



## **Disability Access and Inclusion Plan (DAIP) 2019 -2024**

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

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## Foreward

In the 2017-2027 Shire of Cranbrook Strategic Community Plan, 4 key aspirations are identified as;

- ***SOCIAL - Be respected for its Friendly, Vibrant, Connected and Safe Communities***
- ***ECONOMIC - To be an Innovative, Diverse, Prosperous, and Growing Economy***
- ***ENVIRONMENT - Enhance, Maintain, Protect and Promote our Built Infrastructure and Natural Environment***
- ***LEADERSHIP - Demonstrate Strong Governance, Leadership and Organisational Growth***

Providing an accessible and inclusive community is integral to achieving all of these objectives. The Shire also developed a Community Engagement Policy to ensure that all members of the community are included in the consultative process.

This Disability Access and Inclusion Plan (DAIP) is part of our broader ***Vision that the Shire of Cranbrook is a Proactive, Sustainable, Safe, Friendly and Prosperous place to be.***

DAIPs are not just about ensuring buildings have wheelchair access, they are also about incorporating inclusion at a participatory and service level. The access and inclusion plan will guide the Council in determining strategies and projects that support the achievement of the aspirations and goals of our community. The delivery of the Strategic Community Plan and this DAIP will deliver positive outcomes to enhance the lives of all people in the Shire, especially those community members and visitors who have a disability. These people are vital to the social and economic well-being of communities.

It should be noted that access and inclusion issues could be experienced by any member of the community at any time, including those who may not normally identify themselves as having a 'disability'. Pregnant women, mothers with prams, small children, people with a temporary illness or injury, those experiencing various mental health issues, people with low literacy or English language skills, and aged and frail members of the community all experience, from time to time, issues with access and inclusion. An accessible and inclusive community is beneficial to all its members. It is with the view that access and inclusion benefit all community members that the implementation plan and new DAIP has been developed.

**Peter Northover**

Chief Executive Officer

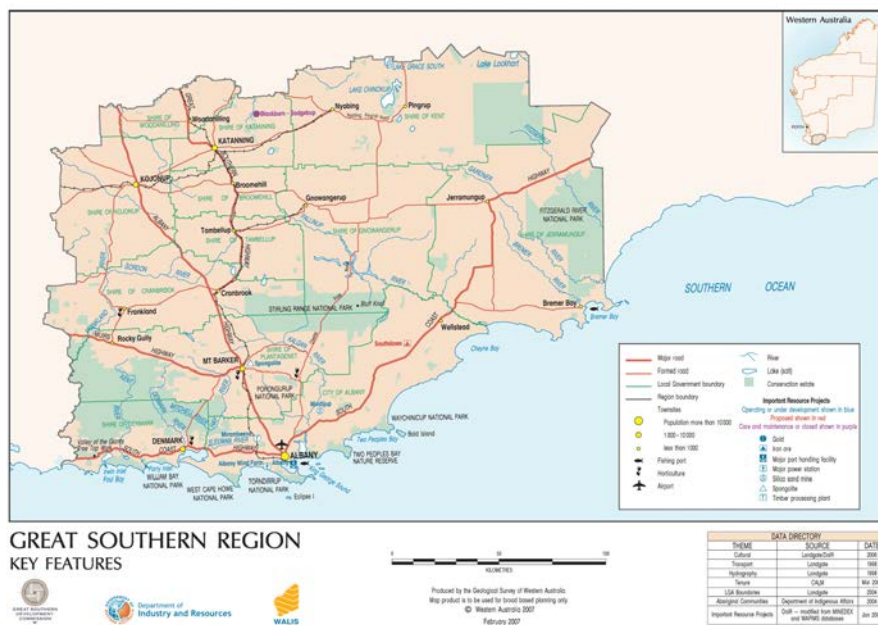
# 1.0 Shire of Cranbrook Overview

The Shire of Cranbrook is located in the Great Southern Region of Western Australia approximately 1 hour north of Albany, the nearest regional centre, and 325 kilometres south of Perth. The population of the Shire of Cranbrook is approx. 1089 (2016 Census). The Shire of Cranbrook consists of 3 towns, Cranbrook, Tenterden and Frankland River and is bounded by the Shires of Plantagenet, Kojoonup, Manjimup, Boyup Brook, Broomehill - Tambellup and Gnowangerup.

