



MINUTES

Access and Inclusion Advisory Committee Meeting Tuesday, 14 May 2019

Date: Tuesday, 14 May 2019

Time: 10.31am

Location: Council Chambers, York Town Hall, York

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**MINUTES OF SHIRE OF YORK
ACCESS AND INCLUSION ADVISORY COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBERS, YORK TOWN HALL, YORK
ON TUESDAY, 14 MAY 2019 AT 10.31AM**

The York Shire Council acknowledges the traditional owners of the land on which this meeting will be held.

1 OPENING

1.1 Declaration of Opening

Ms Bev Penny, Chairperson, declared the meeting open at 10.31am.

1.2 Disclaimer

The Shire President advised the following:

"I wish to draw attention to the Disclaimer Notice contained within the agenda document and advise members of the public that any decisions made at the meeting today, can be revoked, pursuant to the Local Government Act 1995.

Therefore members of the public should not rely on any decisions until formal notification in writing by Council has been received. Any plans or documents in agendas and minutes may be subject to copyright. The express permission of the copyright owner must be obtained before copying any copyright material."

1.3 Standing Orders

Nil

1.4 Announcement of Visitors

Nil

1.5 Declarations of Interest that Might Cause a Conflict

Nil

1.6 Declaration of Financial Interests

Nil

1.7 Disclosure of Interests that May Affect Impartiality

Nil

2 ATTENDANCE

2.1 Members

Bev Penny, Chairperson; Cr Denese Smythe; Liz Christmas; Rosemary Parker; Cr Jane Ferro; Marie Forster

2.2 Staff

Suzie Haslehurst, Executive Manager Corporate Community Services

2.3 Apologies

Wendy Hoare; Teagan Walsh

2.4 Leave of Absence Previously Approved

Nil

3 APPLICATIONS FOR LEAVE OF ABSENCE

Nil

4 PRESENTATIONS

Nil

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**COMMITTEE RECOMMENDATION**

Moved: Cr Jane Ferro

Seconded: Cr Denese Smythe

That the minutes of the Access and Inclusion Advisory Committee Meeting held on 12 March 2019 be confirmed.

CARRIED: 6/0

6 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION

The Chairperson raised the following matters:

1. Living Well in the Avon Seniors' Expo and Forum (held 8 May) – well received and advertised widely.
2. Volunteer Morning Tea to be held Friday 24 May at 10am in the Lesser Hall
3. Cancer Morning Tea to be held at Tinetti Purslowe Funeral Home Northam on Thursday 23 May at 10am
4. Voice of the Avon Classical and Opera Music Concert to be held at the CRC this Saturday 18 May 2019 at 7.30pm. Attendees are asked to bring a plate of food.

7 OFFICER'S REPORTS

7.1 OUTCOMES OF THE ACCESS AND INCLUSION AUDIT - PRIORITIES FOR ACTION

File Number: OR.CMA.9, CS.SSP.1

Author: Suzie Haslehurst, Executive Manager, Corporate & Community Services

Authoriser: Suzie Haslehurst, Executive Manager, Corporate & Community Services

Previously before Council: SY025-03/19

Appendices: 1. Access & Inclusion Audit Workshop Outputs

NATURE OF COUNCIL'S ROLE IN THE MATTER

Executive

PURPOSE OF REPORT

This report presents the priorities for action identified in the Shire's Access and Inclusion Audit and at a subsequent, facilitated workshop with Councillors, Shire staff and members of the Access and Inclusion Advisory Committee (AIAC).

BACKGROUND

One of the actions in the Shire's York Disability Access and Inclusion Plan 2018-2023 (DAIP) is to undertake an accessibility audit of Shire buildings and the York CBD and make recommendations to Council.

O'Brien Harrop Access was engaged to undertake the Shire of York's Disability Access and inclusion Audit. The findings of the audit were presented to the AIAC and then Council in March 2019 where it was resolved:

That Council:

1. ***Receives the Access and Inclusion Audit 2018 Report attached as appendices to this report.***
2. ***Requests the Chief Executive Officer to:***
 - (a) ***conduct a workshop with the Access and Inclusion Advisory Committee, Councillors and senior officers to determine a timeline and action plan to implement agreed priorities; and***
 - (b) ***present the results to Council for consideration as part of the annual budget process.***

A facilitated workshop was held on 26 March 2019 where members of the AIAC, senior staff and four Councillors worked through the recommendations that were considered by the consultants to be high priority actions in relation to:

- York CBD
- Shire Administration Building
- York Town Hall and Visitor Centre
- York Residency Museum
- YRCC
- York Memorial Swimming Pool
- Old Recreation Stadium
- Shire of York Depot

Avon Park was not considered at the workshop as it is agreed that the recommendations will be referred to the Avon Park Upgrade project.

Given the estimated costs required to address all of the recommendations made in the audit, only those rated as high priority (based on standards, legislation and risk) were considered at the workshop. A report on the outcomes of the workshop is attached at Appendix 1.

COMMENTS AND DETAILS

The following 'quick win' recommendations were made by the group.

Asset	Recommendation	Amount
Avon Terrace / CBD	Avon Terrace 7A and 7B – midblock crossing TGSI's	\$1,250
Administration Centre	Door threshold - front door - raven ramp	\$250
	Counter top hearing augmentation system & signage	\$750
YRCC	Maintenance of drinking fountains	
	Parents room UAT – knob and signage	\$400
	UAT – Convention Centre: <ul style="list-style-type: none"> • Reposition sanitary bin • Coat hooks and shelf • Backrest 	\$750
	UAT – Gym <ul style="list-style-type: none"> • Shelf • Backrest • Coat hooks 	\$750
Residency Museum	Main entrance threshold (raven ramp)	\$250
	Access to reference desk - circulation space	
Town Hall	York Visitor Centre Toilets - Door handles and signage	\$1,025
	Stairs - Management - use internal stairs	
	Main Hall: Supply and install egress ramps x 2	\$1,000
	Town Hall lift – regular servicing	
	Railing, holders - minor improvements to existing facilities	\$1,250
	Signage - Main Hall, Lesser hall, Toilets and egress doors	\$500
	Mezzanine level access. Management Solution	
	Audio Loops - Chambers and York Visitor Centre	\$1,695
Swimming Pool	Unisex Toilet: <ul style="list-style-type: none"> • Reduce length of internal bench • Pathway and signage 	\$1,400
	Service and maintain Hoist - provide training for staff and advertise availability.	
Old Recreation Centre	Accessible parking marking & signage	\$1,850
	Male & Female Signage for toilets	\$450
	Wayfinding signage \$1,000	\$1,000
	Egress doors - signage to wheelchair accessible egress exit inside hall \$150	\$150
	Directional signage at gates & processes \$950	\$950

Total Quick Wins	\$15,670
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Note: There were no immediate recommendations for the Depot. The mid-block crossing on Avon Terrace has been installed since the workshop took place. All other recommendations above have been referred to the relevant Shire officer for action.

