



Disability Access and Inclusion Plan for the Eastern Metropolitan Regional Council





## 2018 to 2023





Policy Statement

I have great pleasure in presenting the Eastern Metropolitan Regional Council’s (EMRC) Disability Access and Inclusion Plan 2018 to 2023.

This Plan demonstrates our commitment to furthering the principles and meeting the objectives of the *Disability Services Act 1993*, by setting out strategies to ensure that people with disability have the same rights and opportunities as other people to access our facilities and services.

It is our intention to deliver facilities, services and events that are open, available and accessible to the whole community, regardless of physical or intellectual ability, ethnicity, gender, age or any other perceived difference. The EMRC will ensure that this Disability Access and Inclusion Plan 2018 to 2023 is implemented and reviewed regularly.

All Agents and Contractors engaged by the EMRC will be advised of, and expected to embrace and abide by the EMRC’s Disability Access and Inclusion Plan 2018 to 2023 and work together with the EMRC to participate in achieving the outcomes.

Feedback is welcomed at any time on this document.

**Cr David McDonnell**

Chairman

**Alternative Formats**

This document is available on the EMRC’s website [www.emrc.org.au](http://www.emrc.org.au) and can be requested in alternative formats including electronic format by e-mail, in hardcopy both in large and standard print and in audio format.

For further information please contact the Manager Organisational Development during business hours on **(08) 9424 2222**.

For language assistance please contact the Translating and Interpreting Service (TIS) on 131 450.

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1. The Eastern Metropolitan Regional Council

The Eastern Metropolitan Regional Council (the EMRC) is a local government entity established under the Local Government Act 1995 that works in partnership with its six member Councils located in Perth’s Eastern Region — Town of Bassendean, City of Bayswater, City of Belmont, City of Kalamunda, Shire of Mundaring and City of Swan.

Perth's Eastern Region constitutes around one-third of Perth's metropolitan area encompassing a land area of about 2,100 square kilometres and an estimated population of 365,500 people. The Region hosts Western Australia's major air, road and rail transport hub for movement of freight and passengers throughout Perth, intrastate, interstate and overseas. The Region is considered the gateway to greater Perth, through the domestic and international airports or from the highways to the north and east. With a diverse regional economy, access to a skilled workforce and a range of leisure, lifestyle and living opportunities, Perth's Eastern Region is well positioned for continued growth and represents an attractive investment destination.

The EMRC assists its member Councils to successfully turn challenges into opportunities and to ensure that the entire Region fulfils its potential as one of Western Australia’s most vibrant and fast growing areas.

* 1. The EMRC’s Establishment Agreement

The EMRC’s Establishment Agreement provides for it to undertake a range of projects and services and provides a means for member Councils to share resources and facilities. The EMRC represents a model of successful collaboration and for over 30 years, has initiated and led projects for its member Councils that deliver real benefits to the region in the areas of waste management and resource recovery, environmental sustainability and regional economic development. These services enable member Councils to enhance outcomes for their communities and for Perth’s Eastern Region as a whole.

1. Vision, Mission and Values
   1. Vision

*To be a responsive and innovative leader in assisting Perth’s Eastern Region to be a great place to live, work, play and do business.*

* 1. Mission

*The Eastern Metropolitan Regional Council, by partnering with member Councils (and other stakeholders), facilitates strategies and actions for the benefit and sustainability of Perth’s Eastern Region.*

* 1. Values

|  |  |
| --- | --- |
| **Excellence:** | *Striving for excellence through the development of quality and continuous improvement* |
| **Recognition:** | *Valuing staff in a supportive environment that focuses on their wellbeing* |
| **Innovation:** | *Focus on innovative approaches in projects and service delivery* |
| **Responsiveness:** | *Dynamic and flexible service delivery* |
| **Innovation** | *Focus on innovative approaches in project and service delivery* |
| **Integrity** | *Accountability and consistence in all that we do* |

1. Key Stakeholders

|  |  |
| --- | --- |
| * The EMRC & member Council Elected Members * The EMRC & member Council Staff * Customers and Clients * Other local governments * Federal Government Agencies * State Government Agencies * Non-Government Agencies * Politicians | * Educational institutions * Regional Business Groups * Regional Community & Reference Groups * Businesses * Regional Volunteers * Regional Residents * Visitors and Tourists * Investors |

