

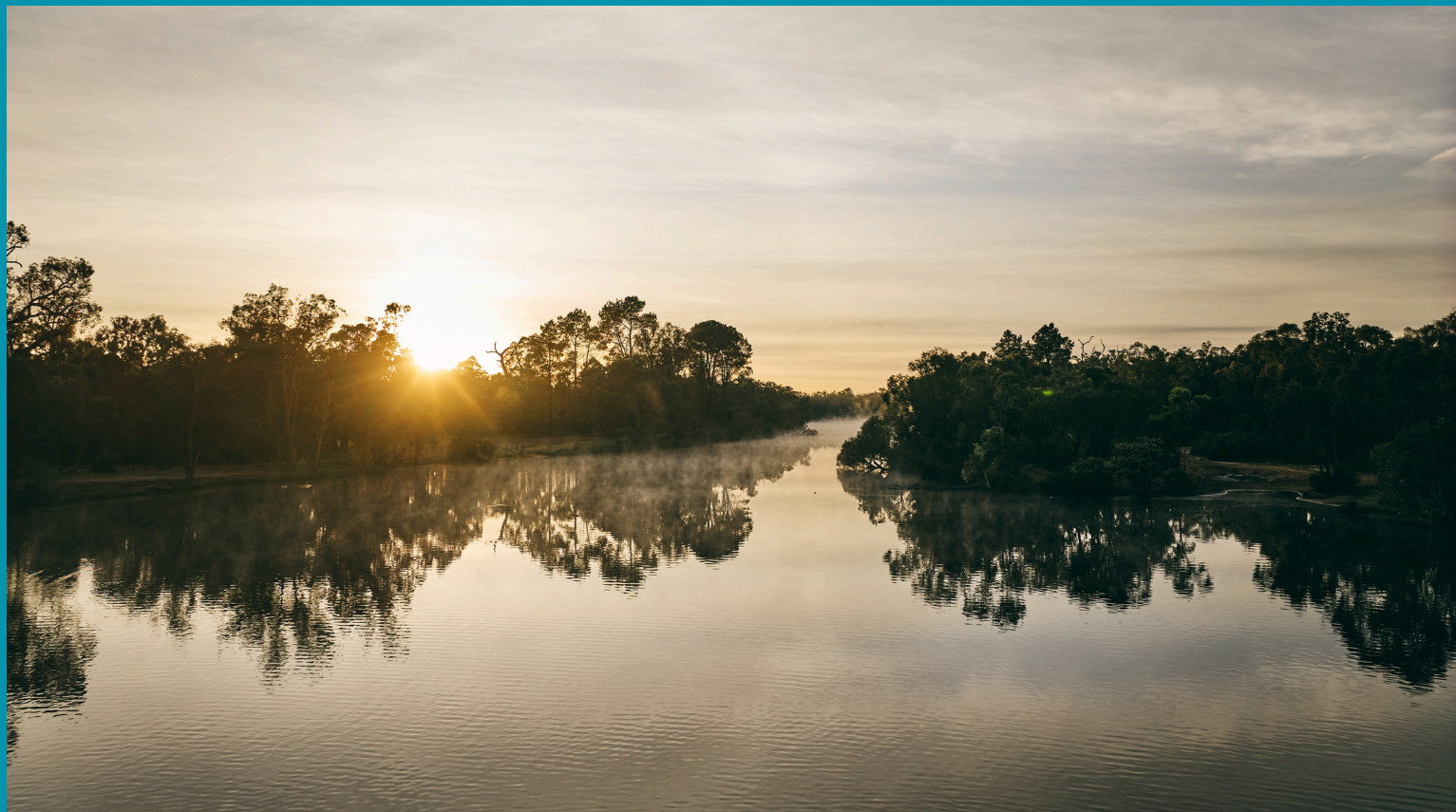
Disability, Access and Inclusion Plan

2025 – 2029



Shire of
Collie

**“A connected, committed, creative
and inclusive community”**



Acknowledgement of Country

The Shire of Collie acknowledges the Traditional Custodians of the land, the Wiilman and Kaniyang people of the Noongar Nation, and pays our respects to Elders, past, present and emerging. We thank them for the contributions they have made to life in the Shire of Collie and to this region.

