



Shire of Manjimup Access & Inclusion Plan

Celebrating Diversity 2024-2029

This Plan is available on request in alternative formats such as large print, electronic (disk or emailed), audio, Braille and on the Shire's website.

Document Change Control Table

Version	Date of Issue	Author(s)	Description of Version
Version 1	September 2023	Emily O’Neil, Community Services	Draft for Public Comment
Version 2	November 2023	Emily O’Neil, Community Services	Final Plan – Adopted by Council

Acknowledgement of Country

The Shire of Manjimup acknowledges the Bibelmen, Kaneang and Minang people of the Noongar Nation as the Traditional Custodians of the land on which we live, work, and gather. We acknowledge and pay our respects to their Elders, past and present.

The Shire of Manjimup Vision, Mission, and Values

The Shire of Manjimup Vision, Mission, Values and Themes can be found in the Strategic Community Plan and on the Shire [website](#).

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Executive Summary

The Access & Inclusion Plan 2024–2029 (‘the Plan’) replaces the Access & Inclusion Plan 2018–2023.

The Plan has been designed to meet the legislative requirements of the *Disability Services Act 1993 (WA)*. The Plan sets the stage for responding to diversity by expanding upon previous disability access and inclusion plans to incorporate the needs of all members of the community.

Access and inclusion plans are not just about ensuring buildings have wheelchair access, they also incorporate inclusion at a participatory and service level. This Plan will assist the Shire’s governing Council to determine the strategies needed to enhance and promote accessibility requirements. The Plan provides the direction and framework for future planning needs beyond the short term.

Through this Plan, the Shire aims to ensure that the services it provides meet varied individual needs and expectations of its community, and that everyone has equal access to these services regardless of their race, heritage, gender, belief, nationality, family background, age, disability, or sexuality.

The Shire of Manjimup recognises that the task of addressing the many important issues that affect our diverse community is not an easy one. The Shire will endeavour, however, through ongoing consultation and involvement with the community, to identify and eliminate as many barriers and challenges to access and inclusion as possible and work towards achieving a community that is liveable for all.

Executive Summary (Easy Read)

This paper is called the Shire of Manjimup **Access & Inclusion Plan**.

- **Access** is about being able to get what you need.
- **Inclusion** is about not being left out.
- A **Plan** is a list of ideas.

This plan is for people with a disability and the people in their lives but will help everyone in the community.

The goal of this plan is to make life better for everyone in the Shire.

In this plan there is an **action plan**.

- An **action plan** is a list of what will be done to help reach the goal.

The action plan lists what the Shire will do to help make sure that:

- Everyone in the Shire feels included.
- Everyone in the Shire can access the places, spaces, and events available.

Every **5 years** we check to see that the plan is helping the community.

Introduction

Definitions

For the purpose of this document, when the terms access or inclusion are used they refer to the following definitions:

Access refers to an individual's physical ability to get to, get into and get around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.

Inclusion refers to an individual's ability to participate as fully as possible in programs and services provided by organisations in an integrated and holistic manner that does not ostracise, embarrass, or humiliate an individual.

The Shire of Manjimup's role in Access & Inclusion

The Shire of Manjimup is responsible for a range of functions, facilities, and services in the towns of the Shire, 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.
- Numbering of buildings and lots.
- Street lighting.
- Bush fire control.

Services to the community

- Provision and maintenance of outdoor playing areas, parks, gardens, and reserves.
- Provision and maintenance of facilities for sporting and community groups.
- Management of the Manjimup Regional Aqua Centre.
- Public library and information services.
- Environmental health services.
- Community and Home Care Support.
- Citizenship ceremonies and community events.
- Provide transport assistance for events where possible.
- Promote successes and provide advice and encouragement to the community with regards to access and inclusion best practice.
- Wellness and Respite Community Centre.

Regulatory services

- Planning of road systems, sub-divisions, and town planning schemes.
- Approvals for construction, additions, or alterations to buildings.
- Ranger services, including dog control.
- The development, maintenance, and control of parking.

General administration

- Provision of general information to the public, the lodging of complaints and the 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.
- Ward meetings.
- Community consultations.

