

Shire of Peppermint Grove



Access and Inclusion Plan (AIP) 2017 - 2022



This Plan is available in alternative formats upon request including standard and large print, in electronic format by email, in audio format on CD and on the Shire website.

Endorsed 17 October 2017

Acknowledgements

In pursuit of its ongoing commitment to developing an even more friendly and welcoming community and in response to its legal obligation under the State Disability Service Act 1993 (DSA) (and amendments 2004), the Shire of Peppermint Grove has reviewed its Access and Inclusion Plan (Disability) 2017-2022.

The Shire of Peppermint Grove acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Access and Inclusion Plan (AIP) 2017-2022.

In particular, the Shire wishes to thank everyone who provided feedback and comment, including:

- individual community members
- local community groups
- Shire and library employees
- Disability Services Commission
- Access & Inclusion Reference Group.

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2.0 Background

The Shire of Peppermint Grove

The Shire of Peppermint Grove is the local government authority for the beautiful, leafy, riverside suburb of Peppermint Grove and is situated twelve kilometres from the city of Perth, capital of Western Australia.

Peppermint Grove is an historic colonial municipality bordered by the local government areas of Cottesloe, Claremont and Mosman Park with the Swan River on its eastern boundary.

Peppermint Grove is predominantly a residential area and includes some of the most exclusive residential property developments in Western Australia. Although there are commercial and educational land uses in the area these have relatively minor influence on the suburb.

Functions, Facilities and Services Provided

The Royal Fresh Water Bay Yacht Club and the Peppermint Grove Tennis Club are also located within the municipality and have a significant role in the social activities of many residents in the locality.

The area is well served by a number of beautiful parks. The riverside parklands are developed to encourage the passive enjoyment of one of the most attractive parts of the metropolitan area.

Extensive, accessible library facilities are provided jointly by the local governments of Peppermint Grove, Mosman Park and Cottesloe at The Grove Precinct.

Incorporated into the Grove Precinct are The Grove library and the Community Learning Centre which provides meeting space and houses Westcoast Community Centre and the area's Child and Adolescent Health Centre.

The main retail and trade services in Peppermint grove are located in the Cottesloe Central Shopping Centre which is the largest shopping complex in the local area with other services also located along Stirling Highway to Johnston Street.

Major transport routes to Peppermint Grove are Stirling Highway and the Fremantle to Perth Passenger Railway Service. The nearest train station is Cottesloe, situated 300m west of the Shire office.

Significant community facilities and attractions include:

- The Grove Precinct including the Shire Administration Offices, The Grove library, Community Learning Centre, Child Health Centre and landscaped grounds
- Manners Hill Park, including an accessible toilet and Pavilion
- Keanes Point parkland including children's play equipment, an all-abilities playground, accessible seating, accessible toilets, boat launching ramp, grassed open space and barbeque facilities
- Freshwater Bay Recreational Jetty, boating jetty and the foreshore beach reserve
- Royal Freshwater Bay Yacht Club
- Peppermint Grove Tennis Club
- Cottesloe Primary School
- Presbyterian Ladies' College
- Cottesloe Central Shopping Centre

Leadership

Local Government carries a responsibility both legally and morally to lead by example with regard to providing access and inclusion to all its buildings, services and events.

Services to the Community:

- Provision and maintenance of footpaths, playing areas, parks, gardens and reserves
- Public Library and Community Learning Centre
- Senior citizen information and referral services
- Child Health - Education and Open Clinics
- Home support services via SHINE Community Services.
- Citizenship ceremonies
- Community events and celebrations

SHINE Community Services provides services such as domestic assistance; personal care; social support; respite care; meal services; assessment; client care coordination; case management; counselling/support, information and advocacy for carers and clients; allied health; centre-based day care; home and garden maintenance and transport.

Regulatory Services:

- Planning of road systems, sub-divisions, developmental control and town planning scheme amendments
- Building approvals for construction, additions or alterations to buildings
- Environmental health services and ranger services, including dog control
- Development, maintenance and control of parking

General Administration:

- Provision of general information to the public
- Lodging of applications, bookings, complaints and payment of fees including rates and dog licences

Processes of Government:

- Ordinary and special Local Government Council and committee meetings
- Council meetings and election of Council Members
- Community consultations

The Shire of Peppermint Grove seeks to ensure that the services of the municipality are accessible to people with disability, and where possible will influence other service providers within the community to ensure those services are also accessible to people with disability.

