



BUNBURY HARVEY
REGIONAL COUNCIL
HARVESTING RESOURCES FROM YOUR WASTE

Disability Access and Inclusion Plan

2019 - 2024



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The Bunbury-Harvey Regional Council acknowledges the input received from individuals and groups within the community which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

This plan is available in alternative formats such as large print, electronic format (disk or emailed), audio or Braille, upon request.

Introduction

The Disability Services Act 1993 requires all local government and selected State Government agencies to develop a plan to assist in the promotion of access and inclusion of people with disability.

This is the Bunbury-Harvey Regional Council's (BHRC) first Disability Access and Inclusion Plan (DAIP) and it provides the framework for the implementation of strategies and initiatives to ensure people with disability are supported and have the same opportunities as others to access our services, facilities and information.

We will apply these DAIP strategies to our day-to-day operations, including the way in which we deliver our services. These initiatives range from improving the service awareness of staff to the needs of people with disability, to identifying and implementing methods to improve employment outcomes and initiatives that strive to provide opportunities for all members of our community to fully participate.

These strategies will be strengthened by further educating our employees, embedding what works well in our daily practice and continuously monitoring and evaluating our progress.

Background

Bunbury-Harvey Regional Council (BHRC) was established in 1990 as a waste management authority to manage the municipal waste generated from both the City of Bunbury and the Shire of Harvey. BHRC operates on behalf of the two councils, the Stanley Road Waste Management Facility (SRWMF) which includes a Class II landfill and various recycling facilities. This facility is located 14km northeast of Bunbury and 7kms northeast of Australind in the Shire of Harvey and is opened daily to the general public as well as commercial contractors on a user pays basis. There is no restriction on where the waste originates.

A broad range of waste services are available to the surrounding communities which include general waste landfilling, collection of Household Hazardous Waste, a transfer station that recycles wood, greenwaste, steel, cardboard, mattresses and couches. An onsite Trash and Treasure store is also available for re-selling products in good working condition.

The Transfer Station is used by residents of the local shires in the area including Bunbury, Dardanup and Harvey but also accepts waste from any area that is delivered to site. The Transfer Station is the only section of the SRWMF that is open to the general public. The administration building housed on the Stanley Road site is only accessed by appointment and the general tipping and recycling sites are only accessed by staff and commercial contractors.

In 2013 the Wellington Regional Group established the Banksia Road Organics Processing Facility (BROPF) located 20kms south of Bunbury in the Shire of Dardanup. This facility processes organic food and garden waste collected from the councils within the group (Harvey, Bunbury, Dardanup, Capel, Collie and Donnybrook-Balingup) and is operated and maintained by the BHRC. The BROPF is not open to the general public.

Functions, Facilities and Services

BHRC is responsible for a limited range of functions, facilities and services including:

- Tours:** Tours of both facilities; conducted under controlled conditions and managed by BHRC staff.
- Services to the community:** Waste disposal management.
- General administration:** The provision of general information to the public and the lodging of complaints and Freedom of Information requests. All administration duties required for the management of the waste facilities.
- Processes of government:** Ordinary and special Local Government meetings; Council meetings and election of Council Members; and community consultations.

People with Disability

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and carers (2015), 18.3% or almost 1 in 5 Australians identify themselves as having some form of disability, illness or genetic disorder that may affect their mobility, communication or learning. Based on the population estimates for our region (Bunbury, Harvey and Dardanup), it is estimated that there are over 20,000 people with disability living within access to our facility.

It is important to remember that all residents have access to verge side waste collections so not all of these people are expected to be using our facility although all are welcome.

BHRC is committed to facilitating the inclusion of people with disability through the improvement of access to our facilities and services. Towards this goal the BHRC has adopted its first DAIP to address the barriers within the community for people with disability.

BHRC has implemented many initiatives and made significant progress towards better access.

Policy Statement

The Bunbury Harvey Regional Council is committed to ensuring that the facilities it controls are accessible and inclusive to our community for people with disabilities, their families and carers.