The group identified the following as core focus areas for short term implementation. These will be considered as part of the 2019/20 budget process.

Asset	Core focus recommendations	Amount
CBD	Avon Terrace	\$38,950
	Howick and Macartney Streets Kerb Ramps and TGSIs	\$5,250
	Howick Street Footpath	\$6,500
	Joaquina Street Intersection - Consultant	\$8,000
	Adjoining footpath from Avon Park to Avon terrace	\$3,250
	Macartney Street Footpath Connectivity	\$10,000
YRCC	Directional signage – road side	\$1,000
	Destination signage – front of building	\$450
Residency Museum	Accessible parking - change sign to accessible not disabled (install new bay and signage)	\$10,000
	Men's toilet - accessible path of travel and steps and signage from main building and compliant	\$3,350
Town Hall	Improve York Visitor Centre counter - drop down section	\$3,500
Pool	Steps and ramps to entry	\$6,250
	Kerb ramp from carpark to footpath	\$1,750
Old Recreation Centre	Entrance external - double glass doors - landing with a ramp to brick paving	\$4,025
	Inside of glass doors - raven ramp required	\$275
Total high priority actions		\$102,550

It is proposed that the remainder of the actions identified are advertised for public feedback as part of the Strategic Community Planning process to be undertaken early in 2020.

OPTIONS

The Committee could choose to advertise the above actions for public feedback prior to implementation. However, these have been identified by the specialist consultants, Councillors, staff and the AIAC as actions for immediate and short-term attention. Therefore, officers are proposing that, in order to progress some of these actions, they are accepted by the AIAC and Council for consideration as part of the 2019/20 budget process.

IMPLICATIONS TO CONSIDER

Consultative

O'Brien Harrop Access

Strategic

Theme 1: A Place to Live

- 1.4 There are few barriers to people moving safely, freely and easily around the town of York and rural townships and to other communities.

Theme 4: Built for Resilience

- 4.6 The town of York has a network of well-maintained and well-integrated, safe and reliable, roads, footpaths and cycle paths.

Policy Related

Nil

Financial

The total cost of only the high priority actions identified by the consultants is approximately \$500,000. Officers are proposing that the above actions are considered in the upcoming budget process and that the remainder of the actions are considered as part of the Strategic Community Planning process to be undertaken early in 2020.

Legal and Statutory

Local Government Act 1995

The Access and Inclusion Committee is established under Part 5 – Division 2 (Subdivision 2) of the *Local Government Act 1995 – Committees and their meetings*. No authority is delegated to the Committee and all recommendations made by the Committee will be brought to Council for decision.

The reports reference the following legislation and standards;

Disability Discrimination Act 1992

Building Code of Australia

Australian Standards on Access and Mobility

Risk Related

There is a high reputational risk to the Shire should the actions recommended in the Access and Inclusion audit are not implemented in a structured and timely manner. The proposed recommendation is aimed at mitigating this risk.

Workforce

It is anticipated that workforce resources will be required to implement the actions identified. It is proposed that this is considered as part of the annual budget process.

VOTING REQUIREMENTS

Not applicable.

COMMITTEE RECOMMENDATION**Moved: Cr Denese Smythe****Seconded: Liz Christmas****That the Committee recommends:****That Council requests the Chief Executive Officer to:**

- 1. Implement the 'quick wins' outlined in this report as soon as is practicable;**
- 2. Include the core focus recommendations identified during a workshop held on 26 March 2019 in the 2019/20 budget process for Council's consideration; and**
- 3. Ensure the Access and Inclusion Audit Report is considered during the major review of the Shire's Strategic Community Plan and Long Term Financial Plan to take place in early 2020.**

CARRIED: 6/0

SHIRE OF YORK

ACCESS AND INCLUSION AUDIT

WORKSHOP OUTPUTS REPORT

March 2019



Background

This brief report summarises the key outputs from a workshop held with members of the Shire of York Access and Inclusion Advisory Committee, Councillors and staff.

The purpose of the workshop was to identify achievable priorities to be included within the Access and Inclusion Plan and the Shire's forward financial planning.

The intended outcomes of the workshops were:

- Immediate, Medium and Long-term priorities are agreed
- Council has direction for implementation of the A&I Plan
- Next steps in the process are clear.

Fifteen participants attended the workshop, comprised of four community members of the Access and Inclusion Committee, four Shire Councillors and five staff. The two consultants that undertook the audit and reporting attended and provided technical input to participants throughout the workshop.

The workshop focused on the following topics:

- Snapshot of the audit report
- The Shire's operating environment
- Prioritisation of audit recommendations.

Outputs

Participants worked in five break-out groups to review and prioritise the audit report recommendations. Each group reviewed one-two separate Shire asset classes and prioritised recommendations using an Impact vs Capacity grid.



Summary

The recommendations prioritised as 'Core focus' for short-term action and 'Quick wins' to build momentum are outlined below.

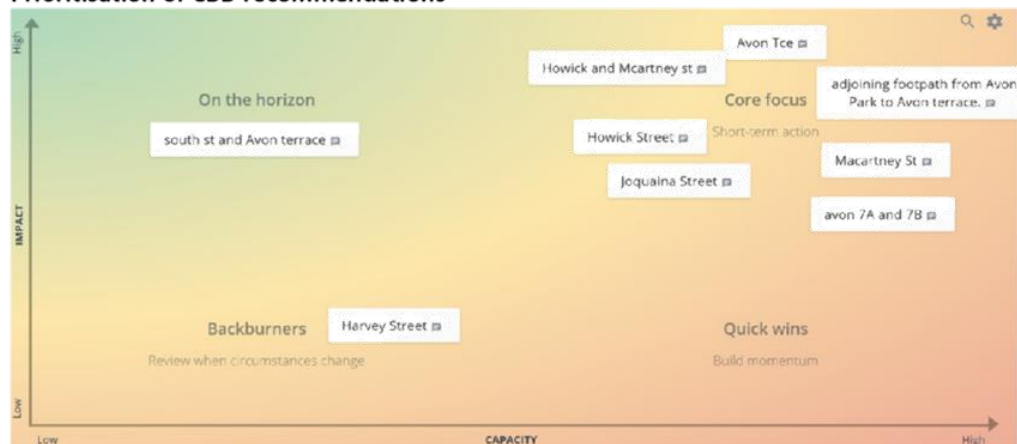
Asset	Core focus recommendations	Quick win recommendations
CBD	Avon Terrace \$38,950	
	Howick and Macartney Streets Kerb Ramps and TGSIs \$5,250	
	Howick Street Footpath \$6,500	
	Joaquina Street Intersection - Consultant \$8,000	
	Adjoining footpath from Avon Park to Avon terrace \$3,250	
	Macartney Street Footpath Connectivity	
		Avon Terrace 7A and 7B – midblock crossing TGSIs \$1,250
Administration Centre		Door threshold - front door - raven ramp \$250
		Counter top hearing augmentation system & signage \$750
New Recreation and Convention Centre	Directional signage – road side \$1,000	Maintenance on drinking fountains
	Destination signage – front of building \$450	Parents room UAT – knob and signage \$400
		UAT – Convention Centre \$750: <ul style="list-style-type: none"> • Reposition sanitary bin • Coat hooks and shelf • Backrest
		UAT – Gym \$750 <ul style="list-style-type: none"> • Shelf • Backrest • Coathooks
Residency Museum	Accessible parking - change sign to accessible not disabled \$10,000 (install new bay and signage)	Main entrance threshold \$250
	Men's toilet - accessible path of travel and steps and signage from main building and compliant \$3,350	Access to reference desk - circulation space
Town Hall	Improve YVC counter - drop down section	YVC Toilets - Door handles and signage
		Stairs - Management - use internal stairs