Definitions

Disability: A disability is any continuing condition that restricts everyday activities.

Access: Access refers to an individual's physical ability to get to, into, and around facilities and services.

Inclusion: Inclusion refers to social inclusion, in that all people of diverse abilities and backgrounds have the opportunity to participate as fully as possible in programs and services provided by organisations, in an integrated and holistic manner, and in a welcoming community.

Alternative Formats

The Disability, Access and Inclusion Plan 2025 to 2029 is available on the Shire of Collie's website at www.collie.wa.gov.au. This document is also available upon request in alternative formats, including standard and large print, or electronically by email.

Language Assistance

If you do not speak or read English but would like information about this document, please ring the Translating and Interpreting Service (TIS) on 131 450 and ask them to contact the Shire of Collie on (08) 9734 9000

Table of Contents

- 1. Cover**
- 2. Acknowledgement of Country, Definitions, Alternative Formats, Language Assistance**
- 3. Contents**
- 4. Message from the Shire President, Executive Summary**
- 5. The Shire's Role, Alignment to Strategic Community Plan**
- 6. Integrated Planning and Reporting Framework, Access and Inclusion, Demographics**
- 7. Legislation, Consultation**
- 8. Consultation Process, Consultation Findings**
- 9. Achievements to Date, Guiding Objectives**
- 10. Deliverables 2025 to 2029**
- 11. Reviewing the Plan, Reporting on the Plan, References**

The Shire of Collie acknowledges the environment plays a substantial role in determining the extent to which a person experiences disability and recognises it has an important role to play in creating accessible and welcoming communities (including but not limited to physical, digital and social environments), as this can assist in reducing the impact of disability amongst community members.

The Shire of Collie also recognises the Access and Inclusion Plan has relevance for many other community members who may experience access difficulties, including:

- Families with young children
- Seniors
- People with temporary disability through injury or illness
- People with language barriers

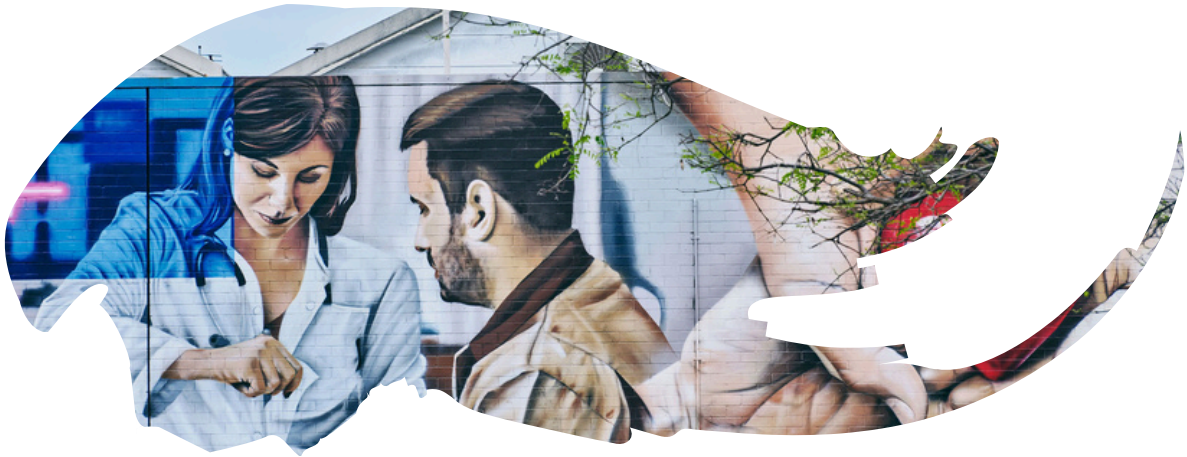
Message from the Shire President

Collie is a diverse community with a wide range of needs, and the town is committed to fostering independence for individuals of all abilities, ensuring that everybody can engage in everyday services and actively participate in the fantastic opportunities the town offers. The aim of this Access and Inclusion Plan is to ensure services and facilities are open, inclusive, and accessible for everyone. We have reached out to all sectors of the community to ensure everyone provided meaningful input into the direction for the new Plan. As a town, we aim to provide public spaces that facilitate a diverse range of activities, strengthen social bonds, and ensure a connected community. This Plan will guide us on our way forward to delivering access and inclusion for all.



