



# **DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2009-2013**

## **SHIRE OF NORTHAM**

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This document explains how Council will improve access to functions, facilities and services for people with disabilities provided by the Shire of Northam in accordance with outcomes areas and Standards as stated within the Western Australian Disability Services Act (1993)

If you have any questions or would like to provide feedback regarding barriers to access please address your letters to the Chief Executive Officer, Shire of Northam, PO Box 613, Northam WA 6401.

Should you require this document in an alternative format such as large print please telephone the Shire of Northam on (08) 9622 6100, or fax (08) 9622 1910 or alternatively email [records@northam.wa.gov.au](mailto:records@northam.wa.gov.au)

Please note that this plan can be made available in electronic format (disk or email) and is able to be downloaded from Councils website [www.northam.wa.gov.au](http://www.northam.wa.gov.au)

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## Executive Summary

The Western Australian Disability Services Act (1993) requires all State and Local Government Authorities to implement a Disability Access and Inclusion Plan.

The Shire of Northam formally adopted the Disability Access and Inclusion Plan 2009-2013 at the Ordinary Council Meeting on 15 October 2008 which will be referred to hereon as the DAIP 2009-2013.

The overarching goal of the DAIP 2009-2013 is to provide equity of access and inclusion to Council services, facilities and functions provided by the Shire of Northam by identifying and redressing barriers that either restrict or prevent the full participation of people with disabilities.

Community consultation was undertaken with a broad spectrum of stakeholders inviting contributions from; local residents, disability service providers, Elected Members, and Council Staff.

Responses received through community consultation and findings based on recent research relating to barriers accessing respite, in-home support and recreation formed the basis on which actions have been identified within the six (6) outcome areas of the DAIP 2009-2013.

## Introduction

The Shire of Northam acknowledges that people with disabilities are valuable members of the community who have the same fundamental rights as all other residents to access services, functions and facilities. The DAIP June 2007 -June 2011 provides the Shire of Northam with a framework to address barriers to access and inclusion across all areas of Council responsibility.

The Shire of Northam realises the importance of developing a forward plan to ensure that both the physical infrastructure and the communities' perception and awareness of the needs of people with a disability is enhanced through education.

The plan sets to ensure that areas of the greatest need and impact for people with a disability are initiated first.

## Background

- **The Shire of Northam**

The Shire of Northam is an established regional centre situated approximately 96 kilometres east of Perth in the picturesque Avon Valley. The Shire of Northam has its office within the townsite of Northam which occupies approximately 24 square kilometres with surrounding farmland and small towns in the surrounding 1419 square kilometres in the Shire. The towns include Wundowie, Bakers Hill, Clackline, Spencers Brook and Grass Valley, with smaller localities of Seabrook, Southern Brook, Irishtown and El Caballo.

The Shire of Northam is the centre of a large agricultural district within the Avon Valley and Central Wheatbelt. There are farming communities outside the towns who primarily produce crops such as oats, wheat, barley, canola and lupins as well as other avenues of income from livestock such as sheep (wool) and cattle. Northam is used for farmer's everyday banking, retail shopping, recreation, education and government needs.

The State Government has clearly established Northam as a Regional Centre. This has resulted in many Government Departments strengthening their regional office or establishing such an office in Northam. Furthermore, there are five major banks that operate in town. The town contains a large number of historical buildings. Northam is well catered for in education, health, recreation and cultural facilities. The Shire has a Regional Library, a Regional Hospital, Senior Citizens and Day Care Centre, Aged Care Facilities, Playgroups and Child-care Services together with sporting facilities such as a Recreation Centre, three major sporting grounds and a 50 metre swimming pool. There is also a 33m swimming pool in Wundowie, along with a Library/Telecentre. From an educational standpoint, Northam has a Senior High School, CY O'Connor College of TAFE, Muresk Institute of Agriculture (a division of Curtin University), three primary schools and St Joseph's School which provides education to Year 10. There are also primary schools in Wundowie and Bakers Hill.

