

Shire of Narembeen

Disability Access and Inclusion Plan

2024 – 2029

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Alternative Formats

This document is available in alternative formats including electronically by email or through the Shire website, in hard copy in large, standard print.
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Document Control

Created	May 2024
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Adopted	June 2024
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Reviewed	
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Introduction

The Disability Services Act 1993 (WA) and its 2004 amendments, required that all state and local government authorities implement a Disability, Access and Inclusion Plan (DAIP). The purpose is for the relevant authority to ensure that people with disability have equal access to its facilities and services.

The Shire of Narembeen recognises that the more diverse and inclusive the community, the richer it will become. It also acknowledged that with an ageing population, most of the community will face access and inclusion challenges at some time in their lives.

Access and inclusion may present challenges for:

- People with intellectual, physical, psychiatric, and sensory disabilities
- People from diverse cultural backgrounds
- People of all ages
- Residents and visitors

The Shire of Narembeen is committed to furthering the principles and objectives of the Disabilities Service Act 1993 and its 2004 amendments as well as meeting the seven standards in the Disabilities Services Regulations 2013.

The Shire of Narembeen has developed its DAIP 2024-2029 to identify the strategies, improvements and projects which will be undertaken over the next five years to continually improve accessibility and inclusion across Narembeen for people with disability.

The Shire of Narembeen would like to thank the local community who collaborated with us to develop the DAIP 2024-2029.

Legislative Framework

It is a requirement of the Disabilities Services Act 1993 that all local governments develop and implement a Disabilities Access and Inclusion Plan (DAIP). DAIPs provide a framework for local governments to develop, implement, and review actions across their service delivery to improve the lives of people with lived experience of disability.

The Disability Services Regulations 2004 lists the desired seven outcomes of Disability Access and Inclusion Plans for public authorities as per below:

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 received 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.

Legislation

- Disability Discrimination Act 1992
- Disability Services Act 1993
- Disability Services Regulations 2004
- Equal Opportunity Act 1984
- Local Government Act 1995

Industry Legislation:

- Building Code of Australia
- Planning and Development Act and associated regulations

Other Relevant Strategies:

- A Western Australia for Everyone: State Disability Strategy 2020-2030
- Australia's Disability Strategy 2021-2031

Strategic Alignment

The Shire's DAIP is linked to the objectives of the Shire of Narembeen Strategic Community Plan 2022-2032 and the Shire of Narembeen Corporate Business Plan 2022-2026 to ensure it aligns with the Shire's strategic direction.

The Shire's Aged Friendly Community Plan, Community Wellbeing Plan 2022-2024 and Public Health Plan 2022-2026 also has actions relevant to disability, access, and inclusion.

The below table demonstrates how the DAIP is linked to the objectives of the Shire's existing strategies and plans.

Strategic Community Plan 2022-2032
Community: Happy, safe, healthy, and inclusive community
Strategy 1.2: Facilitate and advocate for quality health services, health facilities and programs
Strategy 1.3: Inclusive community activities events, and initiatives
Civic Leadership: Well governed and efficiently management local government
Strategy: 4.2: Compliant and resourced local government
Corporate Business Plan 2022-2026
Action 1.2.C: Implement the Aged Friendly Community Plan
Action 1.2.D: Implement the Community Wellbeing Plan
Action 4.2.A: Continue to meet compliance and statutory and regulatory requirements

Aged Friendly Community Plan
Outdoor Spaces and Buildings
Strategy: Facilitate safe and comfortable movement around town and environment
Strategy: Provide facilities and spaces to encourage older people to be 'out and about'
Respect and Inclusion
Strategy: Improve older people's access to regular sporting events
Communication and Information
Strategy: Assist older people to use modern communication media
Strategy: Aim to make regular communications available as widely as possible

Community Wellbeing Plan 2022-2024
Priority Two: Mental Health and Wellbeing
Outcome: Increased sense of social connection and integration for the Shire of Narembeen's older adult population, with increased quality of life and sense of purpose.
Outcome: Increased awareness of mental health and wellbeing, help-seeking behaviours and empowerment for young people through collaboration and value-adding to existing wellbeing programs delivered by the Shire of Narembeen.

Public Health Plan 2022-2026
Strategy 4.2.5: Provide safe and accessible public open spaces and walking trails.
Strategy 4.2.5: Provide safe and accessible public open spaces and walking trails.
Strategy 4.3.2 Support accessible spaces and encouraged disabled, indigenous and other cultural participation.