The Cranbrook townsite is situated in a rich agricultural farming area approximately 39 kilometres NNE of Mount Barker. Its main income is derived from agriculture, specifically grain, sheep and wool. Home to some beautiful spring wildflowers, Cranbrook, also known as the Gateway to the Stirlings provides an ideal base for tourists to enter the National Heritage listed, Stirling Range National Park. Here you can experience the spectacular views of the range and the abundance of wildflowers many of which are unique to the area.

Frankland River is approximately 3 ½ hours drive from Perth with the Frankland River townsite situated 47km west of Cranbrook. The area is a major premium wine producing region of rolling hills and rich farming land, olive production is also a major contributor to the local economy with an established national and export market in place. Frankland River is also an area of natural beauty with natural forest and bush, abounding with unique native wildflowers and rare orchids.

The townsite of Tenterden is located 11km south of Cranbrook. It is a small community that is home to farmers and those enjoying a rural lifestyle on rural or rural residential blocks. It has a vibrant tennis club and small industrial area which is home to one of the Shires largest businesses.







## 1.1 Links with Strategic Planning

The Shire of Cranbrook embraced the integrated planning process, and engaged fully with all members of the community to develop the 2017 – 2027 Strategic Community Plan. This document commits the shire to ensuring that all residents, and particularly those with a disability are able to fully participate in a growing positive community.

The Strategic Community Plan clearly articulates the aspirations of the community with the vision “That the Shire of Cranbrook is a proactive, sustainable, safe, friendly and prosperous place to be”

Based on the feedback received the Shire of Cranbrook set out four key objectives to deliver its services to the community. An objective has been defined for each of the four key themes, being: social, economic, environment and leadership. Each of the four objectives has a number of desired outcomes the Shire is aiming to achieve over the 10+ years of this plan.

The following summarises the desired outcomes of working toward the strategic objectives in achieving the Shire’s vision. The tables on the following pages detail the strategies developed to achieve these desired outcomes and the strategic performance indicators to provide an indication of whether the Shire is meeting the objectives and will be monitored and reported.

	<p><b>SOCIAL</b> <i>Be respected for its friendly, vibrant, connected and safe community</i></p>	<p><b>1</b></p>	<p>Outcome 1.1 An engaged, supportive and inclusive community Outcome 1.2 A safe place to live Outcome 1.3 A healthy place to grow and age Outcome 1.4 A place to learn and develop</p>
	<p><b>ECONOMIC</b> <i>To be an innovative, diverse, prosperous and growing economy</i></p>	<p><b>2</b></p>	<p>Outcome 2.1 A diverse, prosperous economy Outcome 2.2 A progressive, vibrant sustainable agricultural industry Outcome 2.3 An active, innovative tourism industry Outcome 2.4 Reliable and efficient supply of energy, water and communication infrastructure</p>
	<p><b>ENVIRONMENT</b> <i>Enhance, maintain, protect and promote our built infrastructure and natural environment</i></p>	<p><b>3</b></p>	<p>Outcome 3.1 A protected, diverse, healthy natural environment Outcome 3.2 A built infrastructure servicing the needs of the community</p>
	<p><b>LEADERSHIP</b> <i>Demonstrate strong governance, leadership and organisational growth</i></p>	<p><b>4</b></p>	<p>Outcome 4.1 Excellence in governance, compliance, regulation and reporting Outcome 4.2 Demonstrate strong leadership and civic responsibility</p>

## **1.2 Shire of Cranbrook's Functions, facilities and services**

The Shire of Cranbrook manages and maintains public infrastructure as well as various community facilities within the Shire. The Shire provides services to the community through: -

- Construction and maintenance to Shire owned buildings, roads, footpaths etc.
- Construction and maintenance to play areas, parks, gardens, reserves and facilities for sporting groups, community groups, residents and tourists.
- Regulatory Services including planning, building and environmental health services
- General Administration including general information in a variety of sources, payment of local government accounts as well as additional state government requirements
- Processes of Government through Council and Elected Members

## **2.0 Disability demographic profile**

### **2.1 Defining a Disability**

A disability is any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

### **2.2 Disability Demographics'**

Over 4 million people in Australia have some form of disability. That's 1 in 5 people.

