



Shire of Manjimup Access & Inclusion Plan

Celebrating Diversity 2018-2023

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	May 2018	Shammara Markotis, Community Services	Draft for Public Comment
Version 2	July 2018	Shammara Markotis, Community Services	Final Plan – adopted by Council

The Access & Inclusion Plan 2018–2023 must be reviewed, updated and a new Plan lodged with the Department of Communities no later than 31 August 2023.

The Vision for the Shire of Manjimup

The Shire of Manjimup - the heart of the South West

“We are a thriving region that is safe, liveable and welcoming.

We value our quality of life and embrace our natural environment, which affords us both economic and recreational pursuits.

Our industries are recognised for their resilience, quality and innovation and for their contribution to the state of Western Australia. Our economic diversity provides business and employment opportunities for all.”

The Shire of Manjimup - the place to grow a future

Our Mission

“We are the appointed local government authority for the district of the Shire of Manjimup, responsible for the planning, delivery and maintenance of key services and infrastructure. Our mission is to satisfy our community by meeting its needs and our statutory responsibilities in a planned and sustainable manner.”

Our Motto

“Celebrating our Diversity.”



Table of Contents

Executive Summary	4
Introduction	5
Definitions	5
The Shire of Manjimup’s role in Access & Inclusion	5
Legislative requirements and responsibilities	6
Access & Inclusion Policy	7
Access & Inclusion Advisory Committee.....	7
Resourcing the Access & Inclusion Plan	7
Access and inclusion accomplishments since 1994	7
Demographics	8
Methodology.....	12
Priorities (Desired Outcomes)	14
Findings of the consultation	14
WA Local Government Integrated Planning and Reporting Framework	15
The seven Desired Outcomes of the Disability Services Act	16
Action Plan	17
Outcome 1: The Shire of Manjimup’s services and events are accessible and inclusive of all members of our community	17
Outcome 2: The Shire of Manjimup’s buildings and facilities are accessible by all members of our community	19
Outcome 3: All information produced by the Shire of Manjimup is in an accessible format	22
Outcome 4: All members of our community receive the same level and quality of service from the staff of the Shire of Manjimup.....	24
Outcome 5: The Shire of Manjimup’s feedback and complaints procedure is accessible and inclusive for all of our community	26
Outcome 6: All members of our community are able to participate in public consultation undertaken by the Shire of Manjimup	27
Outcome 7: All members of our community have the same opportunities as others to obtain and maintain employment with the Shire of Manjimup.....	28
Appendix 1: Access & Inclusion Accomplishments Since 1994	29

Executive Summary

The Access & Inclusion Plan 2018–2023 ('the Plan') replaces the Access & Inclusion Plan 2013–2018.

The Plan has been designed to meet the requirements of the *Disability Services Act 1993 (WA)* and 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.

The implementation of this Access & Inclusion Plan is a legislative requirement of the Department of Communities, however by planning for a community that is accessible and inclusive to people with disabilities the Shire intends to create a community that is accessible and inclusive for all. The Shire aims to ensure that the services it provides meet varied individual needs and expectations, 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.

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 the staff of the Shire. 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 1994

In 1994 the Shire's first Community Access Plan was developed in order to identify a number of barriers to access and inclusion, and it also outlined strategies that the Shire could adopt to overcome them. Significant progress has been made since 1994 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 1: Access & Inclusion Accomplishments Since 1994*.

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 eighty-five per cent 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 2016 Census figures, 9,250 people live within the Shire boundaries, which is a slight increase from the 9,183 residents recorded at the last count. 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. In 2001 this had increased to 20.3%, and by the 2006 Census this had grown to 25.5%. The 2011 Census showed that 30.0% of the population was aged 55 and over and the 2016 Census now shows that 35.4% of the population are in this age bracket.

Employment

The unemployment rate within the Shire in 2016 was 5.2% and the average taxable income (of both taxable and non-taxable individuals) was \$36,047.

