



November 2017

Disability Access and Inclusion Plan 2017 - 2019

Shire of Wyalkatchem

Council's Vision

That Wyalkatchem is an inclusive, dynamic community where all share in a thriving economy and a sustainable, safe and valued environment.

Our Purpose

The Council of Wyalkatchem works with the community to protect and enhance the quality of life for current and future generations.

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Strategic Community Plan Statement:

This Plan will have references across all Strategic Community Plan indicators; in particular, these include:

1.1.3 Promote a collaborative and visionary approach to creating an aged friendly community that supports residents to remain in the community as long as possible;

1.1.4 Develop and implement a community well-being plan;

1.1.5 Support people with complex needs;

1.1.6 Meet the needs of children, young people and families;

5.3.6 Implement best practice people management policies and procedures;

6.2.2 Increase opportunities to access recreational facilities and spaces.

This Plan will be incorporated into the local government's Corporate Business Plan to facilitate planning, budgeting and reporting of relevant initiatives.

It will be reviewed annually and revised in 2019.

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Executive Summary

The Shire of Wyalkatchem has a legal obligation to complete a disability access and inclusion plan but sees such a plan as an obvious way to meet its own Vision and Purpose and create an inclusive, positive community.

This plan details the background, framework and strategies that have been and will be employed by the Shire of Wyalkatchem to be more accessible and more inclusive.

While the aim of the Plan is to address possible barriers to access and inclusion encountered by persons who live with a disability, these will almost certainly contribute to a better standard of service for everyone.

Relationship of this plan to Integrated Planning and Reporting Framework

This Plan provides the strategic basis for actions that will be included in the Corporate Business Plan (for implementation) as well as guidance for future budgets.

The Corporate Business Plan activates the Strategic Community Plan, details the resource strategies required for specific outcomes and is reviewed each two years. Planned outcomes, timing and strategies are reviewed annually to deliver the annual budget.

Disability Access and Inclusion Plans

A disability is any continuing condition that restricts everyday activities. A reduced capacity may be temporary or it may be for an extended period or ongoing. This could mean a disability can reduce a person's capacity to communicate, to interact socially, to learn or be mobile or may require continuing support services.

Access and inclusion is the empowering of persons to live a full and productive life. The Vision and Purpose of the local government is to be inclusive and to enhance the quality of life for all. This means addressing sensory, information, knowledge and attitudinal barriers as well as physical barriers.

Persons living with a disability or supporting others who live with a disability have the same rights as other people in accessing services within the community. These rights are built into state and federal legislation which make it unlawful to discriminate against a person with a disability.

The degree and type of disability will be a matter of individual circumstance but people living with a disability face barriers to services and inclusion every day, whether it's accessing a website, understanding a document or entering a building.

Access and inclusion is about ensuring all public services, facilities and information are available to all community members, including those with disabilities, so that the opportunity and choice to participate is available in all aspects of community life.

The Disability Services Act 1993 requires all local governments and selected State Government agencies to develop a Disability Access and Inclusion Plan (DAIP). The purpose of the DAIP is to assist public authorities plan and implement improvements for access and inclusion across seven outcome areas, in regard to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The Disability Services Act

Public authorities in Western Australia, including local governments, are required under the Disability Services Act 1993 to develop and promote a Disability Services and Inclusion Plan (DAIP). The improvement of services and access will increase independence, opportunity and inclusion in the community and these goals align with the Vision and Purpose of the council of the Shire of Wyalkatchem.

Council's Vision

That Wyalkatchem is an inclusive, dynamic community where all share in a thriving economy and a sustainable, safe and valued environment.

Our Purpose

The Council of Wyalkatchem works with the community to protect and enhance the quality of life for current and future generations.

The Act makes the development and implementation of a DAIP mandatory and guides the development, implementation and reporting of the DAIP which applies to staff, agents and contractors.

Section 29B of the Act states:

... 'a public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officer, employees, agents or contractors.'

Background and History

The Shire of Wyalkatchem is located 192km from Perth in the Western Australian Wheatbelt and has an area of 1,743 square kilometres.

