

Western Metropolitan Regional Council



Disability Access & Inclusion Plan

Amended Regulations 2013

2012 - 2016

This plan is available in alternative formats
such as large print and electronic format (disc or emailed) on request.

Date adopted by Council:

7 June 2012

Date amended DIAP adopted by Council:

3 April 2014



Phone: (08) 9384 4003 **Fax:** (08) 9384 7511 **Email:** admin@wmrc.wa.gov.au

Address: 40 Marine Parade (Wearne House), Cottesloe WA 6011

Postal Address: PO Box 47, Mosman Park WA 6912

www.wmrc.wa.gov.au

Table of Contents

| | |
|---|---|
| 1. Purpose of the Plan | 2 |
| 1.1. What do we mean by Disability? | 2 |
| 1.2. People with Disabilities in the Western Suburbs | 2 |
| 2. Background | 3 |
| 2.1. Our Purpose | 3 |
| 2.2. Our Vision | 3 |
| 2.3. Our Values | 3 |
| 2.4. Our Key Business Objectives..... | 3 |
| 3. Our Facilities & Services | 4 |
| 3.1. Facilities | 4 |
| 3.2. Services | 4 |
| 4. WMRC Access and Inclusion Policy Statement & Implementation Plan.. | 5 |
| 4.1. Policy Statement..... | 5 |
| 4.2. Implementation Plan | 5 |
| 5. Responsibility for Implementation | 9 |
| 6. Review and Evaluation | 9 |
| 7. Feedback..... | 9 |

1. Purpose of the Plan

It is a requirement of the *Disability Services Act* 1993 that all local governments develop and implement a Disability Access and Inclusion Plan that outlines the ways in which they will ensure that people with a disability have equal access to its facilities and services.

1.1. What do we mean by Disability?

The *Disability Services Act* 1993 defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments.
- Is permanent or likely to be permanent.
- May or may not be episodic in nature.

and results in:

- A substantially reduced capacity of the person for communication, social interaction learning or mobility.
- A need for continuing support services.

1.2. People with Disability in the Western Suburbs

The residential population of the western suburbs (Town of Claremont, Town of Cottesloe, Town of Mosman Park, City of Nedlands, Shire of Peppermint Grove and City of Subiaco) is approximately 65,000 people.

The WESROC Community Profile identifies 2,092 people (3.2%) in the region as “people who require assistance in their day-to-day lives with core activities (2011).

2. Background

The WMRC is a regional Council constituted under the *Local Government Act 1995* that has provided waste transfer and education services for its five member Councils since 1989. The WMRC's member Councils are:

- Town of Claremont
- Town of Cottesloe
- Town of Mosman Park
- Shire of Peppermint Grove
- City of Subiaco

The WMRC also provides services to the City of Nedlands, reinforcing the significance of the WMRC as a waste service provider to the western suburbs.

2.1. Our Purpose

The WMRC exists to deal with waste from Perth's Western Suburbs and immediate surrounds in an efficient and environmentally sound manner, and to provide guidance to its community in improved waste management practices.

2.2. Our Vision

"We make our world. Better."

We aspire for a world in which waste is not a problem but an opportunity, when people in our local area are proud of the great things that are done in their world, when people from afar come to see us and admire what we do. And once we have achieved this for waste management, we aspire to grow our work into ultimately delivering an inspirational natural environment for the Western Suburbs of Perth.

2.3. Our Values

In delivering value for our customers, we strive for the following delivery values:

1. Reliability. We will deliver on our purpose whenever we are needed.
2. Transparency. We will strive to be as open and transparent in our business dealings as possible.
3. Excellent customer service. We want to be a pleasure to deal with.

Our delivery values are built upon the following support values:

1. Responsiveness. We observe events and respond mindfully.
2. Excellence. We seek to do the best we can.
3. Innovation. We always seek a better way to do something.
4. Inspirational. We fill those around us with energy and excitement.
5. Passionate. We believe in what we do, and do what we believe.

