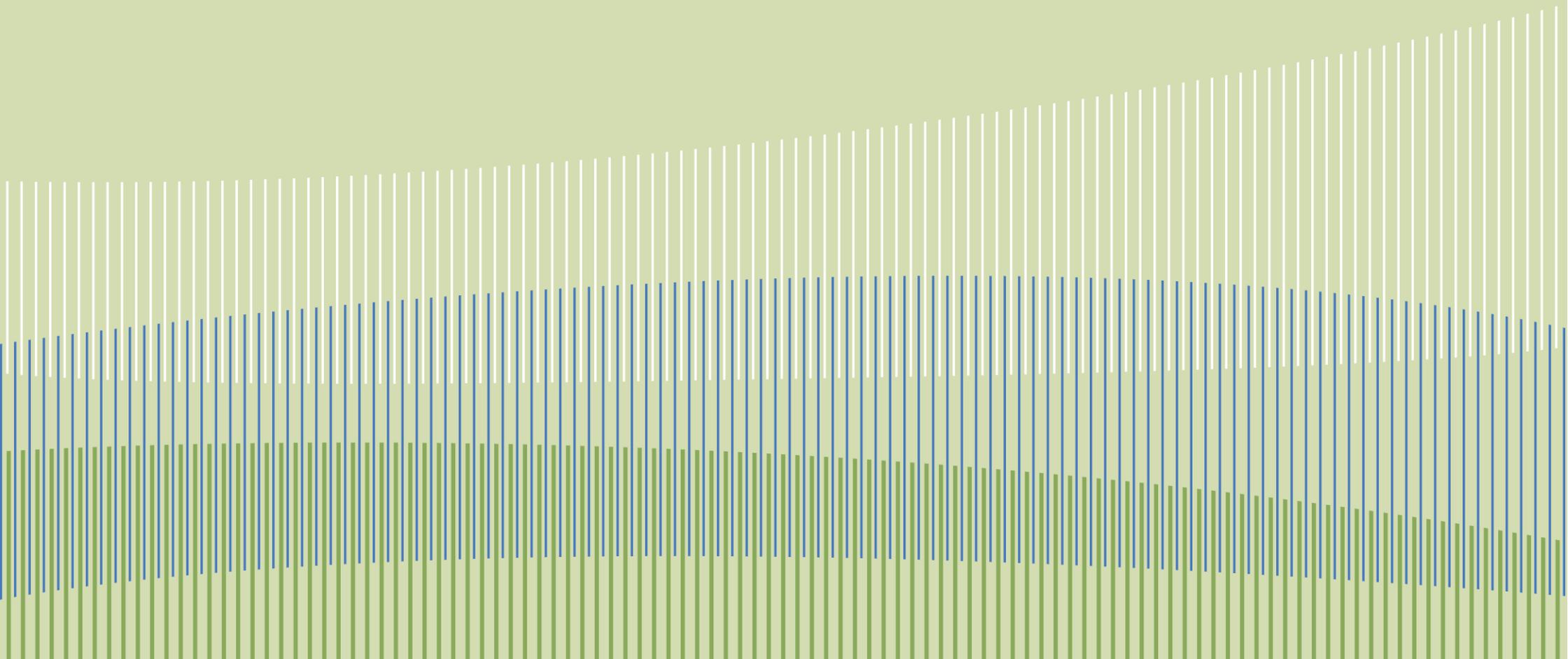


Access and Inclusion Plan

2018 - 2022



Access and Inclusion Plan

2018 – 2022

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This document is available in alternative formats such as large print, electronic format on compact disk or emailed upon request and on the Shire of Murray website www.murray.wa.gov.au

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Planning for Better Access

The Western Australia Disability Services Act (1993) requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability 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.



Background

The Shire of Murray is a predominantly rural Local Government Area of 1831 square kilometres, with the major township at Pinjarra located about 80 kilometres south of Perth. The Shire of Murray is known for its environmental and heritage attributes. It is bounded at its western end by the Peel Inlet and Harvey Estuary which are fed by the Murray, Serpentine and Harvey Rivers.

