 million people living with a disability. This represents 17.7% of the population (Disability, Ageing and Carers Summary ABS, 2018). Disability is defined as any continuing condition that restricts everyday activities. Examples include intellectual, psychiatric, cognitive, neurological, sensory or physical impairment which could reduce the capacity for the person to communicate, socially interact and impede with learning and mobility issues.

If the 17.7% percent of Australian living with a disability is extrapolated onto the Shire of Kojonup's population, it can be assumed that 351 people within the Shire are living with a disability.

1.4 Planning for Better Access

It is a requirement of the WA Disability Services Act (1993) that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA) 1992. While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission reduces the Shire's exposure to disability discrimination risk.

1.5 Progress

The Shire adopted its first Disability Access Inclusion Plan (DAIP) in December 1995 to address the barriers within the community for people with disability and to address its statutory requirements under the WA Disability Services Act (1993).

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 initial 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: Improved access to services and events

- The Shire's library services have been responsive to the needs of people with disability through the development of collections in alternative formats and regular home deliveries for people who cannot come to the library
- Installation of seating at regular points around town
- Kerb ramps have been provided to assist wheelchair access around town
- The Shire has a program of ongoing footpath construction and improvement
- The provision of an ACROD parking bay in the Shire Administration Office public car park, providing level access to the Shire Offices, Library, Council Reception Lounge and Chambers.

Outcome 2: Improved access to buildings and facilities

- A ramp and deck have been constructed at the new recreation centre, linking the lower level of the building (and hockey oval) to the upper level and pool.
- Access to the swimming pool has been improved through the installation of new stairs, a hoist and a disabled toilet/mothers room/change room for patrons at the pool and;
- Access was improved to the Muradup War Memorial, with footpaths, shelter and seating installed

Outcome 3: Improved access to information

- The Shire's Disability Access & Inclusion Plan (DAIP) is available on the Shire's website, www.kojonup.wa.gov.au, in the library and at the Administration Offices
- The Shire's website is updated regularly. Jobs, tenders, public notices, hire forms and Council documents are posted online
- Social media (Facebook) is used to promote the Shire's activities and the role of the Shire
- All public information is able to be provided in alternative formats on request
- Access ramps at the Council Chambers door have been installed.

Outcome 4: 'City-like' service levels

Outcome 5: Improved access for people with disability to complaints mechanisms

- Staff will assist people if they need help to make complaints, such as filling in the complaints forms available at the Shire office
- Customer Service Charter is available on the Shire's website and in printed form on request.

Outcome 6: Improved access for people with disability to consultation processes

- People can obtain Council minutes in a range of formats on request
- Community Consultation Charter is available on the Shire's website and in printed form on request.

Outcome 7: Improved ability to obtain and maintain employment

- Additional customised training for all staff to improve awareness of individual needs of customers, including people with disability

2.0 SHIRE OF KOJONUP DISABILITY ACCESS POLICY

The Shire's commitment to people with disability is encompassed within the "motto" for the whole community:

"One Community, Many Choices"

An outcome proposed by this plan (see Implementation Plan item 3.5) is the creation of a new Council Policy regarding Disability Access. In addition, Implementation Plan item 3.2 seeks to develop an Accessible Information policy.

3.0 ACCESS AND INCLUSION STATEMENT OF COMMITMENT TO PEOPLE WITH DISABILITY, THEIR FAMILIES AND CARERS

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

The Shire of Kojonup interprets an accessible and inclusive community as one in which all Shire 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 enjoyed by all other people in the community.

The Shire of Kojonup recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life. The Shire 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.

The Shire of Kojonup believes that people with disability, their families and carers should be supported to remain in the community of their choice.

The Shire of Kojonup is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately,

The Shire of Kojonup is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to facilities and services in the community. We are committed to increasing the opportunities for people with disability to be welcomed and included in the workforce.

The Shire of Kojonup is committed to achieving the desired outcomes of its DAIP.

4.0 DEVELOPMENT OF THE DAIP

4.1 Responsibility for the Planning Process

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP rests between the Shire's Community Development Officer and its Disability Access and Inclusion Committee (DAIC), which is made up of relevant key staff and representation from the community. This includes responsibility for ensuring that the plan is rolled out throughout the organisation and that actions are integrated into the plans of relevant areas of Council.

