



**THE SHIRE OF MUNDARING**  
**ACCESS AND INCLUSION PLAN**  
**2006-2010**



This plan is available upon request for people with disabilities in alternative formats such as large print, electronic format (disk or email), audio or Braille.

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### Acknowledgements

The Shire of Mundaring wishes to thank past and present members of the Inclusion and disAbility Access Advisory Committee for the information and guidance they have provided throughout the consultation and the development of this plan.

# **BACKGROUND**

## **The Shire of Mundaring**

The Shire of Mundaring has a population of approximately 36,000 people residing in an area of 644 square kilometres on the eastern edge of metropolitan Perth. Extending from Midvale to Wooroloo, Mundaring contains 22 distinct localities or townsites. Almost half of the Shire of Mundaring is dedicated reserve, national park or areas allocated to water catchment. As a consequence, the eastern portion of Mundaring in particular comprises small, scattered townships.

## **Functions, facilities and services provided by the Shire of Mundaring**

Includes both in house and contracted functions, facilities and services provided by the Shire of Mundaring.

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

### **1. Service to property:**

- ❑ Construction and maintenance of Shire owned facilities
- ❑ Construction and maintenance of roads, footpaths, trails and cycle facilities
- ❑ Land drainage and development
- ❑ Waste collection and disposal
- ❑ Litter control and street cleaning
- ❑ Co-ordination of Bushcare Volunteer Program, GIS mapping, house and lot numbering, street lighting and bush fire services.

### **2. Services to community:**

- ❑ Provision of parks, gardens, reserves
- ❑ Provision of ovals and facilities for sporting and community groups
- ❑ Management of Brown Park and Mt Helena Recreation Centres, Bilgoman and Mt Helena Aquatic Centres and Lake Leschenaultia
- ❑ Provision of library services through the Greenmount and Mundaring Public Libraries
- ❑ Environmental health services, community safety services, community development and community cultural planning services and recreation services
- ❑ Support to local service providers including Hills Community Support Group (local Home and Community Care providers), Katherine Susannah Prichard Writers Foundation, Seen and Heard Youth Service, Mundaring Visitors Centre, Mundaring and Hills Historical Society and Mundaring Arts Centre

- Provision of support and infrastructure for community events
- Ongoing maintenance and review of the Shire of Mundaring website.

### **3. Regulatory Services:**

- Various planning services, health services, building services, emergency management services and ranger services.

### **4. General Administration:**

- Provision of information to the public, receipt of incoming monies (rates; registrations building fees etc...).

### **5. Processes of Government:**

- Committee meetings including the Inclusion and disAbility Access Advisory Committee, the Seniors Advisory Committee and the Youth Advisory Committee
- Community consultation, ward representation and ordinary and special Council meetings.

## **People with disabilities in the Shire of Mundaring**

The profile of people with a disability for the Shire of Mundaring compiled by the Disability Services Commission (1998) shows that out of a then total population of 31,274, there were 5,779 people with a disability, which is almost 18.5% of the population. This is a little under the percentage for the whole of the Perth metropolitan area (18.7%) and somewhat higher than neighbouring local government areas of Swan (17.4%) and Kalamunda (18.3%). Further examination of the Mundaring profile shows that people with physical disabilities formed the largest group (57%). This compares with 53.8% for the Perth metropolitan area as a whole.

## **Progress since 1995**

Since 1995 the following has occurred

- The introduction of the Shire of Mundaring's Disability Service Plan in 1996/1997.
- The Shire of Mundaring Disability Access and Equity Advisory Committee (now known as the Inclusion and disAbility Access Advisory Committee) has been formed and members have met regularly to discuss issues affecting people with disabilities in the Shire. This committee provides strategic advice to Council on relevant matters.
- A Community Development Officer for Seniors and People with Disabilities has been employed.
- Staff training in Disability Awareness has occurred.
- Disability Awareness training for community groups has been provided.
- Celebrations of International Day for People with Disability have occurred.

