

SHIRE OF MANJIMUP

Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2007 - 2012

Implementation Plan

The Implementation Plan itemises the strategies and tasks that the Shire of Manjimup proposes to use to improve access to its services, information and facilities for people with disabilities during the period of 2007 - 2012.

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

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the public authority with responsibility for completing the individual tasks; and the
- Broad strategy that the individual tasks are supporting.

As outlined in the Shire of Manjimup's Disability Access & Inclusion Plan, many of the broad strategies will not be completed in 2007-2012 however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2007-2012 through the Implementation Plan.

Broad strategies that will not be achieved in 2007-2012 will be supported by tasks outlined in future Implementation Plans.

It must be stated that the following strategies and key actions are subject to being incorporated in forecasted financial year budget plans.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Manjimup.

Barriers to This Outcome:

- The Shire of Manjimup’s policies may not adequately reflect requirements for people with disabilities
- The Shire may not provide adequate access for people with disabilities to the facilities holding the events and services
- Contractors and other service providers using shire facilities may not be aware of the needs of people with diverse abilities
- Event coordinators may not be educated or aware of disability access requirements
- Community managed events are not always held in accessible locations

Strategy	Task	Task Timeline	Responsibility
Disability Access and Inclusion committee to guide the implementation of the DAIP activities	<ul style="list-style-type: none"> • DAIP committee to meet regularly over the 5 years that the plan spans 	March 2007 and ongoing	DCS
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	<ul style="list-style-type: none"> • Shire of Manjimup Officer will liaise with relevant contractors who are developing and implementing Shire activities, • Increase the contractor’s awareness of the importance of getting comments on services from people with disabilities. • Evaluators to include a mechanism to assist people with disabilities comment on services in future reviews of services. 	February 2008 June 2007 ongoing	HR ELO MLS CDO
Monitor the Shire’s Access and Inclusion policy to ensure it reflects contemporary values and practices and supports equitable access to services by people with disabilities throughout the various functions of	<ul style="list-style-type: none"> • Research, and adopt into the policy, the State Government Guidelines for Information, Services and Facilities as part of the policy 	July 2008	DAI Committee DCS

Strategy	Task	Task Timeline	Responsibility
the Council.			
Make access to the services provided by the libraries and visitors centres in the shire as inclusive as possible.	<ul style="list-style-type: none"> • Continue to improve accessibility of the technology in the libraries • Gather resources to assist library staff and volunteers to use current library owned technology to assist people with disabilities. • Ensure that library and other staff have knowledge of the Shires ability to provide information in alternative formats 	January 2008	DCS MLS
Develop links between the Disability Access & Inclusion Plan and other Council plans and strategies.	<ul style="list-style-type: none"> • Align the Disability Access & Inclusion Plan with the Shire of Manjimup Strategic Plan and other strategic and planning documents. • Incorporate the objectives of the Disability Access & Inclusion Plan into Shire's strategic planning, budgeting processes and all other relevant plans and strategies (from completion by June 2008) 	June 2008	SMT
Ensure that events organised by the shire are as accessible as is reasonable and practical to people with disabilities.	<ul style="list-style-type: none"> • Ensure all events are planned using the Accessible Events checklist. • Make the Accessible Events checklist available to staff on the Shire's Intranet. • Train appropriate staff on protocol for accessible events 	June 2008	ELO

Strategy	Task	Task Timeline	Responsibility
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> • Promote the shire's policy and procedures regarding the Disability Services Act's requirements around agents and contractors • Ensure that a shire staff member conducts an audit before ticking off the contractors work • Develop a brochure that clearly states the shires policy on access and inclusion that can be given to successful contractors • Incorporate into Shire Events Documentation 	June 2008	HR SMT ELO

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Manjimup.

Barriers Identified:

- Access for people with disabilities may not be provided at some of the shire owned or leased facilities
- Access for people with disabilities may not be provided at some of the centres for recreation and leisure
- Some shire owned or leased facilities may have entry and egress challenges from the carpark
- Access to the interior of shire owned or leased facilities may be limited to people with disabilities

Strategy	Task	Task Timeline	Responsibility
Ensure that shire owned buildings, and services provided by the Shire of Manjimup, are physically accessible and inclusive	<ul style="list-style-type: none"> • Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists. • Identify access complaints to support audit results. • Prioritise amending barriers to egress and entry to shire facilities that are first points of contact • Investigate ways of improving access to heritage buildings while maintaining their integrity. • Prioritise and make submission to Council to commence work on rectifying identified barriers. 	<p>November 2007</p> <p>January 2008</p> <p>July 2007 and ongoing</p> <p>May 2008 ongoing</p> <p>June 2007 ongoing</p>	PBS
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> • Implement procedures to enable the Shire to review proposals for redevelopment and new work projects. 	June 2007 ongoing	PBS