4.2 Community Consultation Process

In 2019/2020, the Shire undertook to review its Disability Access and inclusion Plan and consult with key stakeholders to draft a new DAIP to guide further improvements to access and inclusion and meet the requirements of the Disability Services Act (1993).

The consultation process included:

- Examination of the Shire's current DAIP;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with the community via local media and written correspondence; and
- Establishment of a Disability Access & Inclusion Committee comprising Shire staff, Councillors, Community organisations and Community members.

In 2019 with a change to the management structure of the organisation, the DAIP had a minor review, followed by the re-invigoration of the DAIC to bolster the importance of this vital process.

4.3 Findings of the Consultation

The consultation provided a variety of views on access and inclusion in the Shire of Kojonup

The Shire of Kojonup's previous plans have provided a useful guide for staff and there has been steady progress in working to improve access for people with disability.

Access Barriers

While the review and consultation noted a number of achievements in improving access it also identified some remaining barriers that required redress. These access barriers include that:

- The topography of Kojonup, being very hilly and with the main street having a steep slope, in itself constitutes an access problem and is a particular challenge for the Shire;

- More attention needs to be given to the design of kerbs and kerb ramps to ensure they provide safe access for people in wheel chairs, people with vision impairment and seniors;
- More attention needs to be given to the design of public toilets to ensure accessibility; and
- The need to improve access to the Shire Administration Centre (front door and counter space).

The identification of these barriers helped to inform the development of strategies in the DAIP Implementation Plan and will inform other integrated planning documents compiled by the Shire.

4.4 Responsibility for Implementing the DAIP

It is a requirement of the Disability Services Act 1993 that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Shire. Some actions in the Implementation Plan will apply to all areas of the Shire while others will only apply to a specific area. The Implementation Plan sets out who is responsible for each action.

4.5 Communicating the Plan to Staff, Elected Members and People with a Disability

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

The Shire of Kojonup 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, audio format and via email are available.

The Shire's Disability Access and Inclusion Committee (DAIC) will be the primary community feedback mechanism used. The minutes of these meetings are publicly available and are presented to the Council at the next Council meeting. Staff will report progress of the DAIP implementation to the DAIC and any necessary modifications to the plan will be made by the Council upon receiving a recommendation from the DAIC.

Plan amendments and achievements will be communicated to both staff and the community via normal media channels. A public notice will be published in the Kojonup news advising when the final DAIP is endorsed by Council.

The DAIP will become a regular item at staff meetings to ensure that it remains 'front of mind'.

4.6 Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP will be reviewed at least every 5 years, in accordance with the Act, with the next review to occur in 2025.

The DAIP Implementation Plan will be amended annually to reflect progress and any access and inclusion issues which may arise.

4.7 Review and monitoring

- **Committee:**
A DAIC comprising of key staff, Councillors and community representation has been formed, and will meet at least every 6 months (currently quarterly) to review progress on the implementation of the strategies identified in the DAIP and the Implementation Plan.
- **Community Consultation:**
Each year prior to 31 July, the Shire of Kojonup will provide an update to the community regarding the implementation of the Disability Access & Inclusion Plan (DAIP) and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.

A notice about the consultation process will be placed in the local media, posted on the Shire's website, and circulated to local disability, health and aged care service providers. In seeking feedback, the Shire will also seek to identify any additional barriers that have not previously been identified.

A range of ways for people to provide feedback such as phone, face to face meetings, emails and written feedback will be offered. Elected members of Council and Shire employees will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

- **Implementation Plan:**
The Implementation Plan will be amended based on the feedback received and copies of the amended Implementation Plan will be available to the community in alternative formats once endorsed by the DAIC and the Council.

5.0 REPORTING ON THE DAIP

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

The Shire of Kojonup 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

The report prepared each year on the implementation of the DAIP and incorporated into the Shire's Annual Report will be in the format of the Implementation Plan.