- A Disability Access Audit of all Shire facilities has been undertaken and funds up to \$100, 000 have been allocated each year since 2004/2005 to undertake the works recommended in the audit.
- Staff have attended various networking and training forums relating to working with people with disabilities and their families.
- Strong links have been developed between Community Development staff and the Local Area Coordinator for Disability Services Commission.
- The Access All Areas website has been developed by the Disability Access and Equity Advisory Committee. It provides information about Shire services and other local services providers.
- The Link into Leisure program was developed and implemented with funding assistance from Lotterywest. This program linked people with disabilities to inclusive recreational opportunities within the Shire.
- Consultation has taken place with people with disabilities and their families regarding the development of the new Access and Inclusion Plan and the identification of existing barriers.
- A Draft Housing Options for Seniors and People with Disability Report has been developed which will go to Council for adoption in April 2006.

# **SHIRE OF MUNDARING ACCESS AND EQUITY POLICY**

## **Principle statement**

The Shire of Mundaring aims to maintain and improve the quality of life of its residents by creating an accessible community in which information, services, facilities, programs, employment, decision making processes and other activities are inclusive, open and available to all residents, in an effort to provide equal opportunities, rights and responsibilities and the equitable distribution of resources according to need.

1. The Shire of Mundaring is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.
2. The Shire of Mundaring interprets an accessible and inclusive community as one in which all Shire 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 enjoyed by all other people in the community.
3. The Shire of Mundaring recognises that people with disabilities are valued members of the community who make a variety of contributions to local, social, economic and cultural life. The Shire 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.
4. The Shire of Mundaring believes that people with disabilities, their families and carers who live in country areas should be supported to remain in the community of their choice.
5. The Shire of Mundaring is committed to consulting with people with disabilities, their families and carers and local service providers to ensure that barriers to access and inclusion are addressed appropriately.
6. The Shire of Mundaring is committed to achieving the six outcomes of its Access and Inclusion Plan and in ensuring that its agents and contractors work toward the desired outcomes in the Access and Inclusion Plan.
7. The Shire of Mundaring is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.

# **DEVELOPMENT OF THE ACCESS AND INCLUSION PLAN**

## **Responsibility for the planning process**

The planning process has been the responsibility of Shire of Mundaring Community Development staff who have worked in partnership with the Disability Access and Equity Committee to develop the Access Inclusion Plan planning process.

## **Community consultation**

The Shire of Mundaring developed its Access and Inclusion Plan following a comprehensive consultation process with the community. The review of that plan continues the Shire's commitment to addressing the needs of residents with a disability. The process to date has included:

- Establishment of the Disability Access and Equity Advisory Committee (1996).
- Development of Disability Service Plan (1996/7).
- Staff awareness training (1998, 2001, 2003).
- Disability Access Audit (2002) of Shire owned buildings and facilities.
- Disabilities Report (2002) (Claire Allen, Manager Community Development).
- Issues Papers and consultation reports (E-QUAL, 2003).
- Community consultation (Asset Research, 2005).

The most recent community consultations undertaken by E-QUAL in 2003 and Asset Research in 2005 utilised the following strategies to gain information from people with disabilities, their families, service providers and the broader community:

- Written surveys to local service providers.
- A community workshop – promoted widely via a pamphlet drop to all homes in the Shire and advertising on Information Radio.
- Online survey – linked to the Shire's website.
- Brief telephone survey.
- In depth telephone survey.

These processes were promoted in local newspapers and on the Shire's website.

## **Access barriers**

Priority areas identified through consultation with the community highlighted the need to improve physical access to local buildings and the need to provide more accessible and comprehensive information relating to available services, events and opportunities for participation in consultation.