The Bunbury Harvey Regional Council 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 Bunbury Harvey Regional Council recognises that people with disability are valued and contributing members of the community who make a variety of contributions to local social, economic and cultural life and believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community.

The Bunbury Harvey Regional Council believes that people with disability, their families and carers should be supported to remain in the community of their choice.

The Bunbury Harvey Regional Council is committed to consulting with people with disability, their families and carers and disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The Bunbury Harvey Regional Council is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The Bunbury Harvey Regional Council is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to information, services and facilities in the community.

The Bunbury Harvey Regional Council is committed to achieving the seven desired outcomes of its DAIP. These are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disability receive information from the relevant public authority 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 the relevant public authority.
5. People with disability have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Development of the Disability Access and Inclusion Plan

Community Consultation

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. Other mechanisms may also be used.

In February 2019 a DAIP Committee was established and a short questionnaire was designed and contact was made with the local Disability Service Providers with a request for feedback. The community was informed through the BHRC Facebook and website that we were developing a DAIP to address the barriers that people with disability and their families experience in accessing information, services and facilities. Following on from this, an advert was placed in the local newspaper along with details on how the community could provide input into the development of the plan by completing the questionnaire. The questionnaire was also available at the Administration building with contact details provided if assistance was required and alternative formats were made available upon request.

Residents were asked to identify any problems they had using services, accessing information, contributing to decision-making processes, making complaints and physically accessing the council facility.

Findings of the consultation

Direct contact was made with five (5) local Disability Service Providers and 3 completed surveys were returned. Although only two (2) of those had visited the facility in a personal capacity, all three (3) had suggestions for general improvement opportunities with access.

448 people reacted to the post on Facebook with 1 share, 4 likes and 13 engagements although no completed surveys were returned.

No results were recorded against the website post.

The review of the consultation feedback along with an audit of the site highlighted areas of concern for access to our site and inclusion in the functions of the BHRC. Access barriers include:

- Processes of the BHRC which may not be as accessible as possible;
- Facility tours may not always be held in a manner that best facilitates the participation of people with disability;
- Improvements to suitable parking for people with disability in the Transfer Station;
- Improvements to access to the tip shop;
- Some staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability;

- Inclusion at council meetings; and
- Elements of the BHRC website that may require improvement to best meet the needs of people with disability.

The identification of these barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome those access barriers.

Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that a public authority must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the BHRC with some actions in the Implementation Plan that apply to all areas of the BHRC while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disability

Copies of the draft DAIP were sent to all those who contributed to the planning process including employees, people with disability, their families, carers, disability organisations and relevant community groups for feedback. The plan was finalised on 10th June 2019 and formally endorsed by Council on 17th June 2019.

The community was advised through the local newspaper, the BHRC Facebook and website that copies of the plan were available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on CD or by email.

As plans are amended employees and the community will be advised of the availability of updated plans, using the same methods.

Review

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The BHRC 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.

This is the BHRCs first DAIP and as such there is no report on a review of previous DAIPs.

Any review of this DAIP will be included in the new DAIP with a report that outlines the achievements of the previous DAIP. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

BHRC will report on the implementation of its DAIP through its Annual Report as required under Part 5 of the Financial Management Act 2006 and the DAIP Prescribed Progress Report to the Disability Services Commission by 1st July each year, 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 its agents and contractors of its DAIP.

Strategies to Improve Access and Inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan that the Bunbury Harvey Regional Council will undertake to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disabilities at the Stanley Road Waste Management Facility.

OUTCOME 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.

Strategy	Timeline
Where BHRC provides a service to the public as in the Transfer Station, ensure that it is accessible and inclusive for all.	July 2020
Ensure policies and procedures relating to access and inclusion are integrated within the practices of the organisation.	Ongoing
Ensure staff, agents and contractors are aware of the relevant requirements for providing access and inclusion to services and events and have access to relevant resources to support this.	Ongoing
Ensure staff and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing
Develop links between the DAIP and other BHRC plans and strategies.	Upon review
Ensure that events or tours are accessible to people with disability.	Ongoing

