

SHIRE OF YORK



ACCESS & INCLUSION PLAN 2018 – 2023

Adopted 25 June 2018

This plan is available via the Shire of York website, or upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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Acknowledgements

The Shire of York would like to thank all those people who participated in and contributed their services and information to successfully develop the Shire of York Disability Access and Inclusion Plan 2018 - 2023.

FOREWORD

The Shire of York is committed to the goal of an accessible and inclusive community for people with disability, their carers and families, and the wider community.

Our vision of being an accessible and inclusive community means ensuring that all Council venues, services and facilities, both in-house and contracted, are accessible as much as practicable to everyone, regardless of their age or ability.

Similarly, it is vital that the Shire recognises that all people in the community should have the opportunity to participate in the local community in meaningful ways that have an impact on the social, cultural and economic life in the Shire of York.

The purpose of the Plan is to identify barriers to access and propose solutions to ensure that everyone has equal access to services and facilities. The Plan will be reviewed annually by the Shire's Access and Inclusion Advisory Committee.

In addition, the Plan assists the Shire to meet its obligation under the *Western Australian Disability Services Act 1993 (as amended in 2004)*, *Disability Discrimination Act (1992)* and the *Equal Opportunity Amendment Act Western Australia (1988)*.

The intent is to encompass the Shire of York Access and Inclusion Plan within all the Shire's plans and strategies as part of an integrated planning approach.

Finally, I would like to acknowledge and thank the stakeholders, agencies and community members who are contributors to this Plan - we invite and look forward to your continuing involvement to ensure that our goals are inclusive of the needs of people with disability, as well as their carers and families, and the broader community.

David Wallace
Shire President

1.0 BACKGROUND

1.1 Snapshot of the Shire of York

The Shire of York covers an area of 2,131 square kilometres (213,159 hectares) in the Wheatbelt region, and was the first inland settlement in Western Australia. It is bounded by the Shires of Northam and Cunderdin to the north and north-east respectively, Quairading to the east, Beverley to the south and Mundaring and Kalamunda to the west.

The residential population of York is approximately 3,600¹ spread over the key townsites of York, Gwambygine, Mount Hardey, Greenhills and Kauring.

The Shire's population is forecast to be 4,260 in 2026, as depicted in the Western Australia Tomorrow population forecasts using the highest growth scenario. Much of this potential growth is likely to occur within the York town centre. (Lower forecast scenarios set the 2026 population of the Shire at 3,270, 3,430, 3,560 and 3,860 respectively.)²



Agriculture (cropping and grazing) has historically been the cornerstone of the Shire of York's economy and remains the dominant industry – with

¹ All statistics – 2016 Census – Australian Bureau of Statistics

² Western Australia Tomorrow: Population Report No 10, 2016 to 2026 – Forecast Profile

136,100 hectares of agricultural land holdings generating approximately \$46.2 million in production value per annum. Cereal crops (particularly wheat) are the most prevalent and valuable to the economy, followed by wool production. While there is potential to diversify the agricultural industry within the Shire, the availability of water is a key challenge. Other local industries include wine and olive production. Tourism also plays an important economic role.

A number of significant Aboriginal and built heritage features throughout the Shire contribute to its unique identity and history. An average of 172,505 tourists visit the Shire per year – with the daytrip market (79% of visitors) dominating local tourism activity and reflecting York’s proximity to Perth. In addition to heritage, other key assets to York’s tourism market potential comprise entrepreneurship, natural amenity and festivals.

1.2 Functions, Facilities and Services

The Shire of York is responsible for a range of functions, facilities and both in-house and contracted services including:

Services to property

- construction and maintenance of Shire-owned buildings, roads, footpaths and cycleways;
- 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 and beautification;
- bush fire control.

Services to the community

- provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups
- promoting preservation and awareness of York's built and cultural heritage
- management of;
 - York Town Hall
 - York Recreation and Convention Centre
 - York Residency Museum
 - York Swimming Pool
 - York Visitor Centre
 - York Public Library
- facilitating arts and culture, festivals and events
- services for seniors, young people and people with disability
- encouraging and promoting economic and community development
- community emergency services management.