The townsite of Northam was first gazetted in 1836 and is the focal point for important rail and road links to Eastern Australia. It was a centre for Post-War migration and many of the residents have strong links to Eastern Europe. The Golden Pipeline, which was a National Trust Project beginning its journey at Mundaring Weir and travelling through Northam to flow into the Mt Charlotte Reservoir in Kalgoorlie, was a significant engineering feat accomplished with the assistance of the Goldfield miners and the local community. Today, water is supplied to over 100,000 people and six million head of livestock in an area covering 44,000 square kilometres (i.e. two thirds of Tasmania).

The Shire is undergoing extensive residential growth and change, including several large areas of land being developed for new housing of suburban size and rural-residential size. Council is committed to developing the Shire and encouraging growth through means of new investment and tourism, with an emphasis on maintaining the warm country feel and friendly community atmosphere.

## Functions, facilities and services provided by the Shire of Northam

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

**Services to property:** construction and maintenance of Local Government-owned buildings; construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots, street lighting; and bush fire control.

**Services to the community:** provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and pool; public library and information services; senior citizen centre and meals on wheels service, public halls; environmental health services; home support and respite services at the Killara Centre; citizenship ceremonies; youth services and community events.

**Regulatory services:** planning of road systems, subdivisions and town planning schemes, building approvals for construction, additions or alterations to buildings; environmental health services and ranger services including dog control; and the development, maintenance and control of parking.

**General administration:** the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

**Processes of government:** ordinary and special Local Government and committee meetings; Elector's meetings and election of Council Members; ward meetings and community consultations.

**Economic & tourism development:** White Swans Management; Notices & Signage; Avon Descent and Avon River Festival; Special Events, Heritage and Cultural Promotion; Municipal Heritage Inventory; parks and river walk-trails.

**Human resources management:** Conferences (by Councillors and staff), Council vehicles, computers and other equipment, vehicles, training, telephones, protective clothing for staff, workplace safety, staff recruitment, policies, procedures, etc., stock management and Youth Council.

- **People with disabilities in Northam**

According to the Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003) 20.6% of the Australians or more than one in five people, identify themselves as having some form of disability. Based on the population estimate and these findings it is estimated that there are around 2000 people with disabilities living in the Shire of Northam. The seasonal influx of tourists, including tourists with a disability must also be considered.

- **Planning for better access**

The Western Australian Disability Services Act (1993) requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.

- **Progress since 1995**

The Shire of Northam is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information facilities and services. Towards this goal the Shire of Northam adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

Since the adoption of the initial DSP, the Shire of Northam has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.

## Access and Inclusion Statement

The Shire of Northam is committed to ensuring that the community is accessible for and inclusive of people with disabilities, their families and carers.

The Shire of Northam interprets an accessible and inclusive community as one in which all Council 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 as other people in the community.

### **The Shire of Northam**

- Recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life;
  - 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;
  - Believes that people with disabilities, their families and carers should be supported to remain in the community;
  - Is committed to consulting with people with disabilities, their families and carers and disability organisations in addressing barriers to access and inclusion;
  - Will ensure its agents and contractors work towards the desired outcomes of the DAIP;
  - Is committed to supporting local community groups and businesses to provide access and inclusion of people with disabilities; and
  - is committed to achieving initiatives within the following six (6) Outcome areas and Standards as prescribed within the Disability Service Act (1993).
1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Northam.
  2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.
  3. People with disabilities receive information from the Shire of Northam in a format that will enable them to access the information as readily as other people are able to access it.
  4. People with disabilities receive the same level and quality of service from the staff of the Shire of Northam.
  5. People with disabilities have the same opportunities as other people to make complaints to the Shire of Northam.
  6. People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Northam.

**Standard:** A Disability Access and Inclusion Plan must provide a means of ensuring that people with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Northam.