Policy Statement

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

The Shire of Narembeen interprets an accessible and inclusive community as one which all council facilities, functions, and services are accessible and available to people with disability, providing them with the same opportunities, responsibilities, and rights as other people in the community.

The Shire of Narembeen:

- recognises that people with disabilities are valued members of the community who make a variety of contributions to local cultural, economic, and social life;
- believes that a community that recognises its diversity and supports the participation of and inclusion of all of its members makes for a richer community life;
- believes that people with disabilities, their families and carers should be supported to remain within the community;
- is committed to consulting with people with disabilities, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- is committed to supporting local community groups and business to provide access for and inclusion of people with disabilities; and
- is committed to achieving the six desired outcomes of its DAIP.

Progress to Date

Apex Park – installation of ambulant ablution facilities
Caravan Park – installation of accessible facilities
Crossover, Churchill Street – installation of tactile walking indicators
Pathway, Ada Street - installation of 2m dual path
Pathway, Brown Street – installation of 2m dual path
Pathway, Currall Street – installation of 2m dual path
Pathway, Walker Lake – installation of 2m dual path
Website – redeveloped to meet W3C Web Content Accessibility Guidelines 2.0 Level AA

Development of the DAIP

The development of the DAIP 2024-2029 involved identifying strategies and actions from three different sources:

- Community consultation
- Internal consultation
- Review of the 2012-2016 DAIP outcomes

Community Engagement

A community consultation and engagement strategy was developed to ensure that everyone in the community had the opportunity to participate in the consultation process. It assisted the Shire to identify barriers to accessibility and inclusion along with current strengths and to share ideas and strategies to increase accessibility and inclusion in Narembeen. Community consultation and engagement activities were conducted over a period of four weeks.

Community engagement involved:

- An accessible online survey
- Coffee and chat with seniors
- Councillor Discussion Forum
- One-on-one sessions with the Shire staff

Promotion of community consultation opportunities occurred in the local newspaper, through social media posts and on the Shire's website.

A total of 26 respondents completed the survey, representing 3.3% of the total population. Additionally, around 18 residents took part in the Coffee and Chat session. The survey response data can be found in Appendix One.

Key barriers identified by community consultation included:

- Apex Park Information Bay – accessibility limited from carpark
- Apex Park Playground - not accessible for people with a disability
- Churchill Street – accessibility in general and limited ACROD parking
- Community Connection – limited opportunities for people with a disability to socialise
- Footpaths – frequent maintenance required to remove debris
- Footpaths – repairs required to reduce trip hazards

- Inclusion – activities, events, and services not accessible to all people with a disability
- Public Toilets, Apex Park – accessibility limited from carpark
- Public Toilets, CRC Precinct – external doors heavy to open
- Public Toilets, Jones Park – accessibility limited
- Recreation Centre – accessibility limited east side of building
- Recreation Centre Playground - not accessible for people with a disability
- Retail Shops – some areas difficult to access
- Swimming Pool – review accessibility
- Town Hall – disabled access toilets

Key improvements identified by community consultation included:

- Apex Park – improve accessibility to information bay, playground and toilets
- Churchill Street – accessible ramps, installation of crosswalks and handrails
- Churchill Street – ACROD parking within immediate access to shops
- Consultation – regularly consult and engage; establish a working group
- Drainage – to be cleaned out prior to the rain
- Employment – promote opportunities
- Recreation Centre - improve accessibility to building and playground and toilets
- Public Facilities – clearly marked and signed ACROD parking
- Public Toilets, Jones Park - upgrade
- Shire Website – review and implement improvements
- Street Furniture – accessible seating and tables
- Volunteerism – promote opportunities

Internal Consultation

Councillors and staff were consulted to identify internal awareness levels of DAIP.

Approvals

Internal Review:

- Shire of Narembeen Executive Team

Endorsement Process:

- Shire of Narembeen Executive Team
- Narembeen Shire Council
- Department of Communities

Action Plan

ACTION LEGEND	Develop (D)	Implement (I)	Continue/Maintain (C/M)
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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 Narembeen.