Regulatory services

- planning of road systems, sub-divisions and town planning schemes;
- building approvals for construction, additions or alterations to buildings;
- environmental health services
- ranger services, including animal control and the development, maintenance and control of parking.

General administration

- the provision of general information and customer service to the public
- vehicle registration and licensing
- the lodging of complaints
- payment of fees including rates and dog/cat licences.

Processes of government

- ordinary and special Council and committee meetings
- electors' meetings and
- election of Council Members
- community consultations.

1.3 Definition of Disability

For the purposes of the Shire of York Access and Inclusion Plan, the Shire will adopt the definition of disability, as provided by the Western Australia Disability Services Commission, which is:

A disability is any continuing condition that restricts everyday activities.

The Disability Services Act (1993) defines "disability" as meaning a disability:

- *which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;*
- *which is permanent or likely to be permanent;*
- *which may or may not be of a chronic or episodic nature; and*
- *which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.*

Disabilities can result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life.

1.4 People with disability in the Shire of York

According to the Shire of York 2017 Community Survey³, approximately 17% of York's population identifies themselves, or a member of their immediate family, as having a disability.

Bureau of Statistics (ABS) results from the *Survey of Disability, Ageing and Carers (2015)* estimate that 18.3% of Australians, or nearly 1 in 5 people, identify themselves as having some form of disability. Just over half (50.7%) of Australians over the age of 65 reported living with disability.

The proportion of residents aged 60 and above in the Shire of York is 36% with 64% of those residents needing assistance because of a disability.

1.5 Planning for better access – role of Local Government

Under the Western Australian *Disability Services Act 1993 (as amended in 2004)*, Local Governments are required to develop and implement a Disability Access and Inclusion Plan (DAIP) that identifies barriers to access and proposes solutions to ensure that people with disability have equality of access to services and facilities.

The Shire recognises that disability is not always easily observed or reported and that the notion of inclusion applies equally to those members of the community who may not identify as having recognised disability.

³ Community Scorecard – Markyt 2017

Therefore, the Plan identifies how the Shire will consider the needs of people with disability and the broader community in the development and maintenance of community facilities and the provision of services. The Plan has been developed with the assistance of the Shire of York Access and Inclusion Advisory Committee, members of the community and officers of the Shire.

A key responsibility of the Shire of York is ensuring that developers meet the mandatory access requirements of the *Building Code of Australia*. In addition, Council plays a crucial role in improving access for people with disability in their communities by liaising with developers to increase their awareness of access needs.

The amendments to the *Disability Services Act* in 2004 contain new requirements, which build upon the changes and achievements of the past decade. The Plan therefore provides a planning, implementation and evaluation framework for the Shire of York to ensure continuous improvement in creating an accessible and inclusive community.

Other legislation underpinning access and inclusion includes the *Western Australia Equal Opportunity Act (1984)* and the *Commonwealth Disability Discrimination Act 1992 (DDA)*.

1.6 Progress to date – current status and key achievements

As at February 2018, the Shire of York is continuing to work towards the facilitation of services and improved access to public facilities for all members of the community. The following are some of the key achievements.

Access to services and events

A comprehensive Community Engagement and Consultation Policy has been adopted that includes principles relating to access and inclusion.

The Shire's Community Survey conducted in 2017 included a question regarding satisfaction with the provision of services and facilities for people with a disability. The Shire of York scored 51 in this area against an industry average performance index score of 54.

An internal Events Working Group has been formed to assess events approvals which uses the Accessible Events Checklist to ensure consideration is given to access and inclusion issues.

Buildings and Facilities

The Shire's engineering, planning and building officers consider access and inclusion principles for all approvals granted and works undertaken. Shire officers also work with local businesses to ensure best practice access and inclusion during redevelopments, particularly heritage buildings.

Shire development of and upgrades to, public facilities have included considerations such as ramps and rails to ensure universal access.