Ian Miffling

Shire President, Shire of Collie



Executive Summary

A Disability, Access and Inclusion Plan helps local governments plan and ensure appropriate access and inclusion in their communities.

The Plan not only supports people with disabilities, but also others in our community who experience access and inclusion barriers such as, the elderly, parents with prams, people from culturally and linguistically diverse backgrounds, people who identify as Aboriginal or Torres Strait Islander, and people who identify as part of the LGBTQIA+ community.

This Plan fulfils the requirements of the Western Australian Disability Services Act 1993 (amended 2004), which requires all local government authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure people with a disability have equal access to facilities and services. Additional legislation underpinning the Plan is the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act 1992.

A Disability Access and Inclusion Plan (DAIP) is a strategic document mandated by the Disability Services Act 1993, designed to ensure local governments and other public authorities plan and implement actions to improve access and inclusion for people with disabilities. This DAIP aims to foster equal participation for people with disabilities in community life, aligning with broader efforts to make Collie a more accessible and inclusive place for all.

The Shire's Role

The aim of this Access and Inclusion Plan is to guide the town with the coordination of services and activities to ensure all community members have equal access to:

1. Services and events
2. Facilities and buildings
3. Information
4. Customer service
5. Complaints processes
6. Public consultations
7. Employment opportunities at the Shire of Collie



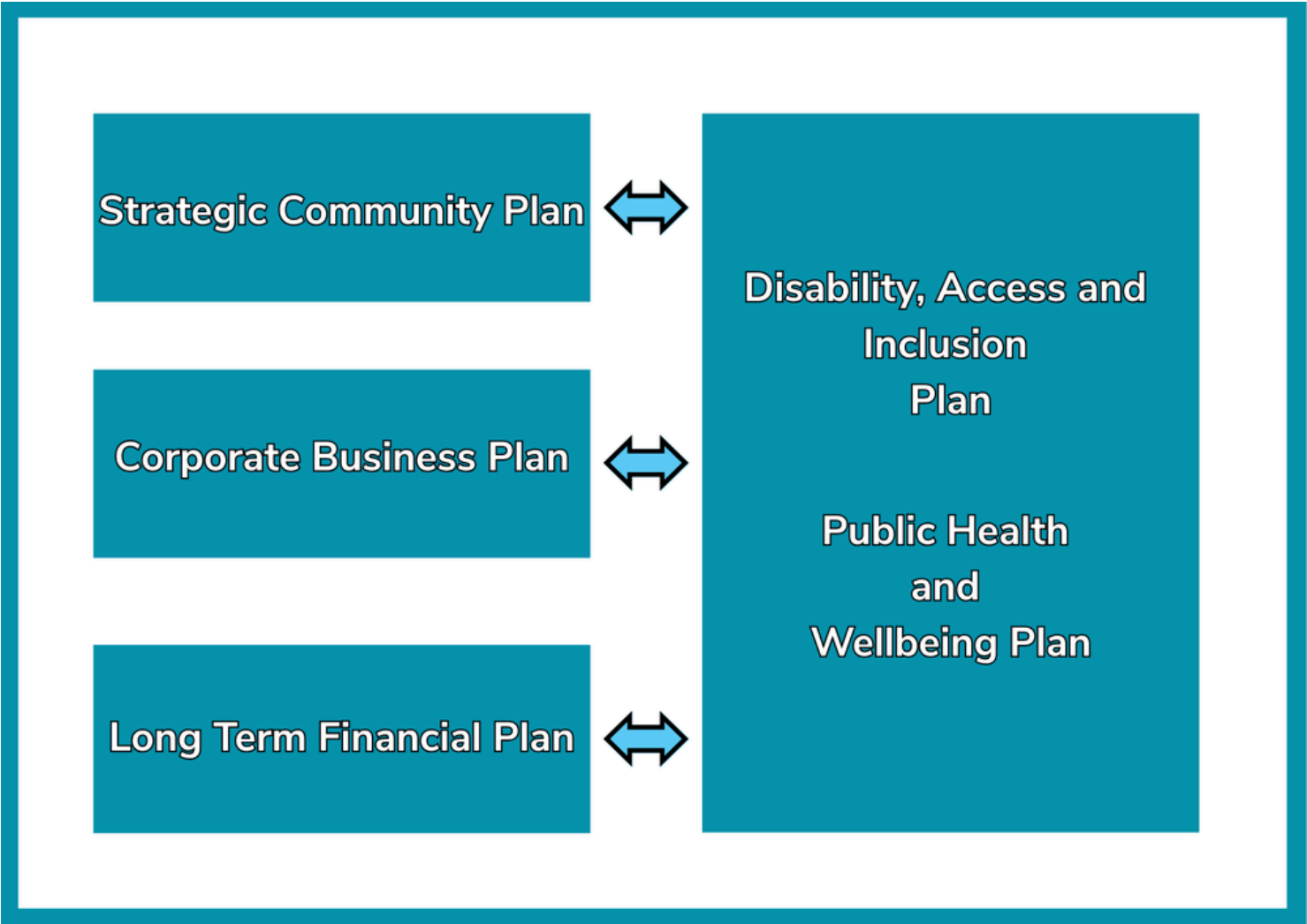
Alignment to the Shire of Collie Strategic Community Plan