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
1.1	Develop links between the DAIP and other Shire plans, policies, and procedures.	1.1.1	Align the DAIP into the Shires integrated suite of plans.	I	C/M	C/M	C/M	C/M	Corporate Services
		1.1.2	Ensure applicable policies and procedures are consistent and/or reference the DAIP.	I	I	C/M	C/M	C/M	
1.2	Ensure accessibility is considered in the planning and delivery of all events, programs, and services.	1.2.1	Consider how to attract and support people with disability as event volunteers.	I	C/M	C/M	C/M	C/M	Corporate Services
		1.2.2	Ensure all events are planned to refer to the Accessible Events checklist.	I	C/M	C/M	C/M	C/M	
		1.2.3	Partner with local service providers and organisations to improve access and inclusion to Shire events and services.	I	C/M	C/M	C/M	C/M	
		1.2.4	Produce clear and easy to read invitations and flyers for events that include contact details of event organisers.	I	C/M	C/M	C/M	C/M	
		1.2.5	Investigate the provision of a mobile library service.		D				
		1.2.6	Shire run events to be hosted in buildings / spaces which are accessible and contain or are within proximity to disabled facilities.	C/M	C/M	C/M	C/M	C/M	
1.3	Monitor Shire services to ensure equitable access and inclusion.	1.3.1	Conduct systematic reviews of the accessibility of services.	C/M	C/M	C/M	C/M	C/M	Corporate Services
		1.3.2	Rectify identified barriers and provide feedback to the community.	C/M	C/M	C/M	C/M	C/M	

Outcome 2

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

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
2.1	Advocate to local businesses the requirements and benefits flowing from the provision of accessible venues.	2.1.1	Make Access and Inclusion information available on the Shire's website.		D	C/M	C/M	C/M	Office of the CEO
		2.1.2	Promote access to business.		I	C/M	C/M	C/M	
		2.1.3	Provide information on the needs of people with disability and of legal requirements and best practice.		D	C/M	C/M	C/M	
2.2	Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location. When necessary.	2.2.1	Conduct an audit of ACROD bays and implement a program to rectify any non-compliance.		I	C/M	C/M	C/M	Infrastructure Services
		2.2.2	Consider the need for additional ACROD bays where lacking.			D	I	C/M	
		2.2.3	Ensure ACROD bays are visible, re-marking when required.	C/M	C/M	C/M	C/M	C/M	
2.3	Ensure that all buildings and facilities meet the standards for access.	2.3.1	Conduct an audit of all Shire buildings and facilities to identify access barriers.		I				Infrastructure Services
		2.3.2	Develop and implement a program of progress upgrade.			D	I	I	
		2.3.3	Consider the installation of an additional automatic door at the Recreation Centre (east side)		D				
2.4	Ensure the footpath network is accessible to the shopping precinct to meet the needs of people with disability utilising aided transport.	2.4.1	Accessibility will be considered when planning, developing and/or upgrading the footpath network.	C/M	C/M	C/M	C/M	C/M	Infrastructure Services
2.5	Ensure that all new and redevelopment works provide access to people with disability, where practical.	2.5.1	Ensure that key staff are trained and kept up to date with legal requirements.	I	I	C/M	C/M	C/M	Infrastructure Services & Office of the CEO
		2.5.2	Ensure that the legal requirements are access are met in all plans for new or redeveloped buildings and facilities.	C/M	C/M	C/M	C/M	C/M	

Outcome 3

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

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
3.1	Continually improve access to the information in the library	3.1.1	Expand and promote the free online library services (audio books, e-books) and provide larger print books.		I	C/M	C/M	C/M	Corporate Services
		3.1.2	Investigate the provision of a mobile library service.		D				
3.2	Ensure that the Shire's website meets contemporary good practice.	3.2.1	Conduct a review of the website's accessibility to ensure the website is in line with appropriate W3C WCAG 2.0 International Standards.		I	C/M	C/M	C/M	Corporate Services
		3.2.2	Ensure documents carry a notation that it is available in alternative formats.	I	C/M	C/M	C/M	C/M	
		3.2.3	Promote the availability of other formats for key documents.	I	C/M	C/M	C/M	C/M	
3.3	Improve staff awareness of accessible information needs and how to provide information in other formats.	3.3.1	Relevant Shire staff will be trained on accessibility and creating accessible online content.		I	C/M	C/M	C/M	Corporate Services

Outcome 4

People with disability receive the same level and quality of service from the employees of the Shire of Narembeen as other people receive.