The Shire is a fast growing local authority and is expected to remain in a growth phase until at least 2030. The majority of residents located at the western end of the Murray River at South Yunderup, North Yunderup, Furnissdale, Barragup and Ravenswood, as well as in Pinjarra. Other settlements of note include North Dandalup, Dwellingup and Coolup.

The forecast population for the Shire in 2017 is 17,701 and the population is expected to increase to 28,042 by 2031. This is an average growth of over 4% each year. At present approximately 5% of the population require assistance with core activities. By 2050, Peel is expected to be one of the most populated regions outside of Perth with a projected population of 300,000 and it is estimated that the Shire could be servicing a population of approximately 164,000.

The Shire's first Disability Access and Inclusion Plan was developed in 1995, and its most recent plan expires in December 2017.

This plan will be referred to the Shire of Murray Access and Inclusion Plan (AIP) with the aim of becoming more universally inclusive. It has been recognised that many people will benefit from changes that can be made under this plan and will impact the older population, those with temporary illness or injury and require crutches, wheelchairs, frames etc. It will also cater for parents with prams and small children. Not all of these demographics will identify as having a disability but would benefit.

Although reference is made to having disability, and this Plan is designed to specifically address issues that affect people with disability in accordance with the Disability Services Act (1993), there is benefit to many people within the community to ensure universal accessibility.

Statistics

People with disability in the Shire of Murray

As of the 2016 Census Data, the Shire of Murray reported **848** people or **5.1%** of the permanent population.

Need for assistance with core activities								
	2016				2011			Change
Assistance needed by age group (years)	Number	% of total age group	Greater Perth %		Number	% of total age group	Greater Perth %	2011 to 2016
0 to 4	12	1.3	1.0		10	1.1	0.9	+2
5 to 9	43	3.8	2.6		25	2.8	2.2	+18
10 to 19	77	3.7	2.4		35	1.8	1.7	+42
20 to 59	212	2.7	1.8		144	2.2	1.6	+68
60 to 64	61	5.2	4.8		64	5.9	4.7	-3
65 to 69	87	7.0	6.1		55	6.1	5.8	+32
70 to 74	75	8.1	8.7		56	7.4	8.5	+19
75 to 79	92	13.1	14.1		65	12.7	14.1	+27
80 to 84	86	19.5	23.7		68	20.2	24.4	+18
85 and over	108	36.2	43.0		60	34.3	45.3	+48
Total persons needing assistance	848	5.1%	3.9		582	4.1	3.6	+266

Source: Australian Bureau of Statistics, *Census of Population and Housing 2011 and 2016*. Compiled and presented in profile.id by .id, the population experts.

Analysis of the need for assistance of people in Shire of Murray compared to Greater Perth shows that there was a higher proportion of people who reported needing assistance with core activities. Overall, 5.1% of the population reported needing assistance with core activities, compared with 3.9% for Greater Perth.

Aged Population

It should be noted that the 13% of the Shire's population is aged 70 years and over, with nearly 14% aged between 60 and 70 years. This represents over 25% of the Shire's population, or, in 2017 over 4,500 people.

Progress

The Shire of Murray is committed to facilitating the inclusion of people with disability by continuously improving access to information, facilities and services and adopted its first Disability Service Plan (DSP) in 1995.

The Shire of Murray has made significant progress towards achieving improved access for people with disability through improved services, capital works projects and programs. A snapshot summary of this progress includes:

- Completion of the Murray Leisure Centre upgrade including accessible heated swimming and hydrotherapy pool
- Upgraded public disability parking and ablution facilities
- Improved and expanded footpath networks
- Improved access to the Edenvale Homestead following fire damage
- Ongoing development to improve access to riverside jetties
- Website upgrades to improve accessibility
- Formation of the Murray Access and Inclusion Group to provide those with disability a voice in Shire of Murray
- Improved staff and elected member's awareness of accessibility in service delivery and participation by residents and stakeholders within the Shire of Murray
- Minor specific projects such as handrail to Library path, increased door sizes within the Administration Building etc.