An Asset Management Officer was employed by the Shire in January 2017 whose first task was to capture data to inform the development of a Footpath Infill Strategy. This was identified as a priority in the Community Perceptions Survey to enable improved access for all members of the community.

An ongoing program plan of works has been implemented to upgrade footpaths throughout the town centre.

Access to Information

A new Shire website was commissioned during 2017. The scope of works included making the website accessible for people with disability. This criterion was considered when selecting the provider and an Accessibility Notice outlines our commitment to providing accessible information.

High contrast colour and text size tools are available and users are encouraged to contact the Shire if they encounter any issues.

Customer Service

The Shire's new website includes an Accessibility Notice and tools to assist people with disability.

Complaints

Council has adopted a comprehensive complaints policy which includes a number of methods of lodging a complaint including telephone, online and in-person.

Consultation

The Shire conducted a Disability Access and Inclusion Survey in 2014 which informed streetscape upgrades and the Works Program for 2014-16.

Both the community survey undertaken by the Shire early in 2017 and several significant projects since have included community consultation in a range of mediums to ensure accessibility and the opportunity for people disability to respond.

Agendas, minutes and other documents are available in alternative formats upon requests and are published on the Shire's website.

Employment Opportunities

The Shire met with Localise during 2017 regarding the outcomes of the Lighthouse Project and as a result, made contact with Essential Personnel - a disability employment agency based in Northam to discuss ways in which the Shire could improve opportunities for employment for people with disability.

A staff member of Essential Personnel has been appointed to the Shire's Access and Inclusion Advisor Committee.

2.0 ACCESS AND INCLUSION POLICY STATEMENT



The Shire of York is committed to the goal of an accessible community for people with disability, their families and their carers, and the broader community.

The Shire of York interprets an accessible and inclusive community as one in which all people can access and are welcome to participate in functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The Shire of York:

- Recognises that people with disability are valued members of the community who make a variety of contributions to local, social, cultural and economic life;
- Believes that a community that recognises its diversity and supports the participation and inclusion of all its members makes for a richer community life;
- Believes that people with disability, their families and carers should be supported to remain in the community;
- Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- Will ensure that its contractors and agents work towards the desired outcomes of the Plan, as far as practicable;
- Is committed to supporting local community groups and businesses to provide access and inclusion of people with disability; and

- Is committed to achieving the seven desired outcomes of the Plan. These are:

- 1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of York.*
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of York.*
- 3. People with disability receive information from the Shire of York 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 the Shire of York as other people receive from staff of the Shire of York.*
- 5. People with disability have the same opportunities as other people to make complaints to the Shire of York.*
- 6. People with disability have the same opportunities as other people to participate in any public consultation conducted by the Shire of York.*
- 7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of York.*

3.0 DEVELOPMENT OF THE PLAN

3.1 Shire of York Strategic Planning Framework

In February 2018, the Shire adopted its Strategic Community Plan 2018 – 2028 and its Corporate Business Plan 2018 - 2022. The community's vision is;

A vibrant and inviting agricultural, heritage and tourist town and a Shire community that is focused on and works collaboratively, to improve and promote the town and the Shire of York as a destination and wonderful place to live.

The Plans identify five key themes:

1. The Place to Live
2. A Leader in Cultural Heritage and Environment
3. Driving the Economy Forward
4. Building Resilience
5. Strong and Effective Leadership

Under each theme, the Shire has adopted a number of desired outcomes. Of particular relevance to the Shire's Access and Inclusion Plan are the following:

- 1.1 Children and young people feel valued
- 1.2 Older citizens feel safe and valued
- 1.4 Few barriers to safe, easy movement
- 1.8 A clean, nuisance free and safe environment
- 4.6 Town network of safe easily used roads, trails and cycle paths
- 5.6 High levels of community engagement

- 5.7 Shire and community exhibit a responsive can-do philosophy
- 5.8 Open, smart communication between Shire and community
- 5.9 Community networks supported to increase civic involvement

3.2 Responsibility for the planning process

Responsibility for developing, monitoring, implementing, reviewing and amending Community Plans is a core function of the Corporate and Community Services business area. This includes responsibility for ensuring the Access and Inclusion Plan is implemented throughout the organisation and that actions are integrated into the service plans of relevant business units. Monitoring of the Disability Access and Inclusion Plan will be a standard agenda item for meetings of the Shire's Access and Inclusion Advisory Committee (AIAC).