## **Findings of the consultation**

Key barriers identified through the community consultation include:

- Poor physical access to Shire buildings – limited or no accessible toilets, parking, footpaths, ramps and rails in public buildings.
- Lack of accessible public toilets.
- Lack of safe paths for walking.
- Limited transport options for people with disabilities.
- Lack of promotion/available information regarding locally available services for people with disabilities – both Shire services and services delivered by others agencies.
- Lack of appropriate and affordable housing options for people with a disability.
- Lack of promotion of new access improvements.
- Lack of access to employment opportunities.
- Dangerous pedestrian road crossings.
- Lack of accessible drinking fountains and seatings.
- Lack of alternative accessible communication strategies, such as Braille and Auslan, for people with sensory impairments.

Each of these identified barriers has been addressed as part of the Shire of Mundaring Access and Inclusion Plan.

## **Responsibility for implementing the Access and Inclusion Plan**

- Coordination of the implementation of the plan will be the responsibility of the Manager Community Support Services.

Managers from across the organisation with responsibility for implementing the strategies identified in the plan will provide regular progress updates to the Manager Community Support Services and to the Inclusion and disAbility Access Advisory Committee.

## **Communication of the plan to people with a disability, staff and others**

### **Minimum requirements**

As per the requirement of the Western Australian Disability Services Act, which was reviewed in 2004, 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 Braille and large print);
- \*On the website;
- \*Promoted in the local press.

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

- Send the plan to the Disability Services Commission (State) and Human Rights Commission (Federal) for attention of the Disability Commissioner.
- Provide a copy of the plan to all Inclusion and disAbility Access Advisory Committee members, staff and local service providers via email, website and mail.
- Promote the availability of the plan to the wider community through the use of local media advertising, newsletters, website promotion and promotion through local service providers.
- Staff, the Inclusion and disAbility Access Advisory Committee and community members will be made aware of any amendments to the plan.

### **Communication of the plan to agents and contractors**

It is a requirement of the Western Australian Disability Services Act (2003) that all agents and contractors of the Shire who deliver a public service to residents within the Shire are aware of and operate in accordance to the principles outlined in the Disability Access and Inclusion Plan.

A copy of the Access and Inclusion Plan will be provided to all Shire contractors and agents who deliver a public service. Specific requirements relating to the individual operations of contractors and agents of the Shire will be gradually included in contracts as they are developed, reviewed or renewed commencing in July 2006.

\* For example, parks and gardens contractors will be required to ensure that access to footpaths is maintained, or alternative accessible routes identified, while undertaking pruning or garden works that may present a barrier to access.

## Monitoring and evaluation

- The Manager Community Support Services will monitor progress towards achieving stated outcomes in the plan.
- The Inclusion and disAbility Access Advisory Committee will assess the implementation of the Access and Inclusion Plan on an annual basis set to coincide with the production of the Shire's Annual Report.
- Information on outcomes of the Access and Inclusion Plan will be incorporated into the Annual Report.
- Feedback will be sought from people with disabilities, Councillors and staff about the effectiveness of the plan.
- People with disabilities, their families and carers will be invited to review the plan and identify further barriers and potential solutions to those barriers.
- Amendments to the plan will be promoted using the communication strategy previously identified.
- The effective implementation of the plan will be evaluated by the following performance indicator:

### Performance indicator

Performance will be rated in accordance with the percentage of strategies achieved within the time frame identified.

90% or above	Excellent
80%	Good
60%	Satisfactory
50%	Poor

## **REPORTING ON THE PLAN**

### **Annual report**

As a requirement of the Western Australian Disability Services Act, the Shire of Mundaring must provide an update on the progress of implementing the Access and Inclusion Plan in its annual report.

In addition, an annual report on the plan, utilising the standard reporting template provided by the Disability Services Commission will be submitted by the 31<sup>st</sup> July each year.

This report will outline

- Progress towards the desired Access and Inclusion Plan outcomes.
- The progress of Shire of Mundaring agents and contractors towards meeting the desired outcomes.
- The strategies used to inform agents and contractors of the Shire of Mundaring Access and Inclusion Plan.

The annual report will provide the opportunity for all local governments to report areas of significant success or challenge.

