



# Disability Access and Inclusion Plan 2023-2026

Draft Adopted by Council: 15 February 2023



*Chittering - offering an idyllic rural lifestyle in Muchea, Lower Chittering, Chittering, Mooliabeenie, Bindoon and Wannamal*

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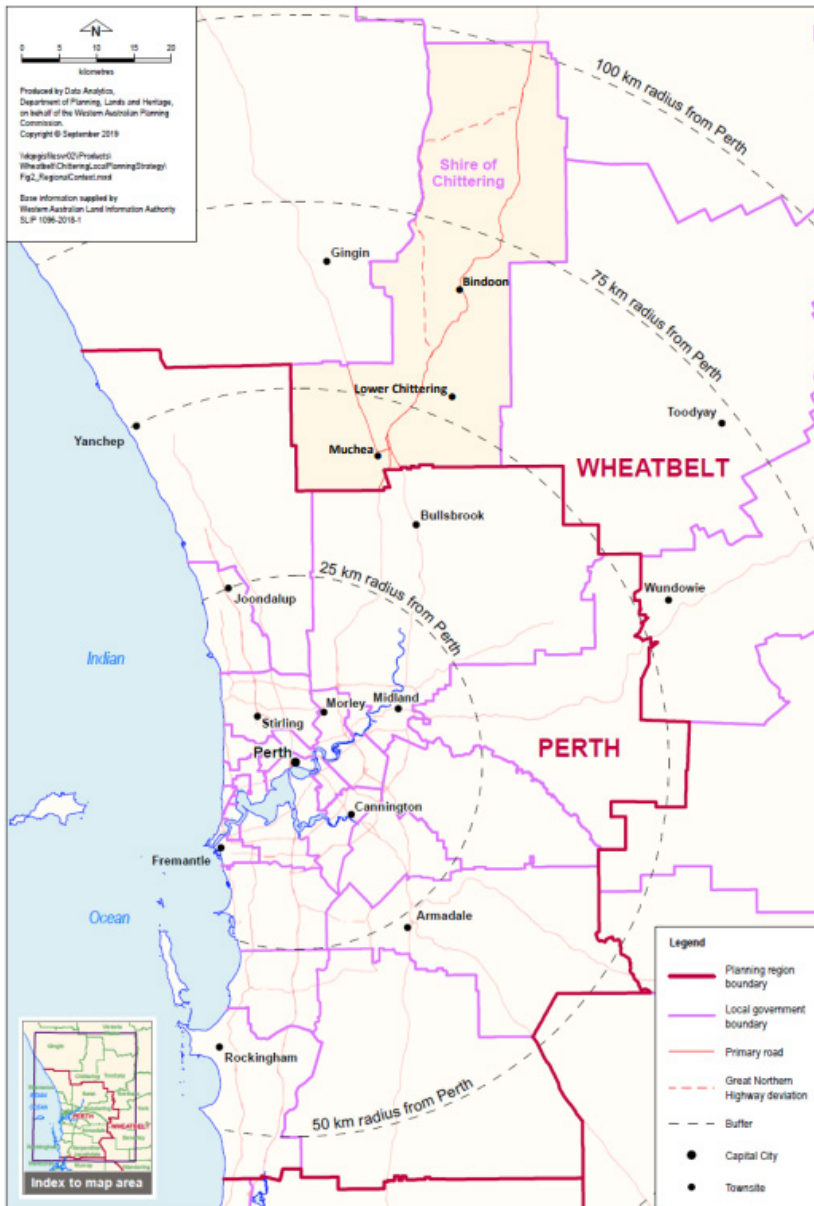
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## Acknowledgment of Country

*We wish to acknowledge the traditional custodians of the land within the Shire of Chittering, the Yued and Whadjuk peoples. We would like to pay respect to the Elders of the Nyoongar nation, past and present, who have walked and cared for the land, we acknowledge and respect their continuing culture, and the contributions made to this region.*



# BACKGROUND



The Shire of Chittering’s boundary is approximately 55kms north of the Perth CBD with the Shire’s Administration Office located in Bindoon (83 kilometres from the Perth CBD). The Chittering Shire is located in the Wheatbelt region and covers an area of some 1,220 square kilometres. According to the 2021 Census, there are 5,930 people who reside within the Local Government area.

There are three gazetted townships in Chittering, Bindoon (where the Shire offices are located and main shopping area), Muchea to the South of Bindoon and Wannamal to the North. Three localities are scattered south of Bindoon, being Lower Chittering, Chittering, and Upper Chittering, and the locality of Mooliabeenee is just north of the Bindoon.

The Shire of Chittering continues to be identified as one of the five fastest growing and sustainable local government regions in Western Australia with an estimated population of around 7,000-8,000 people by 2031 (Chittering Economic Development Strategy 2021-2031).

Generally the southern part of the Shire is composed of small rural subdivisions, wineries, broad acre farming and a developing industrial park. North of Bindoon is made up of broad acre farming and hobby farms. Tourism is a growing industry with the potential to significantly expand. A mountain bike trail is currently in staged development to support tourism interests and physical activity.