Legislative requirements and responsibilities

The *Disability Services Act 1993* (WA) requires local government authorities to develop and implement Access & Inclusion Plans. To comply with the Act, the Shire of Manjimup is required to:

- Develop a Plan that meets the seven Standards (or Outcomes) in Schedule 2 of the Disability Services Regulations 2004.
- Lodge its current Plan with the Department of Communities.
- Take all practicable measures to ensure that the Plan is implemented by the Shire of Manjimup, its officers, employees, and relevant agents and contractors, including Councillors and volunteers.
- Review the Plan at least every five years.
- Undertake public consultations, as specified in the regulations, when preparing, reviewing, or amending the Plan.
- Report to the Department of Communities annually on progress made and strategies used by the Shire of Manjimup and any agents or contractors.
- Report in the Shire of Manjimup Annual Report about the implementation of the Plan.
- Regulate that Access & Inclusion Plans are implemented by agents and contractors engaged by the Shire of Manjimup as well as Shire employees. Where agents and contractors provide services to the public on behalf of the Shire, these services are to be conducted consistent with this Plan. The Plan will be referenced in the contract and provided in hard copy to all agents and contractors.
- Regulate the legislative compliance of developers, agents, and contractors.

Access & Inclusion Policy

In addition to this Plan, the Shire of Manjimup’s Council of elected members also has an adopted Policy statement, *3.8.1 Access and Inclusion Policy*. The current Policy is available to download from the Shire’s website (www.manjimup.wa.gov.au) or in alternative formats by request to the Shire offices.

Access & Inclusion Advisory Committee

An Access & Inclusion Advisory Committee (‘the Committee’) exists as an official function of the Shire’s Council. The Committee comprises of Shire officers, elected members, industry representatives and community members. The Committee meets quarterly, and its functions include the monitoring, evaluation, and review of the Plan. The Committee is conducted in accordance with the Local Government Act.

More information about the functions and role of the Access & Inclusion Advisory Committee can be found on the Shire’s website (www.manjimup.wa.gov.au) or in alternative formats by request.

Resourcing the Access & Inclusion Plan

Access and Inclusion is a key consideration during the planning process for all Shire works and projects. The implementation of the Plan on an ongoing basis may have financial implications for Council when determining the five-year Corporate Business Plan and annual budget priorities, however the majority of the resources required to implement this Plan should be part of the overall cost of any works scheduled and budget allocations and not regarded as a separate or additional budget.

A small amount is allocated to the annual budget for the implementation and management of the Access & Inclusion Plan each year and additionally a budget is allocated every 5 years for a comprehensive review of the Plan.

Access and inclusion accomplishments since 2018

The past Shire’s Community Access and Inclusion Plan (2018-2023) was developed in order to identify a number of barriers to access and inclusion, and outline strategies that the Shire could adopt to overcome them. Significant progress has been made since 2018 to reduce barriers for people who experience access and inclusion obstacles, either living in or visiting the region. Some of the initiatives implemented by the Shire are highlighted in *Appendix A: Access & Inclusion Accomplishments Since 2018*.

Demographics

Shire profile

Land use

The Shire of Manjimup is the largest geographical locality in the South West of Western Australia covering over 7,028 square kilometres. Approximately 85% of the Shire is composed of National Park and State Forest. The Shire's natural landscape comprises great rivers, unique forests and spectacular coastline and offers a number of diverse experiences and attractions for tourism. The remaining land is predominantly used for farming. The region is known for its premium agricultural, viticultural, and horticultural products.

Population

According to 2021 [Census](#) figures, 9,093 people live within the Shire boundaries - a slight decrease since the 2016 census (9,250). The population of the Shire is both diverse and dispersed. Most WA local government authorities have their population predominantly based in one or two main town sites; however, the Shire of Manjimup has four main population centres (from largest to smallest): Manjimup, Pemberton, Northcliffe, and Walpole.

In addition to these town sites, the Shire also has seven other populated settlements (listed alphabetically): Deanmill, Jardee, Nyamup, Palgarup, Quinninup, Tone River and Windy Harbour.

The Shire's population is ageing, reflecting not just a state-wide but worldwide trend. In 1996 just 17.0% of the Shire's population was aged 55 and over. Since 2001 the percentage of Shire population aged 55 years and over has steadily inclined from 20.3% in 2001 (25.5%; 2006, 30%; 2011) to 35.4% in 2016. This age bracket continues to grow in the Shire with 39.4% of the population identifying as over 55 years in the 2021 Census.