2.4. Our Key Business Objectives

1. Achieve a comprehensive, cost effective waste management service across the region
2. Increase the number of Councils, businesses and people using our services
3. Reduce waste to landfill
4. Increase the knowledge and engage the local community to improve waste management
5. Become a recognised catalyst implementing innovative practices in waste management
6. Develop a capable team and a fulfilling place to work to achieve our objectives

3. Our Facilities & Services

3.1. Facilities

JFR (Jim) McGeough Resource Recovery Facility

Corner Brockway Road and Lemnos Street
SHENTON PARK WA 6008

Opening hours:

- Monday to Friday: 7.30am-3.45pm
- Weekends: 10.00am-1.00pm
- Public Holidays: 7.30am-1.00pm
- Closed Good Friday, Christmas Day and New Year's Day

Services:

- Waste Transfer Station
- Residential recycling
- Greenwaste processing

WMRC Administration

Wearne House, 40 Marine Parade
COTTESLOE WA 6011

Opening hours:

- Monday to Friday: 9.00am-5.00pm
- Closed weekends and public holidays

Services:

- Administrative support services
- Earth Carers programme

3.2. Services

Waste Transfer Station

The WMRC operates the JFR (Jim) McGeough Resource Recovery Facility. Waste is received from member Councils, non-member Councils, commercial customers and individuals. The facility encompasses:

- Waste Transfer Services.
- Domestic Recycling.
- Greenwaste Recycling.
- Household Hazardous Waste Drop-Off.
- Problematic Waste Disposal.
- DiCOM Bioconversion Waste Processing System.

Earth Carers Programme

The WMRC delivers the Earth Carers Programme on behalf of its member Councils. Earth Carers educate and support the local community to reduce waste at home, school and work and encourage sustainable living. The Earth Carers Programme:

- Delivers community education and capacity building courses on waste management, recycling and responsible garden practices.
- Provides support to Earth Carers volunteers.
- Works with Council waste and sustainability officers to deliver waste education messages and programmes.
- Delivers community re-use and recycling events.
- Supports community sustainability events.
- Provides waste education support and resources to local schools.

4. WMRC Access and Inclusion Policy Statement & Implementation Plan

4.1. Policy Statement

The WMRC is committed to achieving the eight desired outcomes of its Disability Access and Inclusion Policy. These are:

1. WMRC Council ensures that a Disability Access and Inclusion Policy and Implementation Plan are developed, implemented and regularly reviewed.
2. People with disability have the same opportunities as other people to access the services of, and any events organised by, the WMRC.
3. People with disability have the same opportunities as other people to access the buildings and other facilities of the WMRC.
4. People with disability receive information WMRC in a format that will enable them to access the information as readily as other people are able to access it.
5. People with disability receive the same level and quality of service from the staff of WMRC as other people receive from staff at WMRC.
6. People with disability have the same opportunities as other people to make complaints to the WMRC.
7. People with disability have the same opportunities as other people to participate in any public consultation by WMRC.
8. People with disability have the same opportunities as other people to obtain and maintain employment with the WMRC.

4.2. Implementation Plan

Outcome 1: WMRC Council ensures that a Disability Access and Inclusion Policy and Implementation Plan are developed, implemented and regularly reviewed.

| ACTION | TIMELINE |
|---|--|
| Develop a Disability Access and Inclusion Policy. | 5 April 2012 |
| Develop a draft Disability Access and Inclusion Implementation Plan. | 5 April 2012 |
| Consult with the community on the draft Disability Access and Inclusion Policy and Plan. | 14 April to 13 May 2012 |
| Council to adopt Disability Access and Inclusion Policy and Plan | 7 June 2012 |
| Provide information to the community on the WMRC's Disability Access and Inclusion Plan | Following Council adoption |
| Review and amend the Disability Access and Inclusion Policy and Plan. | Biennial – Reviewed by Council 3 rd April 2014. Next review April 2016. |
| Lodge the reviewed Plan with the Disability Services Commission. | 30 June 2014 |
| Develop links between the Disability Access and Inclusion Plan and other WMRC strategies and plans. | By end of 2014 |

Outcome 2: People with disability have the same opportunities as other people to access the services of, and any events organised by, the WMRC.

| ACTION | TIMELINE |
|---|----------|
| Ensure that all events organised by WMRC provide as a minimum: <ul style="list-style-type: none"> • Accessible parking • Accessible toilets • Promotional material available in alternative formats. | Ongoing |
| Use a variety of media to promote events, including newspaper and online. | Ongoing |
| Ensure that people with disability are considered when developing communication action plans | Ongoing |
| Ensure all services provided by WMRC comply with the Disability Access and Inclusion Policy. | Ongoing |
| Be flexible, creative and adaptable in responding to access barriers. | Ongoing |
| Review WMRC's Policies to ensure they are consistent with the Disability Access and Inclusion Plan and support equitable access to services by people with disability. | Ongoing |