3.3 Community consultation process

The process of developing the Shire's Access and Inclusion Plan has been:

- Examine the initial DAIP and subsequent reviews to see what has been achieved and what still needs work;
- Consultation with key staff and stakeholders, including the Access and Inclusion Advisory Committee;
- Consultation with the community via community workshops and public submissions.

The *Disability Services Act Regulations (2004)* set out the minimum consultation requirements for public authorities in relation to the DAIP's. Local Government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the Local Government, under the *Local Government Act (1995)*, and on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

In February 2018, the community was informed through the local newspaper, the Shire’s website and social media platforms and via a media release and flyer distributed widely that the Shire was revising its Disability Access and Inclusion Plan to further address the barriers that people with disability and their families experience in accessing information, services and facilities and that they could provide input into the development of the Plan by taking part in community consultation during February.

Following community consultation workshops, the Plan was drafted for consideration by the Access and Inclusion Advisory Committee and Council. Council endorsed the Plan for public advertising in April 2018 for a period of four weeks.



Community consultation workshop

Notice was given in the local newspaper, on the Shire’s website and social media platforms and via media release distributed widely.

The AIAC considered the feedback received and considered proposed amendments to the Plan before recommending the revised plan to Council in June 2018.

3.4 Findings from the consultation

The following table provides a summary of the findings of the consultation undertaken.

Outcome One – Access to events and services

Issue	Barriers identified
Footpaths	<ul style="list-style-type: none"> - No connected network of footpaths - Maintenance and upkeep required to keep paths safe - Road crossings unsafe and not adequately marked - Access to Avon Park for wheelchairs/gophers
Toilets	<ul style="list-style-type: none"> - Maintenance and upkeep - Hardware not accessible - Location and number inadequate - Functionality – consideration for needs of aged and people with disability
Road Crossings	<ul style="list-style-type: none"> - Road crossings unsafe and not adequately marked - Inadequate safe crossing facilities (Balladong Road)
Parking	<ul style="list-style-type: none"> - Not enough ACROD bays at southern end of Avon Terrace
Seating	<ul style="list-style-type: none"> - Not enough seating in the CBD with consideration for aged and people with a disability ie location, style with armrests, height
Venues	<ul style="list-style-type: none"> - Signage and wayfinding required to identify and locate venues
Ideas	<ul style="list-style-type: none"> - Advocacy with Main Roads WA to improve safety crossings of Balladong Road - Map with information regarding crossings, seating, toilets etc for people with a disability - Councillors/staff to undertake an exercise in a wheelchair/gopher/walking frame

Outcome Two – Access to buildings and facilities

Issue	Barriers identified
Parking	<ul style="list-style-type: none"> - Misuse of ACROD bays ie unauthorised or for long periods - ACROD parking close to venues during events - Route from car park to buildings not always accessible (eg YRCC) - Not enough ACROD bays - Unsealed car parking (eg CRC)
Toilets	<ul style="list-style-type: none"> - Maintenance and upkeep - Hardware not accessible - Location and number inadequate - Functionality – consideration for needs of aged and people with disability
Shade & Seating	<ul style="list-style-type: none"> - Not enough seating in the CBD with consideration for aged and people with a disability ie location, style with armrests, height - More shade required

Building access	<ul style="list-style-type: none"> - Signage and wayfinding required to identify and locate - Location of parking and distance from entrance - Safety and accessibility of paths and accessways – not always sealed or connected - No access to stage or backstage of Town Hall for people with a disability
Swimming Pool	<ul style="list-style-type: none"> - Pool temperature too cold - Access for people with a disability entering pool
Ideas	<ul style="list-style-type: none"> - Awareness and signage regarding ACROD parking - Wayfinding for people with vision impairment eg Braille footpaths - Accessibility audit to be undertaken for CBD and Shire facilities

