

Appendix 1

Shire of York

Disability Access and Inclusion Plan (DAIP) 2013 – 2018

This plan is available in alternative formats such as large print, electronic format (disk or emailed), audio or Braille, on request.

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Acknowledgements

The Shire of York acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access Inclusion Plan.

In particular, thanks are given to Wheatbelt & Family Support Association Inc, Shire staff and individual community members.

Background

The Shire of York

The Shire of York is located in the South Eastern Wheatbelt, approximately 97km's east of Perth and covers an area of 2,010 square kilometres.

Major industries are agriculture, including wheat, sheep, light industry, hay processing, olive oil processing and tourism.

The major town, York, is located on the Great Southern Highway with a Shire population of approximately 3,500. York is experiencing growth due to the movement of retirees and other mature-aged people to the area. The town was established in the late 19th century and has retained some heritage-listed public buildings from this period.

Functions, facilities and services (both in-house and contracted) provided by the Shire of York

The Shire of York is responsible for a range of functions, facilities and services including:

Services to property: construction and maintenance of Shire-owned buildings roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; and bush fire control.

Services to the community: provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; public library and information services; youth services and community events.

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

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

Processes of government: ordinary and special Council and committee meetings; electors' meetings and election of Council Members; ward meetings and community consultations.

People with disabilities in the Shire of York

It is estimated that there are around 500 people with disabilities living within the Shire, 20.6% of the permanent population of 2,500 (the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003) estimate that 20.6% of Australians identify themselves as having some form of disability). The influx of retirees will increase this number as according to the ABS survey, 50% of people aged over 60 identified themselves as having a disability. The seasonal influx of tourists, including tourists with a disability, must also be considered.

Planning for better access

The Western Australia Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

Progress since 1995

The Shire of York is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 - 2007 DSP.

Access and Inclusion Policy Statement

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

The Shire of York interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities as other people in the community.

The Shire of York:

- recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life;
- believes that people with disabilities, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disabilities, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- is committed to supporting local community groups and businesses to provide access and inclusion of people with disabilities; and
- is committed to achieving the six desired outcomes of its DAIP. These are:
 1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
 2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
 3. People with disabilities receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
 4. People with disabilities receive the same level and quality of service from the staff of the relevant public authority.
 5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.
 6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.

Review of the Disability Access & Inclusion Plan 2007 - 2012

Responsibility for the planning process

The Manager Health / Building has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

Community consultation process

In 2012, the Shire undertook to review its Disability Service Plan (DSP) consult with key stakeholders and review the previous DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the 2007 - 2012 DSP and subsequent progress reports to see what has been achieved and what still needs work;
- consultation with key staff; and
- consultation with the community.

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIP's). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used. The following consultation methods were used:

- In April 2012 the community was informed through the local newspaper, public notice boards, a survey and Shire's website that the Shire was reviewing the existing DAIP to address barriers to access for people with disabilities and their families. They were invited to provide input either in writing, by telephone, in person or attend a community consultation meeting.
- A questionnaire was made available at the post office, library, shire office and on the Shire's website in February 2012. This invited people to identify any barriers under each of the six desired outcomes for a DAIP. Eight completed questionnaires were received.
- A meeting was held in February 2012 with Elected Members of Council and Shire employees to gain feedback on barriers and strategies to address them.
- A public meeting was held in May 2012 with 8 people, including people with disabilities, their families and representatives of disability organisations, to discuss barriers to access and potential solutions to overcoming barriers and enhancing inclusion in the community.
- Individual Shire employees made contact with several people to discuss the barriers to services and facilities. An inspection of paths, ramps and barriers in the York Town site was undertaken.

Findings of the consultation

The review and consultation found that most of the initial objectives in the second DSP had been achieved and that a reviewed plan was required to address existing access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Reviewed Plan.

Access Barriers

The access barriers identified in the consultation process were:

- Shire policy to guide and inform access and inclusion activities may not reflect contemporary values and practice.
- Processes of the Shire may not be as accessible as possible.
- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic.
- Elements of the Shire's website require improvement to best meet the needs of people with disabilities.
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities.
- People with disabilities may not be aware of consultation opportunities with the Shire.
- Improvements were noted to be required in pathways in the York Central Business District.

These barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access barriers.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Communicating the plan to staff and people with disabilities

- In December 2012 copies of the draft reviewed DAIP were sent to all those who contributed to the planning process. In February 2013 the plan was finalised and formally endorsed by Council.
- The community will be informed through the local media (newspaper and radio) that copies of the plan are available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Shire's website.
- As plans are amended Shire staff and the community will be advised of the availability of updated plans, using the above methods.

