

# SHIRE OF YILGARN

## DISABILITY ACCESS AND INCLUSION PLAN

2014 – 2019



This plan is available upon request in alternative formats such as large print, electronic format (disk or E-mailed), audio or Braille. Links to Disability Services Commission's website and other associated organisations please refer to our links portal on the left-hand side menu of the Shire of Yilgarn homepage.

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## **A. BACKGROUND & HISTORY**

### **SHIRE OF YILGARN**

The Shire of Yilgarn is a small rural shire located at the eastern border of the Central Wheatbelt Region and the western border to the Eastern Goldfields. The Shire takes its name from the aboriginal name “Yilgarn” meaning white stone or quartz. This white quartz bedrock formation extends from Mt Marshall area in the north, to just north of Albany in the south, and covers most of the Central Wheatbelt and Great South Regions.

Explorers had passed through the area prior to gold being found (Henry Lefroy in 1863, Charles Cooke Hunt in 1864, and John Forrest in 1869) and declared the area had great agricultural potential. Sandalwood pullers also explored the area. Prospectors moved into the area in the 1880s, and traces of gold were found around the Golden Valley area (approximately 48 km north of Southern Cross) in 1887.

In 1888 Thomas Randall Riseley and Michael Twoomey along with an Aboriginal guide names Wheelbarrow travelled south believing that there was gold to be discovered. Using the Southern Cross constellation to guide them, they first discovered gold near the Three Boys Road. Riseley & Twoomey named the area “Southern Cross” after the star constellation they had used to guide them to the area. A natural fresh water reserve was discovered north of the current townsite, which was the reason for the townsite being established in this location. On 17<sup>th</sup> November, 1888 Hugh Fraser pegged Gold Mining Lease No 13 which later became known as Fraser’s Mine.

Further discoveries occurred in and around the region. The town’s growth was dramatic, it became a gazetted frontier town in 1890, and had the first regional courthouse in 1891. This courthouse saw Arthur Bayley in 1892 register the claim in Coolgardie (the old Camp), Paddy Hannan in 1893 took out his Miner’s Right before he had discovered the Golden Mile, and where the first claim on Lake Dundas (Norseman) goldfields were lodged in 1894.

With Arthur Bayley’s registering of his find of 554 oz of alluvial gold found at Fly Flat (now Coolgardie), the miners who had been working around Southern Cross nearly all left overnight to move east to new goldfields. Soon after the Goldfields Road, sometimes called the Coolgardie Road, was established, roughly following Hunt’s original track with two coach services starting in 1893 and 1894 to take passengers along the rough and difficult road. The narrow gauge railway reached Southern Cross in June 1894. During 1895 and 1896 the railway was extended between Southern Cross and Coolgardie, and permanent water harvesting and storage facilities were developed. CY O’Connor commenced engineering of the water pipeline in 1898 which travelled through Southern Cross to reach Kalgoorlie in 1903. With a permanent water supply the government started various farm settlement schemes in the region.

Pastoralists who had moved into the region in the mid-1800s were joined by ex-servicemen and ex-miners in the early and late 1920s. A lot of these people suffered due

to a lack of rainfall, inexperience, and the Great Depression. Abandoned farms and land holdings were taken up and amalgamated into some of the largest farms in the state. Today the Shire of Yilgarn is a reasonably large and prosperous farming and pastoral district, with mining still being very important.

There were several townships (15) in the Shire, of which nine no longer exist. The major townships are Southern Cross, Marvel Loch, Moorine Rock, Bodallin, Bullfinch, and Koolyanobbing, with Southern Cross being the main township with the largest population.

Southern Cross township is located 369 kilometres east north east of Perth. Yilgarn Shire is a large Shire of 30,720 square metres in area. The population of the Shire in 2014 is approximately 1,636 people with approximately 750 people residing in Southern Cross. The main agricultural industry in the Yilgarn is cereal crop farming, plus some growing of sheep, beef, and pigs for the wool and meat trades, plus stud industries. Mining is still very important to the District with gold, iron ore, a small amount of gypsum, and salt of Lake Deborah being mined.

While the Shire is reasonably large in area, the township of Southern Cross is still considered small. Many tourists visit the town during the caravanning and wildflower periods, stopping for a short break in their journey. People comment on the friendly nature of the local people, the townscape improvements around the town centre to beautify it, and that there are places for people to use during their stop over in the town.

The weather is generally good, although the farming community would like to see more rain each year during the winter/spring period. Rainfall is marginal for crop farming. Each winter/early spring there will be a number of frosts over night, and in February/March there will a number of days with maximum temperatures above 35°C. A lack of built-up areas, tall trees, plus clear skies, affords people excellent views of the heavenly objects. All the streets in Southern Cross are named after stars or constellations.

Tourist attractions include the many granite outcrops and natural salt lakes throughout the Shire, plus good displays of wildflowers in good seasons. Fresh water has always been highly sought after as the District is so dry. Many of the granite outcrops have been used to harvest rainwater for domestic purposes, farm animals, and the steam trains. Steam trains reached Southern Cross in June 1894 bring fresh water from Burlong Pool on the Avon River, 2 miles out of Northam. The construction of the water pipeline reached Southern Cross on 30<sup>th</sup> October 1902 and brought more relief for the town.

History is very important to the community and the Yilgarn History Museum located in the Old Courthouse and Registrar building has an extensive historical display. There are a few good examples of period architecture in the 3 local hotel buildings, the Old Courthouse and Registrar building and the Post Office building, plus a few of the commercial shops. Closed and working mine sites are scattered between Southern Cross and Marvel Loch, plus at Bullfinch, Koolyanobbing, Mt Jackson and Windarling, bringing their own history, plus they have changed the landscape forever. One can have the feeling of being in civilization one minute, plus being in the outback bush the next.