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
4.1	Ensure that all elected members and employees are aware of disability and access issues and are aware of their responsibilities under disability legislation and the DAIP.	4.1.1	Determine training needs for employees and conduct training as required.		D	I	I	I	Corporate Services
		4.1.2	Ensure that information and resources are readily available to staff on Access and Inclusion.		I	C/M	C/M	C/M	
		4.1.3	Employee inductions includes Access and Inclusion.	I	C/M	C/M	C/M	C/M	Corporate Services
		4.1.4	Elected member inductions includes Access and Inclusion.		I		C/M		Office of the CEO
4.2	Improve community awareness of disability and access issues.	4.2.2	Develop strategies for increasing awareness through the Shire's communication framework.	D	D	I	C/M	C/M	Office of the CEO
		4.2.3	Ensure access developments and upgrades are communicated to the community.	C/M	C/M	C/M	C/M	C/M	

Outcome 5

People with disability have the same opportunities as other people to provide feedback and make complaints to the Shire of Narembeen.

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
5.1	Ensure the Shire's grievance complaint procedures are accessible for people with a disability and are acted upon.	5.1.1	Review current complaint procedures.		I	C/M	C/M	C/M	Corporate Services
		5.1.2	Promote flexible complaint mechanisms to the community.		I	C/M	C/M	C/M	

Outcome 6

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

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
6.1	Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	6.1.1	Ensure agendas, minutes and other documents are available on request in alternative formats and are available on the Shire's website in a timely manner.	C/M	C/M	C/M	C/M	C/M	Corporate Services
		6.1.2	Refer to the DAIP when planning any Shire engagement or consultation activity.	I	C/M	C/M	C/M	C/M	
6.2	Ensure that people with disability are aware of and can access other established consultative processes.	6.2.2	Include appropriate questions about access and inclusion in general Shire surveys and consultant events.	D	I	C/M	C/M	C/M	Office of the CEO
		6.2.3	Promote partnerships and stakeholders of the disability sector to the wider community.	I	C/M	C/M	C/M	C/M	

Outcome 7

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

Strategy		Actions / Measures of Success		Timeline					Directorate
				24/25	25/26	26/27	27/28	28/29	
7.1	Recruitment practices ensure equal opportunity of employment.	7.1.1	Develop an Equal Opportunity Employment Plan to ensure recruitment processes meet the requirement for people with disability.	D	C/M	C/M	C/M	C/M	Corporate Services
		7.1.2	Review the Equal Opportunity Plan annually.		I	C/M	C/M	C/M	
		7.1.3	Staff induction includes Access and Inclusion.	D	C/M	C/M	C/M	C/M	Office of the CEO
7.2	Foster a culture that supports the employment of people with a disability in the Shire.	7.2.1	Develop a People and Culture Framework.		D	I	C/M	C/M	
7.3	Provide people with disability equal opportunity to access volunteering, and work experience opportunities.	7.3.1	Develop and implement recruitment practices that priorities inclusivity.		D	I	C/M	C/M	Office of the CEO

Implementation of the DAIP

Implementation

Informed by the consultation process, a DAIP Action Plan has been developed. This Plan identifies the tasks and actions to be undertaken for each outcome and the Directorate responsible for these undertakings. It is intended that the Action Plan will be updated annually to progress the achievement of all the strategies over the duration of the plan.

Communication

The Shire will take all practical measures to ensure the DAIP is communicated to staff, contactors, and volunteers providing services to the public. Community members can access the Plan at the Shire's Administration Office or website, with copies available in alternate formats upon request.

Monitoring and Review

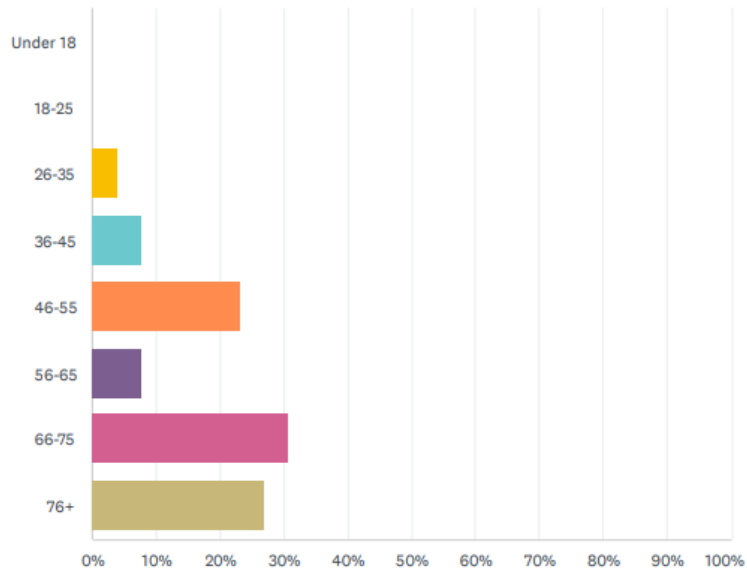
Monitoring and review of the outcomes achieved will be undertaken through a reporting structure that will involve:

- Reporting of outcomes achieved in the Annual Report.
- Annual reporting to Department of Communities
- The DAIP will be formally reviewed at least once every five (5) years. Should the DAIP 2024-2029 be amended, a copy of the amended plan will be lodged with the Department of Communities.

Appendix One Survey Results

Q1 Please select your age range

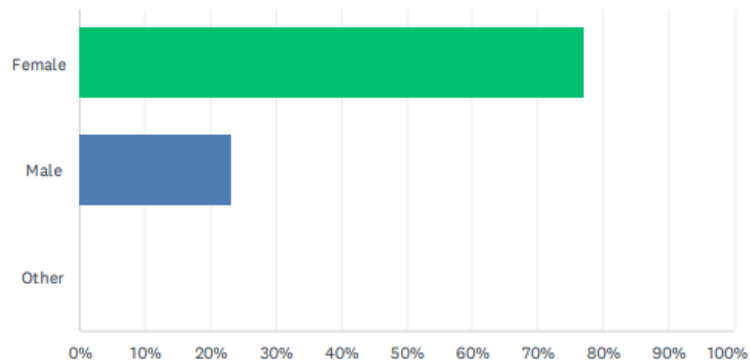
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-25	0.00%	0
26-35	3.85%	1
36-45	7.69%	2
46-55	23.08%	6
56-65	7.69%	2
66-75	30.77%	8
76+	26.92%	7
Total Respondents: 26		

Q2 What gender do you identify with?

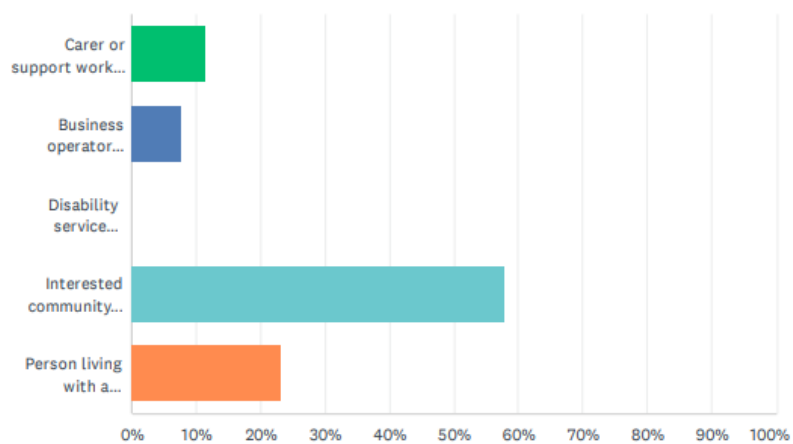
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	76.92%	20
Male	23.08%	6
Other	0.00%	0
TOTAL		26

Q3 Do you identify as:

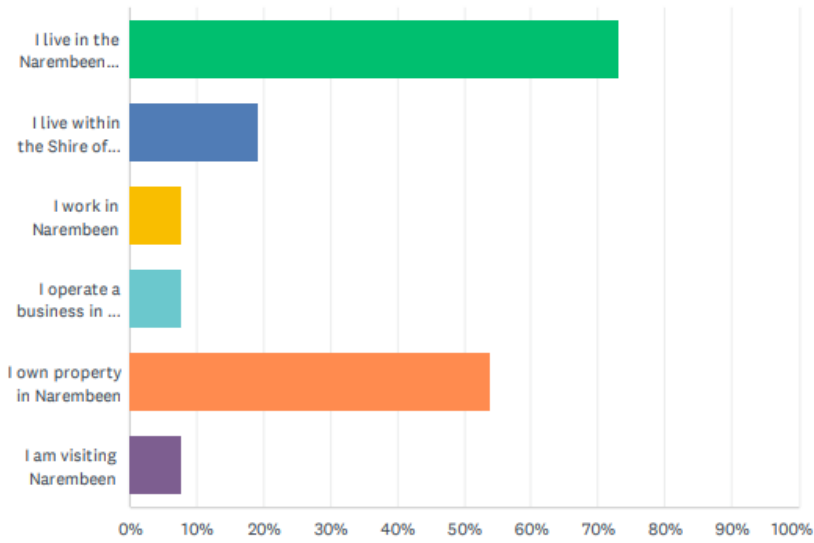
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Carer or support worker of a person with disability	11.54%	3
Business operator providing customer service	7.69%	2
Disability service provider	0.00%	0
Interested community member	57.69%	15
Person living with a disability	23.08%	6
TOTAL		26