Review and evaluation mechanisms

The Disability Services Act requires that DAIP's be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

Monitoring and Reviewing

The employee with responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

- The Shire's DAIP will be reviewed and submitted to the Disability Services Commission in 2013. The report will outline what has been achieved under the Shire's DAIP 2007 -2012.

Evaluation

- An evaluation will occur as part of the five-yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

Reporting on the DAIP

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its annual report outlining:

- progress towards the desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the six desired outcome areas of the Disability Services Act from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

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

Strategy	Timeline
Ensure that people with disabilities are consulted on their needs for services and the accessibility of current services.	Complete April 2012
Monitor Shire services to ensure equitable access and inclusion.	ongoing
Improve access to the information in the library. Delivery service, audio books, personal service, large print.	Complete April 2012
Develop the links between the DAIP and other Shire plans and strategies.	December 2013
Ensure that events, whether organised or funded, are accessible to people with disabilities.	ongoing

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

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	June 2017
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	ongoing
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	July 2015
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	December 2013
Ensure that all recreational areas are accessible.	December 2013

Outcome 3: People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy

Timeline

Ensure that the community is aware that Shire information is available in alternative formats upon request.	December 2013
Improve staff awareness of accessible information needs and how to provide information in other formats.	ongoing
Budget for and provide interpreters to significant events on request.	June 2014
Ensure that the Shire's website meets contemporary good practice.	June 2014

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

Strategy

Timeline

Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services.	December 2013
Improve community awareness about disability and access issues.	December 2013

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

Strategy

Timeline

Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	ongoing
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Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

Strategy

Timeline

Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	ongoing
Ensure that people with disabilities are aware of and can access other established consultative processes.	ongoing

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

Strategy

Timeline

Ensure all new Council public buildings are accessible and able to be occupied by employees who may be potentially disabled.	ongoing
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Appendix 1

Progress since 1995 - 2012 under the Disability Service Plans

1. Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

- An integration strategy including awareness training for Council officers was developed and implemented.
- Talking books were relocated to one specific, clearly signed location in the library.
- A priority bin service was developed to assist people who are unable to move their bin to and from the kerbside.

2. Access to buildings and facilities has been improved.

- Improved access was provided to the new Administration building, including a ramp.
- Automatic doors were fitted to Council / Library entrance.
- Unisex accessible public toilets were built in town centre and at swimming pool.
- Footpaths in the main street were upgraded and kerb ramps installed.

3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.

- Information was made available in alternative formats on request.

4. Employee awareness of the needs of people with disabilities and skills in delivering services is improved.

- Shire employees received disability awareness training.

5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.

- Lift installed to facilitate access to Council meetings.
- Municipal election voting was held in accessible buildings.

Shire of York

Disability Access and Inclusion Plan

Implementation Plan 2013 - 2018

Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2013-2018 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five year plan.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organized by the Shire of York.

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> o Develop consultation guidelines for all future reviews of services. 	December 2013	Health & Building
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> o Conduct systematic reviews of the accessibility of services. o Rectify identified barriers and provide feedback to consumers. 	December 2013	Disability Access Committee
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> o Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan. 	December 2013	All managers
Ensure that events, whether provided or funded, are accessible to people with disabilities.	<ul style="list-style-type: none"> o Ensure all events are planned using the Accessible Events checklist. 	February 2013	All managers
Improve access to the information in the library.	<ul style="list-style-type: none"> o Provide large print books for relevant community members. 	February 2013	Manager of Library Services
Ensure ongoing training of Shire staff on disability awareness.	<ul style="list-style-type: none"> o Arrange disability awareness training when required. 	December 2017	Manager Health & Building

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

Strategy	Task	Task Timeline	Responsibility
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> o Identify access barriers to buildings and facilities. o Prioritise and make a submission to Council to commence work on rectifying identified barriers. 	December 2017	Manager Health & Building, Manager Works & Services.
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> o Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities. o Ensure that no development application is signed off without a declaration that it meets the legal requirements. o Ensure that key staff are trained and kept up to date with the legal requirements. 	Ongoing	Manager Health & Building, Senior Building Surveyor, Manager Planning Services, Manager Works & Services.
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> o Undertake an audit of ACROD bays and implement a program to rectify and non-compliance. o Consider the need for additional bays at some locations. 	December 2013	Manager Works & Services.
Conduct audit of footpaths and kerb ramps.	<ul style="list-style-type: none"> o Provide costing for footpath and kerb repairs for Council consideration. 	May 2014	Manager Works & Services.
Inaccessible front counter for administration office.	<ul style="list-style-type: none"> o Make submission to Council to commence work on administration front counter. 	May 2014	Manager Health & Building.
Advocate to local business and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> o Provide information (available on the DSC website), on the needs of people with disabilities and of legal requirements and best practice. o Promote access to business. o Make access information available on the Shire's website. 	Ongoing	Manager Health & Building.
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> o Conduct audit of Shire pool, Community Hall and playground. o Develop and implement a program of progressive upgrade. 	December 2017	Manager Health & Building.