## **1. RESPONSIBILITY FOR PLANNING PROCESS**

It is a requirement of the Western Australian Disability Act 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. This was to be completed and lodged with the Disability Services Council by 31<sup>st</sup> July 2007.

A progress report on the DAIP strategies is to be forwarded to the Disability Services Commission by 31<sup>st</sup> July each year, plus each DAIP is to be reviewed every 5 years and lodged with the Disability Services Commission.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful. While Action Plans are not compulsory under the DDA, they can assist organizations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans.

## **2. FUNCTIONS, FACILITIES AND SERVICES (Both in-house and contracted) PROVIDED BY THE SHIRE OF YILGARN**

The Shire of Yilgarn is governed by seven elected members of Council, who are responsible for an annual budget of about \$6.5 million. The Shire of Yilgarn provides a range of functions, facilities and services in Southern Cross including:

Services to property include: construction and maintenance of roads and footpaths; stormwater drainage; deep sewer system; domestic waste collection and disposal, including recycling of certain domestic waste; waste motor oil collection facility; drumMUSTER collection services and facility; litter control and street cleaning; street tree and roadside tree pruning; bushfire control; dog control; and care and maintenance of parks and gardens.

Recreation Services to the community include: provision and maintenance of outdoor playing areas for football, cricket, basketball/netball, the public swimming pool facility, children's playground, and skate park; plus provision and maintenance of the sporting complex with its social lounge/bar facilities and an indoor hall which caters for basketball/badminton. The Shire owns but does not maintain the tennis courts, bowling green, and golf course.

General Services to the community include: providing a doctor service at its Medical Centre; supports a chemist; support Senior Citizens Centre activities, a public library; Community Resources Centre (previously known as the TeleCentre); History Museum; provide and take bookings for the community bus; a caravan park; and cemetery.

Local Government Regulatory Services to the community include: planning processes; building control; environmental health; public health; and dog ranger service.

Local Government Administration Services to the community include: 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: ordinary and special council and committee meetings; electors meetings; and election of council members.

### **3. ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS**

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

The Shire of Yilgarn interprets an accessible and inclusive community as one in which all council functions, facilities, and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

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

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

### **4. COMMUNITY CONSULTATION PROCESS**

In 2007, the Shire undertook to review its Disability Services Plan (DSP), consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:-

- Examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs to be considered/done;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with key staff, and consultation with the community.

An advertisement was placed in the local community newsletter asking for interested people to nominate to be on a working committee to develop the Shire's new DAIP or to provide advice on aspects that should be included in the DAIP. People were advised that

the process would probably take 1-2 meetings to determine the aspects to be included in the DAIP, and that the final plan would need to be adopted by Council. Four ladies indicated an interest and were involved in the drafting of this DAIP along with Shire staff.

In 2011, the Shire undertook to review its Disability Access and Inclusion Plan (DAIP), consult with key stakeholders and revise the DAIP document. After advertising this intent in the local community newsletter and asking for interested people to nominate for this task, it fell to a small group of 4 community members and 1 Shire staff member to carry out this review. A few new strategies were added, while a few were removed either because they were completed or because they were not likely to occur.

In 2014, the Shire undertook a stakeholder review of its DAIP document after contacting several local people who had an interest in this matter. A total of 5 community members and 2 Shire staff members met to review the DAIP document.

## **5. PEOPLE WITH DISABILITIES IN THE SHIRE OF YILGARN**

Based on the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003) which states that 20.6% of the population in WA has a disability, as the Shire population is 2,850 people, it is therefore estimated that 587 people living in the Shire have a disability. Due to the size of the population and its proximity to the Shire of Merredin, which is a regional centre, not all facilities are provided in the Yilgarn Shire for people living with disabilities and people may need to travel to Merredin or a larger centre (Perth or Kalgoorlie).

Southern Cross has a hospital, plus a local doctor who operates from the Medical Centre. A local chemist is able to fill most prescriptions. Child Health Nurses work out of the Medical Centre and carry out all infant and child vaccinations. A visiting Occupational Therapist and Podiatrist visit regularly and work out of rooms at the hospital, while a visiting Optometrist works out of the chemists shop. HACC services are also arranged through a coordinator who works from the hospital. Carinaville is a 4 bed plus 1 respite frail aged lodge attached to the hospital. If required there are 1-2 beds kept in the hospital for frail aged or respite people. Through HACC's services local residents who do not have transport can arrange for transport to drive them to Merredin for medical appointments if they have no other means of getting there.

The public toilet facilities in the CBD, Rotary Park, and the outside toilets at the Sporting Complex all have facilities suitable for people with mobility disabilities. There are 12 aged accommodation units available within Southern Cross consisting of six duplex units (4 units of which were renovated in 2004 and are suitable for people with movement disabilities). Several of the other 8 units have grab rails installed in the shower recess and toilet room, and the difference in floor levels from the front pathway to the front verandah to the front door have been levelled to make access easier.

## **6. PROGRESS SINCE 1996**

The Shire of Yilgarn is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. To meet this goal, the Council reviewed its 1996 Disability Access Plan to address barriers for people with disabilities. Since adopting the plan, the Shire of Yilgarn has implemented a number of initiatives, some of which are highlighted in Appendix 1.

## **B. ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS**

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

The Shire of Yilgarn also interprets an accessible and inclusive community as one in which all Council functions, facilities, and services (both in-house and contracted) are as open, available and accessible to people with disabilities as for other people in the community.

The Shire of Yilgarn:

- recognizes 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 recognizes 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 organizations to facilitate the inclusion of people with disabilities through access to information, services, and facilities in the community.
- is committed to ensuring that its agents and contractors work towards the desired outcomes in the Town's DAIP.

