Shire of Serpentine Jarrahdale

DRAFT ACCESS AND INCLUSION IMPLEMENTATION PLAN

DRAFT April 2023

Prepared by Aha! Consulting

Throughout the development of the 2023 – 2028 Access and Inclusion Plan, key themes emerged from the Shire of Serpentine Jarrahdale community and stakeholders as areas of importance:

1. **Facility and infrastructure improvements** – to improve people's ability to access events, engage with services, attend facilities and to allow for employment opportunities.

2. **Improving communication and promotion** – targeted, thoughtful messaging in diverse formats, encouraging participation in events and programs, feedback and engagement with services and to enable involvement in consultation activities.

3. **Building understanding, awareness and tolerance** – initiatives to improve the service received from the Shire and other places, supporting an improved culture and improving people's sense of belonging in their community.

This implementation plan outlines actions to support the delivery of the Shire's Access and Inclusion Plan (AIP) 2023 – 2028 with careful consideration to the key themes above. The actions identified relate to at least one of the seven Outcome Areas within the AIP; in most cases, implementing an action will deliver outcomes across multiple areas, as shown in the right hand columns.

Implementation matrix (Outcome Areas):
1. Access to services and events
2. Buildings and facilities
3. Information
4. Staff awareness and skills
5. Complaints
6. Consultation
7. Employment

Where '**Operating budget**' is noted with no value stated, the cost of delivering this action is anticipated to be addressed via existing resourcing, such as staff time (current as of June 2023).

Note: the budgets provided are indicative only. It is recognised that alternative actions may be identified over the life of the plan that meet the aim within the same resourcing parameters. Detailed budgets will be determined each year through the Shire's annual integrated planning and reporting processes.

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
1. Ensure the outcome areas articulated in the Access and Inclusion Plan are considered and embedded into all new Shire Infrastructure Projects (planning and delivery).	1.1 Update and review annually the Community Engagement Plan/process to ensure access and inclusion is considered early in the development of communication plans for Community Infrastructure Projects.	Communications *Projects*	Year 1 (Update) Years 2 – 5 (Review)	Operating budget		X	X			X	
	1.2 Update the Project Management Framework to ensure access and inclusion is considered early in the project design phases.	PMO *Projects Building Services*	Year 1 (Update) Years 2 – 5 (Review)	Operating budget	X	X				X	
2. Ensure events held in the Shire (both internal and externally delivered) are informed on best practice for accessibility.	2.1 Upskill Shire staff delivering programs and events on the Disability Services Commission's 'Creating Accessible Events Checklist'	Community Activation *Environmental Health*	Years 1 - 5	Operating budget	X			X			
	2.2 Embed the 'Creating Accessible Events Checklist' in the Event application process	Community Activation *Environmental Health*	Year 1	Operating budget	X		X				

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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	2.3 Ensure event communications and promotion includes details on event accessibility (such as parking and toilets).	Community Activation *Communications*	Years 1 - 5	Operating budget	X		X				
	2.4 Ensure people with disability are represented in the Shire's marketing of services, events and programs.	Communications *Community Activation*	Years 1 - 5	Operating budget	X		X				
	2.5 Investigate, and implement if feasible, solutions to improve the accessibility of grassed surfaces used for events within the Shire, such as accessible turf mats.	Community Activation *Parks and Gardens*	Year 1 (Investigate) Years 2 – 5 (Implement where viable)	Year 1: Operating budget Year 2 – 5: $40,000 ($10,000 p/a[1])	X	X					
	2.6 Support external organisations to deliver	Community Activation	Years 2 – 5	$6,000	X		X				

[1] Based on estimate for 20m turf mats purchased each year, @ $5k/10m from https://www.pushmobility.com.au/products/mobi-mat-afx-beach-matting?variant=31098883276880

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
	accessible events, through: - providing upskilling opportunities - making the 'Creating Accessible Events Checklist' more prominent on the Shire's website	*Environmental Health* *Communications*	(dependent on Items 2.1 and 2.2)	($1,500 p/a^2)							
3. That practical, lived experiences relevant to access and inclusion are considered through the design and/or upgrade of buildings, facilities and reserves. *(This is to apply to both Shire owned assets, and those assets intended to transition to Shire from developers).*	3.1 Review priorities and action items identified in the Shire's Access and Inclusion - Priority Works Plan and report to Access and Inclusion Advisory Group on completed items.	Facilities *Community Activation*	Year 1	Operating budget	X	X		X		X	
	3.2 Following completion of Item 3.1, establish 3 year priority works program in consultation with Access and Inclusion Advisory Group from the	Facilities *Community Activation*	Year 2	Operating budget	X	X				X	X

^{2} Based on sourcing a consultant to run a workshop, plus catering and promotion.