The development and implementation of this Plan aligns with the Shire of Collie's Strategic Community Plan, particularly that the Shire;

- Values people with disabilities as essential community members who contribute meaningfully to the social, economic, and cultural fabric of Collie.
- Recognises that community diversity and inclusiveness strengthen community life.
- Is dedicated to consulting with people with disabilities, their families, and disability organisations to address accessibility barriers.
- Ensures agents and contractors adhere to DAIP goals to create an inclusive environment.
- Supports local community groups and businesses in fostering accessible environments.
- Will ensure recruitment policies actively encourage applications from people with disabilities.

Integrated Planning and Reporting Framework

The Disability, Access and Inclusion Plan is one of several key documents that guide the Shire of Collie’s strategic direction and day-to-day operations. The diagram below shows how this Plan aligns with the Shire’s Strategic Community Plan and integrates with other planning and reporting frameworks.



Access and Inclusion

The Shire of Collie is committed to building an accessible and inclusive community for people of all ages, abilities and backgrounds.

The Shire’s Access and Inclusion Plan complies with and expands on the seven required Disability Access and Inclusion Plan outcome areas under the Disability Services Act 1993. This can be downloaded from <http://www.disability.wa.gov.au>

Demographics

According to the 2021 Census, the Shire of Collie has a population of approximately 8,357 residents. The median age is 43 years, reflecting an ageing population with 21.8% aged 65 years and over.

- 5.4% of the population identify as Aboriginal and/or Torres Strait Islander.
- 6.3% of people reported needing assistance with core activities due to disability.
- 8.1% speak a language other than English at home.
- The average household size is 2.3 persons.

The demographic profile highlights the importance of inclusive planning that supports people with disability, older adults, families with young children, and individuals from culturally and linguistically diverse backgrounds.

Legislation

The Disability Services Act 1993 (amended 2004) requires all local governments to have and implement a Disability Access and Inclusion Plan (DAIP), which must be reviewed at least every five years. The Act adopts consistent definitions and assurances as outlined in other related Acts and Conventions, including:

- Western Australian Equal Opportunity Act 1984 (amended 1988)
- Commonwealth Disability Discrimination Act 1992
- United Nations Convention of the Right of Persons with a Disability

The Act defines disability as that which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent, or likely to be permanent;
- may or may not be of a chronic or episodic nature; results in;
- substantially reduced capacity of the person for communication, social interaction, learning or mobility; and a need for continuing support services.