		Supply band install egress ramps x 2
		Town hall lift - regular servicing
		Railing, holders - minor improvements to existing facilities
		Signage - Main Hall, Lesser hall, Toilets and egress doors

Asset	Core focus recommendations	Quick win recommendations
Town Hall		Mezzanine level access. Management Solution
		Audio Loops - Chambers and YVC
Pool	Steps and ramps to entry	Unisex Toilet: <ul style="list-style-type: none"> • Reduce length of internal bench • Pathway and signage
	Kerb ramp from carpark to footpath	Service and maintain - provide training for staff. ADVERTISE
Old Recreation Centre	Entrance external - double glass doors - landing with a ramp to brick paving \$4,025	Accessible parking marking & signage \$1,850
	Inside of glass doors - raven ramp required \$275	Male & Female Signage for toilets \$450
		Wayfinding signage \$1,000
		Egress doors - signage to wheelchair accessible egress exit inside hall \$150
		Directional signage at gates & processes \$950

Asset prioritisation

Prioritisation of CBD recommendations



Comments

Adjoining footpath from Avon Park to Avon Terrace:

- Signage will be a priority, to identify ACROD parking
- As the pathway from Avon Terrace gets to the car park at the end, there is a driveway coming onto the pathway. This does not give access to Avon Park as there is no driveway.

Howick and Macartney Streets:

- Signage for all ACROD parking
- This issue along with all the paving, parking bays and the slope of the road heading into the road and no continuous pathway, will be discussed with an engineer.

Avon Terrace

- Signage for all ACROD parking
- All access to kerbing will be addressed being all five issues which are the same issues as McCartney St

Howick Street

- Kerb ramp crossing point, at Doctors Surgery to receiving footpath (currently parallel parking) on eastern side and footpath into pharmacy.

Joaquina Street

- Crossing connecting both sides of Joaquina St and address parking bays, width slope and kerb ramps

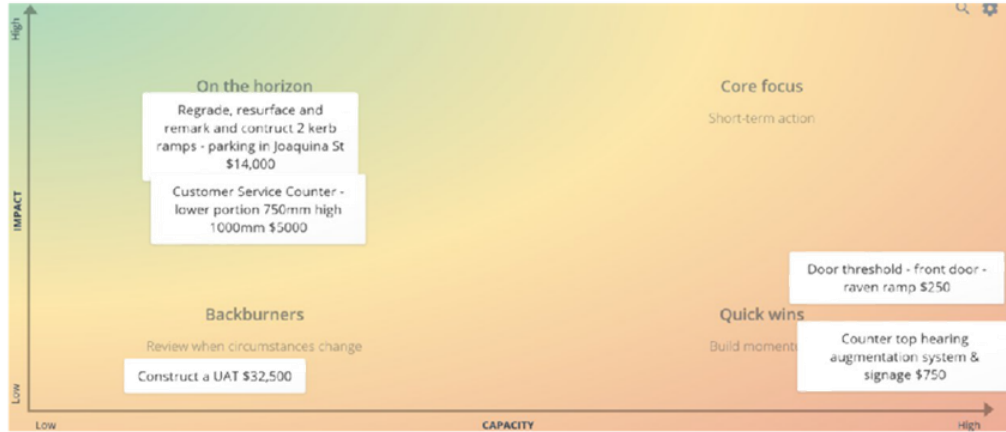
Avon Terrace 7A and 7B

- An engineer needs to implement this as part of 5A and 5B and 6A and 6B

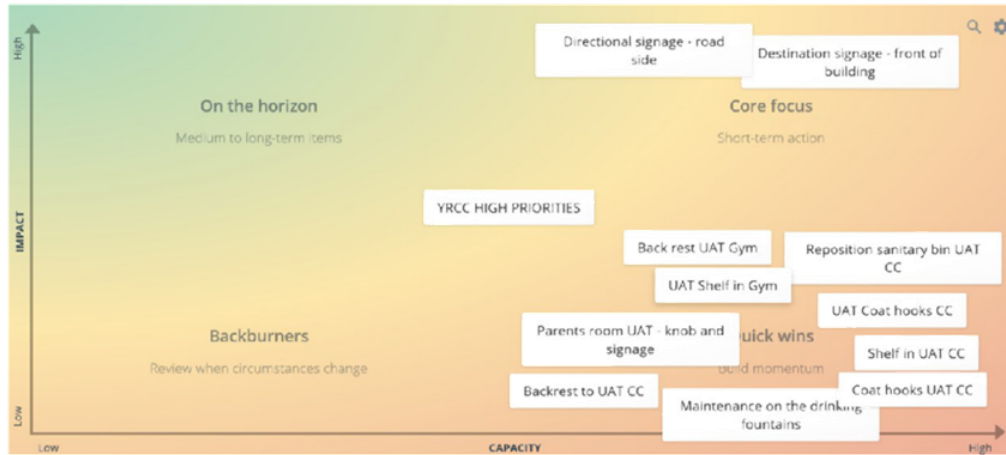
South Street and Avon Terrace

- Investigation is needed here and requires an engineer to access this area

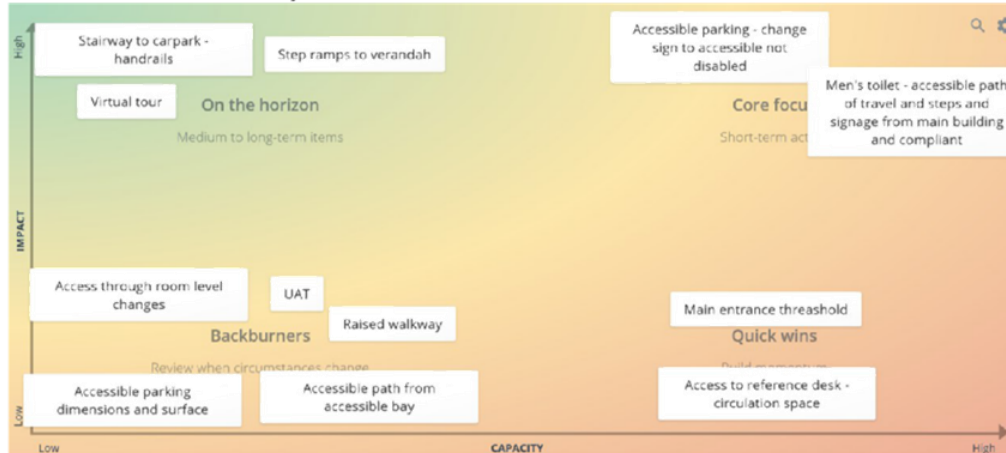
Prioritisation of Administration Centre recommendations