The Chittering Valley boasts recreational, leisure and community facilities which complement the natural beauty of the area and provides a major part of the infrastructure required to meet the needs and expectations of people who choose to live and work within the Shire of Chittering.

# FUNCTIONS, FACILITIES AND SERVICES

*Both in-house and contracted, provided by the Shire of Chittering.*

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

## SERVICES TO PROPERTY

Construction and maintenance of Shire-owned buildings, roads, footpaths; drainage, land 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 centres, public library and information 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 animal 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, dog and cat 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 A DISABILITY IN THE SHIRE OF CHITTERING

A disability, as explained by the WA Government's Office of Disability, which sits within Department of Communities, is any continuing condition that restricts everyday activities. Disabilities can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability is usually permanent but may be episodic.

Disabilities can be:

**Sensory** - Affecting vision and / or hearing

**Neurological** - Affecting a person's ability to control their movements, for example, cerebral palsy

**Physical** - Affecting mobility and/or a person's ability to use their upper or lower body

**Intellectual** - Affecting a person's judgement, ability to learn and communicate

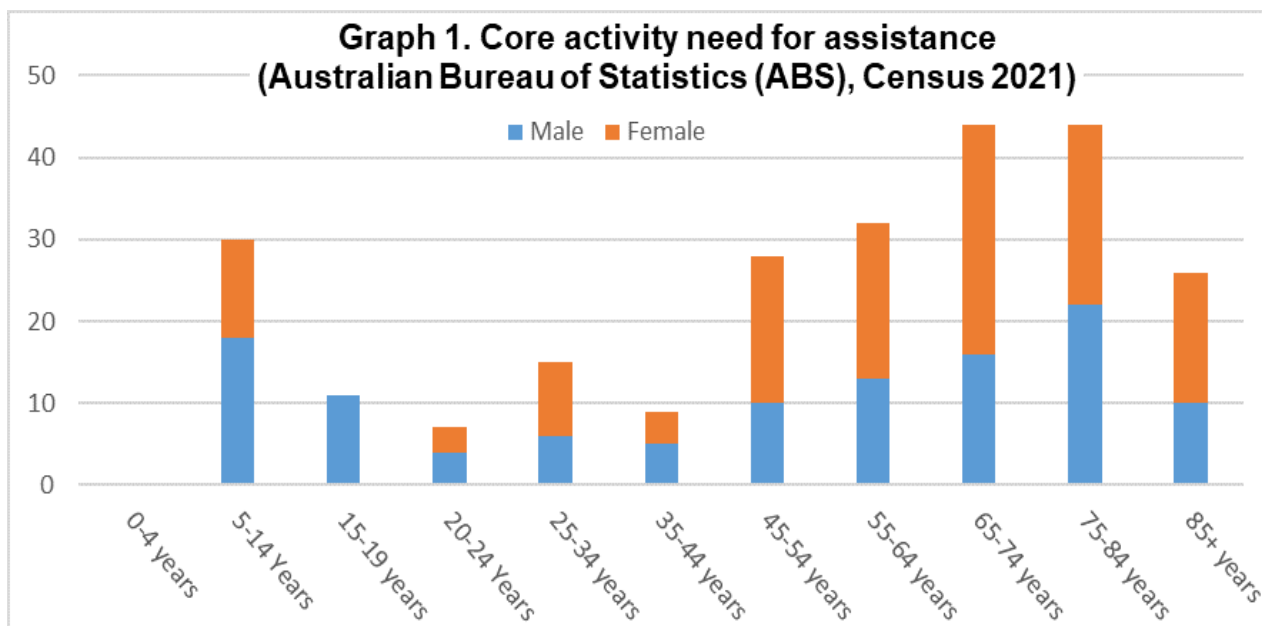
**Cognitive** - Affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain

**Psychiatric** - Affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression

According to the Australian bureau of statistics, in 2018 there are 1107 people of the Shire of Chittering's population who have a disability. Persons with a profound or severe core activity limitation represented 4.2% and persons with a moderate or mild core activity limitation were 10.9%.<sup>1</sup>

Referring to the ABS Census 2021 from this point onwards, there is around 275 people (or 4.64% of the Chittering population) requiring assistance with respective increased from 2016 at 3.5% and 2011 at 2.5%.