People with Disability in the Shire of Peppermint Grove:

According to the Australian Bureau of Statistics (ABS) 2015 Survey of Disability Ageing and Carers (SDAC), 18.3% of Australians or almost one in five people, identify themselves as having some form of disability.

The number of people with disability in Western Australia is increasing, due mainly to our ageing population. This number will increase substantially as the 'baby boomer generation' moves into the older age groups and acquire disability. In addition, medical and technical advances have resulted in an increased life expectancy for people with disability. According to the ABS, 51% of Western Australians over 60 years of age have a disability, while the rate is 81% for those aged 85 years and over. Prevalence of disability in Australia is increasing and it is estimated that one in four Western Australians will have a disability by 2026.

The Australian Bureau of Statistics reports that in 2015, 18.9% of Peppermint Grove's residents were over the age of 65 years, and so we can estimate that approximately 311 people are either ageing and/or have a disability and living within the Shire boundaries.

Planning for Better Access and Inclusion

The Shire is committed to the pursuit of excellence in the provision of access and inclusion for people with disability and will actively work to identify and implement current best practices by ensuring that it:

- complies with all relevant disability legislation
- considers relevant access and inclusion standards, codes and guidelines
- maintains ongoing network contact with relevant groups and individuals including the major disability advocacy organisations, and
- maintains ongoing contact with relevant local community groups and individuals

It is a requirement of the Disability Services Act 1993 that all Local Governments develop and implement a Disability Access and Inclusion Plan that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services. This Access and Inclusion Plan (AIP) intends to meet the requirements of the Act.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA). Under the DDA, organisations can voluntarily implement a disability Action Plan. While these Action Plans are not compulsory, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. An AIP can also satisfy the DDA's requirements for Action Plans.

Improved Access and Inclusion for People with Disability

The Shire of Peppermint Grove is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 and second DSP in 2001 to address the barriers within the community for people with disability. In 2008, the Shire developed its first Disability Access and Inclusion Plan (DAIP) 2008-2011 and this was reviewed in 2012 as the Disability Access & Inclusion Plan (DAIP) 2012-2016 which was adopted in May 2012 and amended in June 2014 to include Outcome 7; *People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.*

The DSP addressed its statutory requirements under the WA Disability Services Act (1993) which states that local governments are required to develop and implement a Disability Access and Inclusion Plan which identifies barriers to access and inclusion and proposes solutions to ensure that people with disability have equality of access to services and facilities. This Access and Inclusion Plan (AIP) intends to meet the requirements of the Act.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access. Initiatives that have been achieved since are reported to DSC via the DAIP Progress Reporting system annually as required. For further details on what the Shire has achieved during the life of the 2012-2016 DAIP, please see p 13.

3.0 Access and Inclusion Policy Statement

Disability Rights

The concept of disability rights simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life. The Shire acknowledges that people with disability have the same fundamental rights as all other members of the community and takes action to make the world more accessible and inclusive because it is 'the right and proper thing to do'.

Principles Applicable to People with Disability

A set of internationally recognised principles applicable to people with disability have been developed to inform and guide the implementation of disability laws, practices and policies.

The Shire is committed to operating in a manner that is consistent with the following ten principles:

1. People with disability have the inherent right to respect for their human worth and dignity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disability have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disability have the same right as other members of society to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and support that they believe are most appropriate to meet their needs.

9. People with disability who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, intimidation and exploitation.

Social Inclusion

The Shire is committed to ensuring that the community is accessible and inclusive for people with disability, their families and carers. The Shire interprets an accessible and inclusive community as one in which people with a disability can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The Shire of Peppermint Grove recognises that people with disability are valued and contributing members of the 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 of its members makes for a richer community life.

The Shire of Peppermint Grove believes that people with disability, their families and carers should be supported to remain in the community of their choice.

Consultation

The Shire is committed to consulting with people with disability, their families and carers and, where required, disability organisations to ensure that barriers to access and inclusion are identified and addressed appropriately.

Working in Partnership

The Shire is committed to working in partnership with relevant Government Departments, local community groups and businesses to facilitate the inclusion of people with disability through improved access to information, services and facilities in the community.

Access and Inclusion Plan (AIP)

The Shire is committed to achieving the seven desired outcomes of its Access and Inclusion Plan.