6.0 QUESTIONS?

Any questions relating to this plan can be addressed to the Community Development Officer, Shire of Kojonup by telephoning 9831 2400 or emailing cdo@kojonup.wa.gov.au or in writing to:

Chief Executive Officer
Shire of Kojonup
PO Box 63
KOJONUP WA 6395

Shire of Kojonup

Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2020-2025



Appendix 1 - IMPLEMENTATION PLAN 2020-2025

This Implementation Plan has been produced as a subset of the *Shire of Kojonup Disability Access & Inclusion Plan 2020-2025*. This Implementation Plan itemises specific details of what the Shire will be undertaking in 2020-2025 to improve its services, information and facilities for people in our community with disabilities.

The Implementation Plan is presented using a table to outline the:

- DAIP outcome area being addressed
- Individual tasks being undertaken
- Timeline for completion of the individual tasks;
- Responsible Officer; and
- Any other relevant details or comments

Any questions relating to this plan can be addressed to the Community Development Officer, Shire of Kojonup by telephoning 9831 2400 or emailing cdo@kojonup.wa.gov.au

DAIP 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 Kojonup

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/ 2021	2021/ 2022	2022/ 2023	2023/ 2024	2024/ 2025
1.1	Establish a DAIC which will meet regularly as required to monitor, guide and report to Council on the implementation of DAIP activities	Community representation on the DAIC team to be expanded to include young people and Indigenous Australians (refer item 6.1)	MCCS		✓	✓	✓	✓	✓
1.2	Develop links between the DAIP and other Council plans and strategies, including <i>SMART Implementation</i> and implement the DAIP consistently across the organisation.		MCCS				✓		
1.3	Ensure other plans and strategies consider access and inclusion as an integral part of their development and include reference to the DAIP	Some plans reviewed two or three yearly	CDO		✓		✓		✓
1.4	Ensure that all e-business initiatives such as online payments are accessible		CDO			✓			
1.5	Investigate and implement good practice in kerb ramp design and construction.	Revised goal as a result of community feedback undertaken in 2020	MWS		✓				
1.6	Implement the Shire's footpath improvement program and respond as a matter of priority when a person with a disability reports difficulties regarding lack of or condition of footpath	Revised goal as a result of community feedback undertaken in 2020	MWS		✓	✓	✓	✓	✓
1.7	Review street signage to ensure it is easily readable	To be included in Townscape Plan	MWS			✓			
1.8	Review the Shire's sport and recreation services, facilities and programs regarding access and inclusion for peoples with disabilities	Upgraded sporting complex to provide improved access and inclusion.	SRO				✓		

DAIP OUTCOME #2

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

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
2.1	Undertake an access audit to determine the current status of physical access to all Shire buildings and facilities – to include safety issues and signage and schedule and implement remedial works to meet the recommendations of the access audit of buildings and facilities	Use checklists in DSC Access Resource Kit or engage disability and access consultant	R/BMC		✓				
2.2	Assess the Shire Office’s entry and reception area, including the front counter and library to ensure space is wheel chair and seated friendly, i.e. possibility of automatic opening doors.	Revised goal as a result of community feedback undertaken in 2020	MCCS		✓	✓			
2.3	Work to improve signage and enhance way-finding throughout Shire facilities and outdoor environments		CDO				✓		
2.4	Ensure that the advice of a Disability Access Consultant is sought when planning and designing any new Council buildings or undertaking major refurbishments		CDO		✓	✓	✓	✓	✓
2.5	Ensure that key regulatory staff continue to maintain an awareness of the developments regarding a Premises Standard under the DDA		DSC				✓		
2.6	Develop all briefs, tenders and contracts to ensure the Shire’s agents and contractors provide services that are consistent with the Shire’s DAIP and access and inclusion principles		CDO						✓
2.7	Include the requirements for all new developments to comply with Australian Standards on Parking for People with Disabilities as a footnote on Planning Approvals	Currently a requirement for buildings under BCA. Insert info at planning approval stage to provide early notice	DSC					✓	
2.8	Incorporate disability access into Parks Department policies and management plans, and ensure access is an essential feature of all improvements to parks and reserves		MWS		✓				
2.9	An audit of all business entrances adjoining Council property be undertaken and recommended findings be systematically implemented.	New goal added via community feedback undertaken in 2020	CDO		✓	✓	✓	✓	✓
2.10	A public toilet audit to be undertaken with accessibility being a key upgrade requirement and recommended findings be systematically implemented;	New goal added via community feedback undertaken in 2020	MWS		✓	✓	✓	✓	✓