1. The EMRC’s Facilities

The EMRC operations are run through the following facilities:

| **FACILITY** | **OPENING HOURS** |
| --- | --- |
| **EMRC Administration Office**  1st Floor Ascot Place  226 Great Eastern Hwy  BELMONT WA 6104  PO Box 234  BELMONT WA 6984  Telephone (08) 9424 2222  Fax: (08) 9277 7598  Email: [mail@emrc.org.au](mailto:mail@emrc.org.au) | **Monday to Friday**  8:30am to 5:00pm |
| **Closed**  Weekends, public holidays and usually during the Christmas and New Year period |
| **Red Hill Waste Management Facility**  1094 Toodyay Road  RED HILL WA 6056  Telephone: (08) 9574 6235  (08) 9574 6447  Fax: (08) 9574 6300  Email: [redhill@emrc.org.au](mailto:Redhill@emrc.org.au) | **Monday to Saturday**  8:00am to 4:00pm  **Sunday**  10:00am to 4:00pm |
| **Closed**  Good Friday, Christmas Day and New Year’s Day |
| **Hazelmere Recycling Centre**  77 Lakes Road  HAZELMERE WA  Telephone: (08) 9274 7807  Email: [hazelmere@emrc.org.au](mailto:hazelmere@emrc.org.au) | **Monday to Friday**  7:00am to 3:00pm |
| **Closed**  Weekends and public holidays  May close during the Christmas and New Year period |
| **FOR SHIRE OF MUNDARING RESIDENTS ONLY** | |
| **Coppin Road Transfer Station**  Coppin Road  MUNDARING WA 6073 | **Saturday, Sunday, Monday and Tuesday**  8:00am to 4:00pm |
| **Mathieson Road Transfer Station**  Lot 150 Mathieson Road  CHIDLOW WA 6556 | **Thursday, Friday, Saturday and Sunday**  8:00am to 4:00pm |

1. The EMRC’s Services
   1. Office of the Chief Executive Officer

|  |  |
| --- | --- |
| **BUSINESS UNIT** | **SERVICES** |
| CEO’s Office | * Advocacy * Public relations * Governance and strategic risk * Strategic and corporate planning * Organisational development |

Waste Services

| **BUSINESS UNIT** | **SERVICES** |
| --- | --- |
| Waste Engineering and Operations | Red Hill Waste Management Facility   * Classes I,II, III & IV waste * Transfer station – Red Hill * Greenwaste processing   Transfer Stations   * Coppin Road * Mathieson Road   Engineering   * Surveys * Engineering design and project management |
| Waste Environmental Operations | * Environmental Compliance * Environmental Advice |
| Resource Recovery | Hazelmere Resource Recovery Park   * Mattress processing * Timber recycling * Wood Waste to Energy Plant * Commercial and Industrial Waste Sorting Plant   Waste Education   * Waste Education Centre (Red Hill) * Waste Education programs and initiatives |

* 1. Regional Services

|  |  |
| --- | --- |
| **BUSINESS UNIT** | **SERVICES** |
| Regional Development | * Economic development * Integrated Transport Planning * Regional Events and Perth’s Eastern Region website |
| Environmental Services | * Environmental Projects * Natural Resource Management * River Management * Water Quality and Conservation Program * Climate Change * ACEr |

* 1. Corporate Services

| **BUSINESS UNIT** | **SERVICES** |
| --- | --- |
| Administration and Compliance | * Procurement, Fleet & Building (Ascot Place) * Compliance * Corporate events |
| Human Resources | * Human Resource Management * Occupational Safety and Health |
| Communications | * Corporate Communications * Corporate websites |
| Information Services | * Help Desk * IT Projects * Records Management |
| Finance Services | * Financial management and reporting * Asset management * Payroll |

1. The EMRC’s Access and Inclusion Policy Statement

The EMRC is committed to achieving the eight desired outcomes of our Disability Access and Inclusion Plan 2018 to 2023, which are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the EMRC.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the EMRC.
3. People with disability receive information from the EMRC 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 and contractors of the EMRC as other people receive from the staff and contractors of the EMRC.
5. People with disability have the same opportunities as other people to make complaints to the EMRC.
6. People with disability have the same opportunities as other people to participate in any public consultation by the EMRC.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the EMRC.
8. The EMRC Council ensures that a Disability Access and Inclusion Policy and Plan are developed, implemented and reviewed regularly.

It is our intention to deliver facilities, services and events that are open, available and accessible to the whole community, regardless of ability, ethnicity, gender, age or any other perceived difference.

This Disability Access and Inclusion Plan 2018 to 2023 demonstrates our commitment to furthering the principles and meeting the objectives of the Disability Services Act 1993.

The EMRC also acknowledges and supports the United Nations Agenda 2030 Sustainable Development Goals, which have been ratified by the Australian Government. By committing to achieving these outcomes, the EMRC recognises that this will also support the achievement of employment and inclusion for all.