The 2016 Census recorded the following selected medians and averages for households:

Median age of persons	45	Median mortgage repayment (monthly)	\$1,300
Median total personal income (weekly)	\$594	Median rent (weekly)	\$183
Median total family income (weekly)	\$1,394	Average number persons per household	2.3
Median total household income (weekly)	\$1,118	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 2016 Census data shows that of the current Shire population:

- 74.6% of respondents were born in Australia
- 34.9% 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 (6,888 persons). The largest population born overseas is from the United Kingdom (506 persons). The remaining population are immigrants from many diverse countries with diverse cultures and language groups; however, Macedonian and Italian 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 Indigenous people, possibly a number of clans, as part of the broader Nyoongar nation. According to the 2016 Census, 3.3% of current residents declared themselves to be Indigenous or Torres Strait Islander Australians.

Disability

The 2016 Census figures show that 4.7% of people living within the Shire identify as 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. 86.3% of respondents identified themselves as having no need for assistance, whilst 9% 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 3.9% suggesting that the prevalence of disability with the Shire of Manjimup is higher than the state in general.

Religion

According to 2016 Census data, 51.9% of the population holds a religious affiliation or belief of some kind. Of these, 56.2% subscribe 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

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	Percentage of children developmentally vulnerable (Shire averages)	
	2012	2015
Year of Testing		
Physical health and wellbeing	16.7	21.1
Social competence	11.9	10.9
Emotional maturity	11.9	8.6
Language and cognitive skills (school-based)	11.1	11.7
Communication skills and general knowledge	16.7	14.8

On average, in 2009, 40.1% of children living within the Shire were developmentally vulnerable in one or more of the domains and 18.6% were developmentally vulnerable in two or more. These scores improved in 2012 when an average of 26.0% of children tested as developmentally vulnerable in one or more of the domains and 15.3% were developmentally vulnerable in two or more. In 2015, 28.9% children were assessed as being developmentally vulnerable in one or more of the domains and 17.2% were developmentally vulnerable in two or more domains.

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	2011 Summary for the Shire of Manjimup (National)		2016 Summary for the Shire of Manjimup (National)		2016 Ranking for the Shire of Manjimup	
	Score	Decile	Score	Decile	WA	National
Index of relative socio-economic advantage and disadvantage	946	4	944	4	36	211
Index of relative socio-economic disadvantage	958	4	964	5	45	231
Index of economic resources	980	5	983	5	44	269
Index of education and occupation	931	3	929	3	29	150

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 2011 national rank is on a scale between 1 and 544, where 544 is the local government area of least disadvantage. The state rankings are on a scale between 1 and 137, where 137 is the local government area of least disadvantage.

While the Shire of Manjimup's scores generally place the area in the lowest 40%–50% of areas across the nation, the Shire's level of disadvantage is comparatively greater when compared to other Western Australian areas only. 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

Shire of Manjimup plans and reports

- Access and Inclusion Plan 2013–2018
- Age-Friendly Communities Plan 2016–2021
- Corporate Business Plan 2017–2021
- Forward Capital Works Plan 2010/11 to 2019/20
- Local Bicycle & Footpath Plan 2017-2027
- Strategic Community Plan 2017–2027

Shire of Manjimup policies

- 3.8.1 Access and Inclusion Policy
- 5.2.4 Disabled Parking Bays Identification and Enforcement

Department of Communities

- A guide to Disability Access and Inclusion Plans (DAIPs) for Local Government contractors
- Access Resource Kit: A guide to implementing your Disability Access and Inclusion Plan 2007
- Disability Access and Inclusion Plans (DAIPs): Agents and contractors guide for local government authorities
- Disability Access and Inclusion Plans: Resource manual for local government
- Disability Services Commission Disability Access and Inclusion Plan 2011–2016

Australian Bureau of Statistics reports

- Australian Bureau of Statistics 2016 Census Results
- Australian Early Development Census - Community Profile 2015
- Socio-Economic Indexes for Areas (SEIFA) 2016
- Key findings from the Survey of Disability, Ageing and Carers, 2015 Cat no. 4430.0