The predominant industry is agriculture, such as wheat, wool and livestock, with gypsum mining and seasonal tourism contributing to the local economy. An airfield has recently been upgraded to provide excellent opportunities for aviation activities. There are transport, farm services, shopping and commercial and home-based businesses within the town.

The town Wyalkatchem is located on the Goomalling-Merredin Road with a 2016 population of 516 (ABS Census) with more than one-third being persons aged 60 years or more. The shire is over-represented in the older demographics with a greater dependency on less working age persons than most communities in Australia. The population experienced a significant decline between 2001 (664 persons) and 2006 (564 persons) due to withdrawal of state government services, the impact of technology on farming productivity, a shift in livestock management requiring less labour; and continued population drift to coastal locations.

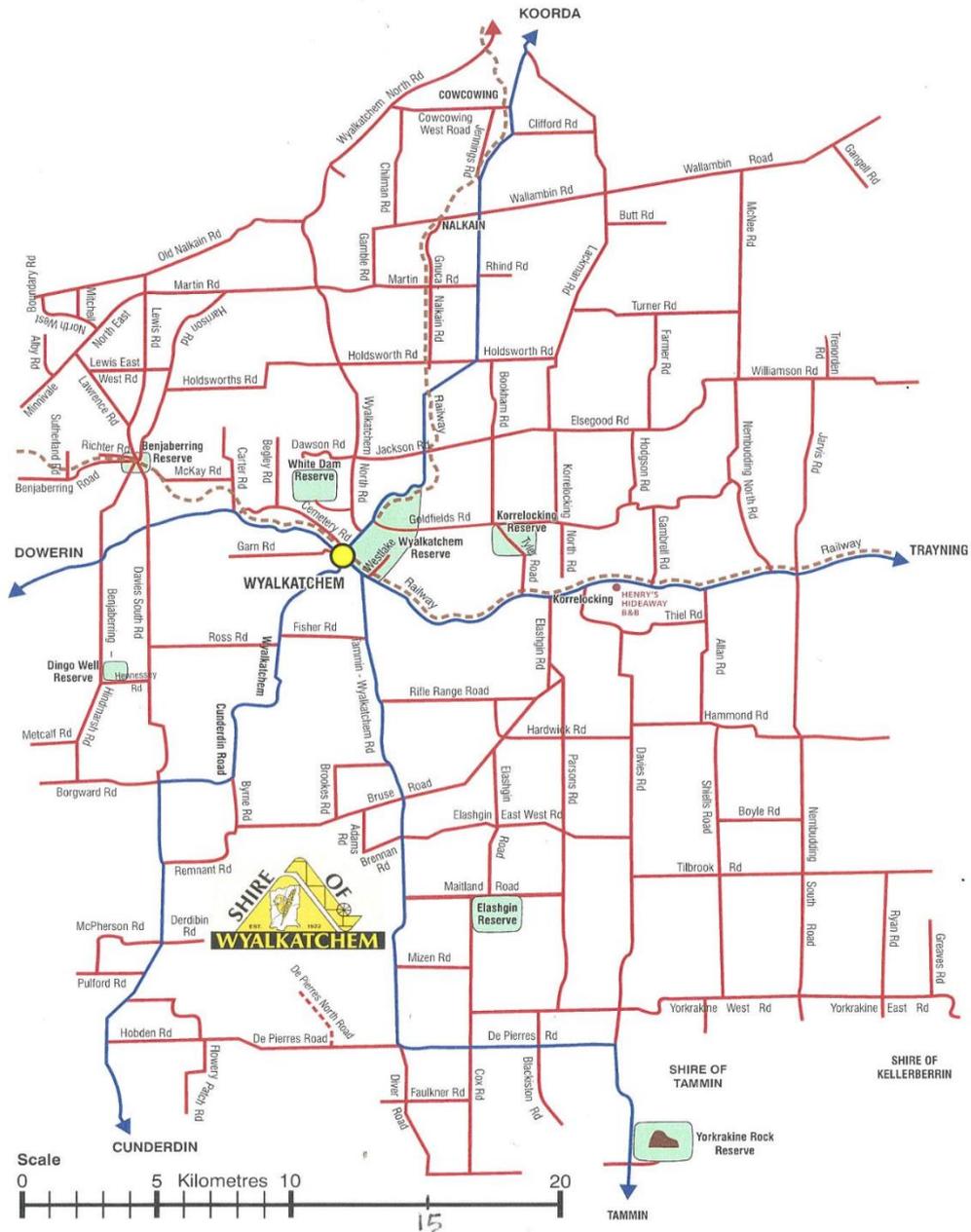
The 2011 Census result of 523 persons has stabilised somewhat with 516 recorded in 2016. This contrasts with the WA Planning Commission projection for 2016 of 420 and is better than Shire projections of 486. This does support the local government strategies of planning for service and infrastructure at current levels of populations with sustainable (low level) development beyond that.