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

Strategy	Timeline
Ensure that all facilities and infrastructure complies with access standards as required by Australian Standards on Access and Mobility (i.e.: AS 1428 suite) and are physically accessible and safe: particularly pedestrian facilities such as footpaths.	July 2020
Redevelopment and new building works to have, where practicable mobility and disability access where required. Whilst new building projects are being work-shopped to invite comment on access and inclusion matters from the community.	As required
Continue to implement processes to ensure safety and accessibility is maintained whilst works are in progress.	As required
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location with attention paid to length of vehicles that require rear access and additional width requirements.	July 2019
Arrange visits to accessible and inclusive good practice sites for those involved in the planning and installation of outdoor spaces.	Completed April 2019

Outcome 3: People with disability have the same opportunity as other people to access information in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Improve administration staff awareness of accessible information needs and how to provide information in other formats.	Ongoing
Ensure that upgrades to the website are in a format suitable for people with disability and readable with screen-readers and other assistive technology.	Currently being reviewed
Provide readily accessible information regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ongoing
Establish an internal committee to determine the most appropriate, up to date methods for providing accessible information to our stakeholders with disability, low literacy, language barriers or other communication difficulties.	Completed Upon review, consider the inclusion of someone with a disability.

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.

Strategy	Timeline
Seek and act on feedback in order to improve customer service for people with disability.	Ongoing
Review, and if necessary, develop policies and procedures for improving service accessibility to people with disability to ensure that they receive the same level of service as others.	Annual review
Ensure professional development and support is available for staff providing services to people with disability.	Ongoing
Include Disability Awareness training as part of induction for new employees.	Ongoing

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

Strategy	Timeline
Ensure people with disability are provided an opportunity to comment on facilities, services and events.	Ongoing
Maintain the existing confidence and professionalism of staff in dealings with customers and provide this for future employees.	Ongoing
Improve staff knowledge of complaint handling from people with disability.	Ongoing
Monitor complaints and feedback received to identify areas for improving accessibility for people with disability.	Ongoing
Review complaints process and if required amend policy and training for staff.	Completed
Promote and encourage community feedback relating to the Access and Inclusion Plan.	Completed
Increase awareness of the BHRC Compliments, Feedback and Complaints policy and ensure it is accessible to all members of the community.	December 2019
Ensure computerised grievance procedures cater for the needs of the community, including people with disability, continue to be implemented.	Website currently being reviewed

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

Strategy	Timeline
Provide sufficient notice of meetings, suitable venues and an appropriate level of support to people with disability who are directly involved in consultation processes.	Completed Yearly
Ensure any consultation documents are available for comment.	Ongoing
Provide regular opportunities for the community and disability sector to network with staff to provide feedback on DAIP progress.	Ongoing
Continue to seek a broad range of views on disability and access issues from the local community.	Ongoing

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

Strategy	Timeline
Review employment practices annually to ensure recruitment process and practices meet the requirement for the employment of people with disability.	Ongoing
Provide entry level employment and pathways through on-the-job training opportunities (e.g. work experience placements for people with disabilities, casual work).	Ongoing
People with disability will be encouraged and supported to apply for roles with the organisation.	Ongoing
Ensure workplace infrastructure is adequately provided to support new and ongoing employment for people with disability.	Ongoing
Create, develop and customise employment opportunities and roles for people with disability.	Ongoing
Ensure Job Descriptions include a clear and precise description of the tasks required to be undertaken for the advertised position.	December 2019
Assess current percentage of people with disability.	Annually

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BUNBURY HARVEY
REGIONAL COUNCIL
HARVESTING RESOURCES FROM YOUR WASTE

Disability Access and Inclusion Implementation Plan



Implementation Plan

The Implementation Plan itemises what the Bunbury-Harvey Regional Council will be proposing to undertake to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline the following steps:

- Barriers related to each of the outcomes identified;
- Broad strategies are recommended to minimise or eliminate the identified barrier;
- Strategies are developed into specific tasks that can be initiated;
- Position given the responsibility of overseeing this task;
- A timeline is set for a measurable outcome to have been implemented.

Broad strategies that have not been achieved in DAIP 2019-2024 will be supported by tasks outlined in future Implementation Plans.