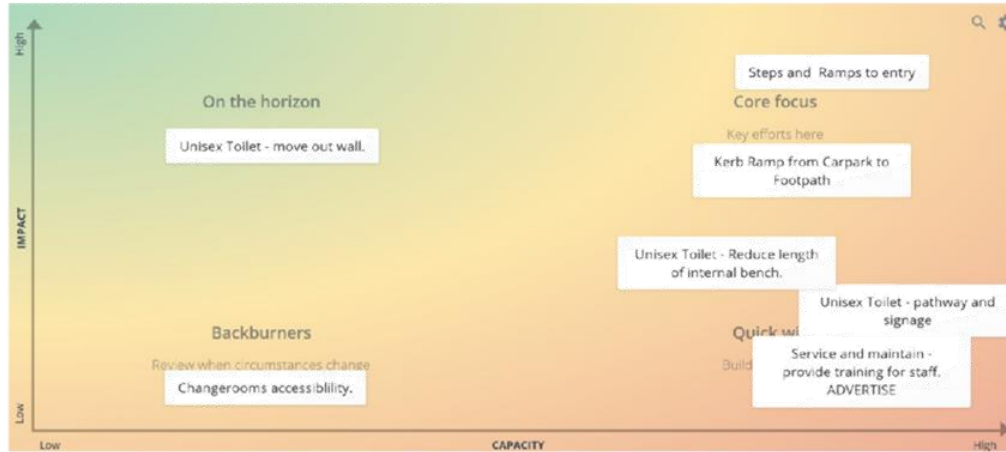
Prioritisation of New Recreation and Convention Centre recommendations



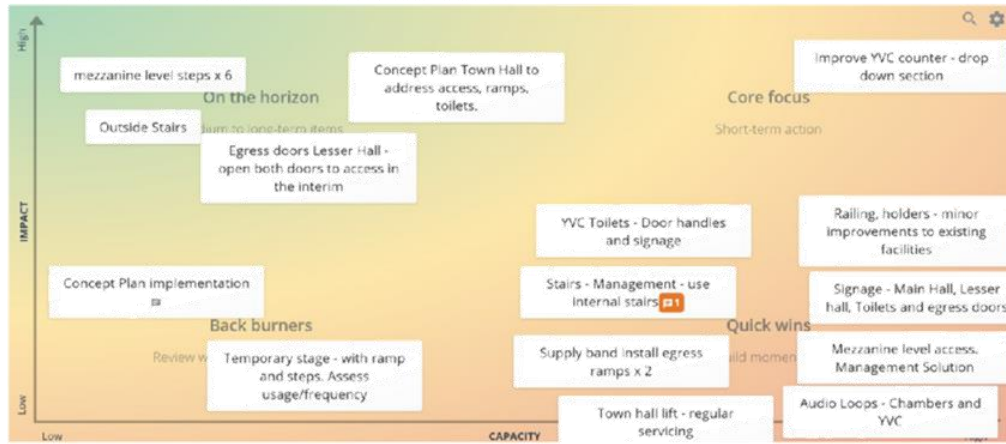
Prioritisation of Residency Museum recommendations



Prioritisation of Pool recommendations



Prioritisation of Town Hall recommendations



Comments

Stairs - Management - use internal stairs – suggest light grey strips and signage



7.2 BALLADONG LODGE - RESIDENTS' ACCESS TO YORK CBD

File Number:	CS.SSP.1
Author:	Suzie Haslehurst, Executive Manager, Corporate & Community Services
Authoriser:	Suzie Haslehurst, Executive Manager, Corporate & Community Services
Previously before Council:	Not applicable
Appendices:	1. Concerns raised 2. Response from Global Care Inc.

NATURE OF COUNCIL'S ROLE IN THE MATTER

Executive

PURPOSE OF REPORT

This report details concerns raised regarding safety of residents at Balladong Lodge when exiting the complex on Balladong Street and their access to the York CBD.

BACKGROUND

At the meeting of the Access and Inclusion Advisory Committee (AIAC) held on 12 March 2019, the Committee made the following recommendation which was adopted by Council at the Ordinary Council Meeting held 25 March 2019:

That Council:

Requests the Chief Executive Officer to present a report to the next Access and Inclusion Advisory Committee meeting regarding access issues for residents of Balladong Lodge travelling to the York CBD.

This report addresses the above resolution. An email outlining the specific concerns raised is attached at Appendix 1.

COMMENTS AND DETAILS

The Chairperson of the AIAC met with the Facility Administrator of Balladong Lodge to discuss the issues raised. Subsequently, the Chairperson and officers spoke to the Chief Executive Officer of Global Care Inc. to whom the matter was referred. Global Care Inc is the organisation that owns and operates Balladong Lodge.

The CEO, while receptive, was surprised to hear of these concerns and pointed out that the exit referred to is intended as a vehicle exit only and that she had received no complaints from residents regarding this matter. She followed up this conversation with an email response which is attached at Appendix 2.

Officers have also reviewed the issue of Balladong residents traversing Redmile Road for access into the York CBD. Redmile Road does not currently have a formalised footpath. While the intent is to install footpaths on every street in York, it is unlikely that this will occur on Redmile Road in the short term, given the volume of foot and vehicular traffic involved and other priority areas for footpaths.

In addition, while a footpath would assist residents to reach the intersection of Balladong Street and Avon Terrace, from a safety perspective, this is not an ideal place for pedestrians to cross Balladong Street.

Finally, Main Roads WA has indicated that unless the volume of pedestrians crossing Balladong Street reaches a much higher level, it is unlikely that a pedestrian crossing would be installed.

Given the above and the fact that Balladong Lodge is privately owned and operated, officers are proposing that the Shire writes to Global Care Inc. to encourage the modification of the Balladong Street exit to provide safe egress for residents. Should this occur, then the Shire could work with Balladong Lodge to advocate for a safe crossing point on Balladong Street.

OPTIONS

The AIAC could recommend that Council prioritises the formalisation of a footpath on Redmile Road. However as outlined above, encouraging pedestrians to cross at the Balladong Street / Avon Terrace intersection is not considered the safest option from a traffic management perspective. In addition, there are other higher priority footpaths to be installed in the short term.

IMPLICATIONS TO CONSIDER

Consultative

Balladong Lodge

Global Care Inc.

Main Roads WA

Strategic

The Place to Live

1.4 Few barriers to safe easy movement

Policy Related

Nil

Financial

Nil

Legal and Statutory

Nil

Risk Related

There is a risk that the Shire would be seen to be responsible for ensuring safe crossing of Balladong Street. However, as the road is owned by Main Roads WA and Balladong Lodge is privately owned and operated, the proposed recommendation could be considered a reasonable risk mitigation strategy.