Employment

The unemployment rate within the Shire in 2021 was 3.6% and the average taxable income (of both taxable and non-taxable individuals) was \$36,047. The 2021 Census recorded the following selected medians and averages for households:

Median age of persons	47
Median total personal income (weekly)	\$675
Median total family income (weekly)	\$1,616
Median total household income (weekly)	\$1,211
Median mortgage repayment (monthly)	\$1,300
Median rent (weekly)	\$230
Average number persons per household	2.3
Average number vehicles per household	2

Migration

The Shire of Manjimup has experienced waves of immigration since European settlement. The statistics below are based on the current population. It is worth highlighting that while residents may have been born within the Shire or elsewhere in Australia, many of them will have parents or grandparents who were born overseas. The 2021 Census data shows that of the current Shire population:

- 76.3% of respondents were born in Australia.
- 36.9% of respondents had at least one parent born overseas.
- 7.8% of respondents speak a language other than English at home.

The vast majority of the Shire's population was born in Australia (6,936 persons). The largest population born overseas is from the United Kingdom (476 persons). The remaining population are immigrants from many diverse countries with diverse cultures and language groups; however, Italian and Macedonian are the most common languages spoken at home after English.

Indigenous

The land now known as the Shire of Manjimup was originally under the custodianship of the Bibelmen, Kaneang, and Minang people of the Noongar Nation. According to the 2021 Census, 3.3% of current residents identify as Indigenous or Torres Strait Islander Australians.

Disability

The 2021 Census figures show that 12.7% of people living within the Shire provided unpaid assistance to a person with a disability, health condition or due to old age and 6.4% of the population identified having a core activity need for assistance. Core activity need for assistance measures the number of people with a profound or severe disability. People with a profound or severe disability are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility, and communication, because of a disability, long-term health condition (lasting six months or more) or old age. 85.9% of respondents identified themselves as having no need for assistance, whilst 7.8% of respondents did not answer this question.

Comparatively the percentage of people within Western Australia who identified as having a core activity need for assistance was 4.3% suggesting that the prevalence of disability with the Shire of Manjimup is higher than the state in general.

Religion

According to 2021 Census data, 41% of the Shire of Manjimup population holds a religious affiliation or belief of some kind. Of these, 93.5% subscribed to a form of Christianity, predominantly Catholic or Anglican.

Communications

Improvements have been made in mobile coverage with the following mobile towers built and operational in the following locations – Manjimup West and Nyamup.

In June 2015 the Federal Government's Mobile Black Spot program and the Western Australian Government's Regional Mobile Communications Project, a Royalties for Regions initiative, jointly funded nine new mobile towers to be located within the Shire of Manjimup.

The NBN service has been rolled out to an estimated 2,100 premises during 2016/17 in the Shire of Manjimup using Fibre to the Node (FTTN) connection.

In Manjimup, 75.9% of households had at least one person access the internet from the dwelling. This could have been through a desktop/laptop computer, mobile or smart phone, tablet, music or video player, gaming console, smart TV, or any other device.

Table 1 Summary of 2016 Census Results - Dwelling Internet Connection*

Dwelling internet connection	Manjimup	%	Western Australia	%	Australia	%
Internet not accessed from dwelling	350	21.3	108,489	12.5	1,172,415	14.1
Internet accessed from dwelling	1,246	75.9	737,659	85.1	6,892,165	83.2
Not stated	46	2.8	20,625	2.4	221,494	2.7

*Dwelling internet connection last reported in the 2016 Census.

Education

The Australian Early Development Census ([‘AEDC’](#)) measures five areas, or domains, of early childhood development. These areas are closely linked to the predictors of good adult health, education, and social outcomes. See Table 1 for the Shire’s AEDC results.

Table 2 Summary of AEDC results for the Shire of Manjimup Community.

Domain	Children developmentally vulnerable (Shire average)			
	2012	2015	2018	2021
Physical health and wellbeing	16.7%	21.1%	5.7%	9.8%
Social competence	11.9%	10.9%	2.3%	4.9%
Emotional maturity	11.9%	8.6%	1.1%	6.1%
Language and cognitive skills (school-based)	11.1%	11.7%	2.3%	4.9%
Communication skills and general knowledge	16.7%	14.8%	3.4%	8.5%

On average, in 2012, 26.2% of children living in the Shire were identified as being developmentally vulnerable in one or more domains (1+), with 15.9% identified as developmentally vulnerable in two or more (2+). Developmental vulnerability increased in 2015 with 28.9% (1+) and 17.2% (2+) being identified as vulnerable. A significant decrease was reported in 2018 with 8% (1+) and 4.6% (2+) identified as vulnerable, followed by a slight increase in 2021 with 17.1% (1+) and 7.3% (2+) being identified as developmentally vulnerable.