1. Progress since 2010

The EMRC is committed to facilitating the inclusion of people with disability and has implemented a number of key initiatives as detailed below.

| **Initiatives** | **Year** |
| --- | --- |
| * Partnership with Edge Employment Services (Disability Service Provider) | ongoing |
| * Adoption of a Disability Access and Inclusion Policy and the EMRC’s first Disability Access and Inclusion Plan (DAIP) | 2010 |
| * Upgrade to the Red Hill Waste Management Facility administration building includes:   + Wheelchair accessible ramp   + Disabled toilet   + Disabled parking | 2012 |
| * Review and development of a new DAIP | 2013 |
| * Recruitment processes reviewed to ensure no barriers faced by people seeking employment at the EMRC | 2014 |
| * Employment of people with disability at the EMRC’s Commercial and Industrial Waste Processing Plant at the Hazelmere Resource Recovery Park | 2016 |
| * Managers and Supervisors trained in working with people with disabilities | 2016 |
| * Disabled parking upgrade at the EMRC Administration building | 2017 |
| * The EMRC’s commitment to employing and retaining people with disability recognised through two awards:   + Leading Edge Employer Award   + Lighthouse Award | 2017 |
| * Upgrade to the EMRC public website to include:   + Accessibility focussed tools   + High colour contrast display mode   + Ability to increase text size | 2017 |

1. Review Process
   1. Responsibility for the planning process

A DAIP working group was first established in 2010 comprising staff from across the EMRC. However with attrition of staff the responsibility for the planning, implementation and review process sits with the Human Resources business unit.

The 2018 review process included:

* Examination of the 2013 to 2018 DAIP to see what has been achieved and what still needs work
* Consultation with EMRC staff through a survey (from 6 to 20 July 2018)
* Consultation with the community from 12 September to 26 October 2018. No comments were received from the public during the public consultation period.
  1. Findings of the review

The review found that the 2013 to 2018 DAIP initiatives had been achieved and that a new plan was required, to ensure currency and relevance.

The consultation also identified two barriers to access and inclusion, which will be addressed in the 2018 to 2023 DAIP. These barriers include:

* new staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability;
* older employees at operations sites may have age specific barriers.

The identification of these barriers has informed the development of strategies in the 2018 to 2023 DAIP. The barriers have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome those access barriers.

As a result of the consultation process the EMRC will undertake a number of tasks from 2018 to 2023 to improve access to its services, buildings and information.

The eight desired outcomes provide a framework for improving access and inclusion for people with disabilities in the EMRC.

Outcome One

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

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Ensure that all events organised by the EMRC provide as a minimum:   * Accessible parking * Accessible toilets * Promotional material available in alternative formats including:   + EMRC website   + Email   + Electronic and hard copy in large and standard print | Ongoing | All |
|  | Use a variety of media to publicise events. | Ongoing | All |
|  | Ensure that people with disability are considered when developing communication strategies for promoting events. | Ongoing | All |

Outcome Two

**People with disability have the same opportunities as other people to access the buildings and other facilities of the EMRC.**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Ensure that new buildings and facilities developed by EMRC are designed to meet DAIP legislation. | Ongoing | Corporate Services |
|  | Ensure that all new or redevelopment works provide access to people with disability, where practicable. | Ongoing | Corporate Services |
|  | Ensure the quantity and location of ACROD parking meets the needs of people with disability. | Ongoing | Corporate Services |

Outcome Three

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

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Ensure that information on Council functions, facilities and services is available in alternative formats if required including:   * + EMRC website   + Email   + Electronic and hard copy in large and standard print   + Braille   + Audio format on cassette or CD   + A language other than English | Ongoing | Communications |
|  | Make electronic or hard copies of documents available in large print. | Ongoing | All |
|  | Make information available in other formats on request. | Ongoing | All |
|  | Improve staff awareness of accessible information needs and how to obtain information in other formats during induction of new employees. | Ongoing | Human Resources / Business Unit Managers |
|  | Advise the community via the local newspaper, Information Radio, and disability group newsletters that other formats are available. | Bi-Annual | Communications |

Outcome Four

**People with disability receive the same level and quality of service from the staff and contractors of the EMRC as other people receive from the staff and contractors of the EMRC.**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | EMRC’s DAIP is distributed to Staff and Councillors. | After ordinary Council elections | CEO |
|  | New Staff are provided EMRC’s DAIP and relevant information. | Ongoing | Human Resources |
|  | Contractors (existing and new) are aware of the relevant requirements of the Disability Services Act and EMRC’s DAIP. | Ongoing | Manager Administration and Compliance |