Outcome Three – Access to information

Issue	Barriers identified
Signage & Printed Materials	<ul style="list-style-type: none"> - Use of colour and images to attract attention - Use of font and size of print - Signage for wayfinding
Format	<ul style="list-style-type: none"> - Availability of format options ie Braille, audio - Recordings of meetings
Distribution of Information	<ul style="list-style-type: none"> - Time for delivery of post - Newspaper only once per month - No central distribution point for information - Communication networks and partnerships with service providers
Ideas	<ul style="list-style-type: none"> - Community noticeboard - Access and inclusion information included on maps and tourist information board ie locations of toilets etc

Outcome Four – Level and quality of service from Shire staff

Issue	Barriers identified
Counter height	<ul style="list-style-type: none"> - Not completely accessible for people in a wheelchair
Awareness & Training	<ul style="list-style-type: none"> - Ad-hoc training and awareness programs - Staff awareness of requirement to consider format options for public information
Ideas	<ul style="list-style-type: none"> - Consider modifications to counters when refurbishing Shire building

Outcome Five – Opportunities to make complaints

Issue	Barriers identified
Customer Services Charter	<ul style="list-style-type: none"> - Lack of awareness of the process for making a complaint - Difficult to find on the Shire website - Not promoted well
Phone System	<ul style="list-style-type: none"> - Community members don't know who to contact for particular issues
Ideas	<ul style="list-style-type: none"> - Distribute summary of complaints process with rates notices

Outcome Six – Participate in public consultation

Issue	Barriers identified
Type and location	<ul style="list-style-type: none"> - Venues often not easily accessed safely - Transport issues - Wayfinding and signage - Availability of assistance/support person to attend - Format options - Flexibility of times
Ideas	<ul style="list-style-type: none"> - Provide and promote assistance/transport for people with a disability to attend consultation sessions - Make surveys available in a range of formats - Offer interpreting services at community consultations

Outcome Seven – Opportunities for employment

Issue	Barriers identified
Physical access	<ul style="list-style-type: none"> - Doors, lifts, ramps - Furniture options - Expense
Employment conditions	<ul style="list-style-type: none"> - Flexible work hours/locations - Specific job descriptions - Organisational culture and commitment
Ideas	<ul style="list-style-type: none"> - Provide awareness training for staff - Make surveys available in a range of formats - Offer interpreting services at community consultations

3.5 Responsibility for the implementation of the Plan

It is a requirement of the *Disability Services Act (2004)* that public authorities must take all practical measures to ensure that the Plan is implemented by its officers, employees, agents and contractors.

Implementation of this Plan is the responsibility of all areas of the Shire across the organisation. While some actions in the plan will apply to all areas of the Shire, others will be relevant to specific areas only. The Action Plan outlines who is responsible for each section.

3.6 Communicating the Plan to staff and the community

The community will be advised through the local media (newspaper and radio), the Shire website and via social media that copies of the Plan are available to the community upon request and in alternative formats if required, including in hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and the Shire's website.

Staff will be informed of the adoption of the Plan and the Action Plan will be discussed with the Organisational Leadership Group to ensure engagement with relevant officers across the organisation.

As Plans are amended, Shire employees and the community will be advised of the availability of updated Plans, using the same methods.

3.7 Review and evaluation mechanisms

In accordance with the requirements of the *Disability Services Act (2004)*, the Plan will be reviewed at least every 5 years. The Plan implementation may be reviewed on a more regular basis to reflect progress and any access and inclusion issues that may arise. Whenever the Plan is amended, a copy will be lodged with the Department of Communities.

Access and Inclusion Advisory Committee

The Access and Inclusion Advisory Committee is an Advisory Committee of the Council as prescribed under the *WA Local Government Act 1995*. As such, the Committee provides advice to the Council on matters concerning access to services and facilities for people with a disability and the broader community.