Socio-economic status

Socio-Economic Indexes for Areas ('[SEIFA](#)') is a product developed by the Australian Bureau of Statistics that ranks local government areas in Australia according to relative socio-economic advantage and disadvantage.

Table 3 Shire of Manjimup SEIFA summary

Area	Shire of Manjimup Summary (National)				Shire Ranking	
	2016		2021		2021	
	Score	Decile	Score	Decile	WA	National
Index of relative socio-economic advantage and disadvantage	944	4	928	4	31	169
Index of relative socio-economic disadvantage	964	5	959	4	37	198
Index of economic resources	983	5	982	5	50	272
Index of education and occupation	929	3	908	3	25	136

All local government authorities in Australia are ranked against each other using these indexes. Local government areas are ordered from the lowest to highest score, the lowest 10% are given a decile number of 1, and so on, up to the highest 10% of areas which are given a decile number of 10.

The Shire's 2021 national rank is on a scale between 1 and 547, where 547 is the local government area of least disadvantage. The state rankings are on a scale between 1 and 139, where 139 is the local government area of least disadvantage.

The Shire of Manjimup's scores have consistently placed in the lowest 40%–50% of areas across the nation, however the Shire's level of disadvantage is comparatively greater when compared to other Western Australian Local Government areas. Generally, the Shire of Manjimup's scores place the area in the bottom 30% of all WA local government areas.

Methodology

This Access & Inclusion Plan was developed through consultation with key stakeholders and the general public. Additionally, an internal review of current activities already undertaken within the various departments of the Shire was completed, along with a review of a number of documents, reports, and related plans already in existence.

Literature review

Relevant legislation

- *Disability Services Act 1993* (WA)
- *Disability Services Regulations 2004* (WA)
- *Disability Discrimination Act 1992* (Cth)
- *Equal Opportunity Act 1984* (WA)
- *Building Act 2011* (WA)
- Building Code of Australia
- Disability (Access to Premises Buildings) Standards 2010, under the *Disability Discrimination Act 1992* (Cth)
- Australian Standard 1428 - Design for Access and Mobility
- Disability Sports Australia Strategic Plan (2023-2026)

Shire of Manjimup plans and reports

- Access and Inclusion Plan 2018 - 2023
- Age-Friendly Communities Plan 2016 - 2021
- Corporate Business Plan 2023 - 2027
- Local Bicycle & Footpath Plan 2017 - 2027
- Strategic Community Plan 2021 – 2031

Shire of Manjimup policies

- 3.8.1 Access and Inclusion Policy
- Shire of Manjimup Parking Local Law 2018 Division 4
- Local Government (Parking for People with Disabilities) Regulations 2014

Department of Communities

The Western Australia Disability Services [website](#) provides a wide range of information on Local Governments DAIPs including DAIP requirements, disability support services, and the State Disability Strategy (2020-2030).

Department of Health

- Disability Services Commission Disability Access and Inclusion Plan 2020–2025

Australian Bureau of Statistics (ABS) reports

- Australian Bureau of Statistics 2021 Census Results
- Australian Early Development Census - Community Profile 2018 and 2021
- Socio-Economic Indexes for Areas (SEIFA) 2021

Consultation

The review of the Access & Inclusion Plan 2018–2023 was conducted by the Shire of Manjimup Community Services Directorate. The Access & Inclusion Plan 2024–2029 replaces the previous Plan and was developed through comment sought from Shire of Manjimup staff, Shire Council, and the Shire of Manjimup Access & Inclusion Advisory Committee.

The public comment period for the Draft Plan was open from 13 September 2023 to 11 October 2023. The Plan's scope covered the entire Shire and therefore public comment was sought as broadly as possible.

As per the Shire's procedure for promoting the review of plans, the review was advertised to the local community through local newspaper adverts (in Manjimup Bridgetown Times, Walpole Weekly, Northcliffe Karri Pigeon, and Pemberton Community News), on the Shire of Manjimup website, and through social media platforms; Facebook, Instagram, and Antenna.

The draft document was made available on the Shire of Manjimup website (for download), Administration Counter (for pick up) and at the Public Libraries (for viewing). Additionally, a targeted group of identified stakeholder agencies were contacted directly with the Plan for comment. . Public consultations forums were held in Manjimup, Pemberton, Northcliffe and Walpole during the public comment period and submissions were sought from key stakeholders and the general community. Eight community members attended the community consultation forums and two submissions in writing were received.

Once adopted by Council, the Access & Inclusion Plan 2024–2029 will be advertised to the public through an advertisement in the local newspaper, on the Shire of Manjimup website, and through social media platforms; Facebook, Instagram, and Antenna.