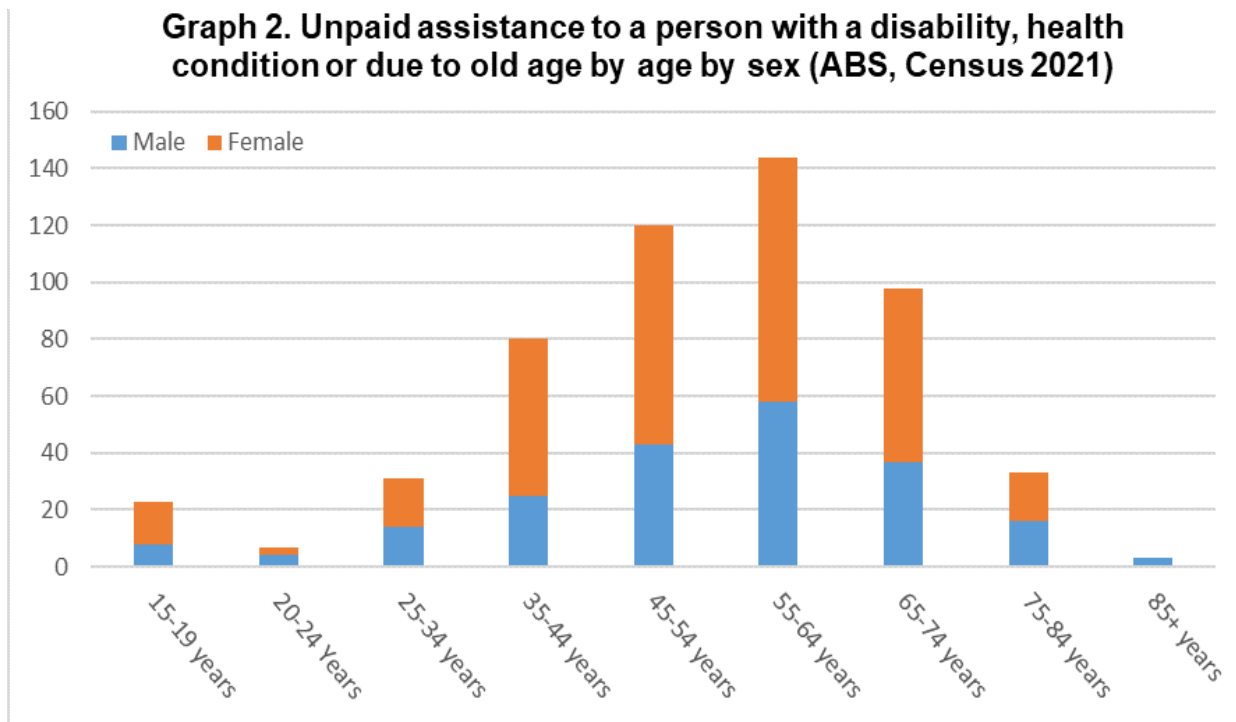
**Graph 1** demonstrates that the age group with the greatest core need for assistance is 65 to 84 years.<sup>2</sup>



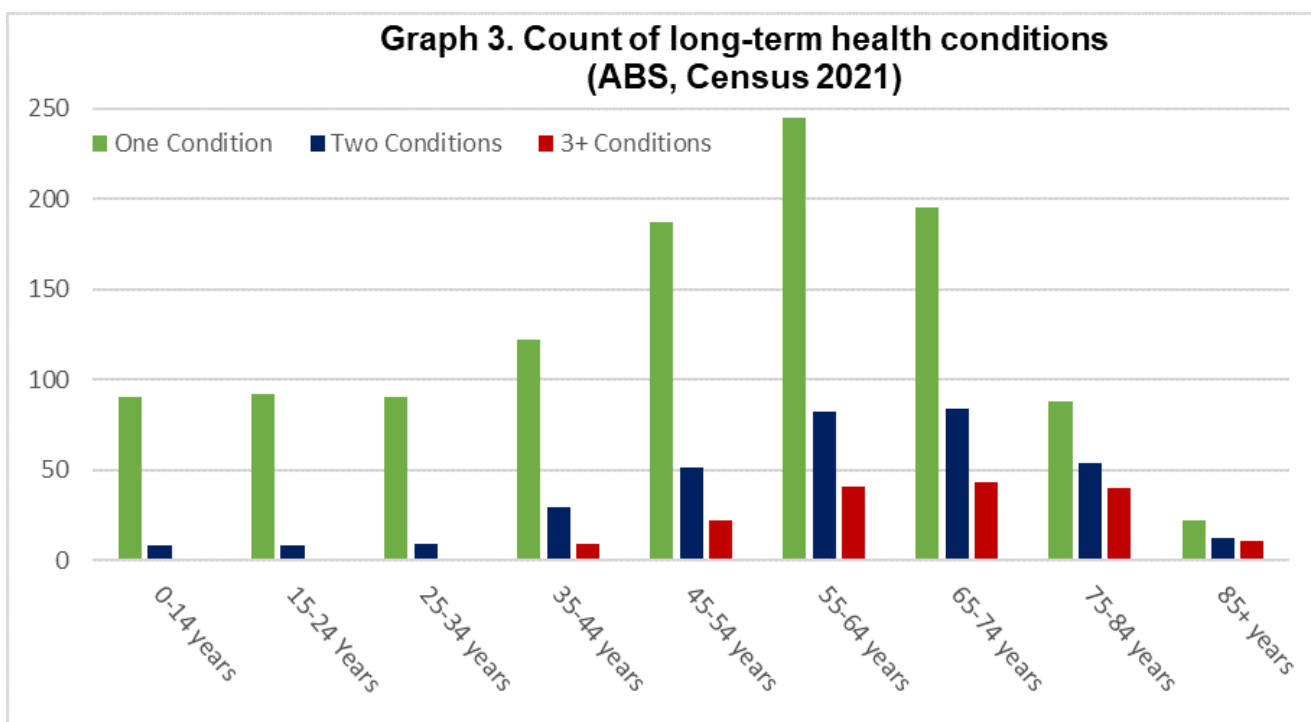
<sup>1</sup> (Australian Bureau of Statistics, 2018, Region Summary: Chittering – Health and Disability, <https://dbr.abs.gov.au/region.html?lyr=sa2&rgn=509021236>, accessed 23 January 2023).