Outcome 3: People with disabilities 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
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> o Ensure that all documents carry a notation that it is available in alternative formats. o Publicise the availability of other formats in the local newspaper. 	December 2017	All managers
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> o Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee intranet site. o Train employees in providing accessible information, arrange training. 	December 2016 December 2016	Deputy Chief Executive Officer
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> o Redevelop website to ensure it complies with the W3C web content guidelines. 	December 2016	Executive Support Officer
Budget for and provide interpreters to significant events on request.	<ul style="list-style-type: none"> o Make budget provision for interpreters and advertise the availability of the service. 	June 2013	Deputy Chief Executive Officer

Outcome 4: People with disabilities receive the same level and quality of service from the employees of the Shire of York as other people receive.

Strategy	Task	Task Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> o Determine training needs of employees and conduct training as required. 	June 2016	Deputy Chief Executive Officer
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> o Develop strategies for inclusion in the 2013 Implementation Plan. 	December 2013	Deputy Chief Executive Officer

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

Barrier	Action	Task Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> o Review current grievance mechanisms and implement any recommendations. o Develop other methods of making complaints, such as web-based forms. o Promote accessible complaints mechanisms to the community. 	May 2014	Deputy Chief Executive Officer
		May 2016	
		May 2015	

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> o Consult people with disabilities in a range of different consultation mediums, eg focus group, interviews, surveys. o Develop a register of people to provide comment on access and inclusion issues. 	December 2014	Manager Health & Building
		December 2014	
Ensure that people with disabilities are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> o Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website. o Install an audio loop in Council Chambers in next refurbishment 	December 2014	Executive Support Officer, Manager Health & Building.
		December 2017	

Outcome 7: People with disabilities have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority (subject to future planned amendment of the Disability Services Act?).

Barrier	Action	Task Timeline	Responsibility
Ensure all new Council public buildings are accessible and able to be occupied by employees who may be potentially disabled.	<ul style="list-style-type: none"> ○ Check new building permits. 	Ongoing	Manager Health & Building

Disability Access and Inclusion Plan (DAIP)

Progress Report

Under the Disability Services Act 1993 (amended 2004), public authorities are required to report 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 available by the Disability Services Commission.

The DAIP officer for each public authority will be invited by email to use the Commission's online reporting system. If you require an invitation with a link to the online survey please contact access@dsc.wa.gov.au.

Alternatively, the progress report can be submitted in hard copy, please complete the attached form and return it and the report by email or mail to:

Mail: Access and Inclusion Team
Disability Services Commission
PO Box 441
West Perth WA 6872

Email: access@dsc.wa.gov.au

Please submit your DAIP progress report by Thursday 30 June 2016

For assistance, please contact the Access and Inclusion team:

Mark Kingston: 08 9426 9316
Sue Henson: 08 9426 9353
Email: access@dsc.wa.gov.au

Disability Access and Inclusion Plan (DAIP)

Progress Report 2015–2016

Name of public authority: Shire of York

Name of contact person: Paul Martin

Phone number: 08 9641 2233

Email: records@york.wa.gov.au

Please forward to the Disability Services Commission by **Thursday 30 June 2016**.

For 2015–2016, please describe the strategies your organisation planned and implemented for each outcome area of your DAIP.

Strategies should be reported as **planned** in 2015–2016 if they were initiated during the year or carried over from the previous year, even if they were not part of a formal implementation plan.

Strategies should be reported as being **implemented** in 2015–2016 if they were carried out as planned, even if they are ongoing. The number of strategies reported as being implemented should be equal to, or less than, the number planned. You will be asked to evaluate your strategies. If you do not provide a rating for every strategy, the remainder will be recorded as 'not yet evaluated' and considered an ineffective strategy.

EXAMPLE ONLY - Outcome 1: Services and events

For 2015–2016, please describe the strategies your organisation planned and implemented for 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.'

Total number of strategies planned (whether implemented or not):	10
Number of strategies that were implemented:	8

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	7
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 1:

- Provided disability awareness training to all new staff in the induction program.
- Implemented an accessibility checklist to ensure people with disability can participate in public events.
- ...

Outcome 1: Services and events

For 2015–2016, please describe the strategies your organisation planned and implemented for 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.'

Total number of strategies planned (whether implemented or not):	6
Number of strategies that were implemented:	1

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	1
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 1:

During pre-event meetings with event organisers, the importance of including strategies to ensure people with disabilities have access to the services and events organised by Council are discussed prior to their implementation.

All events are planned using the accessible events checklist.