The town has a main shopping district in Railway Terrace with essential services available up to six days per week with limited shopping on Sunday. There is a small but well-stocked supermarket; a news agency and café; pharmacy; butcher; a new and used goods and furniture store; bank; post office; hotel; and special services stores. In adjacent streets there are rural agencies, sign specialist, transport, community services and recreational club, as well as the Caravan Park and short term stay accommodation. There is a district high school operating K-year 10 and a 2017 enrolment of 79. Almost all services and facilities are limited to the town site.

There is a core of active volunteer, community and sporting clubs and volunteering was reported at 82% in the 2017 community survey, compared to 31% Australia-wide.

The Shire of Wyalkatchem is a local government with a headcount of 16 and approximately 13 full-time equivalents. The 2017/18 budget has an operational budget of \$3.7 million, including \$305,000 for health. The local government is reliant on external sources for 61% of revenue (71% in 2016/17), a reliance that creates a degree of risk when state and federal governments are fiscally challenged. This makes the provision of any service more problematic and investment in improving access and inclusion a greater challenge.

Map of the District



Responsibility for the planning process

It is a requirement of the Disability Act 1993 that all local and state government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning the planning of access and inclusion includes:

- Equal Opportunity Act 1984 (WA);
- Financial Administration and Audit Act 1985;
- Equal Opportunity Act 2010 (Cwth)

All councillors and staff have a responsibility to contribute to the process of developing and appropriate plan that reflects the commitment, Vision, Purpose and Values of the Shire of Wyalkatchem to the improved quality of life of all persons in the local government.

The DAIP is prepared by staff, approved by council and monitored by staff. Annual reporting is prepared by staff and submitted to the Disability Services Commission. To ensure the quality of the plan is improved, it will be included in the strategic and corporate planning process from 2017.

Functions, Facilities and Services (in-house and contracted) provided by the Shire of Wyalkatchem

The Shire of Wyalkatchem is governed by seven elected members of Council, who are responsible for an annual operating budget of \$3.7 million and capital expenditure of \$1.7 million in 2017/18. The Shire of Wyalkatchem provides a range of functions, facilities and services including:

Services to property: construction and maintenance of roads and footpaths; storm water drainage; domestic waste collection and disposal, including the recycling of certain domestic waste, waste motor oil collection, 'Drum Muster' collection services, litter control and street cleaning; street tree and roadside tree pruning; bushfire control; animal control; care and maintenance of parks and gardens.

Recreation Services to the community: provision and maintenance of outdoor playing areas for football, cricket, hockey, basketball, tennis; public swimming pool facility; children's playgrounds; the Pioneer Park war memorial and rose garden; the provision and maintenance of the Wyalkatchem Recreations Centre sporting complex with its social lounge/bar facilities and a magnificent Town Hall which caters for civic events such as stage shows.

General Services to the community: providing asset support (housing, professional premises and motor vehicle) for the engagement of general practitioner service; public library and visitor services; community open space and built facilities, including the premises for the Community Resource Centre; provision of public services including the community bus and cemetery.

Local Government Regulatory Services: land use and planning advice and regulation; building approvals; environmental health; public health and ranger's animal control; parking control.