The Act further requires that:

- All practicable measures must be undertaken to ensure the AIP is implemented by the Shire of Collie and its contractors
- Public consultation must be undertaken with key stakeholders and advertised
- The AIP must be made available in alternative formats on request
- The AIP must be lodged with the Disability Services Commission
- The AIP must be available via the Shire of Collie's website
- Progress of the AIP must be reported annually to the Department of Communities (Disability Services)
- The AIP progress is to be reported in the Shire's Annual Report.

Consultation

In developing this Plan, the Shire of Collie undertook extensive consultation with community members, stakeholders, and service providers.

Key activities included:

- An internal review of the 2017–2021 DAIP, identifying successes and ongoing barriers.
- A community-wide survey available online and in print.
- Direct engagement with individuals with disability and advocacy organisations.
- Public notices in local newspapers and on the Shire website.
- Consultation/Engagement sessions with community members, service providers and Shire staff.

Feedback received informed the development of strategies to ensure all community members can participate fully in public life.

Consultation Process

The Shire of Collie adhered to the Disability Services Act 2004 regulations, calling for public submissions through local newspapers and the Shire's website during the consultation period from March to April 2023. Community input was gathered via:

- Advertisements in local print media.
- Announcements on the Shire's website.
- Direct engagement with individuals with disabilities and disability service providers.



Consultation Findings

The community feedback gathered highlighted several areas for improvement:

- Improve accessibility at public events, including designated wheelchair viewing areas, accessible temporary parking options, and consideration of mobile accessibility resources.
- Upgrade ACROD parking bays, including relocating bays currently on private property.
- Address physical access barriers across the Shire, including the need for footpaths (e.g., Roberts Street), accessible seating along trails, and improved entry to public buildings and commercial premises.
- Improve access to public toilets, including the weight of doors and general facility design.
- Enhance the accessibility and privacy of the front counter at the administration office.
- Provide clear, consistent, and accessible information through improved website usability, Easy Read formats, social media content, and signage.
- Support non-verbal communication through visual aids at key community locations.
- Ensure staff are trained in inclusive service delivery and disability awareness, with improvements to induction processes and support for online service access.
- Improve the accessibility of recruitment processes, with support provided to applicants and staff requiring adjustments or agency assistance.
- Promote job opportunities across inclusive platforms and improve early engagement with relevant networks.
- Strengthen public engagement by improving the accessibility of consultation materials and advertising opportunities for participation across multiple channels.

Achievements to Date

Since the implementation of the previous Access and Inclusion Plan, the Shire of Collie has made significant progress in improving access and inclusion across the community, including:

- Customer Service Training – Delivered disability awareness and inclusive service training to Shire staff and Councillors.
- Events – Incorporated accessibility measures such as quiet zones, inclusive seating, and mobility access at community events.
- Parks and Garden Upgrades – Improved pathways, seating, and playground infrastructure to support universal access.
- Restroom Facility Audits and Upgrades – Conducted audits and upgraded amenities to enhance accessibility across public toilets.
- Governance – Began recording and publishing Council meetings online to increase public access.
- Parking – Installed or upgraded ACROD bays in key locations to improve proximity and usability.
- Grants and Programs – Secured funding to support inclusion-focused initiatives, infrastructure improvements, and community participation programs.

Guiding Objectives of the Access and Inclusion Plan (2025–2029)

The following key goals align with the seven outcome areas set by the Western Australian Disability Services Act 1993 (amended 2004). These objectives provide the foundation for all actions in the Shire of Collie's Access and Inclusion Plan. They ensure that people with disability have the same opportunities as others to participate in all aspects of community life, access services and information, and engage with the Shire as valued members of the community.

1. Service Access People with disability have equal opportunities to access the Shire's services and events.
2. Accessible Facilities People with disability have the same opportunities as others to access the Shire's buildings and facilities.
3. Information Accessibility People with disability receive information in accessible formats for equal access.
4. Quality of Service People with disability experience the same level of service from Shire staff as others in the community.
5. Complaints and Feedback People with disability have equal opportunities to make complaints to the Shire of Collie.
6. Public Consultation People with disability have equal opportunities to participate in public consultations held by the Shire of Collie.
7. Employment Opportunities People with disability have equal opportunities for employment with the Shire of Collie.