<sup>2</sup> (Australian Bureau of Statistics, 2021, Chittering – General Community Profile, <https://www.abs.gov.au/census/find-census-data/community-profiles/2021/LGA51680>, accessed 23 January 2023)

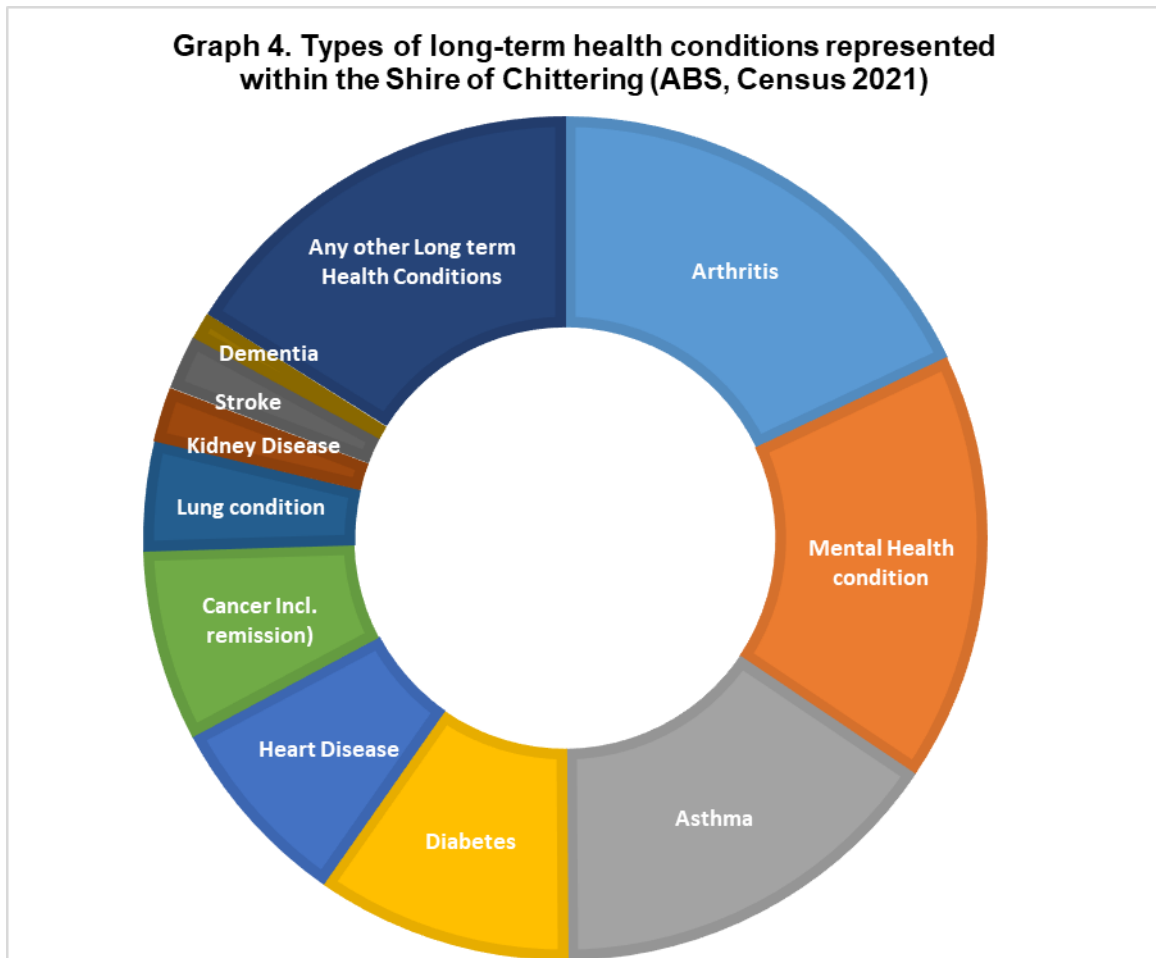
**Graph 2** provides an overview of unpaid carers who reside with the Shire and provide ‘assistance to a person with a disability, health condition or due to old age’. Of the 539 people who represent 9.09% of the Shire’s population, 38.59% were male and 61.41% were female.