The Committee has been consulted on the development, implementation and monitoring of the Plan.

The Committee, at February 2018, comprised of two elected members of Council plus a deputy, relevant Shire Officers, representatives from Senses Australia, Alzheimer's Australia, Essential Personnel and three Community Representatives. The Committee meets quarterly, or on an as needs basis, to monitor progress on the implementation of the strategies identified in the Plan.

Evaluation

Every two years, the Shire conducts a community perceptions survey which includes questions specifically related to access and inclusion with a rating benchmarked against other local governments. It is proposed that a question relating to the achievement of outcomes in the Shire's Access and Inclusion Plan is considered.

An annual review will be undertaken by the AIAC and any issues raised by community members during the year will be considered. Elected members of Council and Shire Officers will be also requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement at each annual review.

All feedback will be reported to the AIAC and any proposed amendments to the Plan as a result of this feedback recommended to Council.

Copies of the amended Plan will be available to the community in alternative formats if required, once endorsed by Council and publicised via local print and broadcast media, the Shire website and via social media. Following Council endorsement, the annual review will be submitted to the Department of Communities prior to 4 July of each year for approval and inclusion in the annual report presented to State Parliament.

4.0 REPORTING ON THE PLAN

In accordance with the requirements of the Department of Communities, the Shire will report on the implementation of its Plan before 4 July each year, outlining:

- Progress towards the desired outcomes of the Plan;
- The progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies used to inform agents and contractors of its Plan which include referencing the plan in tender and RFQ documents and including a reference in the induction checklist for contractors and agents.

5.0 ACTION PLAN

Outcome 1: Access to Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of York.

Strategy	Task	Task Timeline	Responsibility
1.1 Access and Inclusion Advisory Committee to provide advice and guide the implementation of the Plan and facilitate advocacy on behalf of people with disability and the community	<ul style="list-style-type: none"> • Convene regular meetings of the Access and Inclusion Advisory Committee and invite relevant officers to address the meeting • Give consideration to relevant skills and experience when appointing members to the Committee 	Ongoing Following biennial elections and on-going	Executive Manager, Corporate & Community Services (EMCCS), other relevant officers
1.2 Ensure that people with disability and the community are provided with an opportunity to comment on access and inclusion to services and infrastructure	<ul style="list-style-type: none"> • Ensure biennial community survey includes questions relating to access and inclusion 	Biennially	Chief Executive Officer (CEO)
1.3 Develop the links between the Plan and other Shire plans, strategies and policies	<ul style="list-style-type: none"> • Give consideration to the objectives and strategies of the Plan during strategic business planning and budgeting processes • Give consideration to the DAIP during biennial policy review 	Annually Biennially (first review October 2018)	CEO and Executive Managers

Outcome 1: Access to Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of York.

Strategy	Task	Task Timeline	Responsibility
<p>1.4 Ensure that events, both organised and funded, are accessible (as far as practicable)</p>	<ul style="list-style-type: none"> • Reference the “Creating Accessible Events Checklist” for all events requesting use of Shire venues and run by the Shire staff • Review funding agreements and sponsorship guidelines and event permits to include access and inclusion requirements • Provide the “Creating Accessible Events Checklist” to all parties receiving funding or holding events in the Shire of York • Make the Accessible Events Checklist available to staff via the shared network and through induction training • Investigate and implement actions to make events more accessible (eg grass matting, temporary ACROD parking etc) 	<p>On-going</p> <p>June 2019</p> <p>On-going</p> <p>On-going</p> <p>December 2019</p>	<p>Events & Economic Development Officer (EEDO), Event organisers</p> <p>EEDO</p> <p>EEDO</p> <p>Executive Support Officer, CCS</p> <p>Events & Economic Development Officer, Event organisers</p>
<p>1.5 Monitor and improve services to ensure they are accessible and inclusive</p>	<ul style="list-style-type: none"> • Library to continue to provide access to books in various formats, such as electronic readers, talking books and large print books upon request where 	<p>On-going</p>	<p>Senior Library Officer</p>