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> • Apply referenced Australian Standards on access. • Ensure key staff maintains an awareness of the development of the Disability Discrimination Act Premises Standard through means such as HREOC email updates and Human Rights legislation. • Include appropriate specifications in tender documents 		
<p>ACROD parking should meet the demand of people with disabilities in terms of quantity and location.</p>	<ul style="list-style-type: none"> • Undertake an audit of ACROD bays at shire locations and implement a program to rectify any non-compliance. • Consider the need for additional bays in some locations in the satellite towns within the shire of Manjimup. • Bring existing ACROD bays associated with Shire facilities into line with current legislation 	<p>June 2007 and ongoing</p> <p>June 2009</p> <p>June 2008 and ongoing</p>	<p>MW&S</p>
<p>Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.</p>	<ul style="list-style-type: none"> • Promote to business the economic benefits of being accessible. • Provide information for businesses on access/universal design. • Make access information available on the Shire's website. • Council and the DAIP committee to provide advice and assistance on ways to promote accessible and inclusive practices 	<p>December 2007 and ongoing</p>	<p>CorpS</p>

Strategy	Task	Task Timeline	Responsibility
Increase the access associated with new and existing playgrounds.	<ul style="list-style-type: none"> • Identify priority parks, playgrounds and reserves that require auditing. • Investigate ways of providing access • Develop and implement a program of progressive upgrade. • Check plans and strategies for access and inclusion for all new facilities, and when upgrading existing facilities 	November 2007 and ongoing	MPS
Improve access, where reasonable and practicable, to heritage buildings for people using mobility devices such as wheelchairs.	<ul style="list-style-type: none"> • Investigate methods of providing access and inclusion with minimal impact to local heritage. 	March 2011 May 2011	PBS
Ensure that public toilets meet the associated accessibility standards.	<ul style="list-style-type: none"> • Conduct audit of all public toilets • Upgrade facilities as is reasonable and practical • Audit and recommend implementation plan for new and upgraded signs giving direction to shire facilities and services 	April 2008 June 2008	DCS DAI Committee PBS

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

Barriers Identified:

- Information relating to the shires services and facilities is not always available in appropriate formats for people with disabilities. Eg:
 - Written information may be too complex
 - People with hearing difficulties can not access Shire services by the phone
 - Advertising of shire services and facilities is only done through the media of print
- Signs produced for, or informing people of, council or shire facilities and services are not always appropriate for people with visual and intellectual disabilities
- Braille and tactile information is not available in many shire facilities.
- Clear signposting and pathway markings to communicate the placement of shire facilities and services are not always in place

Strategy	Task	Task Timeline	Responsibility
Improve community awareness that Council information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> • Ensure all documents carry a notation regarding availability in alternative formats. • Ensure large print version of Council minutes and agendas are available in the libraries on demand and advertise • Advise the community via the local newspaper, disability group newsletters that other formats are available. • Advertise alternative options on the front page of the website 	June 2008	SMT MLS
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> • Develop Accessible Information guidelines and make them available on the Intranet. • Conduct Accessible Information training 	November 2007 November 2007	HR SMT MIS

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> and include as part of the induction of new and current staff. • Investigate and implement methods of training for first point contact staff to communicate with people who are deaf or hard of hearing 	June 2008	
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> • Review and upgrade website according to the W3C guidelines as outlined in the State Government Access Guidelines, in line with ongoing WEB upgrades. • Ensure forms and applications are available electronically. 	June 2008 September 2006	SMT MIS
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language	<ul style="list-style-type: none"> • Consult with key stakeholders as to the appropriateness of current methods. • Use Arial font size 12 for council and shire documents • Advise Council staff of the minimum requirements • Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice. • Investigate verbal media such as radio, volunteers, tapes/cd's 	November 2007 November 2007 June 2008	SMT
Ensure the public are informed of accessible facilities in the shire	<ul style="list-style-type: none"> • Increase the amount of signs directing people to accessible toilets and shire facilities and services 		SMT MWS PBS

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Shire of Manjimup as other people receive from the staff of the Shire.