Workforce

Nil

VOTING REQUIREMENTS

Not applicable.

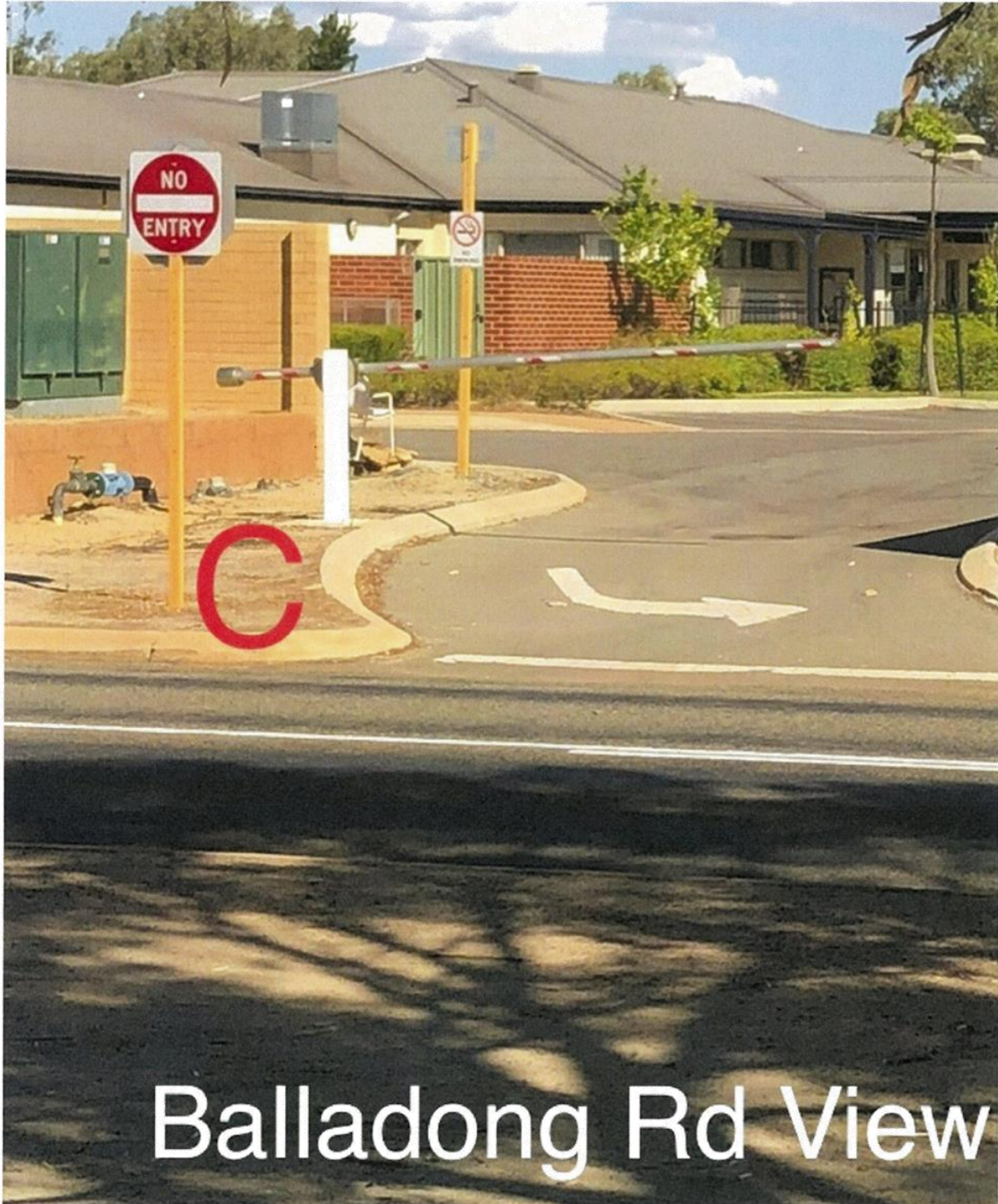
COMMITTEE RECOMMENDATION**Moved: Cr Denese Smythe****Seconded: Marie Forster****That the Committee recommends:****That Council:**

- 1. Notes the correspondence received from Global Care Inc. in response to concerns raised regarding access and safety issues for Balladong residents; and**
- 2. Requests the Chief Executive Officer to write to Global Care Inc. to:**
 - a) Encourage the modification of the Balladong Street exit from Balladong Lodge to provide safe egress for pedestrian residents; and**
 - b) Offer to work with Balladong Lodge to advocate for a pedestrian crossing once these modifications have been made.**

CARRIED: 6/0

Suzie Haslehurst

From: [REDACTED]
Sent: Sunday, 17 March 2019 1:53 PM
To: Bev Penny; Suzie Haslehurst; Joanna Bryant; Darren Wallace
Subject: Balladong exit and proposed crossing to address safety concerns.



Dear Bev, Suzie, Jo and Darren.

This is the matter that I highlighted at the last AIAC meeting regarding safety concerns of residents at Balladong travelling into town.

I wish to draw your attention to a significant matter that has remained unresolved for a number of years which potentially presents a high safety risk to residents of Balladong Lodge. As such, there is an inherent obligation and duty of care to address it, mitigate harm and ensure that the facility has adequate and safe accessibility for all. Please consider the attached photo and summary of the identified hazard and suggested possible solutions.

Balladong lodge is a mixed facility incorporating both high and low level residential care as well as independent living units. Many residents journey into the town CBD independantly either on foot or with the assistance of mobility aids such as rollators or gophers. However there has been a major access/safety issue not sufficiently addressed to date, and it appears, not adequately planned for as should be considered for an aged care facility. The official Redmile Rd access point has no sealed paths along the road side to connect it with the main Rd into town (Avon Tce) which means that should residents travel this way, they would have to either do so on the Road itself or on the loose gravel shoulder both options presenting a totally unacceptable risk to the individual. The only other access point along Balladong Rd, is an official ambulance exit with a boom gate and a non-continuous footpath. Consequently these issues presents a foreseeable safety risk to a particularly vulnerable population some of whom may also have sensory impairments (such as vision and hearing loss) affecting judgment. Local Government are responsible for road/footpath infrastructure and as such have a duty of care to the residents of York. In order to prevent foreseeable harm arising from a breach of this duty and a case of civil negligence, it would be necessary to act on the highlighted risks by prioritising works to rectify the situation as soon as possible. Staff, residents, some members of the community and the Access and Inclusion Committee support the need for action on this matter.

- A. Foot path pinches at corner cutting off continuity of footpath and hindering access into town.
- B. Suggested pedestrian crossing site along busy Balladong Rd serving as a visual cue to drivers (including heavy trucks) signalling the need for slower speed and caution, and a visual, way-finding aid to residents of Balladong Village highlighting a designated safe, sealed place to cross.
- C. Potential site of corner modification to allow room for continuation of footpath around the corner on the opposite side for residents to safely use.