- 18.6% of females and 18.0% of males in Australia have disability.
- The likelihood of living with disability increases with age. 2 in 5 people with disability are 65 years or older.
- 1.8 million or 50.7% of Australians aged 65 and over have disability, compared to 1 in 8 (12.5%) aged under 65.
- 2.1 million Australians of working age (15 – 64 years) have disability.
- 35.9% of Australia's 8.9 million households include a person with disability.

With the increase in the ageing population this percentage may typically increase across the spectrum of disability conditions defined above.

### **2.3 Disabilities in the Shire of Cranbrook**

The Australian Bureau of Statistics data from the 2016 census, estimates the population of the Local Government Area of the Shire of Cranbrook to have a population of 1077. Approximately 45 of these people or 4.2% are persons who have identified they have a need for assistance.

Limited data is available locally, however with the recent move to the National Disability Insurance Scheme (NDIS), regional organisations will more than likely be in a better position to provide some relevant data to assist with the planning of services and strategies into the future.

## **3.0 Development of the 2019-2024 DAIP**

The seven desired outcomes located in the implementation plan have been used to provide a descriptive framework outlining the objective and relevant strategies for improving access and inclusion for people with disability in the Shire of Cranbrook.

### **3.1 Evaluation**

In accordance with the legislation the access and inclusion plan will be reviewed at least every five (5) years. The Disability Access and Inclusion Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise.

Whenever the access and inclusion plan is amended, a copy of the amended plan will be lodged with the Department of Communities and endorsed internally through the Council of the Shire of Cranbrook.

### **3.2 Consultation**

#### **3.2.1 Community Engagement Process**

- An online survey was developed to address the seven outcomes of the plan. It was designed to be quick and easily accessible via the Shire of Cranbrook Website and Social Media Pages.
- The availability of a hard copy was advertised in all documentation as being available from the Administration Office.
- A Council briefing note (18 September 2019) informed the council members of the consultation process that was occurring and why, to ensure they were able to assist with community questions, and encourage discussion.
- Distribution via emails, included local health providers, community groups and schools, individuals and service providers.
- Adverts inviting participation were included in the local paper and displayed on all public notice boards.
- All staff were informed of the DAIP consultation process and survey and encouraged to stimulate conversations to increase participation.
- Phone and email contact was made with service providers, providing information about the DAIP review and the link to the survey.
- Letters provided details to community groups as to how they can provide feedback or get involved.

### **3.2.2 Community Consultation Findings**

The review and consultation found that whilst some of the initial objectives in the first DAIP had been achieved, several remained outstanding. The review and consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Action Plan.

The access barriers identified in the consultation process were:

- Wayfinding – Footpaths and Kerbing
- Public Playground Facilities
- Caravan Park Ablutions
- Public Transport Facilities
- Lack of improvements in Frankland River

### **3.2.3 Communication**

The communication strategy for the review and preparation of the new plan included:

- Advise community of impending review;
- Provide opportunity to comment through a variety of means; and
- Holding discussions with community members/ groups;

The DAIP will be accessible from the Shire of Cranbrook website or e-mailed on request. Hard copies of the report are also available at the Frankland River Community Centre and the Shire of Cranbrook, Administration Centre in Cranbrook or upon request.

The finalised DAIP will be communicated through local media outlets, for example the Cranbrook News and the Franklander, this will occur following the endorsement of the DAIP by the Council.

## **4.0 Implementation, review and evaluation mechanisms**

Implementation of the DAIP is the responsibility of all areas of the Shire. The Western Australian Disability Services Act 1993 (amended 2004) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. The Shire of Cranbrook will ensure that the implementation plan for the DAIP is included in the Corporate Business Plan review and that where possible budget provisions are made to undertake the recommendations in the plan.

### **4.1 Responsibility for implementing the DAIP**

The Executive Management Team have the responsibility to oversee the development, implementation, review and evaluation of the DAIP. The final plan is endorsed by Council and it is the responsibility of nominated officers and all employees to implement and participate in the relevant actions.