The Shire is required to report to the Department of Communities and Disability Services on the access outcomes it has achieved each year. The report is to be lodged by the June 30th. In addition to this, the Shire reports on the seven outcome areas of the AIP within its Annual Report.

The Shire's Commitment

The Shire of Murray is committed to ensuring that the community is accessible to and inclusive of people with disability, their families and carers and is designed to be universally accessible to all.

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

The Shire of Murray:

- recognises that people with disability 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 disability, their families and carers are supported to remain in the community;
- is committed to consulting with people with disability, families, carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the AIP;
- is committed to encouraging local community groups and businesses to provide access and inclusion of people with disability; and
- is committed to achieving the seven desired outcomes of its AIP.

Outcome Areas

The following seven outcome areas of the AIP are prescribed within the Disability Services Act (1993) and are as follows:

- 1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Murray*
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Murray*
- 3. People with disability receive information from the Shire of Murray in a format that will enable them to access the information as readily as other people are able to access it*
- 4. People with disability receive the same level and quality of service from the staff of the Shire of Murray as other people receive from the staff at the Shire of Murray*
- 5. People with disability have the same opportunities as other people to make complaints to the Shire of Murray*
- 6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Murray*
- 7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Murray*

Development of the Shire of Murray Access and Inclusion Plan 2018 – 2022

Responsibility for the planning process

The Shire of Murray has the overall responsibility to oversee the development, implementation, review and evaluation of the Plan through delegated officers and the support and involvement of the Murray Access and Inclusion Group and all staff. Any updates to the Plan will be endorsed by Council and advertised for comment. It is the responsibility of all officers to implement the relevant actions.

Community consultation process to develop of the Shire's 2018 – 2022 DAIP

In 2017 the Shire reviewed its current AIP, consulting with key stakeholders and to draft a new AIP to further guide improvements to access and inclusion.

The process included:

- Examination of the existing AIP and annual progress reports
- Consultation with Shire of Murray Access and Inclusion Group comprising of key community members, key service provider representatives, DSC representatives, an elected Councillor, and key Shire staff members
- Consultation with the broader community through a Community Survey available in different formats, website information and newspaper advertising
- Community consultation workshops held in outlying areas of the Shire including North Pinjarra, Dwellingup, Coolup, Furnissdale and Pinjarra
- Encouraging internal staff and contractors to provide feedback via the community survey
- A review of high demand services and facilities within the Shire of Murray

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (AIPs). 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.

In June 2017 the community was informed through the local newspaper, the Shire of Murray website and social media that the Shire was developing a new Disability Access and Inclusion Plan to address barriers to access for people with disability and their families. The community was invited to provide input either in writing, by telephone, in person, at a community workshop or via completion of a survey. Over 100 responses were received.

Findings of the consultation

The Consultation provided an opportunity for a staff and community members to comment on the plan. Access barriers and other issues identified included requests for:

- Increased ACROD parking
- Improved access to the Murray Leisure Centre
- Better circulation and community awareness of the Disability Access and Inclusion Plan
- Upgrading of facility signage, particularly ablution facilities
- Improvements to local pathways and footpaths
- Accessibility improvements to website, including optimisation for e-readers
- Improvements in the information available to people with disability and the circulation of that information
- Events specifically for people with disability or to raise awareness of disability

Communicating the plan to staff and people with disability

- In October 2017 copies of the draft AIP were made available to all those who contributed to the planning process.
- The draft AIP was made available for comment and accessible via local newspaper, the Shire of Murray's website and on social media, with alternative formats including hard copy (standard and large print), electronic format and audio formats being available upon request
- The community will be informed via promotion through the local media (newspaper and website) that copies of the final AIP 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 similar methods to the above

Responsibility for implementing the DAIP

Implementation of the AIP 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 AIP is implemented by its officers, employees, agents and contractors. The Murray Access and Inclusion Group will remain engaged with the AIP and at this time meets regularly to develop ideas and continue to work towards completion of the AIP. This group will also conduct an evaluation of progress and suggest areas of improvement. They will remain the lead body in implementation.