Informing documents—general external

- Accessible Events: A Guide for Meeting and Event Organisers 2012 (Meetings & Events Australia)
- Livable Housing Design Guidelines – Fourth Edition
- Local Government Integrated Planning and Reporting Framework and Guidelines
- Shire of Augusta Margaret River Access and Inclusion Plan (AIP) 2018-2022
- You're Welcome Guide to Accessible Places (www.accesswa.com.au)

Consultation

The review of the Access & Inclusion Plan 2013–2018 was conducted by the Shire of Manjimup Community Services Directorate. The Access & Inclusion Plan 2018–2023 replaces the previous Plan and the draft was developed through comment sought from Shire of Manjimup staff, Shire Council and the Shire of Manjimup Access & Inclusion Advisory Committee.

The Shire Council released the draft Plan for public comment from 20 June 2018 to 11 July 2018. The Plan's scope covers the entire Shire and therefore public comment was sought as broadly as possible. As per the Shire's usual procedure for promoting the review of plans, this 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 facebook page and through the Shire's mobile phone communication platform, Antenno.

The draft document was available on the Shire of Manjimup website (for download), Administration Counter (for pick up) and at the Public Libraries (for viewing). It was also direct mailed to a targeted group of identified stakeholders and agencies with a request to be dispersed to their clients. Public consultations forums were held in Manjimup, Pemberton, Northcliffe and Walpole during this period with a total of 6 attendees. Four written submissions were received from key stakeholders and the general community.

Once adopted by Council, the Access & Inclusion Plan 2018–2023 will be advertised to the public through an advertisement in the local newspaper on the Shire of Manjimup website and facebook page and through the Shire's mobile phone communication platform, Antenno.

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:

- The Plan reflects the Shire’s holistic approach to the varied access and inclusion needs of the entire community.
- Key performance indicators within the Action Plan are not only relevant, measurable and achievable, but also lead to accountability.
- To streamline the Action Plan by reclassifying the strategies listed in the previous Plan under the optional outcomes 8 and 9.
- The vision and priorities of the Plan remain consistent with the broader vision and priorities of the Shire.
- Adequate and appropriate budget setting and forward resource planning.
- New barriers are addressed.
- The Plan keeps pace with contemporary values and practices.
- Ongoing compliance with any legislative and regulatory changes.

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

- The outcomes within the Action Plan have been reworded to make it clear that access and inclusion for all community members is a key priority for the Shire of Manjimup. The wording of the outcomes in the Disability Services Regulations 2004 has been included to ensure compliance under the Act.
- Strategies and key performance indicators within the Action Plan have been reworded to ensure they are measurable and increase accountability.
- Inclusion of a key performance indicator recommending allocation of resources to implement changes to existing Shire-owned buildings and facilities.
- The strategies listed in the previous Plan under the optional outcomes 8 and 9 are now incorporated into outcomes 1 to 7 which are legislated under the Act.

WA Local Government Integrated Planning and Reporting Framework

The Shire's priorities are categorised into four key areas as defined by the *Local Government Integrated Planning and Reporting Framework and Guidelines*. Specific objectives and strategies are established under these four key areas so they may be easily integrated into the Shire of Manjimup Corporate Business Plan and annual budget.

Social inclusion

- strategies to address social exclusion issues affecting:
 - young people
 - culturally and linguistically diverse groups
 - elderly people
 - people with disabilities
 - Indigenous people
 - transient populations
 - LGBTQI+ people
 - any people at risk of isolation
- promoting health and safety.

Environmental planning and sustainability

- maintaining cultural assets and infrastructure
- improving infrastructure
- identifying priorities for new infrastructure
- protecting the environment.

Civic leadership

- strengthening local and regional identity
- management of the future
- good public communication
- diversity in representation
- celebration and pride.