Outcome Five

**People with disability have the same opportunities as other people to make complaints to the EMRC.**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Ensure that complaints can be lodged via a number of means including fax, email, mail, verbal. | Ongoing | CEO |
|  | Ensure that complaints are acted upon. | Ongoing | CEO |

Outcome Six

**People with disability have the same opportunities as other people to participate in any public consultation by the EMRC.**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Ensure that public consultation venues organised by the EMRC provide as a minimum:   * Accessible parking * Accessible toilets * Promotional material available in alternative formats | Ongoing | All |
|  | Ensure that any feedback or comments can be lodged via alternative formats including fax, mail or email. | Ongoing | All |

Outcome Seven

**People with disability have the same opportunities as other people to obtain and maintain employment with the EMRC**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBILITY** |
|  | Commit to using inclusive recruitment practices when advertising new positions. | Ongoing | Human Resources |
|  | Continue to engage with disability employment providers. | Ongoing | Human Resources |
|  | Equal opportunity ethos is fostered among staff. | Ongoing | Human Resources |
|  | Identify and remove any barriers to employment. | Ongoing | Human Resources |
|  | Provide support and training for management staff. | Ongoing | Human Resources |

Outcome Eight

**The EMRC Council ensures that a Disability Access and Inclusion Policy and Plan are developed, implemented and reviewed regularly**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ACTION** | **TIMELINE** | **RESPONSIBLITY** |
|  | Consult with the Community on the Disability Access and Inclusion Policy and Disability Access and Inclusion Plan (DAIP). | When reviewed or as required | CEO |
|  | Provide information on EMRC’s DAIP to the Community. | Once adopted by Council | CEO |
|  | Review and amend DAIP Policy and Plan. | When required | CEO |
|  | Lodge DAIP with the Disability Services Commission. | Following adoption by Council | CEO |
|  | Develop links between the DAIP and other EMRC plans and Strategies. | Ongoing | Manager Human Resources |

1. Consultation and Promotion of the DAIP
   1. Consultation of the DAIP

A review and engagement process was undertaken to seek the community’s views on the EMRC’s accessibility and inclusiveness.

The community was notified of the review and engagement process through a notice in the State-wide newspaper (The West Australian) and a notification was also posted on EMRC’s website [www.emrc.org.au](http://www.emrc.org.au).

* 1. Promotion of the DAIP

Once the DAIP has been endorsed by Council and Department of Communities, Disability Services availability of the DAIP will be promoted on the EMRC’s website www.emrc.org.au and advertised through a local public notice in the West Australian newspaper and in alternative formats upon request.

The DAIP will also be available in hardcopy at EMRC’s reception located at Level 1, 226 Great Eastern Highway, Belmont.

1. Responsibility for Implementing the DAIP

It is a requirement of the *Disability Services Act 1993* that all officers, employees, agents and contractors take practical measures to implement the DAIP. The EMRC’s DAIP sets out who is responsible for each action.

1. Review and Evaluation Mechanisms

The *Disability Services Act 1993* sets out the minimum review requirements for public authorities in relation to DAIPs. A DAIP team of key staff will be formed and will meet regularly to review progress on implementation. A report will be prepared each year on the implementation of the DAIP and will be reported through the EMRC’s Annual Report.

New or amended strategies will be included in the DAIP and lodged with Department of Communities, Disability Services. Copies of the amended DAIP will be available to the community in alternative formats.

A report will also be prepared and forwarded annually to the Department of Communities, Disability Services.

The DAIP will be reviewed at least every five years. The community, staff and Council members will be consulted as part of the review process.

1. Feedback

The EMRC welcomes feedback. Comments and suggestions on our Disability Access and Inclusion Plan 2018 to 2023 can be made via a number of means:

**Tel**: (08) 9224 2222

**Fax**: (08) 9277 7598

**Email**: [mail@emrc.org.au](mailto:mail@emrc.org.au)

**Mail:**

The Eastern Metropolitan Regional Council

PO Box 234, Belmont WA 6984

**In person:**

Eastern Metropolitan Regional Council

1st Floor, Ascot Place

226 Great Eastern Hwy (Corner Kalgoorlie Street)

BELMONT WA 6104



This Disability Access and Inclusion Plan is available in alternative formats upon request including electronic format by email, in hard copy in both large and standard print, in audio on compact disc and on the website at:

Eastern Metropolitan Regional Council

Ascot Place Administration Office

226 Great Eastern Highway

Belmont, WA, 6104

Phone: 9424 2222

Email: mail@emrc.org.au

Web: [www.emrc.org.au](http://www.emrc.org.au)