The Shire of Yilgarn is also committed to achieving six desired outcomes through its DAIP. They are:-

- 1) People with disabilities, their families and carers have the same opportunities as other people to access the services of, and any events organized by, the Shire of Yilgarn.
- 2) People with disabilities have the same opportunities as other people to access all buildings of a public nature, plus other facilities provided by the Shire of Yilgarn.
- 3) People with disabilities receive information from the Shire of Yilgarn in a format that will enable them to access the information as readily as other people are able to access it.
- 4) People with disabilities receive the same level and quality of service from the staff of, and contractors/agents to, the Shire of Yilgarn.

- 5) People with disabilities have the same opportunities as other people to make complaints to the Shire of Yilgarn.
- 6) People with disabilities have the same opportunities as other people to participate in any public consultation process with the Shire of Yilgarn.

## **C. DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN**

### **Responsibility for the planning process**

An Access and Inclusion Planning Committee (AIPC) was established in May 2007 comprising of the Shire administration staff and four members of the public. No members of Council indicated a desire to be part of this working Committee. Members of this Committee or other interested people in the community also came together in April 2012 and in June 2014 to review this document.

The Shire of Yilgarn's Access and Inclusion Plan is for the period of 2014 – 2019.

### **Community Consultation Process**

In April 2012, the Shire of Yilgarn undertook to review its Disability Access Plan to guide further improvements to access and inclusion. The process included:

- Examination of the current Disability Access Plan and subsequent progress reports to see what has been implemented to date, and to decide which areas require ongoing attention;
- Consultation with key staff;
- Consultation with key members of the community.

The Disability Services Act Regulations 2004 set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans. Local Governments must call for submissions, either general or specific, by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government.

The following consultation methods were used:-

- In May 2012 a public notice was published in the local fortnightly newsletter advising the community that the Shire of Yilgarn intended to review its Disability Access Plan and asked for interested people to either nominate to be on a working committee that would have 1 or 2 meetings to review the Plan, or to make suggestions/recommendations of issues that should be included in the revised Plan.
- Four members of the community indicated an interest to be part of the review process and be on the working committee.
- The Shire Manager Environmental Health & Building Services raised the matter at the April 2012 Ordinary Council Meeting and asked if any Councillors wished to be on the working committee, but none indicated an interest.
- In June 2014 several interested people in the community were contacted and agreed to meet to review the Shire's DAIP document.
- The review of the Plan has been carried out by the Shire administration staff in consultation with interested members of the community.

### **Findings of the Review**

The review found that a number of objectives listed in the reviewed Disability Access Plan 1996 had been achieved and that a new plan was required to address the remaining access barriers and issues regarding inclusion as required by the current legislation.

### ❖ **Access Barriers**

The review identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP.

There has been a range of barriers identified in the DSP that still require redress, as outlined in Appendix I. The remaining access and inclusion barriers include:

- check the height of the front counter at the Shire administration building and if higher than 900mm, lower a section to improve access to staff over the counter;
- install an automatic door opener on the front door of the Yilgarn administration office building;
- remove un-even footpaths and install footpaths where none along streets;
- ensuring that the sloped access from footpath to road surface has a minimal or no trip lip and the curb is clearly marked for the visually impaired;
- identify car parking spaces for people with disabilities to use outside public facilities;
- convert one self-contained unit so it is suitable for people with disabilities at the Southern Cross Caravan Park;
- provide signage to facilities for people with disabilities in Braille as well as normal visual symbols; and
- the Council website requires improvements to best meet the needs of people with disabilities and/or language issues by providing links with other service providers.

The identification of these and the additional newly identified barriers formed the development of strategies in this DAIP. The barriers have been prioritised in order of importance, which assists in setting timeframes for the completion of strategies to overcome those access and inclusion barriers.

### **Responsibility for implementing the DAIP**

It is a requirement of the Disability Services Act 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 Yilgarn. All of the actions in the Implementation Plan will apply to the Yilgarn townsite. The Implementation Plan sets out who is responsible for each action.

### **Communicating the plan to staff and people with disabilities**

- On completion, a copy of the Disability Access and Inclusion Plan was 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.

- As DAIPs are amended, both Shire staff and the community will be advised of the availability of updated plans.

### **Review and evaluation mechanisms**

The Disability Services Act outlines the minimum review requirements for public authorities in relation to DAIPs. The Shire of Yilgarn's current DAIP will be reviewed at least every 5 years, in accordance with the Act. 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.

### **Review and monitoring**

- The Access and Inclusion Planning Committee will conduct an ongoing review of progress in implementing the DAIP and provide a report to Council on progress and recommendations for changes to the implementation plan on a regular basis.
- The DAIP will be reviewed and submitted to the Disability Services Commission each financial year. The report will outline what has been achieved under the Shire of Yilgarn's DAIP in that financial year.

## **D. REPORTING ON THE DAIP**

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

The Shire of Yilgarn will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the six desired outcomes; and
- The strategies used to inform its agents and contractors of its DAIP.

## E. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The six 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 2014-2018 Implementation Plan.

**Outcome 1:** People with disabilities have the same opportunities as other people to access the services of, and any events organized or sponsored by Council.

Strategies	Timeline
Review existing and future funding opportunities to maximize access options that meet individual needs of people with disabilities.	Ongoing Yes LG Funding reviewed annually in Budget, & grant funding is ongoing
Ensure that people with disabilities are provided with an opportunity to comment on access services provided by the Shire of Yilgarn.	Ongoing Completed but this is an ongoing matter
Monitor and review the Shire of Yilgarn's Access and Inclusion policy and the DAIP to ensure that they support equitable access to services by people with disabilities throughout the various functions of the Council.	Ongoing Completed but this is an ongoing matter
Install a copy of the Shire of Yilgarn's DAIP on its website and allow people to make comment on the DAIP via E-mail.	Ongoing Previous version is available on LG website & once this new version is adopted it will be added on website
Create links between the Shire of Yilgarn's website and other sites to assist people with disabilities and language issues.	Currently have link to Disability Services Commission (DSC) website only. Will add links as able to.
Council will ensure that any events are organized so that they are accessible to people with disabilities.	Ongoing Completed to a Limited Extent for people with low to moderate disabilities
Develop means where people with disabilities can participate in recreational activities.	Ongoing Completed to a Limited Extent for people with low to moderate disabilities

Ensure that Council staff, agents, and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing Organising that staff undergo training annually and agents or contractors are made aware of the requirements
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**Outcome 2:** People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by Council.