Economic growth and development

- creating economic opportunities and employment
- expanding education and skills development.

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 categorised under the four key local government planning and reporting areas as follows:

Social inclusion

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Environmental planning and sustainability

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

Civic leadership

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.

Economic growth and development

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

Action Plan

The following overarching strategies will guide the actions that the Shire of Manjimup (SoM) will undertake from 2018-2023 to improve access and inclusion for our community.

Outcome 1: The Shire of Manjimup's services and events are accessible and inclusive of all members of our community

Disability Services Regulations 2004: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

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



Access & Inclusion Plan | 2018–2023

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
1.2 Ensure all service providers planning or delivering services or works on behalf of the Shire are aware of their obligations under the <i>Disability Services Act 1993</i>	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
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 the current Accessible Events Checklist	<i>SoM Accessible Events Checklist</i>	Deliver	Community Services Directorate	December 2018	Met through normal operational expenditure
	An Accessible Events Checklist is completed for all significant events organised by the Shire (or its contractors or agents)	Agents and contractors <i>SoM Accessible Events Checklist</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: The Shire of Manjimup’s buildings and facilities are accessible by all members of our community

Disability Services Regulations 2004: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

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	Joint Development Assessment Panel	Deliver	Development & Regulation Directorate Works & Services Directorate	Ongoing	Included in capital or project budget
	Small scale developments and redevelopments satisfy the current legislative requirements	Relevant standards, codes and guidelines				

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
2.3 Ensure all external infrastructure developments and redevelopments (non-Shire) provide access to people with access and inclusion needs within legislative parameters	Building permits are issued when developments or redevelopments satisfy the current legislative requirements	External private and commercial developers	Regulate	Development & Regulation Directorate		Met through normal operational expenditure
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 and 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 each financial year	<i>Local Bicycle & Footpath Plan 2017-2027</i> <i>Forward Capital Works Plan 2010/11 to 2019/20</i>	Deliver	Works & Services Directorate	As per <i>Forward Capital Works Plan</i>	Included in capital budget
2.6 Where feasible the Shire will incorporate design features that improve accessibility and inclusion to children in playground redevelopments	The number of 'All Abilities' design features incorporated into each development	Community Services Parks & Gardens	Deliver	Works & Services Directorate	Ongoing - to be implemented during playground redevelopments	Included in capital or project budget

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
2.7 Install, maintain and monitor ACROD parking bays	Maintain a register of ACROD parking within the Shire	Shire Rangers <i>5.2.4 Disabled Parking Bays Identification & Enforcement</i>	Deliver	Development & Regulation Directorate	Ongoing	Met through normal operational expenditure
	Review the Policy <i>5.2.4 Disabled Parking Bays Identification and Enforcement</i> on an as needed basis to ensure the register is current	Shire Rangers <i>5.2.4 Disabled Parking Bays Identification & Enforcement</i>	Deliver	Development & Regulation Directorate	Ongoing Policy is due for review now	Met through normal operational expenditure
	Enforce correct usage of ACROD bays and keep a record of the infringements issued	Shire Rangers <i>5.2.4 Disabled Parking Bays Identification & Enforcement</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: All information produced by the Shire of Manjimup is in an accessible format

Disability Services Regulations 2004: 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.

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

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
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	Office of CEO	Ongoing	Met through normal operational expenditure
	Contractors or agents developing such materials on behalf of the Shire must also comply with the above guidelines	Agents and contractors	Regulate	Office of CEO	Ongoing	Met through normal operational expenditure
	Accessible Printed Guidelines information brochure developed for use by Shire staff		Deliver	Community Services Directorate	June 2019	Met through normal operational expenditure

Outcome 4: All members of our community receive the same level and quality of service from the staff of the Shire of Manjimup

Disability Services Regulations 2004: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Strategy	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