Q5 Which best describes you in relation to the Shire of Narembeen (please select as many as are relevant).

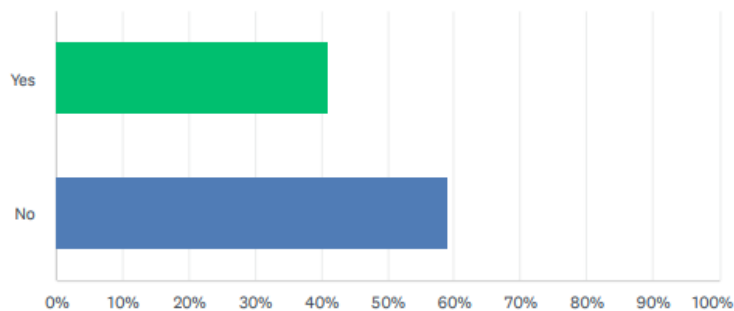
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES
I live in the Narembeen townsite	73.08% 19
I live within the Shire of Narembeen	19.23% 5
I work in Narembeen	7.69% 2
I operate a business in the Shire	7.69% 2
I own property in Narembeen	53.85% 14
I am visiting Narembeen	7.69% 2
Total Respondents: 26	

Q6 Accessibility means ensuring disabled people have equitable access to amenities, opportunities, and services. Do you think Narembeen is an accessible community?

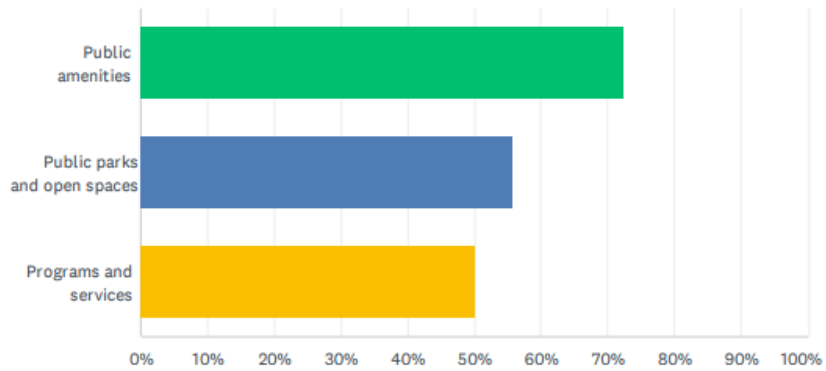
Answered: 22 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	40.91% 9
No	59.09% 13
TOTAL	22

Q7 What areas do you think could be improved?

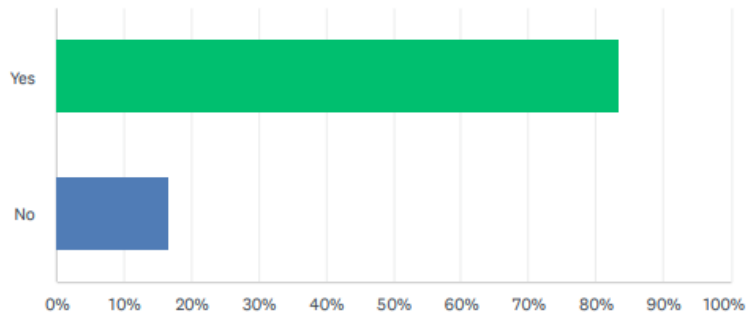
Answered: 18 Skipped: 8



ANSWER CHOICES	RESPONSES
Public amenities	72.22% 13
Public parks and open spaces	55.56% 10
Programs and services	50.00% 9
Total Respondents: 18	

Q10 An inclusive community is one in which people can be involved in the community regardless of ability, age, ethnic background or income. Do you think Narembeen is an inclusive community?

Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	83.33% 20
No	16.67% 4
TOTAL	24