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	complete Disability Access Audit Report (IN19/5227), for consideration by Council. To include Shire workspaces.										
	3.3 Building renewals program (playgrounds and facilities) is presented annually to Access and Inclusion Advisory Group for general comment, to ascertain how these renewals could support improved accessibility within budgetary allocations.	Infrastructure Services *Community Activation*	Years 1 - 5	Operating budget	X	X				X	X
	3.4 Seek grant funding to contribute to access improvements at Shire facilities.	Community Activation *Projects* *Facilities*	Years 3 – 5 (dependent on items 3.1 and 3.2)	Operating budget	X	X					
	3.5 Finalise *Local Planning Policy 2.8*	Development Services	Year 1	Operating budget	X	X					

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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	Public Open Space Development Standards with specific reference to ensuring that the policy includes a goal of having playground equipment in Serpentine Jarrahdale accessible to people with disability.	Operations *Community Activation*									
	3.6 Ensure commercial building applications are reviewed from an accessibility perspective. Engage with Access and Inclusion Advisory Group on matters identified if required.	Building Services *Community Activation*	Years 1 - 5	Operating budget		X				X	
4. Enhance the ability for those with disability to readily access information for all services, venues, employment opportunities and/or	4.1 Continue the Access and Inclusion Advisory Group, for guidance and advice on Shire activities. Representation on group to include those with lived experience, service	Community Activation *All Shire Departments*	Years 1 - 5	Operating budget	X	X	X	X	X	X	X

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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consultative practices in the Shire.	providers and other stakeholders with broad knowledge in access and inclusion matters.										
	4.2 Update the Parks and Facilities sections on the Shire's website to add information about accessible elements of each of the facilities and venues available, including parks, playgrounds and facilities for hire.	Parks and Gardens Facilities *Community Activation* *Communications*	Year 2	Operating budget	X	X	X				
	4.3 Install signage at each venue seeking feedback about the standard and accessibility of Shire buildings (eg: QR Code linked to online survey)	Facilities *Communications*	Year 4 (Items 3.1 and 3.2 recommended to occur first to track feedback on improvements made)	$1,000^3		X	X			X	

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^{3} Estimate based on design and production of 15 x 300mm x 45mm signs.

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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	4.4 Promote Access and Inclusion Working Group page (and broader Your Say SJ platform) as one-stop-shop for information relevant to access and inclusion in the Shire. Continue to share information from disability service providers and stakeholders servicing the Shire's community.	Community Activation *Communications*	Years 1 - 5	Operating budget	X		X			X	
	4.5 Have a community member with lived experience review the Shire's complaints process annually, to identify improvement actions. Advise Access and Inclusion Advisory Group of outcomes.	Customer Service *Communications*	Years 1 - 5	Operating budget			X	X	X	X	
5. Demonstrate leadership in enhancing	5.1 Actively promote the Access and Inclusion Plan via the Shire's	Community Activation	Years 1 - 5	Operating budget			X	X			

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
community awareness of access and inclusion.	communication channels, including positive access and inclusion stories implemented by local businesses and organisations, as well as progress against the Access and Inclusion Plan	*Communications*									
	5.2 Continue to deliver and promote events and activities that promote access and inclusion, such as celebrating International Day of People with Disability and engaging with Rebound WA.	Community Activation *Communications*	Years 1 - 5	$25,000 ($5,000 p/a)	X		X	X			
	5.3 Expand one event/activity from Item 5.2 annually for staff participation, that builds internal knowledge and capability in matters relevant to access and	Community Activation *All Shire Departments*	Years 1 - 5	$5,000 ($1,000 p/a)				X			X

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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	inclusion (eg: Rebound WA session for staff).										
	5.4 Ensure information on the Shire's Access and Inclusion Plan is included in the induction/onboarding process for new staff, Councillors and volunteers.	People and Development *Governance*	Year 2 (Review) Years 3 – 5 (Maintain)	Operating budget				X			X
	5.5 Link with local business events and activities, to promote and advocate on how to provide accessible and inclusive service/s and opportunities for employment purposes (note: these may be events and activities supported by Shire, but not delivered or facilitated by Shire)	Economic Development *Community Activation*	Year 3 - 5	$2,500 ($500p/a[4])	X		X				X
	5.6 Promote events and engagement	*Community Activation*	Years 1 - 5	Operating budget				X			X

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[4] Based on contribution towards sourcing a speaker or other resources.