Thank you for your consideration of this important matter,

Kind Regards

██████████



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Midland WA 6056
PO Box 1240 Midland WA 6936

Phone: 1300 812 790
Fax: 9274 5060
reception@globalcareinc.com.au
www.globalcareinc.com.au

29/04/2019

Bev Penny
York Access and Inclusion Committee
[REDACTED]

Dear Bev,

Re: Safety concerns raised by [REDACTED] in relation to Balladong Country Estate, York

Thank you for forwarding [REDACTED] email, received on behalf of the York Access and Inclusion Committee.

[REDACTED] has outlined in the email what [REDACTED] believes to be concerns relating to safety at the Balladong Country Estate exit. While we appreciate [REDACTED] taking an interest in our (private) estate and our residents, we have reviewed the details provided and cannot validate the suggested risk/ hazard to consumers.

Residents, staff and family members of Balladong Country Estate are our key stakeholders and I can confirm that we have not had these concerns raised by any said party to date. If this was to change and risk or a hazard was identified as a result, I can assure the committee that we would take the appropriate steps to review, consider solutions and action these accordingly.

If you have any further questions, please do not hesitate to contact me directly.

Regards,



Krystal Laurentsch
Chief Executive Officer
Global Care Group Inc.

CC:

Suzie Haslehurst- Shire of York, Executive Manager Corporate & Community Services
Bonnie Dryden- Balladong Lodge, Facility Manager
Amanda Millington- Balladong Country Estate, Village Administrator

7.3 DISABILITY ACCESS AND INCLUSION PLAN PROGRESS REPORT 2018/19

File Number:	CS.SSP.1
Author:	Suzie Haslehurst, Executive Manager, Corporate & Community Services
Authoriser:	Suzie Haslehurst, Executive Manager, Corporate & Community Services
Previously before Council:	Not applicable
Appendices:	1. DAIP Progress Report 2018/19

NATURE OF COUNCIL'S ROLE IN THE MATTER

Legislative

Executive

PURPOSE OF REPORT

A review of the Shire's Disability Access and Inclusion Plan (DAIP) has been conducted by officers and the draft 2018/19 Progress Report is presented for the Committee's recommendation to Council before submission to the Department of Communities Disability Services team. (Note that the Disability Services Commission has been incorporated into the Department of Communities).

BACKGROUND

In accordance with the *Disability Services Act 1993 (amended 2004)*, public authorities are required to develop and implement a DAIP that identifies barriers to access and to propose solutions to ensure equitable access to services and facilities for people with disabilities. The Shire of York adopted its current DAIP 2018-23 on 25 June 2018.

Local governments are required to report no later than 1 July each year on their progress in implementing their Disability Access and Inclusion Plans (DAIPs). The Minister for Disability Services uses the information provided to develop a report that showcases the work being done by public authorities across Western Australia, highlighting examples of best practice and demonstrating the value of DAIPs. This report is tabled in Parliament and made publicly available by the Department of Communities.

COMMENTS AND DETAILS

The Shire is required to develop and implement strategies under 7 key outcome areas;

Outcome 1:	Services and Events
Outcome 2:	Buildings and Other Facilities
Outcome 3:	Information
Outcome 4:	Level and Quality of Service
Outcome 5:	Complaints
Outcome 6:	Consultation
Outcome 7:	Employment

The DSC provides an on-line reporting template via Survey Monkey that officers are required to complete. The draft 2018/19 Progress Report is attached at Appendix 1 for the Committee's consideration.

Activities undertaken during 2018/19 to address the Shire's DAIP include the following;

- A review of the Shire's event approvals process and inclusion of the Accessible Events Checklist included in the guidelines provided to event organisers
- Increased library resources for sight impaired people
- Becoming a Companion Card affiliate
- A partnership with Alzheimers WA to promote York as a dementia-friendly town
- Undertaking an access and inclusion audit of Shire owned and operated buildings and the York CBD
- Update of the Shire's Customer Service Charter and other Shire documents to promote their availability in alternative formats upon request
- Encouraging staff and Councillors to undertake online Disability Awareness Training during Disability Awareness Week
- Initiating regular staff information sessions that include refresher training on the Shire's DAIP
- Including a question in the community survey regarding disability, access and inclusion.

OPTIONS

The AIAC could choose not to recommend the DAIP Progress Report for 2018/19 for acceptance by Council. However, the Shire is required by legislation, to submit a report no later than 1 July. Therefore, officers are seeking the Committee's recommendation of the report as attached. Once approved, officers will submit the report to the Department of Communities via the online portal.

IMPLICATIONS TO CONSIDER

Consultative

Department of Communities Disability Services team

Strategic

Theme 1: A Place to Live

- 1.4 *There are few barriers to people moving safely, freely and easily around the town of York and rural townships and to other communities.*
- 1.5 *Health, disability and family support services are accessible and locally provided wherever possible.*

Policy Related

G 4.1 *Integrated Planning and Reporting: (Planning)*

G 4.2 *Integrated Planning and Reporting: (Reporting)*

Financial

Implementation of the DAIP is considered as part of the annual budget process.

Legal and Statutory

Disability Services Act 1993

29C. Annual report by Commission about plans

- (1) *As soon as practicable after each 1 July the Commission must give the Minister a report on the effectiveness of disability access and inclusion plans, and the extent to which they have been complied with, during the year that ended on the preceding 30 June.*
- (2) *The Minister must cause the report received under subsection (1) to be laid before each House of Parliament within 14 sitting days after the Minister receives it.*

Risk Related

While it is not legislated that the Shire must submit a Progress Report, it is a requirement of the Disability Services Commission for that agency to meet its own statutory obligations. Failure to submit a Progress Report will result in a reputational risk to the Shire.

Workforce

The development and administration of the Shire's DAIP is led by the Corporate & Community Services directorate as access and inclusion falls within this portfolio. However, responsibility for implementing the actions within the DAIP lies with relevant officers across the organisation.

VOTING REQUIREMENTS

Not applicable.

COMMITTEE RECOMMENDATION

Moved: Cr Jane Ferro

Seconded: Rosemary Parker

That the Committee recommends:

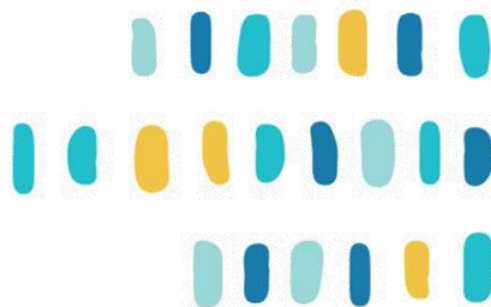
That Council:

- 1. Adopts the 2018/19 DAIP Progress Report noting the progress made to date; and**
- 2. Requests the Chief Executive Officer the submit the 2018/19 DAIP Progress Report to the Department of Communities by 1 July 2019.**

CARRIED: 6/0



Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2018–19

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2018-19.