Outcome 1: People with disability have the same opportunities as other people to access the services and events of a public authority as other people.

Strategy	Task	TimeLine	Responsibility
Where BHRC provides a service to the public as in the Transfer Station, ensure that it is accessible and inclusive for all.	Audit current facility to check the adequacy of access and inclusion to build improvement measures. Ensure all documents are aligned with this DAIP and available in alternative formats as required.	July 2019	Compliance Officer
Ensure policies and procedures relating to access and inclusion are integrated within the practices of the organisation.	Ensure you use font Calibri 12 point. Use matt paper for printing. Ensure that all information is available in alternative formats upon request.	Ongoing as required	Compliance Officer
Ensure staff, agents and contractors are aware of the relevant requirements for providing access and inclusion to services and events and have access to relevant resources to support this.	Indicate on promotional materials if an event is accessible for wheelchair and mobility devices, and if special assistance is available to attendees upon request.	Ongoing as required	Education Coordinator
Ensure staff and contractors are aware of the relevant requirements of the Disability Services Act.	Promote DAIP to all relevant contractors and agents who deliver a service and include specific access and inclusion requirements in contracts as they are developed, reviewed or renewed. Add additional section to the Contractor Management Induction.	Ongoing July 2019	CEO Compliance Officer
Develop links between the DAIP and other BHRC plans and strategies.	Incorporate the objectives of the DAIP into strategic planning and other relevant plans and strategies where relevant.	Update plans when review is due.	Compliance Officer CEO

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

Strategy	Task	TimeLine	Responsibility
Ensure that all facilities and infrastructure complies with minimum access standards as required by Australian Standards on Access and Mobility (i.e.: AS 1428 suite) and are physically accessible and safe: particularly pedestrian facilities such as footpaths.	Audit Transfer Station and Trash and Treasure Store to check the adequacy of access and inclusion to buildings.	July 2020	Compliance Officer
Redevelopment and new building works to have, where practicable mobility and disability access where required. Whilst new building projects are being workshopped to invite comment on access and inclusion matters from the community.	Apply the Building Code of Australia, Australian Standards on Access (mandatory and recommended) and the Advisory Notes on Access to Premises prepared by the Human Rights and Equal Rights Commission when new work to buildings and facilities is undertaken.	As required	Consultants
Continue to implement processes to ensure safety and accessibility is maintained whilst works are in progress.	Ensure contractors and staffs are aware of their obligations whilst work is in progress.	As required	Compliance Officer Contractors Consultant
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Undertake an audit of accessible parking bays and implement a program to rectify any non-compliance.	July 2019	Compliance Officer
Arrange visits to accessible and inclusive good practice sites for those involved in the planning and installation of outdoor spaces.	Arrange to visit Busselton's transfer station as suggested in community consultation.	Completed April 2019	Compliance Officer Site Supervisor

Outcome 3: People with disability have the same opportunity as other people to access information in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	TimeLine	Responsibility
Improve administration staff awareness of accessible information needs and how to provide information in other formats.	Consider checking all printed material using the Vision Australia Colour Contrast Analyser available at www.visionaustralia.org	Ongoing	Staff preparing documents
Ensure that upgrades to the website are in a format suitable for people with disability and readable with screen-readers and other assistive technology.	BHRC website being updated at the moment. Taryn has been notified and will liaise with the web developers.	Currently being reviewed	Education Officer
Provide readily accessible information regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ensure you use font Calibri 12 point. Use matt paper for printing. Ensure that all information is available in alternative formats upon request.	Ongoing	Compliance Officer
Establish an internal committee to determine the most appropriate, up to date methods for providing accessible information to our stakeholders with disability, low literacy, language barriers or other communication difficulties.	Committee established February 2019.	Annual Review	DAIP Committee

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.