# Development of the Disability Access and Inclusion Plan

## Responsibility for the Planning Process

The Chief Executive Officer has the responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions

## Community Consultation Process

In 2006, 2007 and 2008, the Shire of Northam undertook to review its Disability Services Plan (DSP) and consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- Examination of the initial DSP and subsequent progress reports to see what has been achieved and what still needs work;
- Consultation with key staff; and
- Consultation with the community.

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used. The following consultation methods were used:

- In April 2006, comments were sought from residents in the outlying towns in relation to how access and inclusion could be improved. Shire staff were involved in a visit to the Wundowie Primary School to increase awareness of disabilities, which included a brief accessibility audit of the town.
- In April 2007 the Northam community was informed through the local newspaper, newsletter, radio and Council's website that the Council was developing a DAIP to address barriers to access for people with disabilities and their families. They were invited to provide input either in writing, by telephone or in person.
- A Questionnaire was made available at the bank, post office, library, newsagents and recreation centre and on the Council's website in April 2007. This invited people to identify any barriers under each of the six desired outcomes for a DAIP.
- A meeting was held in April 2007 with Elected Members of Council and Council employees to gain feedback on barriers and strategies to address them.
- A public meeting was held in April 2007 with 20 people, including people with disabilities, their families and representatives of disability organisations, to



discuss barriers to access and potential solutions to overcoming barriers and enhancing inclusion in the community.

- In April 2008, Council again sought comments from the community through its newsletter for suggestions to improve access and inclusion for people with disabilities.

## Findings of the Consultation

The review and consultation found that most of the initial objectives of the first DAIP had been achieved and that a new plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

The consultation also identified a variety of remaining barriers to access and inclusion to be addressed in the DAIP Action Plan.

## Access Barriers

The access barriers identified in the consultation process were:

- Council policy to guide and inform access and inclusion activities may not reflect contemporary values and practice;
- Processes of the Council may not be as accessible as possible;
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities;
- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic;
- Elements of the Council's website require improvement to best meet the needs of people with disabilities;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities;
- People with disabilities may not be aware of consultation opportunities with the Council.

These barriers raised the need to develop strategies in the DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access barriers.

## Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## Communicating the plan to staff and people with disabilities

- Once adopted by Council, the DAIP will be promoted within the community.
- Copies of the plan will be available upon request and in alternative formats if required, including hard copy in standard print, electronic format (CD), via email and on Council's website.

- As plans are amended Council staff and the community will be advised of the availability of updated plans, using the above methods.

## Review and evaluation mechanisms

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan and Action Plan can be updated more frequently if desired.

## Monitoring and Reviewing

The employee with the responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

The Council's DAIP will be reviewed and submitted to the Disability Services Commission in 2013. The report will outline what has been achieved under the Council's DAIP 2009-2013.

## Evaluation

- An evaluation will occur as part of the five-yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

## Reporting on the DAIP

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

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

The Council is also required to report on progress in the prescribed format to the Disability Services Commission by 31 July each year.

# Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the six desired outcome areas of the Disability Services Act from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

## **Outcome One:**

People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Northam.

<b>Strategy</b>	<b>Timeline</b>
Ensure that people with disabilities are consulted on their needs for services and the accessibility of current services	June 2009
Monitor Council services to ensure equitable access and inclusion	Ongoing
Improve access to the information in the library	January 2009
Develop the links between the DAIP and other Council plans and strategies	June 2009
Ensure that events, whether organised or funded, are accessible to people with disabilities	June 2009

## **Outcome Two:**

People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.

<b>Strategy</b>	<b>Timeline</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need	June 2013
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable	June 2009
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location	July 2009
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues	December 2009
Ensure that all recreational areas are accessible	June 2009

**Outcome Three:**

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

Strategy	Timeline
Ensure that the community is aware that Council information is available in alternative formats upon request	June 2009
Improve staff awareness of accessible information needs and how to provide information in other formats	June 2009
Ensure that the Council's website meets good practice	June 2009

**Outcome 4:**

People with disabilities receive the same level and quality of service from the staff of the Shire of Northam.