<b>Strategies</b>	<b>Timeline</b>
Ensure that all buildings and facilities are physically accessible to people with disabilities.	Ongoing Existing buildings are assessed and modified if appropriate.
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	Ongoing All new or redevelopment work do provide access.
Install semi-automatic door opener on front door to the Southern Cross administration office.	Completed
Install semi-automatic door opener on front door to the Southern Cross Medical Centre.	Uncomplete
Provide a suitable access ramp from the footpath to the front door of the Southern Cross Medical Centre.	Completed
Provide suitable access to front doors leading into the Lounge at the Southern Cross Sports Complex.	Completed
Remove un-even footpath surfaces and install new footpaths along streets.	Ongoing
Ensure that the sloped access from footpath to road surface has a minimal or no trip lip, and that the curb is clearly marked.	Ongoing These are fixed as they become known.
Alter car parking bays in shopping area to allow space for shopping trollies to be used on metal stormwater drain covers/ramps plus space to parked cars/vehicles.	Completed
Provide access to main pool and also ablution facilities for people with disabilities at the Southern Cross Swimming Pool.	To be carried out as part of future new works for pool facility
Identify those parks and reserves that are accessible, including salt lake viewing areas and granite outcrop picnic areas, and advertise them on Shire website and in tourist information.	Ongoing

**Outcome 3:** People with disabilities receive information from Council in a format that will enable them to access the information as readily as other people are able to access it.

<b>Strategies</b>	<b>Timeline</b>
Improve community awareness that Council information can be made available in alternative formats upon request.	Ongoing Local CRC has computers available for the public to access Government & Shire websites.
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing Organising that staff undergo training annually
Ensure that Council's website meets contemporary good practice.	Ongoing Completed but is an ongoing matter.
Provide documentation regarding services, facilities & customer feedback in an appropriate format using clear concise language.	Ongoing

**Outcome 4:** People with disabilities receive the same level and quality of service from Council staff as other people receive from the staff of Council.

<b>Strategies</b>	<b>Timeline</b>
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	Ongoing Organising that staff undergo training annually
Improve the awareness of new staff and new Councillors about disability and access issues.	Ongoing Organising that new staff undergo induction training and then annual training
People with mobility problems who have no other support or transport may be assisted transport from Yilgarn to near by essential services by prior arrangement through HACC.	Ongoing Local HACC staff advise & assist its clients in this way

**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to Council.

<b>Strategies</b>	<b>Timeline</b>
Ensure that current grievance mechanisms are accessible for people with disabilities.	Ongoing Local residents are made aware of the various methods to state a grievance
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	Ongoing Organising that staff undergo training annually

**Outcome 6:** People with disabilities have the same opportunities as other people to participate in any public consultation by Council.

<b>Strategies</b>	<b>Timeline</b>
Implement a Consultation Policy to ensure that the needs of people with different communication needs are met by appropriate consultation strategies, and ensure the Policy is regularly reviewed for suitability.	Ongoing Completed but an ongoing matter
Develop means of consulting a broader range of people with disabilities including the use of local community networks.	Ongoing Currently liaise with senior & infirm members of community

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

<b>Strategies</b>	<b>Timeline</b>
The Shire will use inclusive recruitment practices when advertising and interviewing to fill a staff vacancy.	Ongoing
Improve methods of attracting, recruiting and retaining people with disabilities within Shire work force.	Ongoing

## **APPENDIX 1**

### **Progress Since 1996 Under the Disability Service Plan**

#### **Outcome 1: Existing Functions, Facilities and Services are adapted to meet the needs of People with Disabilities**

- Means of integrating people with disabilities into recreational activities has been a challenge and difficult to achieve for severely disabled people, however, those with minor disabilities are able to participate in activities readily.
- People with disabilities are able to comment on the Shire's activities by various means such as letters, E-mails, telephone, coming into the Shire office, or having comments delivered via family/friends/or via the HACC Coordinator.
- The Shire's DAIP is reviewed internally on an annual basis; a copy of the Plan is published on the Shire's website; reference is made to the DAIP at the Annual Electors Meeting; and is referred to from time-to-time in the local Crosswords publication or the Council Newsletter again seeking feedback on the DAIP.
- A copy of the Shire's DAIP is published on the Shire's website and when amended or reviewed the new version is placed on the website.
- The Shire's website contractor has provided links to the Disability Commission's website, however, it is not able to provide language versions other than in English.
- The Shire Library has increased the number of audio books (talking books) and large print books held at the library, and these are regularly rotated through the WA LISA rotation program. These books are located at easy accessible levels and are signed well.
- Where possible people with disabilities are included in any community function organized by the Shire.

#### **Outcome 2: Access at Council Buildings and Facilities Improved**

- The Shire installed new transportable public toilet facilities adjacent to the Moorine Rock Hall in the 1990's which includes a unisex disabled toilet, and is accessed via an access ramp.