Local Government Administration Services: provision of general information to the public, lodging and resolution of complaints, collection of rates, vehicle licensing, firearms licensing, and dog registrations.

Processes of Local Government include: administration of the local government, including: Council and committee meetings; community meetings and consultation; provision of the election of Council members.

Access and inclusion Policy statement for people with disabilities, their families and carers

The Shire of Wyalkatchem is committed to ensuring that this is an accessible and inclusive community for everyone who lives or visits the district.

The Shire of Wyalkatchem interprets an accessible and inclusive community as one in which all council functions, facilities, and services (in-house and contracted) are open, available and accessible to any person. This includes anyone living with a disability or supporting someone who lives with a disability, providing them with the same opportunities, rights and responsibilities enjoyed by other persons in the community.

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

The Shire of Wyalkatchem believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.

Community consultation process

In 2014, the Shire of Wyalkatchem conducted a community survey in which more than 28% of the adult population participated. Participation in the 2017 Community

Survey was approximately 17%. These and other consultations fed into a revision of the 2012-2017 DAIP and several initiatives addressing the limitations of age and creating an aged friendly community.

This was followed up by periodic progress reporting to the Disability Services Commission and the Shire's review of its own Strategic Community Plan.

Regular consultation was conducted via the community surveys (2014 and 2017); Wyalkatchem Weekly advertising May 2014; June 2015; February 2017; March 2017; June 2017; November 2017; public notice and promotion via the Shire website; workshops and discussion at council and the In A Better Place (all ages forum) and Building An Age Friendly Community forums of March 2017 and August 2017.

Additionally, the process included:

- Reviewing the existing DAIP 2012 -2017;
- Reviewing the Strategic Community Plan, planning framework and related plans (long term financial plan, asset management plans);
- Discussing the opportunity with staff and council to improve our accessibility and inclusion.

People with disability in the Shire of Wyalkatchem

The 2016 ABS Census recorded 60 persons in Wyalkatchem as having delivered unpaid assistance to persons with a disability. This was 13.8% of persons aged 15 years or greater – greater than the state average of 9.8% and greater than the national average of 11.3%.

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015) states 18.5% of the WA population has a disability; as the Shire population has 516 people, it is estimated that up to 95 people are living in the Shire with a physical disability. The proportion of people living with a disability increases with age. Given that the shire has a demographic profile with 37% of all persons aged 60 years or greater, there will be many among us living with age related limitations such as restricted movement, loss of sensory perception or loss of understanding.

The 2014 and 2017 Shire of Wyalkatchem Community Survey indicated eight persons reported a household member living with a disability. In 2017 this was ten persons. Extrapolating the total survey return in 2017 of 17% of the adult population completing a survey, approximately 59 persons have a family member living with a disability in Wyalkatchem, equivalent to the 2016 Census result.

The Shire of Wyalkatchem does consider the needs of all living with a disability. The Shire supports medical services by the operations of a high standard medical centre and asset support for a general practitioner and the town is well –served by a

pharmacist and district hospital with access to remote ‘telehealth’ consultations where required. A volunteer ambulance brigade provides services around the clock and if necessary all weather airstrips provide a reliable alternative for the evacuation of patients by the Royal Flying Doctor Service.

Public toilet facilities are located in the shopping district at Railway Terrace with facilities suitable for people with disabilities. Similarly there are disabled toilet facilities at the Recreation Centre, the community building, The Bushel and the aerodrome. A planned review in early 2018 of toilet facilities will aim to upgrade and add to this number.

The Shire of Wyalkatchem works with the community to deliver appropriate services. The 2016 construction of four independent living units in partnership with the Wyalkatchem Senior Citizens Homes Trust Inc. is stage one of a major retirement development. The Shire upgraded power and water to a Trust site in Wilson Street to accommodate at least twenty units and is pursuing further development with partner local governments as part of the Central Eats Aged Care Alliance (CEACA).

Population drift and the attraction of new residents is a challenge. There is evidence that Wyalkatchem and the Wheatbelt is a viable alternative for retiring persons seeking safe and affordable living. Equally, some will retire to coastal locations to maintain familial connections where people have re-located for economic reasons.