Reporting on the DAIP

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

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

As part of the induction process contractors engaged by the Shire of Murray will be given documentation regarding the AIP and it's aims and agree to work within the aims of the plan.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by June 30th each year.

Strategies to Improve Access and Inclusion

Services and Events

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Murray.				
No.	Activity	Responsibility	Priority	Year
1.1	The Murray Access and Inclusion Group continue to address access issues and guide the implementation of the Disability Access and Inclusion Plan	Community Development Team	High	Ongoing
1.2	Organisers of large or appropriate events within the Shire of Murray are encouraged to seek feedback during the planning phase from the Murray Access and Inclusion Group	Events Officer / Murray Access & Inclusion Group	Medium	Implement 2018 then ongoing
1.3	Ensure that where practicable all Shire events are inclusive and accessible to people with disability	Events / Community Development Team	Medium	2019
1.4	Ensure that all Shire officers, are aware of the compliance requirements of the Disability Services Act (1993)	HR	High	Ongoing
1.5	Trial development of an annual event for International Day of People with Disability with input from community groups and support organisations subject to funding	Community Development Team	Low	2021
1.6	Investigate implementation of the Companion Card with Shire of Murray services	Murray Leisure Centre	Medium	2019
1.7	Advocate for improved Health Services in Pinjarra	Community Development Team	Medium	Ongoing

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

Key specifics raised during the surveys and workshops relating to services and events are:

- Improved clear signage
- Increased promotional material being sent to disability support organisations
- Providing quiet areas or chill out zones for people that have autism or mental illness
- Greater provision of ACROD parking close to events

Buildings, Facilities and Infrastructure

<i>Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Murray</i>				
No.	Activity	Responsibility	Priority	Year
2.1	Continue to monitor and seek improvements to ensure universal accessibility for all Shire of Murray buildings and facilities	Building Services / Community Development Team	Very High	2018
2.2	Advocate the benefits of accessible and inclusive venues to local businesses	Community Development Team / Marketing	Medium	2020
2.3	Advocate the need for additional ACROD parking within the town centre	Community Development Team / Planning	High	2019
2.4	Continue to improve access to and around public open space, public areas, parks, reserves and footpaths	Planning Services / Technical Services	Very High	2018
2.5	The Murray Access and Inclusion Group are invited to provide comment when developing new Shire facilities, buildings, and public places relating to universal accessibility	Building Services / Technical Services	High	2018
2.6	Investigate the feasibility of providing adult change table and/or additional changing facilities at locations within the Shire of Murray (to accommodate carers as well)	Community Development Services / Building	Medium	2020

It is clear that this is a high priority area for the Shire during 2018 and 2019. This outcome received the greatest number of comments throughout the survey and was clearly an area where there was the greatest opportunity to affect real change. Whilst being an area of significant improvement, it also received positive feedback. Many of the survey respondents frequented the Shire's major service providers being the Murray Leisure Centre and to a lesser extent the Murray Library.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Murray

Key specifics raised during the surveys and workshops relating to buildings, infrastructure and facilities are:

- Undertake an audit of paths from the Murray Country Estate into town, from the Pinjarra High School into the town and around the town centre and along the river front
- Consider the width and lips of the on and off path ramps
- Improve ACROD parking availability at the Murray Leisure Centre, Murray Library and Shire Administration Office
- Locate ACROD parking undercover and closer to entrance at Murray Leisure Centre
- Liaise with coffee shops nearby to the shopping centre to improve ACROD parking
- Audit paths leading to and from Shire facilities, as the access into buildings is generally good
- Consider large vehicle and bus parking in new Shire facilities
- Murray Library to consider the space needed for wheelchairs to negotiate around shelves
- Rangers to monitor inappropriate use of ACROD parking
- Murray Leisure Centre to assess floor surfaces
- Murray Leisure Centre to consider an additional disabled change area.
- Murray Leisure Centre incline ramp is difficult to negotiate
- Murray Leisure Centre to enclose or cover the other entrance path closest to disabled bays
- Consider the use of Gophers when installing bollards on paths
- Greater path connections for South Yunderup
- Consider replacing the heavy doors within the Dwellingup Town Hall
- Improve access around Edenvale Complex
- Provide access to the jetty on Strain Glenn