Outcome 2: Buildings and facilities

For 2015–2016, please describe the strategies your organisation planned and implemented for DAIP Outcome 2:

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

Total number of strategies planned (whether implemented or not):	7
Number of strategies that were implemented:	2

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	0
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	2

Describe your organisation's strategies or provide a case study for DAIP Outcome 2:

Redesign of Council's public swimming pool to facilitate access.

Redesign of ramps and railings to external entrance of public toilet.

Audit of newly constructed disability access parking bays regularly undertaken.

Outcome 3: Information

For 2015–2016, please describe the strategies your organisation planned and implemented for 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'.

Total number of strategies planned (whether implemented or not):	4
Number of strategies that were implemented:	0

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	0
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 3:

Redevelopment of Shire website to ensure it complies with W3C web content guidelines is ongoing.

Employee training in accessible information needs is ongoing.

Outcome 4: Level and quality of service

For 2015–2016, please describe the strategies your organisation planned and implemented for 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'.

Total number of strategies planned (whether implemented or not):	2
Number of strategies that were implemented:	0

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	1
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 4:

Budget allocation for ongoing staff / elected members training is provided.

Outcome 5: Complaints

For 2015–2016, please describe the strategies your organisation planned and implemented for DAIP Outcome 5:

'People with disability have the same opportunities as other people to make complaints to a public authority'.

Total number of strategies planned (whether implemented or not):	1
Number of strategies that were implemented:	0

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	0
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 5:

New complaint policy recently adopted by Council following community consultation.

Outcome 6: Consultation

For 2015–2016, please describe the strategies your organisation planned and implemented for DAIP Outcome 6:

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

Total number of strategies planned (whether implemented or not):	2
Number of strategies that were implemented:	0

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	1
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	0

Describe your organisation's strategies or provide a case study for DAIP Outcome 6:

Council has developed a sound relationship with the local branch of Ability Focus who are consulted from time to time on various issues.

A community seminar for Council's Strategic Community Plan also highlighted the need for improvement in several buildings or facilities regarding access and inclusion issues as identified by members of the community.

Outcome 7: Employment

For 2015–2016, please describe the strategies your organisation planned and implemented for DAIP Outcome 7:

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

Total number of strategies planned (whether implemented or not):	1
Number of strategies that were implemented:	0

For the next question, take the number of strategies that were implemented and tell us how many were:

Effective – enhanced access and inclusion.

Average – enhanced access and inclusion in the interim but was not sustainable.

Ineffective – did not enhance access and inclusion.

Not yet evaluated – implemented but unsure or too early to tell whether access and inclusion was enhanced.

The answers to these four questions should add up to the answer to the number of strategies that were implemented.

Number of the strategies that were implemented that were effective:	0
Number of the strategies that were implemented that were average:	0
Number of the strategies that were implemented that were ineffective:	0
Number of the strategies that were implemented that have not yet been evaluated:	1

Describe your organisation's strategies or provide a case study for DAIP Outcome 7:

The desired outcomes for this strategy are reinforced with the Shire of York's Equal Employment Opportunity Management Plan.

The Shire of York is an equal opportunity employer.

Agents and contractors

In addition to services provided directly to the public, DAIPs also encompass services to the public delivered by agents and contractors. This includes non-government and not-for-profit organisations and businesses that undertake work on behalf of a public authority involving interaction with the community. (Contracted employees should not be considered as contractors for this report.)

For 2015–2016, how have you informed agents and contractors about your DAIP? (Please tick)

Provided a copy of your agency DAIP	
Provided a link to the DAIP on your website	
Sent a letter	
Referenced in a contract(s)	1
Referenced in a contract variation(s)	
Included requirement in funding/sponsorship agreements	
Other (please describe)	

How do agents and contractors report progress of outcomes to you? (Please tick)

Through internal annual progress reporting systems (email, meetings etc.)	1
Completing a contractor progress reporting template	
Did not report (please explain)	

Please provide a description of any significant DAIP strategies undertaken by your organisation's agents and contractors in 2015–2016.

Other questions about your DAIP

What challenges did you experience with strategies that were planned but not implemented? (Please tick)

Budgetary constraints (please explain)	<input type="checkbox"/>
Extent of modifications to public swimming pool are subject to grant funding	
Lack of support / input and feedback from the community (please explain)	<input type="checkbox"/>
Difficulties with contractor or agent input (please explain)	<input type="checkbox"/>
Difficulties coordinating strategies/initiatives (please explain)	<input type="checkbox"/>
Other (please explain):	<input type="checkbox"/>

Is the information provided in this report representative of your organisation, and not you as an individual or your position? (Please tick)

- Yes
- No

If no, please explain:

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How would you rate your overall satisfaction with the quality of service provided to your organisation by the Commission's Access and Inclusion branch? (Please tick)

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Not sure
Satisfaction with quality of service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments or feedback?

NIL.