- A new town hall was built in 1995 which is accessible and has toilet facilities for people with disabilities.
- The Shire and the Department of Education in approximately 1998 joined to construct on the school site the Community Resource Centre (previously known as the TeleCentre), is all on one level and has an accessible toilet facility.
- The Public Library has been relocated into the Community Resource Centre (previously known as the TeleCentre) building which has a lighter weight front door and is easier to open, but it is not an automatic opening door.
- A public toilet block has been constructed on-site in the CBD in approximately 2000 and a new transportable block was installed in Rotary Park in 2002 which are suitable for people with disabilities.
- An internal toilet at the Southern Cross Sports Complex was altered in approximate 2003 to include an accessible toilet with grab rails so that people with disabilities no longer have to access the outside disabled toilet which is a short distance from the function lounge and bar room.
- A new transportable unisex disabled toilet block was installed at the rear of the old Masonic Lodge in approximately 2003, replacing the old “out-house” style toilet.
- Four of the existing 12 Yilgarn Homes for the Aged units were renovated in 2004 especially to accommodate people with movement disabilities with the bathroom/toilet/laundry rooms removed and replaced with one room with these facilities, plus new kitchen cupboards and appliances were installed with room for a wheelchair foot to fit under the cupboards, rocker light switches and power points were installed throughout, and any steps to the front and rear verandahs were removed so that access is all on one level.
- The front entrance to the Shire administration office has been altered (in approximately 2005) to remove the small steps or level changes up to the front of the building, as well as for the access ramp entrance to a small meeting room at the side of the building. We are still looking to modify the front door to assist people with entering and exiting the building.
- The front verandah on the Yilgarn History Museum (Old Courthouse and Registrar’s Office) was renovated in approximately 2006 to being a timber floorboard verandah, and a timber access ramp was added on the north side of the verandah to allow people with movement disabilities to access through the front of the building rather than having to access through the rear of the building.

- In 2008 a new transportable Senior Citizens Centre was installed in Southern Cross which is fully accessible to people with movement disabilities.
- A new transportable public toilet block was installed in the Bodallin townsite in 2010, replacing the old brick single male and female toilet cubicles, and has a unisex disabled ablution facility included in the building.
- A new clubhouse for the new Yilgarn Bowls and Tennis Club was constructed in 2011/2012 and hopefully will be completed by end August 2012 and people with mobility disabilities will be able to access the club building with ablution facilities, plus access onto the new synthetic bowling green, and also the existing tennis courts via access ramps and hand rails.
- In 2014 a new accessible ramp pathway from the front footpath to the front entrance landing at the Southern Cross Medical Centre was installed, however, a suitable handrail has not been installed as yet.
- Footpaths along streets throughout the town have been upgraded wherever possible.
- Access ramps from footpaths to road surface have been provided and are monitored to ensure that road subsidence does not cause a “lip” to form, and if found, these are repaired so they are functional.
- Suitable car parking bays have been identified as appropriate for people with disabilities, however, the bays have not been marked as yet primarily out of concern that the Shire does not employ a Ranger who would monitor if others were parking in these parking bays.
- There are a couple of natural tourist sites within the Shire that are accessible by people with disabilities – Karalee Rock (can drive to the parking area and with assistance can access all the parking area, view the inside of the water catchment dam, access some of the walking paths, and access the unisex composting toilet); and there is a local monolith that one can drive up to and onto the top of it so a person with disabilities does not need to climb up the rock face.

**Outcome 3: Information about Functions, Facilities and Services is Provided in Formats which meet the Communication Needs of People with Disabilities**

- Council has a policy that all information made available to the community is to be written in a clear and concise language.

- The Shire advertised through the local Council newsletter that Council information is available in alternative formats upon request.
- The Shire's website was designed by a contractor and all major updates are carried out by this contractor and minor updates are carried out by Shire office staff. Updated copies of the Shire's DAIP are on the website with a link to the Disability Services Commission's website.

**Outcome 4: Staff Awareness of the Needs of People with Disabilities and Skills in Delivering Advice and Services are Improved**

- Key Council officers have had disability awareness training, but this needs to be ongoing so that new staff are similarly trained.
- HACC which is linked to the local hospital can assist people with transport to medical appointments and other near by essential services.

**Outcome 5: Opportunities are provided for People with Disabilities to Participate in Public Consultation, Grievance Mechanisms and Decision Making Processes**

- The Shire advertises through the Shire administration telephone call-waiting service, and the local Council newsletter, that Council meets on the third Thursday of each month and that the public can attend, and that complaints can be lodged at the Shire administration office in person, in writing, via telephone, or as an E-mail. The Shire advertises through letters to specific people likely to be affected, letter-drops, the local Council newsletter, and the local 'Crosswords' publication, of any planned new works and to seek public comment; plus advise on any electoral matters.
- On election days the Shire ensures that buildings used are accessible and that modified booths are provided where required otherwise an alternative solution is provided.
- In 2013 the Shire trialed postal voting for local Council elections which was reasonably successful.

**Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by Council.**

- Different and broader means of communication with members of the community are achieved not only through the normal methods of publishing notices/information items in the local Crosswords publication or the Council

Newsletter, but also through discussions with the HACC Coordinator who also holds activities in the local Senior Citizens Centre, plus speaking to people at the Senior Citizens Centre, the Men's Shed Group, residents at the Yilgarn Homes for the Aged accommodation units, and others in the community.

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

- If a person is capable of carrying out the tasks for a particular job/position then there is no reason that that person cannot apply for and be employed for that position by a public authority.
- People with a disability need to have the right qualifications, be motivated, and be the best person for the job at the time of making the decision.
- The Shire of Yilgarn has at various times employed people with a disability in the Outside Works Road Crew and Gardening Crew, plus the Domestic Services Cleaning Crew.

**Shire of Yilgarn**

**Disability Access and Inclusion Plan**

**IMPLEMENTATION PLAN**

**2014 - 2018**

## **Implementation Plan**

The Implementation Plan itemizes what the Shire of Yilgarn will be undertaking in 2014-2015 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the public authority with responsibility for completing the individual tasks; and
- the broad strategy that the individual tasks are supporting.