Receiving Information

<i>Outcome 3: People with disability receive information from the Shire of Murray in a format that will enable them to access the information as readily as other people are able to access it.</i>				
No.	Activity	Responsibility	Priority	Year
3.1	Provide information regarding services, facilities and customer feedback in appropriate formats upon request	All / Marketing	High	2019
3.2	Undertake an accessibility audit of the Shire of Murray's website	Marketing	High	2018-19
3.3	Complete an audit of signage and ensure that signage meets accessibility requirements	Technical Services / Building Services	Low	2021
3.4	Encourage support organisations and people with disability to attend community consultations	Marketing	Medium	2020
3.5	Encourage employees to use online services such as Vision Australia's Colour Contract Analyser when developing information and/or signage	Community Development Team	Low	2021
3.6	Promote the Murray Access and Inclusion Group on the Shire of Murray website	Marketing/ Community Development Team	Medium	2018
3.7	Continue to promote and offer information through means other than electronic	Marketing and All	Medium	2019

Quality of Service

<i>Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Murray as other people receive from the staff at the Shire of Murray</i>				
No.	Task	Responsibility	Priority	Year
4.1	Explore options to increase employee and elected member awareness of accessibility issues	Human Resources	High	2018
4.2	Investigate development of a Murray Disability Services Directory to provide information to people with disability about local providers, support agencies and their availability in outlying areas of the Shire	Community Development Team	Medium	2020
4.3	Provide training opportunities for staff to better understand and approach people with disability	Customer Services / Human Resources	Low	2021

Key specifics raised during the surveys and workshops relating to buildings, infrastructure and facilities are:

- Murray Leisure Centre consider lowering the front counter
- Murray Leisure Centre to replace its current wheelchair

Making Complaints

<i>Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Murray.</i>				
No.	Activity	Responsibility	Priority	Year
5.1	Ensure that grievance mechanisms are easily accessible and clearly promoted	Customer Services / Marketing	Medium	2019
5.2	Ensure that all information relating to the complaints/feedback process is available in alternative formats as required	Customer Services / Marketing	Medium	2020
5.3	Promote the Shire of Murray's complaints and reporting processes	Marketing	Medium	2020

Public Consultation

<i>Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Murray</i>				
No.	Activity	Responsibility	Priority	Year
6.1	Increase the involvement of people with disability in the Shire's public consultations	All	Low	2020
6.2	Investigate methods to improve public awareness of consultation opportunities	Marketing	Medium	2019
6.3	Develop a database of disability support services	Community Development Team	Medium	2019

One key specific raised during the consultation period relating to public consultation was:

- Develop a database to assist the Shire in improving and promoting opportunity to disability support services

Employment

<i>Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Murray</i>				
No.	Activity	Responsibility	Priority	Year
7.1	Continue to review all position descriptions for inclusivity	Human Resources	Low	Ongoing
7.2	Ensure position advertisements are inclusive for people with disability and available in alternative formats upon request	Human Resources	Low	Ongoing
7.3	Maintain awareness of available funding where disability requires additional resources	Human Resources	Low	Ongoing
7.4	Attend meetings with and maintain relationships with local Disability Employment Service Providers	Human Resources	Medium	Ongoing
7.5	Work with local Disability Employment Service Providers to improve methods of recruiting and retaining people with disability	Human Resources	Medium	Ongoing
7.6	Ensure staff with disability have access to appropriate support services	Human Resources	Medium	Ongoing
7.7	Promote volunteer and unpaid work opportunities to build capacity and increase training and work experience opportunities	Human Resources	Low	Ongoing