DAIP OUTCOME #3

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

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
3.1	Continue to ensure that all public information is made in clear and concise language and is available in alternative formats on request and promote to the community	Use State Government Access Guidelines as a resource Notation on printed information, promote on website and in local media	CDO		✓				
3.2	Develop an Accessible Information Policy		CDO			✓			
3.3	Provide Auslan interpreters as required (if available)		CDO	N/A					✓
3.4	Provide information about the accessibility of facilities and services in hard copy and on the website. Promote this	e.g. picnic spots, playgrounds, halls, Shire and non-Shire facilities/ services	CDO			✓			
3.5	Formation of a Shire of Kojonup Disability Access Policy	New Outcome created in 2020	CDO		✓				

DAIP OUTCOME #4

People with disability receive the same level and quality of service from the staff of the Shire of Kojonup as other people receive from the city areas

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
4.1	Include disability access awareness information in the Shire's Induction material provided to new staff and new elected members		CDO				✓		
4.2	Conduct Disability Awareness training for staff across all areas	Revised goal as a result of community feedback undertaken in 2020	CDO		✓				
4.3	Provide the opportunity for staff to identify further training needs specific to their roles	Revised goal as a result of community feedback undertaken in 2020	CDO		✓	✓	✓	✓	✓

4.4	Ensure swimming pool staff are trained in the correct use of the access hoist	All current staff are competent in use of existing gear	SPM		✓		✓		✓
4.5	Develop a staff skills register e.g. staff who understand sign language and use existing skills and competencies to enhance customer service to people with disabilities		CDO					✓	

DAIP OUTCOME #5

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

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
5.1	Review the Shire's Customer Service Charter and procedures to ensure they meet the needs of people with different types of disabilities ensuring that information about complaints procedures is in clear and concise language and is available in a range of different formats on request.		MCCS				✓		
5.2	Ensure staff are aware of the accessible complaints mechanisms and know how to support people to use them	To be incorporated with Disability Awareness Training	CDO			✓			

DAIP OUTCOME #6

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

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/ 2021	2021/ 2022	2022/ 2023	2023/ 2024	2024/ 2025
6.1	Maintain an Advisory Group of local people to advise Council on strategic issues regarding access and inclusion and monitor and guide DAIP activities. Aim to have Aboriginal and youth representation	Ensure this group also has representation on DAIC	CDO					✓	
6.2	Consult with Disability organisations and networks as required	Local organisations to be included on the DAIC.	CDO		✓	✓	✓	✓	✓
6.3	Provide the opportunity for people to have a say on community issues, including disability access, via the website and by using the external letter box at the Shire offices	In accordance with process as defined in the DAIP	CDO		✓	✓	✓	✓	✓
6.4	Ensure meetings and forums held as part of all community consultations (not just with a disability focus) comply with accessible events guidelines		CDO			✓			

DAIP OUTCOME #7

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

ITEM	STRATEGY	COMMENTS	RESP. OFF.	2019 Status	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
7.1	Ensure that staff workplaces in all Council buildings are wheelchair accessible	Use checklists in DSC Access Resource Kit to check accessibility of existing workplaces (Statutory requirement under building code BCA)	MCCS				✓		
7.2	Work with local schools to provide work experience opportunities for local students with disabilities		CDO		✓				
7.3	Work with local Aboriginal groups to develop employment opportunities for Aboriginal people with disabilities		CDO					✓	
7.4	Assist in awareness of training/education available at TAFE		MCCS						✓
7.5	Promote job vacancies via supported employment agencies	All Shire vacancies are posted on website	CDO						✓
7.6	Review recruitment processes to ensure equal opportunity for people with disabilities	Refer also item 7.1	MCCS						✓
7.7	Be mindful of the access implications of an ageing workforce and consider people with disabilities and older employees in the job designing process		MCCS		✓				