As outlined in the Shire of Yilgarn's DAIP, many of the broad strategies will not be completed in 2014-2015, however individual tasks to support the achievement of those strategies may well be undertaken in part or whole in 2014-2015 through the Implementation Plan.

Broad strategies that will not be achieved in 2014-2015 will be supported by tasks outlined in future Implementation Plans.

**Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organized or sponsored by Council.**

Strategies	Task	Timeline	Responsibility
Review existing and future funding opportunities to maximize access options that meet individual needs of people with disabilities.	<ul style="list-style-type: none"> <li>○ Shire administration staff to monitor grant funding available and make submissions where appropriate.</li> </ul>	Ongoing Local Govmt budget monies are used for this purpose/ Ongoing June 2014	Community Services Officer, Mgr Environmental Health & Building Services, and CEO
Ensure that people with disabilities are provided with an opportunity to comment on access services provided by the Shire of Yilgarn.	<ul style="list-style-type: none"> <li>○ Regularly advertise in the Council newsletter that anyone can make comment on the Council's access services provided.</li> </ul>	Ongoing Completed but ongoing June 2014	CEO Mgr Environmental Health & Building Services
Monitor and review the Shire of Yilgarn's Access and Inclusion policy and the DAIP to ensure that they support equitable access to services by people with disabilities throughout the various functions of the Council.	<ul style="list-style-type: none"> <li>○ Shire administration staff to monitor and review Council's DAIP annually.</li> <li>○ Shire administration staff to consult with local people living with disabilities for comment on the DAIP.</li> </ul>	Ongoing Carried out but ongoing June 2014	Mgr Environmental Health & Building Services, and CEO
Install a copy of the Shire of Yilgarn's DAIP on its website and allow people to make comment on the DAIP via E-mail.	<ul style="list-style-type: none"> <li>○ Shire to arrange for Council's DAIP to be installed on the Council's website.</li> <li>○ Include on Council's website information requesting people's comments on the DAIP and the means by which to make comment.</li> </ul>	DAIP now on Shire website, & invite for comment June2010 ContinuingJune2014	Community Services Officer, Mgr EH&BS, & CEO
Create links between the Shire of Yilgarn's website and other sites to assist people with disabilities and language issues.	<ul style="list-style-type: none"> <li>○ Install links to the Disability Services Commission, ACCORD, Independent Living Centre, and other suitable websites.</li> </ul>	Link to Disability Services Commission website June2010	Community Services Officer, Mgr EH&BS, and CEO

	<ul style="list-style-type: none"> <li>○ Install a link to change the language from English to another language.</li> </ul>	DSC Link yes but link to other languages not possible Aug2011 Ongoing June 2014	
Make the library technology as accessible as possible; have a variety of audio books, videos, and large print books available and accessible; and provide clear signage indicating where to find them in the library.	<ul style="list-style-type: none"> <li>○ Continue to improve accessibility of technology and collection.</li> </ul>	Different types of material identified with signs, & reduced reach heights June2010 Increased number of large print books and audio books available June 2014 Ongoing June 2014	Shire Librarian
Council will ensure that any events are organized so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> <li>○ Ensure all events are planned using the Accessible Events checklist.</li> </ul>	Where practicable yes June 2010 Ongoing June 2014	Events Coordinator, who ever it is for each event
Develop means where people with disabilities can participate in recreational activities.	<ul style="list-style-type: none"> <li>○ Work with members of the Yilgarn Youth Sport and Recreation Council, and local sporting groups to provide means of people with disabilities to be included in recreational activities.</li> </ul>	Where practicable yes June 2012 Ongoing June 2014	Mgr Environmental Health & Building Services
Ensure that Council staff, agents, and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> <li>○ Promote Council's policy and procedures regarding the Disability Services Act's requirements to agents and contractors as part of the contract, and include it in the induction process for all new staff.</li> </ul>	Ongoing June 2014	All Shire staff

**Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities provided by the Shire of Yilgarn.**

Strategies	Task	Timeline	Responsibility
Ensure that all buildings and facilities are physically accessible to people with disabilities.	<ul style="list-style-type: none"> <li>○ Audit and identify access barriers to buildings and facilities using the Access Resource Kit checklists and Disability Access Consultants.</li> </ul>	Continuing June 2012 Ongoing June 2014	Mgr Environmental Health & Building Services
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>○ Apply the requirements of the Building Code of Australia, Australian Standards on Access (mandatory and recommended) when new building work is undertaken.</li> <li>○ Include appropriate specifications in tender documents.</li> </ul>	Completed but also ongoing June 2010 Ongoing June 2014	Mgr Environmental Health & Building Services
Alter the front counter at the Shire administration office to provide a lowered area so that people with disabilities have improved access to Council staff.	<ul style="list-style-type: none"> <li>○ Consider ways of altering the front counter so that a lowered counter is provided for people in wheelchairs to fill out any paperwork, and so they can readily see and converse with the receptionist.</li> <li>○ If the counter can not be altered readily, consider an alternative facility within close proximity to the front counter so that the receptionist can move between both areas.</li> </ul>	Front counter to remain and alternatives available – foyer chairs, or desk & chairs in Council Chamber off foyer June 2010 Remove from DAIP Outcomes June 2014	Mgr Environmental Health & Building Services, Receptionists, & CEO
Install automatic door opener on front door	<ul style="list-style-type: none"> <li>○ Determine suitable door opening</li> </ul>	Amend to June	Mgr Environmental