Public authorities have a unique role in driving the inclusion of people with disability within their organisations and within their communities. Their ability to include people with disability in civic life reduces disadvantage and progresses WA's economic and social potential. Inclusion through public authorities helps ensure that all people are welcomed, valued and included in all aspects of their organisation, services and facilities.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important part of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament.

Your contribution is greatly appreciated.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by Monday 1 July 2019.

Help in completing your Progress Report is available online, or you can contact the Access and Inclusion Team:

Email: access@dsc.wa.gov.au

Sue Henson: 08 9222 4580

Richard Struik: 08 6217 6263

Christopher Cable: 08 9440 2251

Important notes

1. Changes to this year's format are designed to encourage public authorities to reflect on the role of the DAIP itself, and on the narratives of your DAIP activities.
 - With regards to activities, we are asking for your narratives to highlight the challenges, learnings and outcomes. The level of detail may vary depending on the activity. It may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not.
 - How your narrative describes the involvement, impact and outcomes for people with disability is very important, the experiences and challenges and achievements demonstrate how we progress inclusive organisations and communities.
2. For the purposes of the report, the use of the term 'activity' is designed to capture specifically what has happened or is happening, rather than a broader strategy or objective.
 - Photographs are welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. Captions and photo descriptions can be provided in the text box for each outcome area, in the file name, or in the file itself.
3. Note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

1. Name of public authority: **Shire of York**
2. Type of public authority (local or State): **Local Government Authority**
3. Name of contact person: **Suzie Haslehurst – Executive Manager, Corporate & Community**
4. Phone number: **9641 0505**
5. Email: **records@york.wa.gov.au**

Please forward to the Department of Communities by Monday 1 July 2019.

About your Disability Access Inclusion Plan

6. Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Pick the category that best describes, along with a brief reason)

Corporate & Community Services leads the Shire's DAIP implementation as access and inclusion falls within this portfolio.	
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7. In 2018-19, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

DAIP Implementation plan	✓
Internal working group or committee	
External working group or committee	✓
Community feedback and/or co-design mechanisms	✓
Other Click or tap here to enter text.	

8. In 2018-19, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

All new staff receive a copy of the DAIP	
Workshops/seminars/training/events	✓
DAIP is referenced in internal policies and procedures	✓
DAIP planning is integrated into other organisational commitments	✓
Other Click or tap here to enter text.	

9. In 2018-19, did your organisation plan activities in your DAIP that were not implemented? (Please tick a single option)

Yes	✓
-----	---

10. If Yes, what were the main reason(s)? (Please tick single or multiple options)

Change in budget resources	
Change in staffing capacity/leadership	
Change of priority	✓
Loss of engagement with stakeholders	
Other Click or tap here to enter text.	

11. The [State Disability Plan](#) will be the 10-year vision driven by the aspirations of people with disability. It will build and expand upon current initiatives to ensure people with disability are empowered to participate in full civic life in their local communities.

From your organisation's experiences in implementing your DAIP, please advise of any actions, ideas or key priority areas that you want to see included in the State Disability Plan. You may also have insights into creating positive change around that action/idea and the players (organisations, departments etc) that might be involved to create that change.

[To be discussed with AIAC](#)

Reporting your DAIP activities

1. General services and events

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

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

12. For this Outcome, how many new activities were commenced in 2018-19?

Four

13. For this Outcome, how many activities were progressed (but not new) in 2018-19?

Three

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 1. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

14. Activity 1

The Shire's Events Committee undertook a full review of its event application forms and event approval processes with a specific focus on inclusion. The Accessible Events Checklist is now included in the event information package given to potential event organisers and is also available on the Shire's shared network, website and is referenced as part of the event approvals process by the events committee when processing applications.

15. Activity 2

The Library has increased shelving area to accommodate more large print and audio items. We have increased numbers in this area which now includes a selection of MP3's which are much easier to use by sight impaired patrons.

16. Activity 3

The Shire of York is now a Companion Card Affiliate. All Shire buildings and Shire supported events now accept Companion cards.

17. Activity 4

The Shire of York entered into a partnership with Alzheimers WA to promote dementia-awareness and contribute to the redevelopment of toilets at Avon Park. York is acknowledged as a dementia-friendly town. This has resulted in the establishment of a monthly Forget-Me-Not Café for people living with dementia and their carers which was the subject of a report on Channel 7's "Today Tonight".

18. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

2. Buildings and facilities

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

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

20. For this Outcome, how many new activities were commenced in 2018-19?

Three

21. For this Outcome, how many activities were progressed (but not new) in 2018-19?

Three

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 2. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

22. Activity 1

An allocation was included in the 2018/19 budget to undertake an Access and Inclusion Audit of Shire owned and operated buildings and the York CBD. O'Brien Harrop Access Consultants were engaged to undertake the audit following a procurement process in accordance with the Shire's Purchasing Policy. A comprehensive report was received by Council in March 2019 followed by a workshop with members of the Access and Inclusion Advisory Committee, Councillors and senior staff to work through the recommendations rated as a high priority by the consultants based on standards, legislation and risk. This has informed the 2019/20 budget process and will inform future annual budgeting and the Shire's Long Term Financial Plan. One challenge is that as a heritage town, a significant number of the Shire's buildings are heritage listed and were built to the standards of the day. Often the cost of bringing the buildings to current standards is prohibitive.

23. Activity 2

Applications for Building Permits are assessed against the National Construction Codes (NCC) to determine compliance Access to Premises Standards (The Standards). Where a certified application is received by the Council the private Certifier must ensure that the design is compliant and where an uncertified application is received it is the Council's role to ensure compliance. The Standards are applied to all new buildings except for a single dwelling (Class 1a building). For existing buildings, the Standards are not applied retrospectively, however they may be applied where building works are being proposed (depending on the extent of the works).

24. Activity 3

The Shire of York is currently developing a Trails Master Plan. Common Ground has been engaged with the principles of access and inclusion to be considered as part of any upgrades or development of new trails.

25. Activity 4

Click or tap here to enter text.

26/27. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

3. Information and Communication

DAIP Outcome 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.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

28. For this Outcome, how many new activities were commenced in 2018-19?

Three

29. For this Outcome, how many activities were progressed (but not new) in 2018-19?

One

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 3. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

30. Activity 1

Staff have been provided with access to the State Government Access Guidelines for Information, Services and Facilities and encouraged to review the guidelines.

31. Activity 2

All Shire documents have been amended to include a statement about documents being made available in alternative formats upon request and the Shire's Customer Service Charter was updated.

32. Activity 3

The Shire's website complies with W3C web content guidelines and assistive tool are available.

33. Activity 4

Click or tap here to enter text.

34/35. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

4. Quality of service

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

36. For this Outcome, how many new activities were commenced in 2018-19?

Two.