Strategy	Timeline
Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services	June 2009
Improve community awareness about disability and access issues	June 2009

**Outcome 5:**

People with disabilities have the same opportunities as other people to make complaints to the Shire of Northam.

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon	June 2009

**Outcome 6:**

People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Northam.

Strategy	Timeline
Ensure that people with disabilities are actively consulted about the DAIP and significant planning processes	December 2009
Ensure that people with disabilities are aware of and can access other established consultative processes	March 2009

## APPENDIX 1

## Appendix 1 - Progress since 1995 under the Disability Services Plan

### 1. Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

#### (a) Services to Property

##### *Construction and maintenance of roads and streets*

- As Council undertakes maintenance and renewal of footpaths around the town, the requirements of people with disabilities will be an important consideration, particularly with respect to level surfaces and access from road surfaces onto footpaths.
- Wheelchair access to get onto the footpath near the Post Office, Roedigers, Cadds, the Boulevard and other parts of Fitzgerald Street were addressed.
- Non slip surface coverage provide where practicable.
- Regular maintenance of sealed and unsealed road surfaces around the town.
- Widened parking bays for people with disabilities where practicable.
- Developed a program for signage improvement throughout the town.

#### (b) Litter Control and Street Cleaning

- Enforced the placing of rubbish and other materials on footpaths and verges.
- Eradicated undesirable growth in footpath crevices via a regular maintenance program.

### 2. Access to buildings and facilities has been improved.

#### (a) Regulatory Services

- Improved line marking, signage and policing.

#### (b) Community Services and Swimming Pool

- Existing swimming facilities have a limited remaining useful life. A heated swimming facility will be part of Council's future considerations for aquatic facilities in Northam.
- Provided a disabled parking bay.

#### (c) Facilities around Shire

- Undertake a needs survey and identify most appropriate locations for public seating.

#### (d) Council Buildings

- Relocated staff to alternative Administration Building which had disabled access and toilets
- Ensured that all new buildings in the Shire complied with AS1428.1 Disability Standard.

**(e) Library**

- Disabled access to ground floor

**3. Information about functions, facilities and services is provided in formats which met the communication needs of people with disabilities**

- Provided options for alternative formats for presentation of information about Council facilities and services.
- As part of the process of overcoming communication barriers, considered language difficulties as well.
- Improved community awareness of services provided by Council.

**4. Employee awareness of the needs of people with disabilities and skills in delivering services is improved**

- Provided appropriate training and awareness raising to all members of Council staff about the needs of people with disabilities and the skills required in delivering advice to them.

**5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.**

- Where Council became aware of deficiencies in service or facilities provided by other organisations as a matter of policy, brought those deficiencies to the attention of the relevant organisation.



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# **SHIRE OF NORTHAM**

## **Disability Access and Inclusion Plan**

Implementation Plan 2009-2013

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# IMPLEMENTATION PLAN

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The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2009-2013 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.

<b>Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disabilities are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>• Develop a feedback mechanism for use by all services, provided or funded.</li> </ul>	February 2009	Manager Health & Building
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>• Conduct systematic reviews of the accessibility of services.</li> <li>• Rectify identified barriers and provide feedback to consumers.</li> </ul>	Ongoing Ongoing	Manager Health & Building
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> <li>• Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan.</li> </ul>	June 2009	All managers
Ensure that events, whether provided or funded, are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>• Ensure all events are planned using the Accessible Events checklist.</li> </ul>	Ongoing	Manager Health & Building Events Coordinator
Improve access to the information in the library.	<ul style="list-style-type: none"> <li>• Provide large print books for relevant community members</li> <li>• Review library building in relation to building modifications which may improve accessibility.</li> </ul>	Ongoing	Manager Library Services Manager Health & Building