### **Five year review**

A review report of the Access and inclusion Plan must be completed within five years, although the Access and inclusion Plan can be reviewed at any time. The review process must include community consultation.

A copy of the review report must be lodged with the Disability Services Commission.

After review, plans may be amended or a new plan prepared. The amended or new plan is to include a copy of the review report and be lodged with the Disability Services Commission by 31 July in any given year.

## STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As part of the consultation process, barriers experienced by people with disabilities have been identified. These barriers have been placed under the 6 outcome areas required as part of the Access and Inclusion Plan. Strategies to address these barriers, including a timeframe, have been identified.

**Outcome 1 People with disabilities have the same opportunities as other people to access the services of, and events organised by, the Shire of Mundaring.**

### 1.1 Events and meetings held by the Shire are not accessible to some people with disabilities.

Strategy	Time frame
<p>All events organised by the Shire are to provide at a minimum</p> <ul style="list-style-type: none"> <li>❑ Adequate accessible parking</li> <li>❑ Adequate accessible toilets</li> <li>❑ Clear event and directional signage</li> <li>❑ Transport options for people with disability</li> <li>❑ Free entry for companions under the "Companion Card" scheme.</li> <li>❑ Discounted entry to facilities and events for holders of Commonwealth Government Concession Card holders</li> <li>❑ Promotional material available in a variety of accessible written and verbal formats.</li> </ul>	July 2007
<p>All event organisers are to be familiar with the Guidelines for Creating Accessible Events publication available from the DSC website. Event organisers are to seek advice from Access Consultants for larger Shire events as required.</p>	Dec 2006
<p>People with disabilities are invited as part of the RSVP process to advise staff of specific access requirements and ways staff may be able to assist with access issues.</p>	Dec 2006
<p>Implement interim access improvement strategies to Shire facilities until full access upgrades to the facilities can occur. For example, these strategies may include</p>	Jan 2007

<ul style="list-style-type: none"> <li>❑ Staff to assist people with disabilities by opening doors to (staffed) facilities</li> <li>❑ Staff attend front counter so that people with disabilities do not have to walk through/around the building</li> <li>❑ Placement of signs that welcome requests for assistance from people with disabilities</li> <li>❑ Installation of a doorbell to alert front counter staff of people who require assistance to enter the building</li> <li>❑ Installing accessible door to the front counter area of the Administration Building</li> <li>❑ Provision of an accessible desk space at the front counter of the Administration Building for people to complete paperwork and /or meet face to face with staff</li> <li>❑ Investigate altering existing female toilets in the Civic Area of the Administration Building to create an accessible unisex toilet.</li> </ul>	
<p>Ensure all future furniture purchases (library shelves, computer desks etc...) have been assessed for disability access and meet requirements.</p>	<p>Ongoing</p>
<p>Investigate feasibility of developing another point of contact/ "Front Counter" at the Brown Park Recreation Centre and in the Chidlow/Mt Helena area to facilitate ease of access for people living in the eastern and western areas of the Shire.</p>	<p>July 2010</p>
<p>Investigate the use of CART (Computer Assisted Real Time Captioning) and Hearing Loops at all Shire meetings.</p>	<p>December 2006</p>

**1.2 Fees and charges for Shire activities can be expensive for people with disabilities and their families.**

<p>Implement a "Companion Card" scheme whereby an essential carer/companion of a person with a disability is admitted to Shire facilities and programs free of charge.</p>	<p>July 2006</p>
<p>Continue to provide discounts on entry to Shire facilities to concession cardholders.</p>	<p>Ongoing</p>

**1.3 People with disabilities and their families/carers do not know that events/meetings/activities are accessible.**

Develop a common clause or logo that signifies the access considerations made by the Shire when planning events.	Jan 2007
Include this common clause or logo on all promotional information for Shire events and activities.	Ongoing
Develop a mailing list and send event information directly to people with disabilities and their families.	Ongoing