**Shire of Murray
Disability Access and Inclusion Plan
2018 – 2022**

ADDENDUM

Focus Areas for 2018-19

(with investigation and costings commencing early 2018)

This will be reviewed by the relevant Shire Officer and the Murray Access and Inclusion Group annually for the forth coming financial year

Focus Areas for 2018-19

(with investigation and costings commencing early 2018)

<i>Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Murray.</i>	
1.1	The Murray Access and Inclusion Group continue to address access issues and guide the implementation of the Disability Access and Inclusion Plan
	<ul style="list-style-type: none">• The Group will meet quarterly, drive implementation and seek update reports on its progress
1.2	Organisers of large or appropriate events within the Shire of Murray are encouraged to seek feedback during the planning phase from the Murray Access and Inclusion Group
	<ul style="list-style-type: none">• Events Officer to promote the use of the Murray Access and Inclusion Group to special event applicants
1.4	Ensure that all Shire officers, agents and contractors comply with the requirements of the Disability Services Act (1993)
	<ul style="list-style-type: none">• A campaign be undertaken once each year to remind people of their obligations
1.7	Advocate for improved Health Services in Pinjarra
	<ul style="list-style-type: none">• Continue to attract and extend outreach services into Pinjarra and the wider community.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Murray

2.1 Continue to monitor and seek improvements to Shire of Murray buildings and facilities for people with disability

- Murray Library to consider the space needed for wheelchairs to negotiate around shelves
- Audit paths leading to and from Shire facilities to be addressed (noting that access into buildings is generally good)
- Undertake a full building assessment of the Murray Leisure Centre with the assistance of the Murray Access and Inclusion Group to address the key specifics identified in Outcome 2 and 4
- Rangers requested to monitor inappropriate use of ACROD parking
- Consider alternatives to improve ACROD parking at the Murray Leisure Centre, Murray Library and Shire Administration Office
- Advocate to the coffee shops nearby to the shopping centre to improve ACROD parking

2.4 Continue to Improve access to and around public open space, public areas, parks, reserves and footpaths

- Undertake an audit of paths from Murray Country Estate into town, from the Pinjarra High School into the town and around the town centre and along the river front (including the lips of the on/off ramps and use of bollards and their impact on gophers)

2.5 The Murray Access and Inclusion Group are invited to provide comment when developing new Shire facilities, buildings, and public places relating to universal accessibility

- Shire staff are actively encouraged to engage with the Murray Access and Inclusion Group for new infrastructure

Outcome 3: People with disability receive information from the Shire of Murray in a format that will enable them to access the information as readily as other people are able to access it

3.2 Undertake an accessibility audit of the Shire of Murray's website

- Identify the obligations to be met for an accessible website
- Seek quotes to have an accessibility audit undertaken in preparation of a new website

3.7 Promote the Murray Access and Inclusion Group on the Shire of Murray website

- Liaise with Marketing to include reference on the website

Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Murray as other people receive from the staff at the Shire of Murray

4.1 Explore options to increase employee and elected member awareness of accessibility issues

- Identify the areas where knowledge should be improved
- Consider training options to be delivered to staff and Councillors

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

7.1 Continue to review all position descriptions for inclusivity

7.2 Ensure position advertisements are inclusive for people with disability and available in alternative formats upon request

7.3 Maintain awareness of available funding where disability requires additional resources

7.4 Attend meetings with and maintain relationships with local Disability Employment Service Providers

7.5 Work with local Disability Employment Service Providers to improve methods of recruiting and retaining people with disability

7.6 Ensure staff with disability have access to appropriate support services

7.7 Promote volunteer and unpaid work opportunities to build capacity and increase training and work experience opportunities

This addendum will be reviewed and replaced annually once priorities have been identified for the forth coming financial year. Review will occur through the Murray Access and Inclusion Group.

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