37. For this Outcome, how many activities were progressed (but not new) in 2018-19?

Nil

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 4. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

38. Activity 1

All staff and Councillors were encouraged to undertake online Disability Awareness Training as part of Disability Awareness Week and the Chairperson of the Access and Inclusion Advisory Committee presented certificates of completion at a morning tea held in the Shire's Library. Over 75% of staff and Councillors participated.

39. Activity 2

An all staff training session was held which included a presentation on the Shire's DAIP and information about how employees can implement the outcomes of the DAIP. A staff training policy has been adopted which includes mandatory annual refresher training on the Shire's DAIP.

40. Activity 3

Click or tap here to enter text.

41. Activity 4

Click or tap here to enter text.

42/43. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

5. Complaints and safeguarding

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

44. For this Outcome, how many new activities were commenced in 2018-19?

Two.

45. For this Outcome, how many activities were progressed (but not new) in 2018-19?

Nil.

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 5. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

46. Activity 1

The Shire's Customer Service Charter was updated and distributed with the 2018/19 rates notices. The Shire is currently in the process of developing a page on its website to enable people to report barriers to access and inclusion.

47. Activity 2

Click or tap here to enter text.

48. Activity 3

Click or tap here to enter text.

49. Activity 4

Click or tap here to enter text.

50/51. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

6. Consultation and engagement

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

52. For this Outcome, how many new activities were commenced in 2018-19?

Two

53. For this Outcome, how many activities were progressed (but not new) in 2018-19?

One

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 6. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

54. Activity 1

The Shire engaged Catalyse to undertake the Shire's biennial community survey. A question was included in the survey regarding facilities for people living with disability and the survey was made available in hard copy and electronic copy and phone and in-person surveys were available upon request.

55. Activity 2

The Shire has used a range of venues during the year for community consultation to ensure equitable access, including Balladong Lodge and the York Community Resource Centre.

56. Activity 3

Click or tap here to enter text.

57. Activity 4

Click or tap here to enter text.

58/59. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

7. Employment, people and culture

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

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

60. For this Outcome, how many new activities were commenced in 2018-19?

Three

61. For this Outcome, how many activities were progressed (but not new) in 2018-19?

Nil

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 7. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

62. Activity 1

Officers worked with Hays Recruitment to engage a temporary Technical Officer with a disability.

63. Activity 2

All staff and Councillors were encouraged to undertake online Disability Awareness Training as part of Disability Awareness Week and the Chairperson of the Access and Inclusion Advisory Committee presented certificates of completion at a morning tea held in the Shire's Library.

64. Activity 3

An all staff training session was held which included a presentation on the Shire's DAIP and information about how employees can implement the outcomes of the DAIP. A staff training policy has been adopted which includes mandatory annual refresher training on the Shire's DAIP.

65. Activity 4

Click or tap here to enter text.

66/67. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

Agents and contractors

The Disability Services Act 1993 requires practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion. This can often help encourage awareness and activity across the private and community sectors.

Agents and contractors can include non-government and not-for-profit organisations and businesses that undertake work on behalf of your organisation. Public authorities are responsible for determining which of their agents and contractors have a role in the DAIP. Often this is based on the importance of the service, its level of public interaction or level of risk management. Employees employed by a public authority under a contract should not be considered as contractors for this report.

In this section you will be asked about how your organisation links its DAIP commitments with the work of its agents and contractors.

68. Which of the following methods are used by your organisation to support your DAIP? (Please tick single or multiple options)

Inform agents and contractors about the DAIP through contracts or agreements	<input checked="" type="checkbox"/>
Require agents and contractors to implement a DAIP or have access and inclusion policies and procedures	<input type="checkbox"/>
Require an annual report on DAIP related activities	<input type="checkbox"/>
Provide training or resources	<input type="checkbox"/>
We have no identified agents and contractors	<input type="checkbox"/>
Other Click or tap here to enter text.	<input type="checkbox"/>

69. Please provide a description of any significant DAIP activities driven or led by your organisation's agents and contractors in 2018-19.

Applications for Building Permits are assessed against the National Construction Codes (NCC) to determine compliance Access to Premises Standards (The Standards). Where a certified application is received by the Council the private Certifier must ensure that the design is compliant and where an uncertified application is received it is the Council's role to ensure compliance. The Standards are applied to all new buildings except for a single dwelling (Class 1a building). For existing buildings, the Standards are not applied retrospectively, however they may be applied where building works are being proposed (depending on the extent of the works).

70. How many of your agents or contractors were considered to have a role in your DAIP? (please tick one box)

1-20	<input checked="" type="checkbox"/>
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Feedback about our access and inclusion services

71. In 2018-19, did your organisation use any of the access and inclusion resources on www.disability.wa.gov.au? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

72. If Yes, were you satisfied with the resources? (please tick one)

Very satisfied	<input type="checkbox"/>
Satisfied	<input checked="" type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Comments [Click or tap here to enter text.](#)

73. In 2018-19, has your organisation contacted the Access and Inclusion team? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

74. If Yes, were you satisfied with the service provided? (please tick one)

Very satisfied	<input type="checkbox"/>
Satisfied	<input checked="" type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Comments [Click or tap here to enter text.](#)

75. Do the changes to the DAIP Progress Reporting template for 2018-19 better suit your organisations approach to managing access and inclusion?

Yes	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>
No Difference	<input type="checkbox"/>

Thank you for completing the 2018-19 DAIP Progress Report.

8 QUESTIONS FROM MEMBERS WITHOUT NOTICE

Ms Marie Forster

Can the meetings of the AIAC be open to the public and publicly advertised?

Response provided by the Executive Manager, Corporate & Community Services:

Officers will review the Terms of Reference and make a recommendation to the AIAC at a future meeting. Meanwhile, an agenda briefing will be held for half an hour prior to formal AIAC meetings to enable members to seek clarification and ask questions about matters relating to the contents of the agenda.

It is recommended that the public be encouraged to contact the Shire directly with any access and inclusion issues for presentation to the AIAC and Council.

Ms Marie Forster

Can the Shire's website be updated as the Access and Inclusion information currently on the website is not current?

Response provided by the Executive Manager, Corporate & Community Services:

Officers are working on a dedicated page for Access and Inclusion on the Shire's website including the ability to report access barriers and are currently researching examples from other Shires.

Ms Marie Forster

Should the AIAC discuss the priorities for expenditure of funds reallocated by Council from the Avon Terrace Revitalisation Grants?

Response provided by the Executive Manager, Corporate & Community Services:

The priorities identified in the workshop on 26 March have informed decisions regarding this expenditure with some works (mid-crossing of Avon Terrace) already undertaken.

9 BUSINESS OF AN URGENT NATURE INTRODUCED BY DECISION OF THE MEETING

Nil

10 NEXT MEETING

The next Access and Inclusion Advisory Committee Meeting will be held on Tuesday, 6 August 2019 at 10.30am in Council Chambers, York Town Hall, York.

11 CLOSURE

The Chairperson thanked everyone for their attendance and closed the meeting at 11.07am.