

Western Metropolitan Regional Council



Disability Access & Inclusion Plan

2018-19 to 2022-23

This plan is available in alternative formats such as in standard and large print, in audio format on CD and electronic format (disc or emailed) on request and on the website of WMRC.

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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; and
 - a need for continuing support services.

1.2. People with Disability in Perth’s 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).

1.3. Planning for better access

The Disability Services Act (1993) requires all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans.

1.4. Progress since 2012

The WMRC is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. Towards this goal the City adopted its first DAIP in 2012 to address the barriers within the community for people with disability. The DAIP addressed the WMRC's statutory requirements under the WA Disability Services Act (1993).

Since the adoption of the initial DAIP, the WMRC has made significant progress towards better access and inclusion for people with disability, including providing more accessible waste services at its Waste Transfer Station in Shenton Park.

1.5. 2018 DAIP Review

In 2018, the WMRC undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the DAIP and subsequent review reports to see what has been achieved and what still needs work;
- examination of other relevant documents and strategies;
- investigation of trends and good practice in access and inclusion;
- consultation with key staff; and
- consultation with the community.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the Local Government, under the Local Government Act (1995), and on any website maintained by or on behalf of the Local Government.

In July 2018 the community was informed through the local newspaper and the WMRC website that the City was reviewing its DAIP to address the barriers that people with disability and their families experience in accessing information, services and facilities; and that the draft new DAIP was available for public comment.

1.6. Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The WMRC's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities.

1.7. Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs. The WMRC will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Department of Communities by 4 July each year, outlining:

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

2. Background

The WMRC is a regional Council constituted under the *Local Government Act 1995* that has provided waste transfer and waste 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

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 Mission

The WMRC works to make good waste practices normal in 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. Develop a capable team and a fulfilling place to work to achieve our objectives.

2.5. Review of the previous DAIP

During the life of the WMRC's previous DAIP, the WMRC:

- improved disabled access to its offices;
- improved its written and electronic communications to provide for better access and inclusion for people with disability;
- updated and improved signage at the WMRC waste transfer station; and
- developed procedure for staff to advise and assist customers with disability to access the services at the WMRC waste transfer station.

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: 8.30am-4.30pm
- 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 provides the following services:

- Waste Transfer Services for member Councils.
- Recycling Drop-Off point.
- Greenwaste Recycling.
- Household Hazardous Waste Drop-Off.
- Problematic Waste Disposal.

Waste Education Programme

The WMRC delivers Waste Education services, including the Earth Carers' Programme, on behalf of its member Councils. Our Waste Educators train and support the local community to reduce and recycle waste at home, school and work; and encourage sustainable living. The Waste Education 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; and
- 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 ensuring that its facilities and services are accessible and inclusive for people with disability, their families and carers.

The WMRC interprets an accessible and inclusive community as one in which people with disability can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

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

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the WMRC.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the WMRC.
3. 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.
4. People with disability receive the same level and quality of service from the staff of WMRC as other people receive from staff at WMRC.
5. People with disability have the same opportunities as other people to make complaints to the WMRC.
6. People with disability have the same opportunities as other people to participate in any public consultation by WMRC.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the WMRC.

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

4.2. Implementation Plan

Outcome 1: 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
Provide assistance as required to people with disability to access services at the Waste Transfer Station.	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 consistency with the DAIP.	Ongoing

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

ACTION	TIMELINE
Audit Waste 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 disability.	Ongoing

Outcome 3: People with disability receive information from WMRC 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 ensure conformance with the DAIP.	Annually
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 with 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 4: 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.	Following Council approval
Ensure contractors are aware of the relevant requirements of the Disability Services Act, Amendment Regulations 2013 and WMRC's DAIP.	Ongoing
Ensure procedures are in place to facilitate staff assistance for people with disability to access the services at WMRC's waste transfer station.	Ongoing

Outcome 5: 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 6: 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 7: 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

Outcome 8: WMRC Council ensures that a Disability Access and Inclusion Policy and Implementation Plan are developed, implemented and regularly reviewed.

ACTION	TIMELINE	RESPONSIBLE
Consult with the Community on the Disability Access and Inclusion Policy and Disability Access and Inclusion Plan (DAIP)	When reviewed	CEO
Approve DAIP	When presented	Council
Lodge DAIP with the Disability Services Commission	Following adoption by Council	CEO
Provide information on WMRC's DAIP to the Community	Once adopted by Council	CEO
Review and amend DAIP Policy and Plan	When required	CEO
Develop links between the DAIP and other WMRC plans and Strategies	Ongoing	CEO

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 WMRC, 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 Department of Communities.

7. Promotion of the DAIP

A notice will be placed in the local newspaper and on the WMRC website advising the community that a copy of the DAIP is available on WMRC's website and available in alternative formats upon request.

8. Feedback

The WMRC welcomes your feedback on this Disability Access and Inclusion Plan. If you would like to provide comment or make a suggestion to improve access or inclusion, 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.