Barriers Identified:

- Shire staff and volunteers dealing with the public may not have the knowledge or confidence to communicate appropriately with individuals that do not communicate using speech and/or vision.
- Shire staff and volunteers may not have the appropriate knowledge or experience to communicate appropriately with people with non physical disabilities
- Shire facilities and services may not be equipped with access enhancing technology and equipment that can enable people with diverse abilities to be granted equal rights and opportunities

Strategy	Tasks	Task Timeline	Responsibility
Improve staff awareness of disability and access issues and their skill to provide excellent service to people with disabilities.	<ul style="list-style-type: none"> • Survey staff during audit regarding training needs and requests • Provide staff with resources that they can use to increase their own awareness • Improve staff skills to provide a good service to people with disabilities by including disability awareness information in induction • Provide training to staff that is specific to their role 	January 2008	DAIP Officer DCS HR
Improve the awareness of new staff and new Councillors about disability and access issues.	<ul style="list-style-type: none"> • Prepare information and plan the establishment of training in the induction of new staff and new Councillors 	January 2008	DAIP Officer DCS HR
Further generate and sustain staff awareness of disability and access issues.	<ul style="list-style-type: none"> • Ensure that disability access and inclusion information is circulated to all • Provide regular information on access and inclusion in the Council newsletter. • Give staff the option of training for disability awareness 	September 2007	DAIP Officer DCS HR

Strategy	Tasks	Task Timeline	Responsibility
Encourage businesses and private contractors to embrace universal access and inclusion	<ul style="list-style-type: none"> <li data-bbox="506 245 1192 347">• Offer information on access and inclusion to contractors and businesses who work or provide services for the shire of Manjimup. 		SMT HR

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Shire of Manjimup.

Barriers Identified:

- The needs of people with disabilities may not always be taken into account when developing grievance mechanisms
- Barriers that people with disabilities have to accessing grievance mechanisms are not known by the shire

Strategy	Tasks	Task Timeline	Responsibility
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> • Review current mechanisms for access. Consult with people with disabilities and other expert advice. • Develop other methods of making complaints such as web-based forms. • Promote accessible complaints mechanisms to the community. 	February 2007	SMT
Improve staff knowledge so they can facilitate the receipt of 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. • Give the staff the opportunity to comment on disability related issues at regular team and individual meetings 	ongoing	DAIP project officer
Ensure that grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> • Provide grievance mechanism process and outcome satisfaction survey forms in alternative formats upon request. • Undertake research to identify alternative means of providing grievance feedback (for full implementation by August 2009). 	November 2007 August 2009	SMT HR

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Manjimup.

Barriers Identified:

- The needs and requirements of people with disabilities may not always be taken into consideration when developing consultation plans
- Community and council consultations may not always be conducted in facilities with universal access
- Communication of times and facilities of public consultation may not have been distributed in a variety of formats

Strategy	Tasks	Task Timeline	Responsibility
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> • Promote the existence, role and activities of the Shire's Disability Access Committee to the community. • Disability Access Committee to meet regularly (as per proposal to Council in Outcome One) to provide strategic advice to Council, with support from Council staff. • Conduct a review of the Shires community consultation processes regarding issues of disability, access and inclusion. • Where practical ensure that media releases go to both print and electronic media and key disability groups and are promoted on the website. 	July 2007 & ongoing Ongoing January 2008 February 2008	SMT DCS
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> • Disability Access & Inclusion Plan Committee to regularly monitor the progress of the plan and be involved in all reviews of the plan. • Consult people with disabilities in a range of different consultation mediums eg focus group, interviews, surveys. 	December 2008 December 2008	

Strategy	Tasks	Task Timeline	Responsibility
	<ul style="list-style-type: none"> Develop a register of experienced persons to provide comment on access and inclusion issues on request, who may not be members of the Disability Access Committee. 	June 2008	
<p>Improve access for people with disabilities to the established consultative process of Council.</p>	<ul style="list-style-type: none"> Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Council's website. Publish agendas, minutes and other documents on the Council's website Investigate options for presenting questions at Council meetings in alternative formats Research feasibility of installing an audio loop in Council Chambers (March 2008). 	<p>December 2007</p> <p>November 2007</p> <p>December 2007</p> <p>March 2008</p>	SMT
<p>Seek a broad range of views on disability and access issues from the local community.</p>	<ul style="list-style-type: none"> Include appropriate questions about access and inclusion in general Shire surveys and consultation events. Disability Access Committee to actively pursue the views of people with disabilities on a wide range of issues. 	<p>December 2007</p> <p>ongoing</p> <p>December 2007</p>	<p>SMT</p> <p>DCS</p> <p>DAI Committee</p>

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