**1.4 Lack of appropriate transport prevents attendance at events, meetings and activities.**

Local transport options for people with disabilities are promoted (local taxi services, HACC services, accessible Transperth routes) to community members wishing to access Shire events, meetings and activities.	Ongoing
Lobby transport service providers for improved and additional accessible transport for people with disabilities within the Shire of Mundaring	Ongoing

**1.5 Lack of housing options that are affordable, accessible and appropriate for people with disabilities.**

Implementation of the recommendations outlined in the Housing Options for Seniors and People with Disability Report 2006.	As outlined in report
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**1.6 Contractors providing public services on behalf of the Shire are aware of their responsibilities to ensure their services are delivered in an accessible and inclusive manner.**

Providers of public services contracted by the Shire are made aware of the Shire's Access and Inclusion Plan and are required to conduct their operations in a way that is inclusive and accessible for people with disabilities.	Commencing July 2006
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**Outcome 2 People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Mundaring.**

**2.1 Shire facilities do not meet access standards. People with disabilities cannot get in or access internal facilities such as toilets.**

All new Shire facilities are to provide a fully accessible workplace for all Shire employees and members of the public. "Fully accessible" includes physical access as well as the provision of accessible information e.g. installation of hearing loops and TTY.	Ongoing
All existing Shire facilities are to be upgraded as per the Disability Access Audit recommendations. Prioritisation of works to be undertaken annually by the IDAAC.	Ongoing
Implement interim access measures as outlined at 1.1.	Refer 1.1

**2.2 People with disabilities are not informed when Shire facilities have been improved.**

Develop an internal communication strategy so that staff are aware when access upgrades have occurred.	April 2007
Regularly promote access improvements so that people with disabilities are aware that they can access facilities. For example, include in newsletters, website and newspapers. Information to be available in alternative accessible formats. Send to local service providers for distribution through their networks.	Ongoing

**2.3 Lack of footpaths and/or slippery and uneven surfaces on footpaths.**

Continue implementation of the Dual Use Path Program (DUPP) ensuring that all surfaces meet Australian Standards. Prioritisation of upgrades to occur in consultation with the IDAAC. IDAAC to be consulted regarding the placement of footpaths in high usage areas.	Ongoing
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Continue to develop and promote safe walking routes within the Shire, for example, through the On Yer Feet Program.	Ongoing
All new sub divisions to include an accessible network of footpaths and kerbing where possible.	Ongoing

#### **2.4 Gum nuts, gravel and sand on footpaths can cause falls and injuries.**

<p>Ensure that:</p> <ul style="list-style-type: none"> <li>□ Gum nuts and other hazards are regularly removed from pathways in key, high usage areas and in response to requests.</li> <li>□ Provide information to residents about this service in a variety of accessible formats.</li> <li>□ Upgrades to footpaths utilise appropriate surfacing wherever possible.</li> </ul>	Ongoing
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#### **2.5 Footpaths are not accessible for people with disabilities; for example, they have high kerbing/ large drops from road.**

Ensure that footpaths are built in accordance with Australian Standards and the Association for the Blind Western Australia's guidelines on access.	Ongoing
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#### **2.6 There are not enough accessible parking bays within the Shire.**

Ensure that adequate accessible bays are created as part of development or upgrade of new and existing facilities.	Ongoing
Ensure adequate accessible parking is provided at Shire events. Include temporary accessible bays at larger events.	Ongoing
Ensure local businesses and community groups comply with the accessible parking requirements.	Ongoing
Enforce Local Government (Parking for Disabled Persons) Regulations 1988.	Ongoing

**2.7 Traditional playground design is not accessible for children with disabilities.**

Investigate the development of an accessible playground within the Shire of Mundaring.	Dec 2007
<p>Ensure that all new playground developments include at a minimum</p> <ul style="list-style-type: none"> <li>❑ Paving to allow for wheelchair access</li> <li>❑ Sensory and tactile features</li> <li>❑ Undertake research into the development of accessible playgrounds in other local government areas</li> <li>❑ Provide information about accessible playgrounds to developers.</li> </ul>	Ongoing