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
	opportunities to elected members, that can enhance knowledge and awareness of matters relevant to access and inclusion	Governance									
6. Improve accessibility of pedestrian paths connecting community facilities, reserves and associated amenity.	6.1 Prioritise access to community facilities, when delivering the asset maintenance program for footpaths	Infrastructure Services (Engineering Services) *Community Activation*	Years 1 - 5	Operating budget	X	X					
	6.2 Apply for grant funding to support installation and improvements to footpaths/cycle paths for rural/semi-rural areas	Infrastructure Services (Engineering Services) *Community Activation*	Years 2 – 5 (where identified for shovel-ready project implementation)	Operating budget	X	X					
	6.3 Advocate for improved accessibility on public infrastructure administered or coordinated by State and Federal departments (such as	Infrastructure Services (Engineering Services) *Community Activation*	Years 1 - 5	Operating budget	X	X					

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
	paths and hard stands, at local bus stops with Public Transport Authority)										
7. Improve the format of the Shire's website and provision of written materials (including promotion of activities) to assist those with disability access information in a format that suits their needs.	7.1 Review accessibility of the Shire's website annually with a community member that has lived experience (including Your Say SJ) to identify improvements. Report outcomes back to Access and Inclusion Advisory Group and implement any necessary improvements.	Communications *Community Activation*	Years 1 - 5	Operating budget $2,500 ($500 p/a for improvements)	X		X	X		X	
	7.2 Add a "Translate Module" to the Shire's website, for immediate access to alternative languages from the homepage.	Communications *Community Activation*	Year 1	$1,000	X		X	X		X	
	7.3 Develop a process, and allocate resources,	Community Activation	Year 1 (develop)	Operating budget			X	X			

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
					1	2	3	4	5	6	7
	to enable staff to respond to requests for information in alternative formats	*Customer Service*	Years 2 – 5 (implement)	$4,000 ($1,000 p/a)							
	7.4 Ensure promotion of consultation opportunities is provided in multiple formats, dependent on the intended audience, including tailored online promotion using targeted ads and sharing with local Facebook groups	Communications *Community Activation*	Years 2 - 5	$4,000 ($1,000 p/a)			X			X	
8. Build an access and inclusion culture across the Shire	8.1 Provide all administration staff with a clearly printed name badge and request this to be worn at all times.	People and Development *All Shire Administration Departments*	Years 1 - 5	Operating budget				X			
	8.2 Establish a register of staff that may have skills to assist in providing service to someone with a disability, eg. fluent in Auslan	People and Development *All Shire Departments*	Years 1 - 5	Operating budget	X			X			

Aim	Action	Leading Department *Supporting Department/s*	Timeframe	Budget	Outcome Areas Addressed						
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	8.3 Investigate the implementation of the 'Hidden Disabilities Sunflower' initiative, including provision of lanyards at identified Shire venues.	Community Activation *Customer Service* *Library Services*	Year 1 (Investigate) Years 2 – 5 (Implement where viable)	Operating budget	X			X			
9. Ensure recruitment practices are accessible and supportive of people with disabilities	9.1 Review the Shire's job and volunteer application process in conjunction with Access and Inclusion Advisory Group, and implement actions for improvement	People and Development	Year 1 (review) Year 2 – 5 (Implement)	Operating budget Operating budget/dependent on outcome of review							X
	9.2 Promote the Shire's commitment to being an inclusive employer, in all job and volunteer advertising, and promote opportunities in accessible formats	People and Development	Years 1 - 5	Operating budget			X				X
	9.3 Work with disability employment services to promote employment opportunities at the Shire	People and Development	Years 1 - 5	Operating budget			X				X

Below is a summary of the indicative expenditure to be incurred for actions outlined above, on a per year basis. These costs do not include Officer time, or costs relevant to capital delivery such as footpaths, which will form part of the annual integrated planning and reporting process.

Year	Expenditure (as at June 2023)
One	$7,500 ex GST
Two	$19,000 ex GST
Three	$19,500 ex GST
Four	$20,500 ex GST
Five	$19,500 ex GST