## **4.2 Review the DAIP**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP is reviewed at least every five years, in accordance with the Act. The DAIP will be reviewed annually to reflect progress and the changing needs of community. Whenever the DAIP is amended, it will be endorsed by Council and lodged with the Department of Communities, Disability Services.

## **4.3 Reporting on the DAIP**

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its annual report outlining:

- Progress towards the desired outcomes of its DAIP; and
- The strategies used to inform agents and contractors of its DAIP.

The Shire of Cranbrook as the public authority responsible for the DAIP, will report as required under Part 5 of the *Financial Management Act 2006*, in its annual report about the implementation of the plan.

The Shire is also required to report on progress in the prescribed format to the Department of Communities by June 30 each year.

# Shire of Cranbrook

## Disability Access and Inclusion

# Implementation Plan

# 2019-2024

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2019-2024 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five-year plan

**Outcome 1****People with disability have the same opportunity as other people to access the service of and any event by the Shire of Cranbrook**

Strategy		Action/s	Timeline
1.1	Encourage all local events to consider access and inclusion strategies to ensure they meet the above objective	Create an “Accessible Events” Checklist to provide to the community event holders and for the Shire itself.	December 2019
1.2	The Shire of Cranbrook’s policies, producers and governance documents align with the outcomes and strategies of the DAIP	Ensure all staff are kept up to date with DAIP policy, procedures and governance changes and or amendments	Ongoing
1.3	Provide all agents /contractors engaged by the Shire to ensure they deliver services that are inclusive and accessible	Provide all agents and contractors with the Accessible Events Checklist and create a “Information Sheet” for inclusive services for them to be able to use	Ongoing

**Outcome 2****People with disability, have the same opportunity as other people to access the buildings and other facilities of the Shire of Cranbrook**

Strategy		Action/s	Timeline
2.1	Wayfinding and streetscapes will be improved within the Shire.	Complete a path, kerbings and signage audit	Annually
2.2	Implement an annual Works Program that reviews and identifies maintenance required on ACROD Parking	Annual Inspection	Annually
2.3	Review access to all public buildings	Public Building Audit / Maintenance Review	Annually
2.4	Improve access to Shire owned facilities such as: Cemeteries Public walks Lakes	Investigate options to improve access	Annually

2.5	All tenders, contracts and designs include DAIP requirements	Provide all successful tenderers and contractors with a contractor induction package.	Ongoing
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### 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**

Strategy		Action/s	Timeline
3.1	Continued development of Shire website, documents and other communication tools	Continue to investigate possible improvements to communication methods	Ongoing
3.2	Shire information is available in alternative formats on request	Continue to provide alternative formats when requested	Ongoing

### 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 the Shire of Cranbrook**

Strategy		Action/s	Timeline
4.1	Ongoing Disability Awareness Training for all staff and councillors	Complete Disability Awareness Training at appropriate times	Ongoing
4.2	Provide Staff with information that supports the provision of excellent customer service	Include information during induction and appropriate staff meetings	Ongoing

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

Strategy		Action/s	Timeline
5.1	Ensure that concerns mechanisms are in place for all	Review and update policies where required to be current.	June 2020
5.2	As part of Outcome 4, staff to use skills and knowledge to identify people who need assistance	Knowledge gained through training and education	Ongoing

**Outcome 6**  
**People with disability have the same opportunity as other people to participate in any public consultation by the Shire of Cranbrook**

Strategy		Action/s	Timeline
6.1	Community engagement processes will be well-promoted to all stakeholders across a wide selection of the community	<ul style="list-style-type: none"> <li>a) Ensure these engagements are promoted through a variety of platforms and promotions are available in various sources</li> <li>b) Ensure that the Shire of Cranbrook Community Engagement Policy is kept updated to align with the Shire's DAIP</li> </ul>	Ongoing

**Outcome 7****People with disability have the same opportunity as other people to obtain and maintain employment with the Shire of Cranbrook**

Strategy		Action/s	Timeline
7.1	People with disability will be encouraged and supported to apply for roles at the Shire.	Ensure advertisements are inclusive	Ongoing
7.2	Ensure recruitment processes are transparent, consistent and fair for all people with disability and diverse backgrounds	Ensure Human Resources employment policies are updated and current to align with the Shire's DAIP and Equal Employment Opportunities	Ongoing