Priorities (Desired Outcomes)

Findings of the consultation

The review found that most of the strategies of the previous Plans were still relevant.

Furthermore, suggestions were made to ensure that the Plan:

- Reflects current Shire statistics - identifying current issues and challenges,
- Acknowledges the achievements in accessibility and inclusivity across the Shire,
- References the current legislation and local laws, and
- Uses inclusive language and supports readers of diverse needs in understanding the contents of the plan.

The above matters have led to the following key changes to the Plan:

- Updated statistics, information sources and guiding legislation.
- Inclusion of Acknowledgement of Country and reference to the Shire's Vision, Mission, and Values.
- Inclusion of Translating and Interpreting Service information and 'Easy Read' Executive Summary to support the accessibility of the Plan for individuals with a wide range of communication needs.
- Updated Action plan outcomes aligned with the seven standards of the Disability Services Regulations 2004.
- Updates to the key performance indicators to ensure currency and relevancy.
- Minor amendments to Action Plan strategies to ensure appropriate Directorates, stakeholders, and resources are provided.
- Overview provided of Access and Inclusion accomplishments since 2018.

Shire of Manjimup Strategic Community Plan (2021-2031)

The Shire of Manjimup Strategic Community Plan (2021-2031) outlines the strategic priorities to address the community's long-term vision for the Shire by empowering the community and Shire to work directly towards the achievement of community identified goals and priorities.

The community goals contained in the Strategic Community Plan, identified through community consultation, have been categorised into five strategic themes:

1. Our Natural Environment
2. Our Prosperity
3. Our Community
4. Our Infrastructure
5. Our Local Government

Read about the Strategic Community Plan and strategic themes [here](#).

The seven Desired Outcomes of the Disability Services Act

The *Disability Services Act 1993* (WA) requires local government authorities to develop and implement Access & Inclusion Plans that meet the seven Standards (or Outcomes) in Schedule 2 of the Disability Services Regulations 2004.

These seven Outcomes are:

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

Read about the seven Desired Outcomes of the Disability Services Act [here](#).

Action Plan

The following overarching strategies will guide the actions that the Shire of Manjimup (SoM) will undertake from 2024-2029 to improve access and inclusion for our community.

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 Manjimup.

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
1.1 Continuous improvement of Shire processes through the implementation of the Access & Inclusion (AIP) Action Plan	Implementation of AIP Action Plan strategies	SoM Access & Inclusion Advisory Committee	Deliver	Community Services Directorate	Ongoing	\$2,000
	Continuation of quarterly meetings by the Access & Inclusion Committee to provide advice to Council on access and inclusion matters with the Shire	SoM Access & Inclusion Advisory Committee	Deliver	Community Services Directorate	Quarterly	Met through normal operational expenditure
	Reporting of AIP Action Plan achievements in the Shire of Manjimup Annual Report		Deliver	Community Services Directorate	Annually (August)	Met through normal operational expenditure
	Annual reporting of access and inclusion achievements within the Shire to the Department of Communities		Deliver	Community Services Directorate	Annually (July)	Met through normal operational expenditure
1.2 Ensure all service providers planning or delivering services or works on behalf of the Shire are aware of their obligations	All service providers are provided with a copy of the current Shire of Manjimup Access & Inclusion Policy.	Service providers <i>SoM Access & Inclusion Policy</i>	Deliver	All Directorates	Ongoing - every time a service provider is engaged	Included in operational budget for delivery of those services

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
under the <i>Disability Services Act 1993</i> .						
1.3 The Shire of Manjimup (or its contractors or agents) plans and evaluates its public events, including festivals, meetings, and consultations, to consider access and inclusion.	Review of Shire of Manjimup Accessible Events Checklist as part of the <i>Shire of Manjimup Event Manual</i> .	<i>SoM Event Manual</i>	Deliver	Community Services Directorate	June 2024	Met through normal operational expenditure
	Accessible Events Checklist is completed for all significant events organised by the Shire (or its contractors or agents).	Agents and contractors <i>SoM Event Manual</i>	Deliver	All Directorates	Ongoing	Met through normal operational expenditure
	The Shire website provides information to community members regarding how they can request access and inclusion assistance in order to participate fully in services and events provided by the Shire.			Deliver	All Directorates	Ongoing
1.4 Event organisers and community groups are encouraged to plan and evaluate their public events to consider access and inclusion.	Information on accessible events is included in the <i>Shire of Manjimup Event Manual</i> which is given to all event organisers during the event application process.	External Event Coordinators <i>SoM Event Manual</i>	Advocate Facilitate	Community Services Directorate	Ongoing	Met through normal operational expenditure