<p>to the Yilgarn administration office.</p>	<p>mechanisms.</p> <ul style="list-style-type: none"> <li>○ Shire administration staff to monitor grant funding available and make submissions where appropriate.</li> <li>○ Contract builder to install mechanism.</li> </ul>	<p>2012 Amend to June 2015</p>	<p>Health &amp; Building Services, Community Services Officer, and CEO</p>
<p>Remove un-even footpath surfaces along streets.</p>	<ul style="list-style-type: none"> <li>○ Identify sections of footpaths that are uneven and include these in the Council Footpath Program either as a capital item if extensive work is required, or as maintenance if a small area of work is required.</li> <li>○ Allocate funds for the repair or maintenance of footpaths in Council's Annual Budget figures.</li> </ul>	<p>Ongoing June 2014</p>	<p>Manager of Works</p>
<p>Ensure that the sloped access from footpath to road surface has a minimal or no trip lip, and ensure the curb is clearly marked.</p>	<ul style="list-style-type: none"> <li>○ Identify sloped ramps between footpaths and road surfaces that have a "lip" of more than 5mm, plus those where the curb needs to be clearly marked, and include these in the annual Shire Works Program.</li> <li>○ Allocate funds in Council's Annual Budget figures to carry out works to reduce this "lip" and identify curbs.</li> </ul>	<p>Ongoing June 2014</p>	<p>Manager of Works</p>

<p>Allocate suitably located and number of car parking spaces outside of Council's facilities for people with disabilities.</p>	<ul style="list-style-type: none"> <li>○ Identify suitable location and number of car parking bays that should be reserved for people with disabilities.</li> <li>○ Mark these car parking bays in standard blue paint on road surface and vertical signage.</li> </ul>	<p>Bays identified but not marked June2010 Ongoing June 2014</p>	<p>Mgr Environmental Health &amp; Building Services, and Manager of Works</p>
<p>Convert one self-contained unit so it is suitable for people with mobility disabilities at the Southern Cross Caravan Park.</p>	<ul style="list-style-type: none"> <li>○ Determine possible design changes and draw up plans.</li> <li>○ Seek grant funding or allocate all funds in the Council annual budget.</li> <li>○ Approach local builders and carry out alterations to the unit.</li> </ul>	<p>December 2008 Amend to review in 2010 re demand for this type of facility Park Managers say no demand as yet June2010 As above Aug2011 As above June2014</p>	<p>Mgr Environmental Health &amp; Building Services, and CEO</p>
<p>Ensure that access from pathways to laundry and ablution facilities at the Yilgarn Caravan Park is a sloped surface at 1:14 gradient to allow all people with disabilities access.</p>	<ul style="list-style-type: none"> <li>○ Carry out audit of access to all buildings (laundry and ablution blocks) to identify work required to allow access by people with disabilities.</li> <li>○ Arrange for or carry out necessary works to provide access to facilities by people with disabilities.</li> </ul>	<p>Ongoing June 2014</p>	<p>Mgr Environmental Health &amp; Building Services</p>
<p>Provide signage to all facilities for people with disabilities in Braille as well as normal visual symbols.</p>	<ul style="list-style-type: none"> <li>○ Determine the number of signs required, order the signs, and then have them installed.</li> </ul>	<p>Ongoing June 2014</p>	<p>Mgr Environmental Health &amp; Building Services</p>

**Outcome Three: People with disabilities receive information from Council in a format that will enable them to access the information as readily as other people are able to access it.**

Strategies	Task	Timeline	Responsibility
Improve community awareness that Council information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> <li>○ Advertise in the Council newsletter that Council information can be made available in alternative formats upon request.</li> </ul>	Done but ongoing June 2010 Ongoing June 2014	Community Services Officer, and CEO
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> <li>○ Advise staff of the various alternative information formats that can be produced in-house, and those that need to be done by others.</li> <li>○ Conduct Accessible Information training and include this as part of the induction for new staff.</li> </ul>	New staff need advice Aug 2011 Ongoing June 2014	Mgr Environmental Health & Building Services, and D/CEO
Ensure that Council's website meets contemporary good practice.	<ul style="list-style-type: none"> <li>○ Redevelop website according to the W3C guidelines as outlined in the State Government Access Guidelines.</li> <li>○ Ensure that forms and applications are available electronically.</li> </ul>	Done but ongoing June 2010 Ongoing June 2014	Mgr Environmental Health & Building Services, Community Services Officer, and CEO
Provide documentation regarding services, facilities & customer feedback in an appropriate format using clear concise language.	<ul style="list-style-type: none"> <li>○ Adopt State Government Guidelines for Information, Services and Facilities, and incorporate into general practice by Council staff.</li> </ul>	Done but ongoing June 2010 Ongoing June 2014	Mgr Environmental Health & Building Services, and all staff

**Outcome Four: People with disabilities receive the same level and quality of service from Council staff as other people receive from the staff of Council.**

<b>Strategies</b>		<b>Timeline</b>	
Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities.	<ul style="list-style-type: none"> <li>○ Conduct survey of all staff to determine training needs.</li> <li>○ Conduct regular in-house training of staff.</li> </ul>	New staff need advice Aug2011 Ongoing June 2014	Mgr Environmental Health & Building Services
Improve the awareness of new staff and new Councillors about disability and access issues.	<ul style="list-style-type: none"> <li>○ Prepare information and plan the establishment of training in the induction of new staff and new Councillors.</li> </ul>	Ongoing June 2014	Mgr Environmental Health & Building Services, and CEO

**Outcome Five: People with disabilities have the same opportunities as other people to make complaints to Council.**

<b>Strategies</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Ensure that current grievance mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> <li>○ Review current grievance mechanisms, and consult with locals to determine their accessibility.</li> <li>○ Develop other methods of making complaints such via a website or E-mail.</li> <li>○ Advertise in the Council newsletter the various methods of making a complaint to Council.</li> </ul>	Done but ongoing June2010 Continuing June 2014	Mgr Environmental Health & Building Services, and D/CEO

Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> <li>○ Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training.</li> </ul>	New staff need advice Aug2011 Ongoing June 2014	Mgr Environmental Health & Building Services, and all staff
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**Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by Council.**