These 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 Peppermint Grove.
2. People with disability have the same opportunities as other people to access the Shire of Peppermint Grove buildings and other facilities at the Shire of Peppermint Grove.
3. People with disability receive information from the Shire of Peppermint Grove 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 Peppermint Grove as other people receive from the staff of the Shire of Peppermint Grove.
5. People with disability have the same opportunities as other people to make complaints to the Shire of Peppermint Grove.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Peppermint Grove.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Peppermint Grove.

4.0 Development of the Access and Inclusion Plan

Responsibility for the Planning Process

Overall responsibility for the Access & Inclusion Plan (Disability) process lies with the Shire's Chief Executive Officer (CEO). The Shire's Community Development Officer reports directly to the Manager of Library and Community Development who is delegated to oversee the AIP (Disability).

AIP Review Process

In March 2017, the AIP (Disability) review was conducted in accordance with the requirements as set out in the Disability Services Act.

The project extended over a six month period and included:

- Background research and information gathering
- Consideration of effectiveness and achievements of the existing DAIP 2012-2016
- Review of all relevant disability related legislation
- Review of current access and inclusion practices and other relevant policies
- Community and stakeholder consultations

The review process included input from a range of both internal and external stakeholders including:

- Shire of Peppermint Grove and The Grove Library Staff
- People with disability , their family members and carers
- Residents, ratepayers and visitors to the Shire
- The Disability Services Commission's local area coordinator for the Shire of Peppermint Grove
- The local community and general public
- The Access & Inclusion Reference Group

The consultation was aimed at identifying:

- The Shire's achievements in improving access in recent years
- Difficulties and barriers community members still experience with the Shire's services and events, buildings and infrastructure, customer service, information, complaints mechanisms, and consultation processes
- Possible outcomes, objectives and strategies for inclusion in the revised AIP (Disability).
- Priorities for the revised AIP (Disability).

Organisational functions that were reviewed include:

- Services and events
- Buildings and facilities
- Customer service
- Complaints mechanisms
- Consultation processes

Consultation with the community involved information being collected through a range of methods including:

- A DAIP Review Survey was developed and letter-box dropped to every household in the Shire
- DAIP Review Surveys were available to the general public at the Shire offices and at The Grove library
- DAIP Review Surveys were mailed to all businesses within the Shire
- DAIP Review Surveys were available on the Shire website
- DAIP Review Surveys were given to all elected Members of Council
- DAIP Review Surveys were available to staff, clients and visitors at SHINE Community Services
- Staff DAIP Review Surveys were available to all Shire and library staff
- One on one interviews with the CEO and all senior managers
- Face to face interviews
- Consultation with major disability groups
- The formation of a Reference Group consisting of local residents

Promotion of the AIP review process included:

- Widespread email circulation of the AIP (Disability) Review Survey
- Advertisement in *The Post* and in the resident newsletter, *PepTalk*
- Link on the Shire website
- Viewed on The Grove library's e-notice board
- Local contacts and community groups emailed

Widespread email circulation of the DAIP Review Survey included:

- Cottesloe Primary School
- Presbyterian Ladies' College
- Cottesloe Central Shopping Centre
- OIC Cottesloe Police Station
- Peppermint Grove Tennis Club
- Residents from the Shire of Peppermint Grove
- Child Health Clinic
- Westcoast Community Centre Inc.
- SHINE Community Services
- Town of Cottesloe
- Town of Mosman Park
- Town of Claremont

Findings of the Consultation

The Shire is responding positively to its obligations under Federal and State disability laws.

There are good levels of awareness among staff about the overarching legal obligation not to discriminate on the basis of a person's disability and to ensure equitable access and inclusion for everyone. Staff is committed to working in a more accessible and inclusive way but some may feel they don't always have the necessary skills, information and/or knowledge to do so.

Staff and community members are keen for the Shire to go beyond the minimum legal requirements and pursue excellence by identifying and implementing contemporary best practices in access and inclusion.