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

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
2.1 Work towards improving the accessibility of existing Shire owned buildings and facilities.	Conduct regular reviews of existing Shire owned buildings and facilities to identify barriers to access and inclusion.	Lessees of Shire owned buildings	Deliver	Development & Regulation Directorate for buildings Works & Services Directorate for all other facilities	Ongoing and reported annually.	Met through normal operational expenditure
	Retrofitting of Shire owned buildings and facilities, where deemed required, to meet access and inclusion standards.	Lessees of Shire owned buildings. Relevant standards, codes, and guidelines	Deliver	Development & Regulation Directorate Works & Services Directorate	Ongoing	Council to consider budget allocation in annual budget process
2.2 Ensure all new Shire infrastructure developments and redevelopments provide access to people with access and inclusion needs within legislative parameters and best practice.	External planning approval is sought for new large-scale developments and redevelopments. Small scale developments and redevelopments satisfy the current legislative requirements.	Joint Development Assessment Panel Relevant standards, codes, and guidelines	Deliver	Development & Regulation Directorate Works & Services Directorate	Ongoing	Included in capital or project budget
2.3 Ensure all external infrastructure developments and redevelopments (non-Shire) provide access to	Building permits are issued when developments or redevelopments satisfy the	External private and commercial developers	Regulate	Development & Regulation Directorate		Met through normal operational expenditure

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
people with access and inclusion needs within legislative parameters.	current legislative requirements.					
2.4 Ensure all contractors or agents planning or delivering works on behalf of the Shire are aware of their obligations under the <i>Disability Services Act 1993</i> .	All contractors are provided with a copy of the current Shire of Manjimup Access & Inclusion Policy.	Agents & contractors <i>SoM Access & Inclusion Policy</i>	Deliver	Office of CEO	Ongoing - every time a contractor is engaged	Met through normal operational expenditure
	Contractor's obligations in relation to access and inclusion are included in Tender documentation and inductions.	Agents and contractors	Regulate	All Directorates		Included in capital or project budget
2.5 Continue to build new and upgrade existing bicycle and footpaths to meet universal access requirements.	The number of new universal access paths or path upgrades undertaken are reported each year.	<i>Local Bicycle & Footpath Plan 2017-2027</i>	Deliver	Works & Services Directorate		Included in capital budget
2.6 The Shire will incorporate design features that improve accessibility and inclusion to children in playground redevelopments where feasible.	A summary of 'All Abilities' design features incorporated into developments is reported each year.	Community Services Parks & Gardens	Deliver	Works & Services Directorate	Ongoing - implemented with playground redevelopments	Included in capital or project budget
2.7 Install, maintain and monitor ACROD parking bays.	Maintain a register of ACROD parking within the Shire.	Shire Rangers <i>SoM Parking Local Law 2018</i> <i>Local Government Parking Regulations 2014</i>	Deliver	Development & Regulation Directorate	Ongoing	Met through normal operational expenditure

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
	Enforce correct usage of ACROD bays and keep a record of the infringements issued.	Shire Rangers <i>SoM Parking Local Law 2018</i> <i>Local Government Parking Regulations 2014</i>	Deliver	Development & Regulation Directorate	Ongoing	Met through normal operational expenditure
	Install ACROD bays in new car park developments.		Deliver	Works & Services Directorate	Ongoing	Included in capital budget
	Maintain existing bays to required standards.		Deliver	Works & Services Directorate	Ongoing	Included in operational budget
2.8 Advocate to local community groups, businesses, and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Digital promotion of accessible venues and facilities within the Shire on relevant online platforms.	Community groups, businesses, and tourism operators	Facilitate	Community Services Directorate	Ongoing	Met through normal operational expenditure

Outcome 3: People with disability 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.