Strategy	Task	TimeLine	Responsibility
Seek and act on feedback in order to improve customer service for people with disability.	Implement Annual Customer Service Survey.	December 2019	Compliance Officer
Review, and if necessary, develop policies and procedures for improving service accessibility to people with disability to ensure that they receive the same level of service as others.	Collect feedback from Annual Customer Service Survey and review policies and procedures as required	Annually	Compliance Officer
Ensure professional development and support is available for staff providing services to people with disability.	Review requirements and training needs. Update training matrix as required	December 2019	Human Resources
Include Disability Awareness training as part of induction for new employees.	Update Induction Presentation	Upon review	Compliance Officer

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

Strategy	Task	TimeLine	Responsibility
Ensure people with disability are provided an opportunity to comment on facilities, services and events.	Implement Annual Customer Service Survey. Ensure you use font Calibri 12 point. Use matt paper for printing. Ensure that all information is available in alternative formats upon request.	Ongoing	Compliance Officer
Maintain the existing confidence and professionalism of staff in dealings with customers and provide this for future employees.	Use of education resources available through WALGA and other suitable education providers encouraged.	Ongoing	All Staff
Improve staff knowledge of complaint handling from people with disability.	Include Accessible Information Training Package in the induction process as required. Available at www.disability.wa.gov.au	Ongoing	Compliance Officer
Monitor complaints and feedback received to identify areas for improving accessibility for people with disability.	Access and inclusion complaints from people with disabilities are maintained and reviewed in the same format as any other complaint.	Ongoing	Complaints Officer
Review complaints process and if required amend policy and training for staff.	Implement Annual Customer Service Survey	December 2019	Compliance Officer
Promote and encourage community feedback relating to the Access and Inclusion Plan.	Information to encourage customer feedback is available on our Website and Facebook page.	Completed	Website Officer
Increase awareness of the BHRC Compliments, Feedback and Complaints policy and ensure it is accessible to all members of the community	Ensure you use font Calibri 12 point. Use matt paper for printing. Ensure that all information is available in alternative formats upon request.	Ongoing	Compliance Officer Website Officer
Ensure computerised grievance procedures cater for the needs of the community, including people with disability, continue to be implemented.	Options for making complains include; in person, by letter, email, via the website, customer service request.	Ongoing	Website Officer

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

Strategy	Task	TimeLine	Responsibility
Provide sufficient notice of meetings, suitable venues and an appropriate level of support to people with disability who are directly involved in consultation processes.	Council Meetings schedules advertised yearly.	Completed Annually	Administration Assistant
Ensure any consultation documents are available for comment.	Advertise on the BHRC Facebook and website. Ensure that all information is available in alternative formats upon request.	Ongoing	Responsible Officer
Provide regular opportunities for the community and disability sector to network with staff to provide feedback on DAIP progress.	Implement Annual Customer Satisfaction Survey. Collaborate with Disability Access Reference Group to gain feedback on concerns on behalf of people with disability.	December 2019	Responsible Officer
Continue to seek a broad range of views on disability and access issues from the local community.	Develop a database of people with disability and their carers for consultation and information provision (people to be included only if permission is given for information to be used this way).	Completed	Compliance Officer

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

Strategy	Task	TimeLine	Responsibility
Review employment practices annually to ensure recruitment process and practices meet the requirement for the employment of people with disability.	Commit to using inclusive recruitment practices when advertising new positions.	Ongoing	Human Resources
Provide entry level employment and pathways through on-the-job training opportunities (e.g. work experience placements for people with disabilities, casual work).	Engage with Disability Support providers.	Ongoing	Human Resources
People with disability will be encouraged and supported to apply for roles with the organisation.	Equal Employment Opportunity and Diversity Policy implemented. All Job Descriptions to be updated.	Ongoing	Human Resources
Ensure workplace infrastructure is adequately provided to support new and ongoing employment for people with disability.	Workplaces will be accessible and safe for existing and new staff.	Ongoing	Human Resources
Create, develop and customise employment opportunities and roles for people with disability.	Review opportunities for employment.	Ongoing	CEO
Ensure Job Descriptions include a clear and precise description of the tasks required to be undertaken for the advertised position.	Update all job descriptions.	December 2019	Human Resources
Assess current percentage of people with disability.	Complete Annual Reporting requirements.	Annually	CEO