Where people are considering a move to the Wheatbelt, they will be influenced by the standard of available facilities, such as medical services and the accessibility and inclusivity of the towns. Towns with accessible public buildings, footpaths, shops and clubs will be considered highly when a choice to relocate is made. The planning of the local government recognises these factors and prioritises improved infrastructure and services to better position this community for supporting quality of life for current and future generations. An important part of this is consideration and prioritisation of access and inclusion initiatives.

Progress since 2012

The Shire of Wyalkatchem is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. To meet this goal, Council and staff have reviewed the Disability Access and Inclusion Plan in 2015 and 2017 in order to address barriers for people with disability and ensure present and future needs for persons with disability are identified and addressed.

Since adopting the plan, the Shire of Wyalkatchem has implemented a number of initiatives, some of which are highlighted at ‘*Appendix 1: Achievements*’ later in this document. The main area of progress has been in age related disability with significant investment in infrastructure and increased levels of engagement.

Access and inclusion policy statement for people with disabilities, their families and carers

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

The Shire of Wyalkatchem also interprets an accessible and inclusive community as one in which all Council functions, facilities, and services (both in-house and contracted) are inclusive and accessible for all persons, including those who live with disability and support others who live with a disability.

The Shire will endeavour to the best of the Shire's capacity to meet the needs of persons with disabilities.

The Shire of Wyalkatchem:

- 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 its members makes for a richer community life;
- Believes that people with disabilities, their families and carers should be supported to remain living and participating in the community;
- Is committed to consulting with people with disabilities, their families and carers, and the community in general, to ensure that barriers to access and inclusion are appropriately addressed;
- Is committed to supporting local community groups and other relevant organisations to facilitate the inclusion of people with disabilities through access to information, services, and facilities in the community.
- Will ensure all members of the organisation (councillors, staff, agents and contractors) take all practicable measures in ensuring desired outcomes are achieved.

The Shire of Wyalkatchem is also dedicated to achieving the seven desired outcomes through its DAIP. They are:

- 1) People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Wyalkatchem;
- 2) People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Wyalkatchem;

- 3) People with disability receive the same level and quality of information from the Shire of Wyalkatchem 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 Shire of Wyalkatchem as other people receive from the staff of the Shire of Wyalkatchem;
- 5) People with disability have the same opportunities as other people to make complaints to the Shire of Wyalkatchem;
- 6) People with disability have the same opportunities as other people to participate in any public consultation process with the Shire of Wyalkatchem; and,
- 7) People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Wyalkatchem.

Development of the 2017 – 2019 Disability Access and Inclusion Plan (DAIP)

Responsibility for the planning process

Council and staff have a responsibility to provide planning for the organisation and so all persons within the Shire of Wyalkatchem have a role in contributing to planning while ensuring implementation.

Staff prepare the plan, council will approve and each will have a part in funding, approval and monitoring the plan.

Since the DAIP was initiated the environmental health officer (EHO) was the main officer preparing documentation and advising on initiatives. Uniquely, the EHO was also the building surveyor allowing for a comprehensive view of the DAIP requirements.

This has not been the case since 2014 with a high rotation of officers in the (shared) EHO position. It is envisaged that the DAIP will firmly fall within the responsibilities of the Community and Economic Development Officer (CEDO) for monitoring and future plan development. This role reports to the Corporate Services Manager with accountability for the plan resting with the Chief Executive Officer.

This Plan has been drafted by the Chief Executive Officer.

Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act 1993 that public authorities 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 Shire of Wyalkatchem. Implementation actions, timelines and accountabilities will be identified included in the Corporate Business Plan and this will be approved by Council and overseen by the Chief Executive Officer.

Communicating the plan to staff and people with disability

- On completion, a copy of the Disability Access and Inclusion Plan is distributed to other members of the Shire administration staff for comment;
- Council advertised the DAIP in its local newsletter advising that copies can be obtained from the Shire administration office, and to seek public comment on the DAIP;
- Copies of the DAIP will be made available via the Shire's website, as well as in alternative formats on request;
- As DAIPs are amended, Shire council, staff and community will be advised of the availability of updated plans;
- Staff, Agents and Contractors will receive Plan information at induction or referred to the Shire website as appropriate.

