



Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2020–2021

Table of contents

Introduction.....	1
Important notes.....	1
Your details	2
Access and inclusion progress	2
1. General services and events	2
2. Buildings and facilities.....	2
3. Information and Communication.....	3
4. Quality of service	3
5. Complaints and safeguarding	3
6. Consultation and engagement.....	4
7. Employment, people and culture.....	4
Agents and Contractors	4
General questions about your approach to access and inclusion	5
General feedback.....	7

Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2020-2021.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament. Your contribution is greatly appreciated.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices
- The influence of access and inclusion measures on customers, clients, residents, or communities.

Once you have approval from your organisation, please send your completed report to access@communities.wa.gov.au

Please complete your DAIP progress report by **Friday 16 July 2021**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@communities.wa.gov.au

Phone: 0432 835 850

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not. You can add extra text boxes if needed.
- Communities welcomes the efforts of public authorities to influence access and inclusion outcomes outside your organisation. Please include any such initiatives in the most appropriate outcome area.
- Photographs are most welcome; they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. NOTE that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

Name of public authority: SHIRE OF KENT

Name of contact person: MICHELLE BAMESS

Phone number: 08 9829 1051

Email: dceo@kent.wa.gov.au

Access and inclusion progress

1. General services and events

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

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

- a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No
- b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.
- c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

2. Buildings and facilities

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

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

- a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? Yes
- b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

As part of the Economic and Social objectives to support growth in business opportunities, increased tourism, building a safe and healthy community, work continued in 2020/2021 to complete a project to upgrade the facilities at the Nyabing Recreation Complex to cater for short term campers and visitors to our town by converting a disused building into a Campers Kitchen to cater for short term campers and visitors to our town. The project included the addition of a separate ablution block that also has universal access shower/toilet facilities. An outdoor patio area off the camper's kitchen has been completed and both buildings have been covered to provide shelter from the elements. Pathways, widened doorways, paving and some landscaping have been included to provide universal access to this new facility to all people. A

number of staged projects that includes partially enclosing the outdoor patio area to enable all year round universal use of the facilities and some further landscaping of the area remains to be completed.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

3. Information and Communication

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

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

4. Quality of service

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive, or readily adjust to people's needs.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

5. Complaints and safeguarding

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

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Click or tap here to enter text.

Click or tap here to enter text.

Click or tap here to enter text.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

6. Consultation and engagement

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

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies, or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

7. Employment, people, and culture

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

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? No

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

c. Please attach and share any photographs you have of the activities, and if there are people in your photo, please included signed permission.

Agents and Contractors

The Disability Services Act 1993 requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion.

a. Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? No or we have no identified agents or contractors (delete non-applicable)

b. If Yes, please briefly describe your organisation’s approach.

Click or tap here to enter text.

General questions about your approach to access and inclusion

a. Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation’s structure and objectives? (Tick the most appropriate category)

Corporate Services	
Service delivery	
Office of Director General/Chief Executive Officer	
Infrastructure Planning	✓
Policy	
Other	

b. In 2020-2021, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

DAIP Implementation plan	✓
Internal working group or committee	✓
External working group or committee	
Community feedback and/or co-design mechanisms	✓
Other	

c. In 2020-2021, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

All new staff receive a copy of the DAIP	
Workshops/seminars/training/events	
DAIP is referenced in internal policies and procedures	✓
DAIP planning is integrated into other organisational commitments	
Other	

d. In 2020-2021, did your organisation plan activities in your disability access and inclusion plan which were not implemented? (Please tick a single option)

Yes	
No	✓

e. If Yes, what were the main reason(s)? (Please tick single or multiple options)

Change in budget resources	
Change in staffing capacity/leadership	
Change of priority	
Loss of engagement with stakeholders	
Other	

f. (optional) As manager of your agency's plan, please provide any observations about how well your plan and its implementation relate to the following?

Please respond with either Yes, No, Mostly or Sometimes along with any additional comments.

Is informed by internal and external stakeholders	Yes
---	-----

Is relevant to the values of the organisation	Yes
Works together with other organisational strategies	Yes
Generally, has some form of assessment or evaluation of its strategies	Yes
Is reinforced within the organisation as a 'living' document.	Yes

General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

Click or tap here to enter text.

Thank you for completing the 2020-2021 DAIP Progress Report.