Strategy	Key Performance Indicator	Stakeholders & Resources	Shire Role	Responsibility	Timeframes	Estimated Budget
4.3 Volunteers assisting the Shire with delivery of a service to customers are supported in providing a quality service to people with access and inclusion needs	All volunteers are provided with the information required to understand the obligation to deliver equitable customer service for people with a access and inclusion needs as part of their induction	Volunteer Supervisor Volunteers	Facilitate	All Directorates	Ongoing	Met through normal operational expenditure

Outcome 5: The Shire of Manjimup’s feedback and complaints procedure is accessible and inclusive for all of our community

Disability Services Regulations 2004: People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Key Performance Indicator	Stakeholders & Other 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: All members of our community are able to participate in public consultation undertaken by the Shire of Manjimup

Disability Services Regulations 2004: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

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: All members of our community have the same opportunities as others to obtain and maintain employment with the Shire of Manjimup

Disability Services Regulations 2004: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Key Performance Indicator	Stakeholders & Other 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	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
		Supported Employment Network				
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	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
		Education Providers				
	Adaptive equipment and work processes are provided to trainees or prospective trainees where reasonable and practical	Supported Employment Network	Facilitate	Office of CEO	Ongoing	Met through normal operational expenditure
		Human Resources				

Appendix 1: Access & Inclusion Accomplishments Since 1994

The 1994 Community Access Plan identified a number of barriers to access and inclusion and outlined strategies that the Shire could adopt to overcome them. Significant progress has been made since 1994 to reduce barriers for people with access and inclusion needs either living in or visiting the region, including but not limited to:

- Management of the Property Care Team who continue to be an integral part of the Works & Services Directorate.
- Dementia Friendly Communities Project pilot program (July 2017 to June 2018)
- Opening of the Wellness & Respite Community Centre in April 2018. Built to current disability standards and dementia specific design criteria.
- Continual improvements to footpath networks within the Shire.
- Increased collections of alternative format materials within the Libraries.
- Accessible designs used for Bushfire Brigade Sheds.
- Additional signage has been added to the busier ACROD bays in the Manjimup CBD to notify vehicle owners of the applicable penalties if the bay is not used appropriately.
- Improvements to public toilet access within the Shire, in particular the installation of an adult change table in the Giblett Street toilet facilities in Manjimup.
- Improvements to the amenability of public facilities, parks, gardens or other spaces, such as the Walpole cemetery.
- Construction of accessible entry ways to the Manjimup Farmers' Market.
- Upgrades to the Shire Administration centre including:
 - ramp access to the Manjimup Town Hall and Shire Administration
 - installation of electronic door access to the Town Hall.
- Ramps constructed at the Walpole Library and Town Hall.
- The initial design of the Manjimup Regional AquaCentre received a commendation during the Disability Access and Inclusion Awards 2007.
- Upgrades to the Manjimup Regional AquaCentre including:
 - installation of electronic door access to the AquaCentre
 - installation of a pool water access hoist.
- Manjimup Indoor Sports Pavilion doors widened.
- The Youth Sport Inclusion Project was undertaken in 2012/13 to address inclusion barriers faced by young people (5–18 years) seeking to participate in mainstream sport.
- Shire of Manjimup Community Home Care Services Network Warren Blackwood (social inclusion project) won the Local Government category in the 'Count Me In' Awards 2012.

- Shire of Manjimup Community Home Care Services were finalists in the Aged & Community Services Australia Excellence in Care Awards WA 2017.
- Biennial Wellness and Lifestyle Expo organised.
- The Heritage Park redevelopment has incorporated many accessible design features into development plans for:
 - the Community Volunteer Hub
 - Blacksmith Exhibit
 - Agricultural Exhibit
 - the new nature-play playground
 - History House
 - South West Energy Experience (to be constructed in 2018/19)
- Microphones, amplification and other modifications were made to Council Chambers to improve the audibility of Council meetings, including the audibility of any recordings of Council meetings.
- Council's Access & Inclusion Advisory Committee continues to meet quarterly to assist in the implementation, monitoring and review of the Plan.