Deliverables - 2025 to 2029

This Access and Inclusion Plan is a testament to the Shire of Collie's ongoing commitment to fostering an inclusive community for all its members, ensuring equal access and opportunities for individuals with disabilities to live, work, and thrive in Collie.

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

- Identify and preference the use of accessible venues and locations for events organised/sponsored/funded by the Shire.
- Establish and maintain a register of accessible venues, facilities, and transport options throughout the Shire for organisations and event holders to use when organising an event or providing services.
- Consider transport needs and ease of access when planning events and delivery of services, including clear communication of options.
- Develop, in partnership with people with disability and the wider community, a co-design plan for access to major events and services (e.g. in emergency situations).

2. People with disability have the same opportunities as other people to access Shire buildings and facilities.

- Continue to provide timely responses to rectifying damaged Shire facilities and infrastructure (e.g. footpaths and drainage) and ensure communication of progress to affected community.
- Leisure and information facilities to continue to be monitored and reviewed for access and inclusion, and relevant Shire Officers trained to support and provide assistance.
- Undertake an assessment of all Shire community facilities to ensure compliance with relevant standards regarding access.
- Develop a map in an accessible format to show pedestrians and wheelchair users how best to get around, providing information on community facilities, transport, disability access, bathrooms, and facilities.
- Review 'place' planning policies to improve access to facilities by powered mobility devices, prams, and wheelchairs.
- Buildings and restroom facilities to be reviewed in conjunction with the Shire's Asset Management Plan and policies to support disability access.
- Parks, amenities, garden gate access, and footpaths to be monitored and reviewed annually to ensure they are wheelchair accessible.

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

- Ensure Shire information can be printed or made available on demand in a format that is accessible to them (e.g. Large print).
- Shire to encourage community groups to share resources and information, and thus provide more activities and or extend participation to more residents.
- Acknowledge and respect the preference to receive hard copy information and that some people prefer not to use technology and provide information in traditional formats such as noticeboards, billboards, newsletters (print and electronic) and mail drops.

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

- Provide relevant Shire employees and volunteers with disability awareness training that includes communicating with people with disability, making information accessible and using Easy English, and statutory obligations when related to their role.
- Conduct an annual training needs survey of staff to identify and address training needs around access and inclusion.
- As part of the Shire's induction process, staff are provided access to the Disability Access and Inclusion Plan.

5. People with disability have the same opportunities as other people to make complaints to the Shire.

- Review the complaints process considering accessibility of information, requirements of people with disability or English as their second language, and the supports and resources available.

6. People with disability have the same opportunities as other people to participate in the Shire-led public consultation.

- Encourage an inclusive and respectful environment for people with disabilities in Shire's represented committees and forums.
- Shire will consider the needs of people with disabilities in the development of consultation and engagement strategies.

7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire

- Ensure community awareness of employment opportunities with the Shire through disability employment program providers.
- Promote volunteerism among Disability Employment Service providers and other service organisations to improve the rate of involvement of people with disability in volunteer work.
- Ensure recruitment practices are inclusive and encourage people with disability to apply for employment with the Shire

Reviewing the Plan

The successful implementation of this Plan relies on a collaborative and inclusive approach, engaging both internal and external stakeholders. Progress against the Plan's goals and objectives will be monitored on an ongoing basis and formally reviewed through an annual report submitted to the State Disability Service. This report will detail achievements, identify areas for improvement, and guide future actions.

The Shire of Collie is committed to continuous improvement and values community input. Community members are encouraged to provide feedback and suggestions on the Plan, or share ideas to enhance access and inclusion across the Shire.

For feedback or enquiries, please contact the Shire of Collie at (08) 9734 9000 or email colshire@collie.wa.gov.au.

Reporting on the Access and Inclusion Plan

The Shire will document Access and Inclusion Plan progress annually through its Annual Report and a prescribed progress report to the Department of Communities by July each year. Reporting will cover:

- Progress toward achieving Access and Inclusion Plan outcomes.
- Agents and contractors' contributions to DAIP goals.
- Strategies for informing agents and contractors about DAIP objectives.

References

2021 Census QuickStats: Shire of Collie (abs.gov.au)

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