**Graph 3** provides an overview of the people impacted by a long term health condition with 19.073% impacted with one condition, 5.68% with two conditions and 2.8% with three or more. The number of conditions in an individual are congruent with the older the age group, noting that long-term health conditions can ‘restrict everyday activities.’ Overall, the Shire’s population is represented by 41.8% of people with one or more long-term health conditions.



Graph 4 illustrates that the two main long term health conditions where people required assistance with core activities within the Shire of Chittering are arthritis (8.6%) and mental health condition (7.9%).



## 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.

The Shire of Chittering is committed to facilitating the inclusion of people with disability 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. This plan supersedes the most recent DAIP being for the period 2018 – 2022.

Some of the key outcomes include upgrades and access improvements to facilities, providing varied mechanisms for engaging and communicating to people; and connection of vulnerable people and community volunteers during through COVID-19, as below. Refer Appendix 1 for the DAIP 2018-2022 progress examples.





# ACCESS AND INCLUSION STATEMENT

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

The Shire of Chittering 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 disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

The Shire of Chittering:

- 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 should be
- supported to remain in the community;
- Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- Will ensure 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 disability; and
- Is committed to achieving the seven desired outcomes of its DAIP.

BROAD THEMES	DESIRED OUTCOMES
ACCESS	People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Chittering.
	People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Chittering.
COMMUNICATIONS	People with disability receive information from the Shire of Chittering in a format that will enable them to access the information as readily as other people are able to access it.
QUALITY SERVICES	People with disability receive the same level and quality of service from the staff of the Shire of Chittering.
	People with disability have the same opportunities as other people to make complaints to the Shire of Chittering.
ENGAGEMENT	People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Chittering.
EMPLOYMENT	People with disability are able to obtain and maintain employment within the Shire of Chittering.

The Shire of Chittering is also committed to a realistic and achievable DAIP and actions while factoring in the Shire's resourcing, capacity constraints and competing priorities. This by no means that the various needs raised/identified are not important but rather that the Shire works towards realistic goals that are meaningful and make an impact.

# DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN

## RESPONSIBILITY FOR THE PLANNING PROCESS

The Human Resources Coordinator has the responsibility to oversee the development, implementation, review and evaluation of the plan. These steps are supported by a project team made up of representatives from the each of the Services Areas including Office of the CEO (Community Development and Communications); Corporate Services (Library); Development Services (Planning) and Technical Services (Building).

The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.





# COMMUNITY CONSULTATION PROCESS

In September 2022, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP) engaging stakeholders and drafting a new DAIP to guide further improvements to access and inclusion.

The process included:

- Examination of the initial 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 (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area and on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

The following consultation methods were used:

- A community consultation period was conducted from 31 August 2022 to 27 September 2022. The community was informed that the Shire was seeking input into the review and development of the DAIP with intent to identify and address barriers to access for people with disabilities and their families. Promotion included Northern Valley News (newspaper) September 2022 Edition, Facebook (five posts), Shire's 'Have Your Say' public consultation section on the Shire's website and the Community Development team made direct contact with local community groups.



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- Community and stakeholders were invited to provide input via an online Survey or a hard copy version available at the Shire Administration Office and the Library. A downloadable copy was available via the Shire's website and 150 copies were provided to the local Men's Shed, Arts and Craft Group and Historical Society.
  - Community and stakeholders were asked to identify any barriers under each of the seven desired outcomes for a DAIP. Three completed online and two hard completed copy surveys were received. One related comment was made in response to one of the Facebook Post. Of those that responded four people represented a person with a disability, a Carer of someone with a disability and two people were two general members of community.

## Findings of the Consultation

The external consultation would suggest that the DAIP objectives in most part have been achieved however, due to the low response rate this cannot be confidently assumed the case.

## Access Overview

From those that provided feedback, the Shire of Chittering was deemed to be adequately accommodating disability access and inclusion with regards to community/public events and inclusion and shire buildings.

Recreational facilities, pathways and carparks etc. were mostly positive including pathways that were not implicated by signage or trees and that there was a wide access entry into local businesses.

There were also some suggestions for improvement.

- Community events which were overcrowded and with limited space did not allow for safe pedestrian and traffic movement through the event and therefore a sense of safety for people with mobility issues and/or support needs. In addition, it was noted that consideration be given for specialised requirements that would support the inclusion of and accommodate people with autism etc.
- Requirement for accessible parking for people with a mobility or other health issue that are not eligible for ACROD parking in major public parking areas.
- Improving access to therapy support services within the Shire of Chittering such as speech or occupational therapist, psychologists etc.

## Strategy and Implementation Response

The internal project team acknowledged additional areas that may require improvement for which could be identified and prioritised through a deliberate and informed assessment (prioritisation denoting both non-discretionary and discretionary requirements). This would build on consultation findings and ensure that the Shire of Chittering has a forward plan (based on the assessment outcomes) for which is realistic, achievable and provides deliverables that have an annual focus for accountable delivery. This forward plan would be integrated into the Capital Works and Asset Management Plan and other organisational reporting documentation (e.g. Long-Term Financial Management Plan).