	available to community members			
	<ul style="list-style-type: none"> Investigate affiliation with Companion Card Program and provide training to staff regarding best practice customer service for all 	June 2020 and on-going	Executive Support Officer, CCS	
1.6	Develop strategic partnerships with key agencies to maximise access to services for people with disability	<ul style="list-style-type: none"> Collaborate with relevant agencies and service providers Distribute information regarding available services via Shire networks 	<p>Ongoing</p> <p>On-going</p>	<p>Access and Inclusion Advisory Committee (AIAC)</p> <p>Community Development Officer (CDO)</p>

Outcome 2: Access to Buildings and Facilities

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

Strategy	Task	Task Timeline	Responsibility
<p>2.1 Ensure new and redevelopment works provide access in accordance with the current access to premises standard requirement in the National Construction Code (NCC), Building Code of Australia (BCA)</p>	<ul style="list-style-type: none"> • Ensure building permits checklist includes requirement for compliance • Work with landowners/developers to ensure compliance • Liaise with relevant authorities to provide for 'fit for purpose' redevelopment 	<p>Ongoing</p> <p>On-going</p> <p>On-going</p>	<p>Building & Compliance Officer</p>
<p>2.2 Improve external infrastructure including pathways, parking, transport, playgrounds, streetscapes and public open spaces.</p>	<ul style="list-style-type: none"> • Undertake an accessibility audit of infrastructure in the CBD and Shire facilities. • Prepare a staged implementation plan of progressive upgrades in response to the findings of the audit of infrastructure in the CBD and Shire facilities. • Prepare asset management plans to inform maintenance and upkeep of infrastructure. • Prepare trails and paths master plan to inform gaps in footpath networks and implement staged infill program. 	<p>May 2019</p> <p>June 2019</p> <p>August 2018</p> <p>June 2019 and annually</p>	<p>EMCCS</p> <p>Executive Manager, Infrastructure & Development Services (EMIDS)</p> <p>Asset Management Officer (AMO)</p> <p>AMO, Arts & Cultural Heritage Officer (ACHO), EMIDS</p>

		<ul style="list-style-type: none"> • Consider accessibility requirements during the upgrade and development of any new trails 	On-going	EMIDS, ACHO
2.3	Incorporate accessible design features as part of any new or planned upgrades to facilities and/or public open space.	<ul style="list-style-type: none"> • Consult with the AIAC prior to concept plans being adopted. 	On-going	EMIDS
2.4	Advocate to local businesses and tourist venues the requirements for and benefits of the provision of accessible venues	<ul style="list-style-type: none"> • Provide information to the York Business Association for distribution to members • Make access information available in local print media, on the Shire's website and via social media platforms 	December 2018 December 2018	EEDO EMCCS

Outcome 3: Access to Information

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

Strategy	Task	Task Timeline	Responsibility
<p>3.1 Ensure information provided by the Shire of York is available in a range of formats.</p>	<ul style="list-style-type: none"> • Make State Government Access Guidelines for Information, Services and Facilities guidelines available to staff. • Work with staff to identify processes for the production of information in alternative formats upon request • Investigate the location and installation of a community noticeboard in the main street • Budget for interpreters for significant Shire-owned events (ie Australia Day) • Promote the availability of interpreters for significant events upon request. 	<p>August 2018</p> <p>Ongoing</p> <p>December 2019</p> <p>Annually</p> <p>On-going</p>	<p>EMCCS</p> <p>EMCCS, other relevant officers</p> <p>Property Maintenance Officer (PMO)</p> <p>Relevant Officers</p> <p>EEDO</p>
<p>3.2 Provide information for visitors to the town regarding disability services</p>	<ul style="list-style-type: none"> • Include accessibility information on visitor maps provided by the York Visitor Centre • Include accessibility information on Visitor Information Board at entrance to town 	<p>Annually</p> <p>December 2018</p>	<p>EEDO</p> <p>EEDO</p>