<b>Strategies</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Implement a Consultation Policy to ensure that the needs of people with different communication needs are met by appropriate consultation strategies, and ensure the Policy is regularly reviewed for suitability.	<ul style="list-style-type: none"> <li>○ Review the current consultation policy/practices, and speak to local residents to determine their effectiveness and suitability.</li> <li>○ Amend the current policy or develop a new policy to incorporate the new consultation strategies.</li> </ul>	Done but ongoing June2010 Ongoing June 2014	Mgr Environmental Health & Building Services, and CEO
Develop means of consulting a broader range of people with disabilities including the use of local community networks.	<ul style="list-style-type: none"> <li>○ Advertise in the Council newsletter, plus speak to members of the community that live with a disability on issues before Council, seeking their comments.</li> </ul>	Done but ongoing June2010 Ongoing June 2014	Community Services Officer, and CEO

**Outcome Seven: People with disabilities have the same opportunities as other people to obtain and maintain employment within a public authority.**

Strategies	Task	Timeline	Responsibility
Encourage the philosophy within the Shire that people with a disability are not automatically over-looked for employment due to their disability.	<ul style="list-style-type: none"> <li>○ Council Policies and the Shire Employee Collective Agreement to include equal opportunities for anyone to be employed by the Shire provided they have the qualifications and ability to carry out the tasks required for the position.</li> </ul>	Ongoing June 2014	CEO, Human Resource Officer, and Executive Management Team

## **Access Audit Southern Cross CBD 23<sup>rd</sup> February 2006**

**Participants: Jessica Wright Occupational Therapist, Eastern Wheatbelt Primary Health Service Tel 9041 2977**

**Wendy Dallywater Yilgarn Shire**

**Fiona Liddle Community Health Nurse**

**Jan Fox Disability Services Commission, Merredin, Tel 9041 2700**

Letters will be forwarded to each organisation with either thanks for having good access or suggestions on how to improve access.

A list will be provided to the Yilgarn Shire on their areas of responsibility to be addressed when budget permits.

### **YILGARN SHIRE**

#### **Requiring ATTENTION:**

The no longer operational Shell Service Station Antares St- where footpath meets driveway- requires leveling.

Reported by community member with poor sight & limited mobility.

#### **Southern Cross Child Care Centre**

Front gate entrance requires modification- currently a rectangular section with step up; rather than step, gentle slope.

#### **Yilgarn Shire Building**

Self opening doors for front entrance. Side entry/exit ramp requires leveling.

#### **Antares & Achernar Streets SW side.**

Access to footpath requires leveling.

#### **Canopus & Spica Streets**

Requires access/entry to footpath.

#### **Southern Cross Medical Centre (Achernar Street)**

Accessible ramp. 2 glass doors opening outwards- light doors, however, sliding or self opening would be preferable.

Solution: Independent Living Centre are provided with funding from DSC to enable Shires to make public facilities more accessible- toilets fitted with handrails, but no wheelchair access.

Southern Cross Swimming Pool

Advised by Wendy Dallywater that the Shire is planning works at the pool in two years time: designated first aid room, kiosk, office, hydrotherapy pool, ramp access, disabled toilet facilities.

**Good access:**

Public Toilets Antares Street

Ramp door opening inwards, flat surfaces, disabled toilet excellent facilities.

Southern Cross Community Centre

Has good access and excellent facilities.

Southern Cross Sporting Complex

Disabled toilet outside the building and one being currently built inside. Good access to building.

Southern Cross Telecentre

Accessible building with disabled toilet.

Southern Cross Library

Accessible- future planning for the Library to be combined with the Telecentre.

Yilgarn History Museum

Access ramp, 2 doors standing open, excellent access.

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### **State Government Buildings**

Requiring attention:

#### Police Station Southern Cross

Single door opening outwards and a step up. This would prove to be difficult for people in wheelchairs, on crutches or with prams/strollers to access.

Solution: sliding or self opening doors, and installation of ramp.

#### Southern Cross Court House

Single door opening outwards and step up. This would prove to be difficult for people in wheelchairs, on crutches, or with prams/strollers to access.

Solution: sliding or self opening doors & installation of ramp.

#### DCD Antares Street

Good access- level, but requires self opening door.

#### Southern Cross Post Office

One door in front entrance- not too heaving- opening inwards. Step up.

Solution: requires one vertical fixed rail places on left hand side.

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A list will be provided to the Shire of Yilgarn on their areas of responsibility to be addressed when budget permits.

### **Businesses**

#### Good access

Landmark, Antares Street, Southern Cross.

Mr Stan Davidenko, Palace Hotel.

Club Hotel- accessible through function room.

Supa Valu & Butcher shop (Antares St). Good access & wide isles enabling turning. Excellent.

#### **Requiring attention**

Thrifty Link Hardware (Antares St, Mr G Metzke)

2 steps to entrance, 2 door opened during business hours. To improve access hand rails could be installed on landing after the first step.

Southern Cross Chemist (Antares St)

High step into premises, sliding door which provides good access.

Solution: free standing rails, which would be located on footpath. Therefore requiring Council's approval.

Anglican Op Shop (9 Antares St)

Inaccessible- both doors need to be open which would allow people in wheelchairs or with prams/strollers to enter shop backwards.

Coffee Lounge & Deli (Antares St)

2 doors which open inwards- sliding door would be preferable accessible entry.

Southern Cross Hairdressers (Antares St)

The shop has a step, which could be fixed with the installation of a small wedge ramp. Also fit rails to assist with step up. This would assist older people with walking sticks to access. Currently patrons utilizing hairdressers consist of 30% with prams & 10% who are elderly.

ANZ Bank (Antares St)

Self opening doors required.

Southern Cross Newsagency

2 small steps & two doors opening in.

Solution: small concrete wedge.

Cats Collectables (Antares St)

Access achieved going backwards in wheelchair.