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
3.1 Improve community awareness that Council information can be made available in alternative formats upon request.	Where achievable, public documents and notices, including online mediums, carry a notation regarding availability of information in alternative formats.		Deliver	Office of CEO	Ongoing	Met through normal operational expenditure
3.2 Improve staff awareness of accessible information needs and how to obtain information in other formats.	Where feasible, requests for information to be provided in alternative formats are fulfilled.	<i>WALGA Accessible Information Guidelines for Local Government</i>	Deliver	Community Services Directorate	Ongoing	Met through normal operational expenditure
	All new staff will be advised of the availability of accessible information as part of their induction.	<i>Staff Induction Handbook</i>	Deliver	Office of CEO	Ongoing	Met through normal operational expenditure
3.3 Shire website, promotional materials, newsletters and documentation regarding services, facilities and customer feedback are to be developed in an accessible format using clear and concise language.	All promotional materials and documentation regarding services, facilities and customer feedback are to comply with the <i>State Government Access Guidelines for Information, Services and Facilities</i> .	<i>State Government Access Guidelines for Information, Services and Facilities</i>	Deliver	All Directorates	Ongoing	Met through normal operational expenditure

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 the Shire of Manjimup.

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
4.1 Improve staff awareness of access and inclusion issues and encourage staff to engage new knowledge and skills.	All new staff are provided with the information required to understand their obligations in equitable service delivery for people with access and inclusion needs as part of their induction.	<i>Staff Induction Handbook</i>	Deliver	Office of CEO	Ongoing	Met through normal operational expenditure
	Staff training needs are identified during performance reviews / supervision meetings and training provided accordingly.	Senior Management Team / Managers <i>Staff Performance Review</i>	Deliver	All Directorates	Ongoing	Met through normal operational expenditure
4.2 Improve the Councillors awareness of access and inclusion issues and support them to communicate, where required, with people with access and inclusion needs.	Councillors are provided with the information required to understand the Shire's access and inclusion objectives as part of their induction and are provided the access to the same training as Shire staff.	Councillors	Deliver	Office of CEO	Ongoing	Met through normal operational expenditure
4.3 Volunteers assisting the Shire with delivery of a service to customers are supported in providing a quality service to people	Volunteers are provided with the information required to understand the obligation to deliver equitable customer service for people with an access and inclusion needs	Volunteer Supervisor Volunteers	Facilitate	All Directorates	Ongoing	Met through normal operational expenditure

with access and inclusion needs. as part of their induction where relevant to role.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Manjimup.

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
5.1 Ensure that current grievance mechanisms are accessible for people with access and inclusion needs in an appropriate format.	Refer to Strategies 3.1 and 3.3					
5.2 Improve staff knowledge so they can facilitate and support the receipt of complaints from people with access and inclusion needs.	Refer to Strategies 3.2 and 4.1					
5.3 Ensure that grievance processes and outcome satisfaction survey forms are available in formats to meet the requirements of people with access and inclusion needs.	Refer to Strategy 3.3.					

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

Strategy	Key Performance Indicator	Stakeholders & Other Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
6.1 Ensure people with access and inclusion needs are provided an opportunity to comment on facilities, services or events delivered by the Shire of Manjimup.	Comment is specifically sought from people with access and inclusion needs in relation to: <ul style="list-style-type: none"> customer satisfaction surveys evaluations of existing facilities, services, or events planning for new facilities services or events community consultations 	People with access and inclusion needs. Disability service agencies and organisations	Facilitate	All Directorates	Ongoing	Met through normal operational expenditure
	Where applicable, contractors or agents will have a clear scope of works identifying any access and inclusion consultation that needs to occur.	Agents and contractors	Regulate	All Directorates	Ongoing	Met through normal operational expenditure
6.2 Promote the existence and role of the Shire's Access & Inclusion Advisory Committee to the community.	The relevant information is available on the Shire's website or in other formats, on request.	SoM Access & Inclusion Advisory Committee	Facilitate	Community Services Directorate	Ongoing	Met through normal operational expenditure

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Manjimup.

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
7.1 The Shire's recruitment strategies ensure equal employment opportunity.	Equal Employment Opportunity Annual Returns are completed.	Human Resources	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
	Adaptive equipment and work processes are provided to staff where reasonable and practical.	Supported Employment Network	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
7.2 The Shire actively promotes itself as an equal opportunity employer.	Job vacancies are promoted across a variety of mediums.	Human Resources Supported Employment Network	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
7.3 The Shire considers people with access and inclusion needs for traineeships, apprenticeships, work experience and work placement.	All placement requests by people with access and inclusion needs are given the same consideration as requests by other people.	Human Resources Education Providers	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
	Adaptive equipment and work processes are provided to trainees or prospective trainees where reasonable and practical.	Supported Employment Network Human Resources	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure

Appendix 1: Access & Inclusion Accomplishments Since 2018

The 2018-2023 Community Access & Inclusion Plan identified a number of barriers to access and inclusion and outlined strategies that the Shire could adopt to overcome them. Since 2018, significant progress has been made across the Shire (Manjimup, Pemberton, Northcliffe, and Walpole) to reduce barriers for people with access and inclusion needs either living in or visiting the region, including but not limited to:

Events & Activities

- Planning and facilitating accessible, inclusive, and free community events throughout the Shire, including Citizen of the Year Awards & Australia Day ceremony, Manjimup Heritage Park open day, Brockman Street block party & first reveal, Volunteer sundowner, Messy play day, Youth festivals, Welcome residents dinner, National volunteer week, refugee welcome scroll endorsement, and non-verbal Autism artist exhibition.
- Supporting accessibility of events through the Shire community bus.
- Delivery and administration of the KidSport program to support engaging children with a disability in community sport/activities.

Safety & Accessibility

- Free Wheelchair facilities at the Manjimup Heritage Park and Manjimup Regional AquaCentre for individuals with restricted mobility.
- New and updated ACROD parking bays with monitoring of unauthorised use.
- New and upgraded accessible footpath, new modified pram ramps, and new kerb ramps installed across the Shire.
- New car park, inclusive playground, sensory garden, sheltered accessible barbeque area, sealed pathways, and outdoor seating with space for wheelchairs.
- New universal, ambulant, and accessible toilets, parents rooms, change tables, and DDA Compliant Adult Change Tables with MLAK keys and 24/7 access.
- Upgrades to existing toilets facilities including new amenities, lighting, inclusion of braille signage, and relocation of hand dryers to meet accessibility requirements. Funding obtained for future improvements.
- Updated EFTPOS terminals with accessibility options to assist the vision impaired.

COVID-19:

- Supporting, informing, and providing emergency relief to vulnerable community members affected by COVID-19 pandemic, and construction of hand sanitiser stations compliant to AS1428 placed throughout Shire facilities.

Facilities:

- Construction of the Power Up Electricity Museum (Manjimup), a multi-million-dollar facility with full access standards including surrounding landscaping.
- Development of the Pemberton Community Precinct, a fully accessible and multi-purpose community precinct including a Public Library, Community Resource Centre, Visitor Centre, Chamber of Commerce, RSL, History and Heritage Group and Community Arts Group.
- Improved accessibility of Shire buildings across the Shire through visual entrances, automatic doors, updated ramps, handrails, tactile surfaces, landings, and rest points.
- The Wellness and Respite Community Centre is an information hub that provides guidance to participants in the community with access to Coordinators for individual meetings and a variety of informative material to takeaway.
- The Manjimup Home & Community Care is an accessible, NDIS Registered, multi-purpose facility to individualised care and support for people with a disability. The centre provides a range of services including:
 - Offices, day centre, consulting rooms, respite, dementia care, therapy, meeting rooms, conference facilities, accessible parking, and facility vehicles with hoists for people requiring mobility support.
 - NDIS easy-to-read newsletter and 'Repair Café' to engage socially isolated individuals, particularly seniors and those living with dementia.
 - Successful NDIS Quality and Safety Commission audit in 2022/23.
- Cherry Glades Liveable Housing standards are higher than NCC requirements.

Communications

- Development of Shire website with an accessibility statement, 'Alt Text' for content images and use of 'Alt Text' on social media platforms.
- All Shire meetings, workshops, forums, consultations, and advisory committees are all held in accessible locations for each town.
- Shire Access & Inclusion Advisory Committee provides recommendations on accessibility & inclusion for activities, buildings, and infrastructure in the Shire.

Governance

- Development of 'Accessible Print Guidelines' for Shire and contractor printed material, and 'Accessibility and Inclusivity Checklist' for Shire event package.
- Updated OSH contractor list to ensure contractors abide by the Shire's OSH Policy and other OSH standards.
- Ongoing monitoring of Building Applications for compliance with AS1428 and audit of Shire buildings to assess and report on accessibility requirements.

Training, Employment and Volunteering

- Shire staff completed disability awareness training and EEO Workplace Behaviours training.
- Home & Community Care Staff trained in individual support, manual handling, medication, dementia care, disability awareness, palliative care, understanding of AS1428 Design for Access and Disability, and the NDIS Quality Commission 'Safety, Quality and You' online training.
- Volunteering positions offered and held by disabled persons at the Home and Community Care and Manjimup Library. Work placement opportunities provided for Manjimup Senior Highschool Education Support students with the Shire Property Care Team.
- Maintaining Australian Disability Enterprise through increased employment of persons with disabilities working within the Shire's Property Care Team.