Further to this, the Strategy and Implementation Plan will provide the specific actions in the four year implementation and action plan for which will provide measures (evidence) for progress reporting and where applicable, evaluation for continuous improvement. The determination of these measures have engaged the relevant employees for purposes of feasibility and in respect of resourcing constraints (e.g. staff capacity, budgetary etc.).



## RESPONSIBILITY FOR IMPLEMENTING THE DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The Western Australian 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 Disability

As per the requirement of the Western Australian Disability Services Act (1993), Disability Access and Inclusion Plans are public documents and must be made available on request:

- In electronic or audio format or as a hard copy, including large print;
- On the Shire's website; and
- Promoted in the local press.

The following strategies will be undertaken to ensure clear communication of the DAIP to the community and Shire staff and others:

- The community will be informed that copies of the DAIP are available upon request through promotions via social media, the Shire's website and displayed material at the Administration Office and Library. Copies can also be requested in alternative formats or channels such as be obtained as a hard copy in standard and large print and/or electronic format by email.
- As the DAIP is amended, Shire staff and the community will be advised of the availability of updated plans, using the above methods.
- A copy of the DAIP be made available to employees via the internal Intranet portal.
- Shire contractors and agents who deliver a public service on behalf of the Shire of Chittering will be informed of the DAIP 2023-2026 and are to factor in applicable and/or potential requirements with any tender processes.

## REVIEW AND EVOLUTION MECHANISMS

The Western Australian Disability Services Act (1993) requires that DAIPs be reviewed at least every four years and ideally will be reviewed in conjunction with the major Strategic Community Plan. 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 Human Resources Coordinator will be responsible for the development of the DAIP annual progress report (with responsible officers input) for which will be provided to Executive Management and Council. Any recommended amendments will be considered and changed to the Implementation Plan respectively.

The Shire's DAIP will next be reviewed and submitted to the Office of Disability in 2026.

### Evaluation

- An evaluation will occur as part of the four-yearly review of the Disability Access and Inclusion Plan.
- The community and Shire representatives will be consulted as per the endorsed consultation strategies, as part of any evaluation.

## REPORTING ON THE DAIP

The Western Australian Disability Services Act (1993) 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 seven 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 Office of Disability by 31 July each year.





# STRATEGIES TO IMPROVE ACCESS AND INCLUSION

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

## Access

**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.

Strategies	Implementation Deadline
1.1 To monitor Shire services to ensure equitable access and inclusion.	Ongoing
1.2 To ensure that Shire events are accessible to people with disability.	Ongoing
1.3 To integrate the DAIP strategies and actions with that of other Shire plans and strategies.	May 2024

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

Strategies	Implementation Deadline
2.1 Ensure that all buildings and facilities (including Landfill and Volunteer Fire Brigade Facilities) meet at least the minimum standards for access.	Ongoing
2.2 Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
2.3 Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Ongoing
2.4 Inform Shire businesses the requirements for and benefits flowing from the provision of accessible venues during the development application process.	Ongoing
2.5 Ensure that all recreational areas are accessible.	Ongoing

## Communications

**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.

Strategies	Implementation Deadline
3.1 Ensure that the community is aware that Shire information is available in alternative formats upon request.	December 2024
3.2 Improve employee awareness of accessible information needs and how to provide information in other formats.	June 2025
3.3 Ensure that the Shire's website meets contemporary good practice with relation to DAI.	June 2025

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## Quality Services

**Outcome 4:** People with disability 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.

Strategies	Implementation Deadline
4.1 Provide DAI awareness training for management, leadership roles, council and employees.	September 2023
4.2 Improve community awareness of disability and access issues.	Ongoing

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

Strategies	Implementation Deadline
5.1 Improve staff and public knowledge and access to DAI complaint handling information including alternative formats.	June 2025
5.2 Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing

## Engagement

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

Strategies	Implementation Deadline
6.1 Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
6.2 Ensure that people with disability are aware of consultative processes.	Ongoing
6.3 Conduct DAIP review in conjunction with major review of Strategic Community Plan.	June 2026

## Employment

**Outcome 7:** People with disability have the same opportunities as other people.

Strategies	Implementation Deadline
7.1 Make sure employees with a disability are appropriately supported.	Ongoing
7.2 Make sure inclusive recruitment practices are communicated and used.	Ongoing
7.3 Research appropriate Disability Employment Service (DES) providers.	September 2024
7.4 Ensure policies and procedures in relation to DAI (including Equal Employment Opportunities Policy) are reviewed regularly.	Annually