Outcome 3: People with disability have the same opportunities as other people to access the buildings and other facilities of the WMRC.

| ACTION | TIMELINE |
|--|----------|
| Audit Transfer Station to establish priorities for access improvement. | Ongoing |
| Maintain a programme and budget for access improvement | Ongoing |
| When developing new buildings and/or facilities, consideration will be given to the needs of people with disabilities. | Ongoing |

Outcome 4: People with disability receive WMRC information in a format that will enable them to access the information as readily as other people are able to access it.

| ACTION | TIMELINE |
|--|--------------|
| Audit how staff provides information to the community to develop an access inclusion action plan. | By July 2012 |
| Ensure that all information on Council functions, facilities and services is available in alternative formats if required. | Ongoing |
| Make electronic or hard copies of documents available in large print. | Ongoing |
| Make information available in other formats on request. | Ongoing |
| Provide website viewers accessibility information. | Ongoing |
| Equal opportunity ethos is fostered among staff. | Ongoing |
| Identify and remove any barriers to employment. | Ongoing |
| Make consideration for the specific needs of people with disability | Ongoing |
| Ensure all Council communications use a clear and consistent language. | Ongoing |
| Endeavour for all PDF documents on WMRC websites are correctly tagged to be readable by screen readers and assistive technologies. | Ongoing |

Outcome 5: People with disability receive the same level and quality of service from the staff of WMRC as other people receive from staff at WMRC.

| ACTION | TIMELINE |
|---|--------------|
| Ensure WMRC's Disability Access and Inclusion Plan is distributed to staff and Councillors. | By July 2014 |
| Ensure contractors are aware of the relevant requirements of the Disability Services Act, Amendment Regulations 2013 and WMRC's Disability Access and Inclusion Plan. | Ongoing |

Outcome 6: People with disability have the same opportunities as other people to make complaints to the WMRC.

| ACTION | TIMELINE |
|---|----------|
| Ensure that complaints can be lodged via a number of methods – telephone, fax, email, mail or verbal. | Ongoing |
| Ensure complaints are dealt with appropriately and in a timely manner and feedback is available about the progress and outcome. | Ongoing |
| Ensure the WMRC can be used to lodge complaints. | Ongoing |

Outcome 7: People with disability have the same opportunities as other people to participate in any public consultation by WMRC.

| ACTION | TIMELINE |
|---|----------|
| Ensure that all public consultation venues organised by WMRC provide as a minimum: <ul style="list-style-type: none"> - Accessible parking - Accessible toilets - Promotional material in alternative formats. | Ongoing |
| Ensure that any feedback or information requests can be lodged via a number of methods – telephone, fax, email, mail or verbal. | Ongoing |

Outcome 8: People with disability have the same opportunities as other people to obtain and maintain employment with the WMRC.

| ACTION | TIMELINE |
|---|----------|
| Ensure staff, contractors and employment firms know that the WMRC's employment policies are applicable to all applicants and staff. | Ongoing |
| Ensure education and training programs are available to staff to encourage the reducing of barriers to people with disability obtaining and maintaining employment. | Ongoing |

5. Responsibility for Implementation

It is a requirement of the *Disability Services Act 1993* that all officers, employees, agents and contractors take practical measures to implement the Disability Access and Inclusion Plan. The CEO is responsible for delegating each action to the appropriate staff member.

Where agents or contractors provide services to the public on behalf of the WMC, these services are to be conducted consistent with the Disability Access and Inclusion Plan and the Amendment Regulations 2013.

6. Review and Evaluation

The *Disability Service Act 1993* sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. A report will be prepared each year on the implementation of the Disability Access and Inclusion Plan and will be reported in the WMRC's Annual Report.

New barriers may be identified in the course of review and the plan will be adaptable to meet the changing needs of people with disability. Whenever the Disability Access and Inclusion Plan is amended, a copy of the amended Plan will be lodged with the Disability Services Commission.

7. Feedback

The WMRC welcomes your feedback on this Disability Access and Inclusion Plan and the Amendment Regulations 2013. If you would like to provide comment or make a suggestion to improve access, please contact us on:

Telephone:

(08) 9384 4003

Fax:

(08) 9384 7511

Email:

admin@wmrc.wa.gov.au

Online:

www.wmrc.wa.gov.au/contact-us/

Mail:

PO Box 47, MOSMAN PARK WA 6912

In Person:

WMRC Administration, 40 Marine Parade, COTTESLOE WA 6011.