Review and evaluation mechanisms

The Disability Services Act 1993 outlines the minimum review requirements for public authorities in relation to DAIPs. The Shire of Wyalkatchem current DAIP will be reviewed at least every five years, in accordance with the Disability Services Act 1993. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and to action any access and inclusion issues as they arise. Whenever the Shire's DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

The review of the existing plan, strategies and information involved all staff and Council with materials workshopped and discussed. In addition, information from events such as the age friendly workshops, strategic communication inputs and anecdotal information from service providers such as medical practitioners has been considered.

As referred to in 'Community Consultation Process' (p.12), there have been published Feedback Requests via the Wyalkatchem Weekly and the Shire website on a periodic basis prior to the review, as well as four occasions in 2017 (February, March, June and November 2017) and a number of public events with no submissions received.

Review and monitoring

All strategies and actions will be included in the shire's corporate planning and subject to corporate key performance indicators and reporting. This means that there will be regular reference in council agendas and public notices such as Shire Notes, as well as the Annual Report.

The DAIP will be reviewed and submitted to the Disability Services Commission at the end of each financial year (2 July in 2018). The report will outline what has been achieved under the Shire of Wyalkatchem DAIP.

Strategies to improve Access and Inclusion

The seven desired outcomes provide a framework for strategies aimed at improving access and inclusion for people with disabilities. The following strategies will be reflected in Council's 2017-2019 Implementation Plan, subsequent budgets and Corporate Business Plans.

Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Wyalkatchem:

Strategies	Timeline
Consult people with disabilities on services and accessibility requirements; Respond appropriately to service requirements; Appropriately configure 2019 Community Survey to improve access and inclusion;	Immediate and Ongoing
Actively survey and monitor Shire facilities and services to ensure equitable access and inclusion	Ongoing
Promote the inclusion of the DAIP values and goals into other Shire plans and strategies	Immediate and Ongoing
Provide events that are accessible and inclusive to people with disability	Immediate and Ongoing
Engage with appropriate entities to implement and broadcast the Shire's access and inclusion initiatives	Immediate and Ongoing

Outcome 2:

People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Wyalkatchem:

Strategies	Timeline
Identify required public building upgrades to incorporate standards for access and inclusion	Immediate and Ongoing
Deliver building works to implement mobility and disability wherever practicable	Immediate and Ongoing
Review and improve signage for colour, contrast and lettering	Immediate and Ongoing
New building works to have mobility disability access as appropriate, where required and where practicable	Immediate and Ongoing
Advocate to local businesses the benefits of accessible venues and the importance of identifying the requirements for disabled access	Immediate and Ongoing

Engage with appropriate entities to implement and broadcast the Shire's access and inclusion initiatives	Immediate and Ongoing
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Outcome 3:

People with disability receive the same level and quality of information from the Shire of Wyalkatchem in a format that will enable them to access the information as readily as other people are able to access it:

Strategies	Timeline
Identify opportunities to improve information access and introduce these wherever practicable	Immediate and Ongoing
Use minimum 12 point Arial on all documents	Immediate and Ongoing
Review and upgrade functionality of website; meet W3C standard; implement technology where practicable to improve access and inclusion	When delivery is practicable, make available (TBA).
On request, make Council and Shire information available in alternate formats to assist visually and hearing impaired persons to easily understand published information	When delivery is practicable, make available (TBA)

Outcome 4:

People with disability receive the same level and quality of service from the staff of the Shire of Wyalkatchem as other people receive from the staff of the Shire of Wyalkatchem:

Strategies	Timeline
Develop the capacity and capability of the organisation to deliver high standards of service.	Immediate and Ongoing
Make DAIP information widely available and increase disability awareness	Immediate and Ongoing
Encourage the identification of opportunities to improve the quality of service to people with disability.	Immediate and Ongoing

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Wyalkatchem:

Strategies	Timeline
Develop the capacity and capability of the organisation to deliver high standards of service.	Immediate and Ongoing

Identify opportunities to make alternate channels of complaint available.	Immediate and Ongoing
When practicable, make alternate channels of complaint available.	When delivery is practicable, make available (TBA).