# APPENDIX 1

## DAIP 2018-2022 Key Outcomes

**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.

- *Planning and checks of Shire community events factor in accessibility where possible using an Accessible Events Checklist. Event promotion is also offered in various formats and distribution channels.*
- *A mailing register has been developed to ensure that people with a disability are informed of events and how these events meet their requirements.*
- *The Shire Library is improving accessible options through e-resources that allow changes in font size and language. Appointments can be made to support people with e-resource access. Books can also be selected for the person with disability if unable to attend the library and collected through a Carer or contact.*

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

- *Safety is a critical factor in any works project whether that be employees, contractors, or the public (inclusive of people with a disability). For example, a works site involving bitumising a car park, ensured the public has appropriate access and employees are on site to support those with any special requirements while works are being carried out.*

**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.

- *Recruited a (dedicated) Communications Officer who will be able to support and foster public awareness as well as have the potential to improve information methods, content and distribution.*
- *Employment of different communication tools and channels have been used to reach diverse target groups with regards to DFES emergency alerts.*

**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.

- *The Shire's annual Customer Satisfaction Survey provides an opportunity to attain customer feedback and assess for improvements in policies, procedures, and directives to support inclusion and accessibility.*

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

- *Consultation activities include online survey tools along with hard copies of surveys being available via collection, post and dropping off hard copies of the survey at key community spaces.*

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

- *The Shire has commenced quarterly/bi-annually community forums across the four localities within the Shire. Information on these forms is notified via the website, Facebook page, Chatter newsletter, and via direct mail out.*

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

- *The Employment Application Form has recently been updated to ask potential employees how we can accommodate any needs they may have, should they be the successful candidate.*



*Lower Chittering Community Forum 2021*



# IMPLEMENTATION PLAN 2023 - 2026

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2023-2026 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be reported on annually with consideration to update progress the achievement of all the strategies over the duration of the four year plan.

**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 Chittering.

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
1.1 To monitor Shire services to ensure equitable access and inclusion.	<p>1.1.1 DAI Asset Assessment: Conduct a formal Disability Access and Inclusion (DAI) assessment of Shire owned or managed facilities, assets and public spaces.</p> <p>NOTES: To consider whether discretionary or non-discretionary and prioritisation (e.g. facility/service point); factor in costs (e.g. minor, moderate and major), resourcing constraints (realistic and achievable for the Shire in relation to staffing capacity, competing demands/priorities, budgets etc.) and timeframe (e.g. short, medium or long-term). Dependant on staff capabilities this may be contracted to a DAI specialist assessor. <i>Also 2.1.1; 2.3.1 and 2.5.1</i></p>	December 2023	DAI Assessment Working Group
1.2 To ensure that Shire events are accessible to people with disability.	<p>1.2.1 Accessible Shire Events: Ensure all Shire staff are informed of the 'Accessible Events Checklist' for Shire public, community and stakeholder events. All staff are to complete Accessible Events Checklist and added to Event Coordination records <i>e.g. Taste of Chittering, Community Club/Group training.</i></p>	End of each Financial Year - (ongoing)	Community Development Staff event coordinators across all service teams
	<p>1.2.2 Accessible Events Checklist: To inform and encourage event applicants (external parties/organisations) to complete an 'Accessible Events Checklist' by making available via Shire's website.</p>	June 2023	Community Development and Communications Officer

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
<p>1.3 To integrate the DAIP strategies and actions with that of other Shire plans and strategies.</p>	<p>1.2.1 Accessible Shire Events: Ensure all Shire staff are informed of the 'Accessible Events Checklist' for Shire public, community and stakeholder events. All staff are to complete Accessible Events Checklist and added to Event Coordination records <i>e.g. Taste of Chittering, Community Club/Group training.</i></p>	<p>March 2024</p>	<p>Executive Management</p>
	<p>1.2.2 Accessible Events Checklist: To inform and encourage event applicants (external parties/organisations) to complete an 'Accessible Events Checklist' by making available via Shire's website.</p>	<p>May 2024</p>	<p>Executive Management (oversight) and applicable Service Team staff</p>



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

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
2.1 To ensure that all buildings and facilities (including Landfill and Volunteer Fire Brigade Facilities) meet at least the minimum standards for access.	2.1.1 DAI Asset Assessment: Conduct a formal Disability Access and Inclusion (DAI) assessment of Shire owned or managed facilities, assets and public spaces. <i>Also 1.1.1; 2.3.1 and 2.5.1</i>	December 2023	DAI Assessment Working Group
2.2 Ensure that all new or redevelopment works provide access to people with disability, where practicable.	2.2.1 Assess-Friendly Developments: Ensure that the legal requirements for access are met in all plans (development applications) for new or redeveloped buildings and facilities.	End of each Financial Year (ongoing)	Building Surveyor
2.3 Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	2.3.1 DAI Asset Assessment: Conduct a formal Disability Access and Inclusion (DAI) assessment of Shire owned or managed facilities, assets and public spaces. <i>Also 1.1.1, 2.1.1 and 2.5.1</i>	August 2023	DAI Assessment Working Group
2.4 Inform Shire businesses the requirements for and benefits flowing from the provision of accessible venues during the development application process.	2.4.1 DAI Information for Business: Make access DAI information available on the Shire’s website. Provide information (available on the Commission’s website), on the needs of people with disability and of legal requirements and best practice in relation to Business Applications.	June 2023	Economic Development and Communications Officer
	2.4.2 Informing Business DAs: Promote access and inclusion to businesses when submitting their development applications (via new SBDC program)	June 2024 (12 month period)	Principial Planning Officer
2.5 Ensure that all recreational areas are accessible.	2.5.1 DAI Asset Assessment: Conduct a formal Disability Access and Inclusion (DAI) assessment of Shire owned or managed facilities, assets and public spaces. <i>Also 1.1.1, 2.1.1 and 2.3.1</i>	December 2023	DAI Assessment Working Group