3.3 Ensure marketing and promotional materials reflect accessibility standards	<ul style="list-style-type: none">• Include accessibility standards in the scope for branding activities• Ensure the Shire’s website complies with W3C web content guidelines	As occurs On-going	Chief Executive Officer and Executive Managers
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Outcome 4: Level and Quality of Service

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

Strategy	Task	Task Timeline	Responsibility
4.1 Ensure staff are aware of access and inclusion requirements and equipped to provide a high level of service to all people.	<ul style="list-style-type: none"> • Survey staff to identify training needs of employees and conduct training as required • Provide regular awareness training, updates on legislative requirements and examples of best practice to all staff to promote and encourage ongoing inclusive practices 	At annual performance management interviews Biennially	Managers & Supervisors EMCCS
4.2 Improve the awareness of new employees and new Councillors about disability access and inclusion issues	<ul style="list-style-type: none"> • Include access and inclusion information in the Staff and Councillor induction process 	2018/19 and on-going	Chief Executive Officer
4.3 Ensure customer service areas are accessible	<ul style="list-style-type: none"> • Consider access and inclusion requirements when upgrading or modifying customer service/public access areas 	As required	Relevant officers

Outcome 5: Opportunity to Make Complaints

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

Strategy	Task	Task Timeline	Responsibility
5.1 Ensure that grievance mechanisms are accessible for all people.	<ul style="list-style-type: none"> • Update the Customer Service Charter to include access and inclusion requirements • Review current Complaints procedure to ensure access and inclusion requirements are met • Consider the development of a Feedback form on the Shire’s website specifically relating to access improvements • Distribute and promote Customer Service Charter 	December 2018 December 2018 December 2018 July 2019 (with rates notices)	Administration & Governance Coordinator Finance Officer (Rates)

Outcome 6: Participate in Public Consultation

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

Strategy	Task	Task Timeline	Responsibility
<p>6.1 Ensure that consultation undertaken by the Shire for any activity meets access and inclusion requirements</p>	<ul style="list-style-type: none"> • Review Policy C2.9 <i>Community Engagement and Consultation</i> to ensure equal opportunities for access and participation by people with disability, their carers and their families • Ensure venues for public consultation are accessible • Consider providing and promoting assistance to participate in consultation (ie interpreters, lift, transport etc) • Investigate emerging technologies to assist all people to participate in consultation 	<p>October 2018</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>	<p>EMCCS</p> <p>Relevant officers</p> <p>Relevant officers</p>
<p>6.2 Ensure that people with disability and the broader community have the opportunity to provide feedback on the DAIP and any other significant planning processes</p>	<ul style="list-style-type: none"> • Develop a targeted register of people to provide comment on access and inclusion issues. 	<p>December 2018 and on-going</p>	<p>AIAC</p>

<p>6.3 Ensure agendas, minutes and other documents are available to people with a disability</p>	<ul style="list-style-type: none"> • Publish minutes, agendas and other documents on the Shire’s website • Promote the availability of Shire documents in alternative formats upon request 	<p>On-going</p> <p>On-going</p>	<p>CEO</p>
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Outcome 7: Opportunity for Employment

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

Strategy	Task	Task Timeline	Responsibility
7.1 Provide opportunities for people of all abilities to gain employment with the Shire of York	<ul style="list-style-type: none"> • Establish a network of key agencies • Work with agencies to improve recruitment practices to be more inclusive and accessible 	December 2019 On-going	EMCCS, other relevant officers EMCCS, other relevant officers
7.2 Facilitate a culture of access and inclusion within the organisation	<ul style="list-style-type: none"> • Provide opportunities for staff to participate in disability awareness and inclusion activities and events – such as Disability Awareness Week and International Day of People with a Disability. • Provide information sessions for staff to increase awareness of access and inclusions considerations (ie specific job descriptions, flexible working hours etc) 	Annually Annually	Chief Executive Officer/EMCCS EMCCS