**2.8 Time allowed for road crossing at pedestrian lights is insufficient.**

Advocate for crossing time at pedestrian crossing lights to be extended.	Dec 2006
Refer any complainants to the Main Roads WA.	Ongoing

**2.9 Pedestrian crossings along the highway are dangerous.**

Review streetscape options to provide improved crossings along Great Eastern Highway.	Ongoing
Continue lobbying for the Orange Route to divert traffic from Great Eastern Highway, thus reducing traffic hazards along the highway.	Ongoing

**2.10 Vehicles parked on footpaths create hazards for some people with disabilities.**

Ensure that vehicle owners are aware of the difficulties caused by parking on verges/footpaths – an awareness campaign.	Ongoing
Investigate the development of a local law that prohibits vehicles parking on footpaths.	December 2007

**2.11 There are not enough bench seats or drinking fountains available throughout the Shire.**

Include accessible drinking fountains and adequate accessible bench seating in future constructions of public open space or recreation facilities.	Ongoing
Work with the IDAAC to prioritise seating and accessible drink fountain requirements for existing public open space and recreation facilities. Seek Council adoption of and implement a capital works program to provide accessible fountains and seating.	July 2007

**2.12 Putting Sulo rubbish bins out for collection can be difficult for some people with disabilities.**

Promote in a range of formats the existing support service to individuals who are unable, due to a disability, to put out their bins.	Ongoing
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### **2.13 Sulo bins can block access along footpaths on bin day.**

Contractors are trained to minimise the number of bins that fall over during the waste collection process.	Ongoing
Information is provided to residents (focus page/newsletters/website) requesting bins be brought in from the verge as soon as they are emptied.	Ongoing
Ensure that wherever possible, footpaths are constructed along the fence line to allow room for bins to be placed near the road without obstructing the footpath.	

### **2.14 Some residents leave Sulo bins blocking footpaths for days/weeks.**

Develop a local law that provides a timeframe for putting bins out/bringing them in.	July 2007
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### **2.15 Lack of signage prevents easy access to Shire facilities and events.**

Implement signage as per Australian Standards as part of any new facility developments and as part of upgrades of existing facilities.	Ongoing
Where appropriate, signage is to also include a Braille interpretation.	Ongoing

**Outcome 3 People with disabilities receive information from the Shire of Mundaring in a format that will enable them to access the information as readily as other people are able to access it.**

**3.1 Shire information is not easily accessible.**

All Shire publications, including agendas, minutes, fliers and promotional material will be available upon request for people with disabilities in alternative formats such as large print, electronic format (disk or email), audio, Braille or via an interpreter.	Ongoing
Verbal information (e.g. meetings, interviews) is provided in alternative formats such as AUSLAN, Computer Assisted Real Time Captioning and via a hearing loop as required.	Ongoing

**3.2 People with disabilities and their families do not know about relevant Shire and other local services that are available.**

Develop a communication strategy that A) Features local services B) Provides updates on access improvements (as per 2.2) C) Promotes local events and activities (as per 1.4) D) Highlights local volunteer and employment opportunities E) Is provided in various formats including large print, electronic format (disk or email), audio, Braille, or via an interpreter (as per 3.1).	July 2007
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**3.3 Shire staff do not have a strategy for making direct contact with local people with disabilities.**

Work with the IDAAC to develop strategies for getting information directly to and from community members with disabilities and their families.	Dec 2006
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**3.4 People with hearing impairments cannot contact the Shire via telephone.**

Promote staff awareness of the National Relay Service.	Dec 2006
Investigate use of secure internet chat – linked to the Shire’s Website.	Dec 2006
Investigate installation of a Telephone Typewriter Service (TTY).	July 2007

**3.5 Emergency management information is not accessible for people with disabilities.**

Investigate website development to include emergency management information.	July 2007
Investigate an SMS email service for people with disabilities who register to receive emergency information messages.	July 2007