**Outcome 3:** People with disability receive information from the Shire of Chittering 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 / Deadline	Primary Responsibility
3.1 Ensure that the community is aware that Shire information is available in alternative formats upon request.	3.1.1 Alternative Information Formats: Research and assess alternative information formats for viability and implementation.	December 2024	Communications Officer
3.2 Improve employee awareness of accessible information needs and how to provide information in other formats.	3.2.1 Employee Awareness of Information Formats: Create and deliver as short training session for all employees in regards to the need for alternative information formats and how to access this through the Shire.	June 2025	Communications Officer
3.3 Ensure that the Shire’s website meets contemporary good practice with relation to DAI.	3.3.1 Shire Website Redevelopment: Redevelop website to ensure it complies with the W3C web content guidelines along with any relevant State Government Access Guidelines for Information, Services and Facilities guidelines.	June 2025	Communications Officer

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

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
4.1 Provide DAI awareness training for management, leadership roles, council and employees.	4.1.1 DAI Awareness Training – Senior Positions: Deliver information sessions for management and leadership roles on inclusive employment and service practice.	September 2023	Human Resources
	4.1.2 DAI Awareness Training – Council: Deliver information sessions for Council (Elected Members) on disability access and inclusion within the community.	September 2023	Human Resources
	4.2.3 DAI Awareness Training – Employees: Deliver information sessions or a DAI learning activities for Shire employees on inclusive practices.	September 2023	Human Resources
4.2 Improve community awareness of disability and access issues.	4.2.1 International Day of People with a Disability: Promote and improve community awareness in the lead up and on the event date.	3 December (annually)	Communications Officer



**Outcome 5:** People with disability have the same opportunities as other people to make complaints to the Shire of Chittering.

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
5.1 Improve staff and public knowledge and access to DAI complaint handling information including alternative formats.	5.1.1 DAI Complaints Process: Develop a plain English complaint handling process and update Customer Service Charter. Create public and employee awareness of process and accessibility options.	June 2025	Executive Management Corporate Services Communications Officer Human Resources
5.2 Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	5.2.1 DAI Complaints Response: Proactive response to DAI complaints including appropriate communication methods and actions.	End of each Financial Year (from June 2025)	Executive Management

**Outcome 6:** People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Chittering.

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
6.1 Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	6.1.1 DAI Engagement Toolkit: Develop a simple Shire of Chittering 'Disability and Inclusion Toolkit' for engagement and application when consultation/public participation is proposed.	June 2024	Community Development
6.2 Ensure that people with disability are aware of consultative processes.	6.2.1 Key Contact Register: Develop a key contract register of volunteered contact details of people with a disability, their carers and relevant organisations to communicate and inform of public consultation opportunities.	End of each Financial Year	Community Development
6.3 Conduct DAIP review in conjunction with major review of Strategic Community Plan.	6.3.1 Strategic Community Plan (SCP) /DAIP Review: Conduct DAIP review in conjunction with Strategic Community Plan major review to attain greater input and integration into both plans.	June 2026 (in line with SCP review)	Human Resources and Community Development

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

Strategy	Task	Task Timeline / Deadline	Primary Responsibility
7.1 Make sure employees with a disability are adequately supported.	7.1.1 Employee Medical Updates: Remind employees to provide Employee Medical Information updates including any changes to disability status and/or support needs.	Biennial (starting March 2023)	Human Resources
7.2 Make sure inclusive recruitment practices are communicated and used.	7.2.1 Website Recruitment Information: Review and update Shire Recruitment information on website and Position Information Packages (etc.) to specifically address EEO and DAI recruitment and employment.	March 2025	Human Resources
7.3 Research appropriate Disability Employment Service (DES) providers.	7.3.1 DES Employment Providers: Contact a minimum of two DES providers to enquire of employment opportunities and implement information into recruitment processes.	September 2024	Human Resources
7.4 Ensure policies in relation to DAI are reviewed regularly.	7.4.1 Policies Review: Policies relating to DAI (including Equal Employment Opportunities Policy) are reviewed annually for updates and improvements.	September (annually)	Human Resources





*Chittering - offering an idyllic rural lifestyle in Muchea, Lower Chittering, Chittering, Mooliabeenie, Bindoon and Wannamal*