<b>Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> <li>• Identify access barriers to buildings and facilities.</li> <li>• Prioritise and make a submission to Council to commence work on rectifying identified barriers.</li> </ul>	<p>March 2009</p> <p>April 2010</p>	Manager Health & Building and Building Surveyors
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>• Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> <li>• Ensure that key staff are trained and kept up to date with the legal requirements.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	Manager Health & Building and Building Surveyors
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> <li>• Undertake an audit of ACROD bays and implement a program to rectify any non compliance. Enforce parking in ACROD bays require an ACROD sticker.</li> <li>• Enforce 'no parking on footpaths'.</li> <li>• Consider the need for additional bays at some locations.</li> </ul>	<p>January 2009</p> <p>June 2009</p>	Manager of Planning & Development

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>• As requested, provide information (available on the DSC website), on the needs of people with disabilities and of legal requirements and best practice.</li> <li>• Promote access to business.</li> <li>• Follow up with local businesses concerns about their premises raised by community members.</li> <li>• Make access information available on the Shire's website.</li> </ul>	December 2009	Manager Health & Building  CEO Secretary
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> <li>• Conduct audit of Shire buildings and recreational facilities.</li> <li>• Develop and implement a program of progressive upgrade, to include:               <ul style="list-style-type: none"> <li>• Grass Valley Hall disabled ramp</li> <li>• Handrails alongside ramp to Administration Building</li> </ul> </li> </ul>	March 2009  Ongoing	Manager Health & Building and Building Surveyors
Address specific issues raised during public consultation process	<ul style="list-style-type: none"> <li>• Improve access to disabled ramp to Visitor's Centre, from eastern carpark</li> <li>• Provide bench outside Wundowie Telecentre</li> <li>• Proposed new Bernard Park toilets to have disabled access</li> <li>• Increase number of footpaths in town or improvement to verge walkways, incorporating kerb ramps for disabled access including:               <ul style="list-style-type: none"> <li>• Kerb ramps along Grey St (eg corner Grey &amp; Wellington, Grey &amp; Duke St)</li> </ul> </li> <li>• Investigate viability of pedestrian crossing outside the Boulevard on Fitzgerald Street.</li> <li>• Regular clearing of footpaths to ensure they are free of loose stones on the concrete, as per maintenance schedule.</li> </ul>	Ongoing till December 2013	Manager Health & Building

<b>Outcome 3: People with disabilities receive information from the Shire of Northam in a format that will enable them to access the information as readily as other people are able to access it.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Strategy Task Timeline Responsibility Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> <li>• Ensure that documents carry a notation that it is available in alternative formats.</li> </ul>	Ongoing	All managers
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> <li>• Make front counter staff aware that State Government Access Guidelines for Information, Services and Facilities are available on the internet.</li> <li>• Train employees in providing accessible information.</li> </ul>	June 2009  Ongoing	Manager of Finance  Manager of Finance, All Managers
Ensure that the Shire's website meets contemporary good practice.	<ul style="list-style-type: none"> <li>• Review website to ensure it complies with the W3C web content guidelines.</li> </ul>	June 2009	CEO Secretary

**Outcome 4: People with disabilities receive the same level and quality of service from the employees of the Shire of Northam as other people receive.**

<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> <li>Determine training needs of employees and conduct training as required.</li> <li>Include training requirements in a future Corporate Induction Manual.</li> </ul>	Ongoing	Chief Executive Officer
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> <li>Develop strategies for increasing awareness, including the use of the Shire newsletter and website.</li> </ul>	June 2009	Manager Health & Building

<b>Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Northam.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.	<ul style="list-style-type: none"> <li>• Review current grievance mechanisms and implement any recommendations.</li> <li>• Develop other methods of making complaints, such as web-based forms.</li> <li>• Promote accessible complaints mechanisms to the community.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Manager Health &amp; Building</p>

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

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>• Consult people with disabilities in a range of different consultation mediums, eg focus group, interviews, surveys.</li> <li>• Develop a register of people (possibly through local DSC) to provide comment on access and inclusion issues.</li> </ul>	Ongoing  November 2010	Manager Health & Building
Ensure that people with disabilities are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> <li>• Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.</li> <li>• Consider the installation of an audio loop in Council Chambers in next refurbishment.</li> </ul>	Ongoing  next major refurbishment	CEO Secretary  Manager Health & Building