**Outcome 4 People with disabilities receive the same level and quality of service from the staff and Councillors of the Shire of Mundaring as other people receive.**

**4.1 Staff and Councillors may not have the knowledge required to provide appropriate service.**

Disability Awareness Training is provided by accredited trainers for all existing staff, new staff and Councillors.	June 2007 then biennially in line with Council elections.
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**4.2 Shire employment opportunities may not be accessible to people with disabilities.**

Review Position Description (PD) templates regularly – these must be non-discriminating and must not exclude people with disabilities.	Ongoing as PDs are reviewed.
Employment advertisements are to be available in alternative formats upon request.	Ongoing
Staff training in use of appropriate language for job interviews is provided.	July 2007 then annually

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

**5.1 Some people with disabilities may not be aware of grievance procedures/these procedures may not be accessible.**

Develop and adopt grievance procedures.	July 2007
Ensure all information pertaining to the grievance procedure is available in alternative formats (both verbally and in written format) as required.	July 2007
Arrange and pay for an independent person to advocate on behalf of a person with a disability if requested. Provide interpreter services where required.	Ongoing as required
Inform people of external grievance procedures offered through the Equal Opportunity Commission and of support services offered by the Sussex St Law Centre and ACROD.	Ongoing

**5.2 Some people with disabilities cannot currently access the main administration desk or Council Chambers (these are the main point of contact for grievance matters).**

Ensure that grievances can be lodged via alternative means including fax, mail, and email or via verbal methods.	July 2007
Implement access strategies outlined at 1.1	Refer 1.1

**Outcome 6 People with disabilities have the same opportunities as other people to participate in any public consultation conducted by the Shire of Mundaring.**

**6.1 People with disabilities may not know about opportunities to participate in public consultation.**

Widely promote opportunities for consultation through newsletter, newspapers and on the website as well as through strategies identified at 3.3. Refer to the Shire of Mundaring Community Participation and Consultation Guidelines.	Ongoing
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**6.2 Information about public consultation may not be available in an accessible format.**

All public consultation documentation is to be made available in alternative formats as requested. Be flexible in the way that people can respond – eg provide a phone in time for comments, email options or face to face meeting times. Provide interpreters, Computer Assisted Real Time Captioning as required.	Ongoing
Verbal consultation methods such as public forums or focus groups are to include provisions for interpreters, captioning, professional note takers and audio loops as requested. Officers are to promote “if you have any specific access requirements, please contact the Shire” on all information associated with the public consultation.	Ongoing

**6.3 People with disabilities may not be able to physically access a venue to participate in focus groups/public meetings.**

A list of accessible venues within the Shire is developed and distributed to Staff and consultants conducting consultation on behalf of the Shire. This list can be made available to community-based organisations upon request.	Dec 2006
Temporary access measures are implemented by staff to assist with access for people with disabilities to consultation sessions. For example, these measures may include <ul style="list-style-type: none"> <li><input type="checkbox"/> Use of temporary signage</li> <li><input type="checkbox"/> Identification of temporary accessible parking</li> <li><input type="checkbox"/> Blocking open doors</li> <li><input type="checkbox"/> Providing portable accessible toilets.</li> </ul>	July 2006
Where possible, venues utilised for public consultations are to be fully accessible.	July 2006

**6.4 People with disabilities may not be able to access committee and council meetings held in the Shire's administration building.**

Ensure that comments can be lodged via alternative means such as fax, mail or email.	July 2007
Ensure that people can arrange face-to-face meetings with Councillors and staff with interpreters available as required.	July 2007
Ensure that meetings are accessible for people with sensory impairments <ul style="list-style-type: none"> <li><input type="checkbox"/> Investigate use of CART (Computer Assisted Real Time Captioning)</li> <li><input type="checkbox"/> Provision of interpreters where required</li> <li><input type="checkbox"/> Agendas and minutes available alternative formats as required.</li> </ul>	
Implement strategies outlined at 1.1.	Refer 1.1