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation process with the Shire of Wyalkatchem:

Strategies	Timeline
Identify opportunities for improved consultation	Immediate and Ongoing.
Public consultation is facilitated to maximise the inclusion of persons with disability	Immediate and Ongoing
When practicable, technology and other tools is utilised to maximise the participation of persons with disability in public consultation	When delivery is practicable, make available (TBA).

Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Wyalkatchem:

Strategies	Timeline
Incorporate a statement on each position description and job advertisement that the Shire is an equal opportunity employer.	Immediate and Ongoing.
Identify opportunities for employment, training or volunteering of persons living with a disability and engage persons living with a disability when suitable candidates present.	Immediate and Ongoing.
Identify barriers to persons living with a disability serving as an elected member; identify requirements to removing barriers where practicable; and engage with the community to encourage the participation of persons with a disability to serve as an elected member.	When delivery is practicable, make available (TBA).
Undertake the monitoring of personal need associated with disability, address those needs wherever practicable and maximise opportunities to maintain employment.	Immediate and Ongoing

Appendix 1: Achievements

Progress under the Disability Access and Inclusion Plan(s):

Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Wyalkatchem:

- Increased number of audio books (talking books) and large print books held at the library, rotated regularly through the WA LISA rotation program. These books are located at easily accessible levels and are well signed;
- Increased level of capital works for the provision of disabled access toilets for the community (public, recreation centre, community building and aerodrome);
- Standardised font and size of print on shire website; uploading of increased level of public documents to shire website; standardised size and font on all shire documents for readability;
- Positive inter-government relationships, local government and other entities to facilitate collaboration;
- Included access and inclusion in all public plans and documents;
- Surveyed level of disability and need;
- Improved strategic planning to address access and inclusion;
- Improved access to events – for example, spacing of stalls, siting of events to access disabled toilets;
- Relocated services to community building (library and licensing) to improve access.

Outcome 2:

People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Wyalkatchem:

- Access ramps from footpaths to road surface have been provided in expanded number of areas;
- Auto door to main entrance to Shire office;

- Disabled access ramps to the Shire office and Town Hall with rails;
- Widened and increased meterage of paths;
- Mobility features in new Independent Living Units;
- Fitted automatic door, medical centre;
- Built community building with accessible features – automated door, disabled toilets, function rooms for engagement and social cohesion.

Outcome 3:

People with disability receive the same level and quality of information from the Shire of Wyalkatchem in a format that will enable them to access the information as readily as other people are able to access it:

- The Shire advertised through the local Council newsletter that Council information is available in alternative formats upon request;
- Font type and size standardised.

Outcome 4:

People with disability receive the same level and quality of information from the staff of the Shire of Wyalkatchem as other people receive from the staff of the Shire of Wyalkatchem:

- Council staff deliver a high standard of customer service and work to identify opportunities to continually improve quality and accessibility of information;
- Community Survey was made available in print, electronic and where required verbally assisted formats.

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Wyalkatchem:

- The Shire has expanded the level and amount of information through public documents, public notice and advertisements;
- On election days the Shire ensures that buildings are accessible and that modified polling booths are available;
- The Shire staff have proven themselves to be most understanding and very giving in assistance towards people with disabilities

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation process with the Shire of Wyalkatchem:

- Shire staff and officers have assisted people with disabilities to access and be included in all Council discussions and functions on request;
- Staff provide and explain the purpose of the Council function or meetings in a professional manner;
- Additional disability related criteria included in Community Survey

Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Wyalkatchem:

- Equal Opportunity Statements included in job advertisements;
- Opportunities for volunteering presented to persons with disability;
- Applications accepted from persons with disability and two persons with identified disability interviewed;
- Staff training in the employment of person with disability;
- Employment of a person with disability on a part-time basis which will convert to full-time employment July 2018.