

Disability Access and Inclusion Plan (DAIP) Progress Report 2020–2021

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2020-2021.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement 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.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices
- The influence of access and inclusion measures on customers, clients, residents, or communities.

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

Please complete your DAIP progress report by **Friday 16 July 2021**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@communities.wa.gov.au

Phone: 0432 835 850

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This 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. You can add extra text boxes if needed.
- Communities welcomes the efforts of public authorities to influence access and inclusion outcomes outside your organisation. Please include any such initiatives in the most appropriate outcome area.
- Photographs are most 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. 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

Name of public authority: Shire of Ashburton

Name of contact person: Lisa Boyd

Phone number: 08 9184 9313

Email: lisa.boyd@ashburton.wa.gov.au

Access and inclusion progress

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Over the past year the Shire of Ashburton presented a new series local town events; a collection of markets, pop-up performances and family fun days that united our community and boosted local businesses during challenging times.

A total of 10 events were held between October and June, including Harmony Week and NAIDOC Week events, Staircase Festival, and Family Twilight Movies.

Purpose of these new initiatives is to engage the Shire's diverse community and promote access and inclusion through fun activities that all ages and abilities can enjoy.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. No

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Redevelopment of two vital facilities have been completed in May 2021, Onslow Childcare and Onslow Gym. These projects have all been designed and built to AA standards and ensures the inclusion of the entire community. Both buildings include ramps, handrails, accessible bathrooms, and accessible door ways for wheel chair access throughout the buildings.

Ocean View Caravan Park Stage 2 project was completed in May 2021, this project has been designed and built to AA standards and ensures the inclusion of ramps, handrails, accessible bathrooms and accessible fish cleaning station. The park has asphalt road surface for ease of movement and also footpaths with mountable kerbing for easy accessibility.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. Yes

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Redeveloped of the Shire of Ashburton's website is complete and supports AA standard, to ensure the format is adaptable when viewed on different devices, inverted colour option and resizing of text to suit the user.

Advertising material is supplied in print and online and alternative format is available for all promotional material as requested. The Shire is committed to ensuring that the community is an accessible and inclusive community for people of all ages and abilities, including people with disability, their families and/or their carers.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. No

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

The Shire monitors complaints and feedback received to identify areas for improving accessibility for people with disability.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

The Shire monitors complaints and feedback received to identify areas for improving accessibility for people with disability. Recently, the Shire received a request to install a removable walk in step at the Tom Price community swimming pool. The old standard 50 meter pool has a dive bowl configuration, and limited access for patrons with mobility issues. The Shire is sourcing funding to purchasing equipment for community members with mobility issues to access this valuable resource.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

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.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach and share 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 authorities to take 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.

a. Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? Yes

b. If Yes, please briefly describe your organisation's approach.

Agents and contractors that undertake work on behalf of the Shire are required to implement a DAIP or have access and inclusion policies and procedures in place. In addition to these the Shire informs all agents and contractors about the DAIP through contracts and agreements.

General questions about your approach to access and inclusion

a. Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Tick the most appropriate category)

Corporate Services	
Service delivery	√
Office of Director General/Chief Executive Officer	
Infrastructure Planning	
Policy	
Other	

b. In 2020-2021, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

13.2A - Disability Access and Inclusion Plan - 2020-2021 Progress Report

DAIP Implementation plan	√
Internal working group or committee	
External working group or committee	
Community feedback and/or co-design mechanisms	
Other	

c. In 2020-2021, 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	√

d. In 2020-2021, did your organisation plan activities in your disability access and inclusion plan which were not implemented? (Please tick a single option)

Yes	
No	√

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

Change in budget resources	
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13.2A - Disability Access and Inclusion Plan - 2020-2021 Progress Report

Change in staffing capacity/leadership	√
Change of priority	√
Loss of engagement with stakeholders	
Other	

f. (optional) As manager of your agency's plan, please provide any observations about how well your plan and its implementation relate to the following?

Please respond with either Yes, No, Mostly or Sometimes along with any additional comments.

Is informed by internal and external stakeholders	Sometimes
Is relevant to the values of the organisation	Yes
Works together with other organisational strategies	Yes
Generally, has some form of assessment or evaluation of its strategies	Mostly
Is reinforced within the organisation as a 'living' document.	Sometimes

General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

Nil

Thank you for completing the 2020-2021 DAIP Progress Report.

Onslow Community Gym

Disability ramp access



Male Ambulant Toilet



Male Amulent Toilet



Unisex Toilet & Shower



Unisex Toilet & Shower



Ladies Ambulant Toilet



Ladies Ambulant Toilet



Oceanview Caravan Park

Fish Cleaning Station Ramp



Fish Cleaning Station Ramp



Fish Cleaning Station



Ablution ramp, rail and pathway



Unisex Toilet & Shower



Unisex Toilet & Shower



Rail & Pathway



Pathway & Rails



One Tree Childcare Onslow

Ramp access



Unisex Toilet



Unisex Toilet