Since implementing a formal disability planning process in 2007, the Shire has developed and implemented a range of initiatives to improve access and inclusion. Some of the more notable of these include:

- The Shire reviewed its priorities in 2009 when an audit of its facilities was investigated with the purpose of assessing their suitability for access for people with disability. Recommendations were made and many of these priorities have been addressed, in particular those made in regard to Keanes Point Reserve parkland and children's play equipment, grassed open space and BBQ facilities. All priorities and standards in regard to the library have been met; however, in the 2012-2016 DAIP, it was identified that there was difficulty in accessing the northern garden entrance into the library. At this time, as it is not the primary entrance to the building, it is impractical to modify this. The audit identified what needed to be done to meet minimum standards and priorities were set. The Grove library incorporated all priorities when it was constructed in 2010 and all recommendations were achieved.
- The Shire is currently working to complete other priority items and will continue to implement all improvements over time.
- An audit of footpaths has been completed and a program of upgrades is continuing.
- Playground facilities at Keanes Point have been upgraded to improve access for people with disability.
- The Grove Library precinct provides fully accessible facilities such as a large-key keyboard as well as upgraded materials and a range of alternative format resources such as talking books, online books, electronic books, large print books and captioned DVDs.

- A Hearing Loop is available in the council chambers and community centre.
- Shire Staff work in partnership with Presbyterian Ladies' College and the Town of Mosman Park staff to make sport and recreation activities more accessible to people with disability by continuing with the Sportslink program.
- Shire information can be made available in a range of formats including Braille, large print, audible and digital formats upon request.
- The Shire has an ongoing disability awareness training program for Staff.
- Shire elections are held via the Electoral Commission's postal voting service. On poll day, the Shire's accessible administration building is open to assist voters who may wish to vote in person.
- Accessible public toilets adjoining the recently constructed Freshwater Café are open during café hours.

The review also identified a variety of remaining barriers to access and inclusion to be addressed in the revised AIP.

Access Barriers

While the review and consultation recognised a great deal of achievements in improving access, it also identified a range of barriers that require attention. These access barriers include:

1. The Shire's website is currently under review to make improvements to best meet the needs of people with disability.
2. People with disability may not be aware of consultation opportunities within the Shire.
3. Community members reported that there were some areas where the accessibility of the pedestrian environment could be improved.
4. Suitable parking for people with disability may not be meeting the needs of this growing demographic.
5. Some staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability as that provided to other members of the community.
6. Some members of the community may feel socially excluded.

The identification of these barriers will form the basis of the AIP (Disability) Implementation Plan that will be developed to identify specific tasks and time frames for each strategy.

Responsibility for Implementing the AIP (Disability)

It is a requirement of the Disability Services Act that a public authority must take all practical measures to ensure that the AIP (Disability) is implemented by its officers, employees, agents and contractors.

Implementing the AIP (Disability) has implications across all functions of the organisation. Responsibility for implementing the AIP (Disability) lies with all staff. Some actions in the Implementation Plan will apply to all areas of the Shire while others will apply to a specific area. The Implementation Plan sets out who is responsible for each task and a timeframe for completing that task.

Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to Access and Inclusion Plans. The Shire's AIP (Disability) will be reviewed at least every five years, in accordance with the Act. The AIP (Disability) Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the AIP (Disability) is amended, a copy of the amended plan will be lodged with Disability Services Commission.

Communicating the Plan to the Community

The Shire will inform the community through the local resident newspaper and the Shire website that it has developed a reviewed AIP (Disability). In addition, the Shire will circulate this information via the same networks engaged for the community consultation.

Monitoring and Reviewing

The AIP (Disability) will be monitored by the Senior Management Team (SMT) to review its progress and also by the Access & Inclusion Reference Group that is made up of residents. The Shire's AIP (Disability) 2017-2022 will be reviewed in early 2022.

Evaluation

Reports on the AIP (Disability) implementation process will be presented to Council for endorsement.

Each year, the Shire will provide advice to the community regarding the progress of the AIP (Disability) in its Annual Report. The community will be encouraged to advise the Shire regarding their access and inclusion needs on an ongoing basis.

The Shire's staff will execute the AIP (Disability) Implementation Plan. Wherever possible, any needs brought to the Shire's attention that are not already scheduled within the implementation plan will be prioritised for action.

If the Shire's AIP (Disability) Implementation Plan nears completion before the end of the five year time-frame formal, advertised, accessible community consultation will commence.

A notice about the consultation process will be placed in the local community newspaper and in the Shire's resident newsletter, posted on the Shire website and circulated to disability service providers.

In seeking feedback the Shire will also endeavour to identify additional barriers that were not identified in the initial consultation.

The Shire will use some of the consultation processes used during the initial consultations including: questionnaires and meetings with people with disability.

Elected Members of Council and Shire employees will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Implementation Plans will be amended based on the feedback received.

Reporting on the AIP (Disability)

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to AIPs.

The Shire will report on the implementation of its AIP (Disability) through its Annual Report and the prescribed progress report template to the Disability Services Commission by 4 July each year, outlining:

- Progress towards the desired outcomes of its AIP (Disability);
- Progress of its agents and contractors towards meeting the seven desired outcomes;
- Strategies used to inform agents and contractors of its AIP (Disability); a copy of the Shire's DAIP is forwarded to contractors via email.

5.0 STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the review process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Shire of Peppermint Grove will undertake from 2017-2022 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disability in the Shire of Peppermint Grove.

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 Peppermint Grove.

Strategy	Timeline
Establish an Access and Inclusion Community Reference Group to guide the implementation of AIP (Disability) activities.	During the AIP Review process and ongoing
Ensure that people with disability have an opportunity to comment on access to services.	Ongoing
Develop links between the AIP (Disability) and other Shire plans and strategies.	Ongoing
Continue to ensure that all Shire events are organised in a way that makes them as accessible and inclusive as possible.	Ongoing

Outcome 2:

People with disability have the same opportunities as other people to access the Shire of Peppermint Grove buildings, facilities and infrastructure.

Strategy	Timeline
Continue to improve physical access to the Shire's buildings, facilities and infrastructure.	Ongoing
Ensure that relevant Shire staff is aware of and comply with the latest version of the Building Code of Australia.	Ongoing
Ensure that the Shire's pedestrian facilities are built and maintained so that they are accessible to people with disability.	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of number, design and location.	Ongoing
Ensure that the Shire's parks, playgrounds, public toilets and reserves are as accessible to people with disability as possible.	August 2017 and ongoing
Advocate to local businesses the requirements for and benefits flowing from improved access for people with disability.	Ongoing
Ensure that accessible toilet facilities are adequate in terms of location, design and maintenance.	Ongoing
Encourage Shire staff, agents and contractors to consider access and inclusion issues during all stages of a project.	Ongoing
Work in partnership with other organisations to ensure that relevant pedestrian infrastructure complies with the Accessible Public Transport Standard.	Ongoing

Outcome 3:

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

Strategy	Timeline
Improve community awareness that Shire information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	October 2017 and Ongoing
Provide documentation regarding services, facilities, events and customer feedback in an appropriate format using clear and concise language.	Ongoing
Ensure that the Shire website meets contemporary good practice.	January 2018 and Ongoing
Continue to promote the National Relay Service (NRS) and consider the appropriateness of introducing a TTY facility for use in disaster/emergency management situations.	Ongoing
Continue the use of social media to improve access to the Shire's information for people with disability.	Ongoing

Outcome 4:

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

Strategy	Timeline
Improve employee awareness, knowledge and skills to provide an accessible and inclusive service to people with disability.	October 2017 and ongoing
Improve the awareness of new employees and new Councillors about disability and access issues.	October 2017 and ongoing
Consider creative ways of generating and sustaining staff awareness, knowledge and skills of disability access and inclusion issues.	Ongoing
Increase staff awareness that ensuring access and inclusion for people with disability has implications across all functions within the organisation and that all staff members have responsibility for implementing the AIP (Disability).	October 2017 and ongoing

Outcome 5:

People with disability have the same opportunities as other people to make complaints to the Shire of Peppermint Grove.

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disability.	Ongoing
Ensure that people with disability have an opportunity to comment on Shire services, events, infrastructure, customer service, communication and information provision.	Ongoing
Increase staff awareness that comments and complaints from people with disability provide invaluable assistance in ensuring equitable access and inclusion for all.	October 2017 and ongoing

Outcome 6:

People with disability have the same opportunities as other people to participate in public consultation by the Shire of Peppermint Grove.

Strategy	Timeline
Improve community awareness about consultation processes in place.	Ongoing
Commit to ongoing monitoring of the AIP (Disability) to ensure implementation and satisfactory outcomes.	Ongoing
Improve access for people with disability to the established consultative processes of the Shire.	Ongoing
Seek a broad range of views on disability and access issues from the local community.	Ongoing
Develop and implement a strategy to maintain regular communication with interested residents/ratepayers/ visitors and relevant State Government Departments.	Ongoing

Outcome 7:

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

Strategy	Timeline
Continue to use inclusive recruitment practices.	Ongoing
Consider offering employment opportunities directly to people with disability via established disability employment services.	Ongoing