

DISABILITY ACCESS AND INCLUSION PLAN 2025-2030



ALTERNATIVE FORMATS

This document is available in alternative formats on request including standard and large print, electronically by email, and on Councils website.

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Shire President's Message

I am proud to present the Shire's Disability Access and Inclusion Plan for 2025-2030. This plan reflects the Shire's continued commitment to creating a community that is connected, inclusive, accessible and welcoming to all.

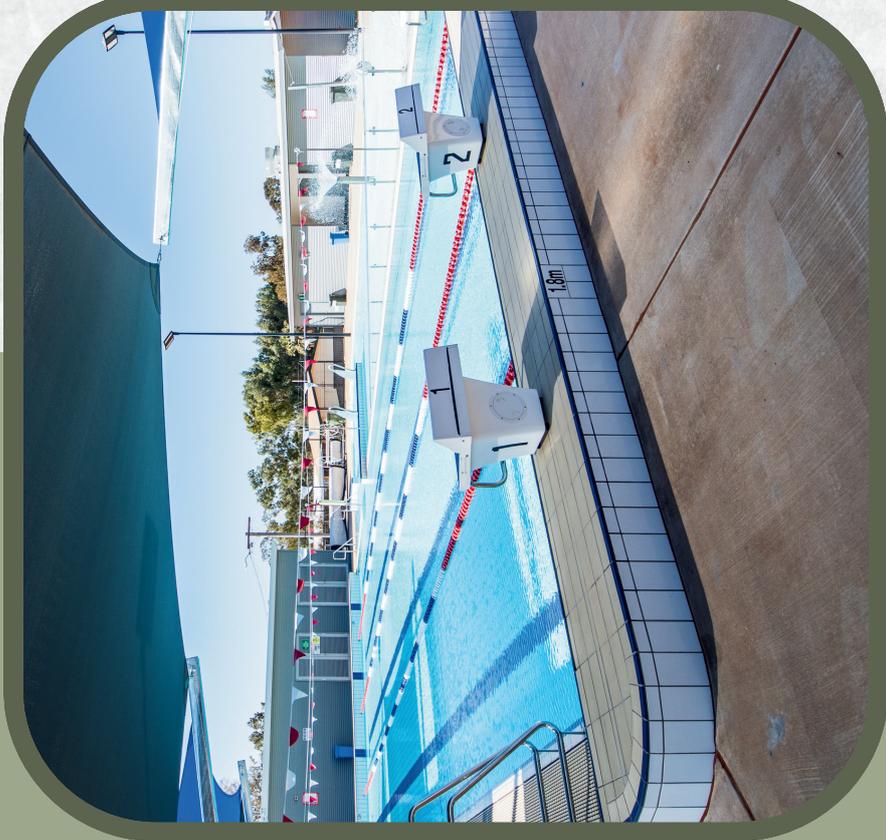
The plan outlines a strategic direction and comprehensive framework designed to improve access and inclusion across the Shire's services, events, buildings and facilities, information, quality of service, public consultation, feedback and complaints.

We have listened to the voices of our community. Your insight has been invaluable in shaping a plan that reflects and promotes accessibility across our Shire.

This plan will allow us to recognise and act on how we can strengthen and build a Shire where everyone feels respected, empowered and can thrive.



Patrick Hill
Shire President, Shire of Loverton



SHIRE OF LAVERTON

A Snapshot

The Shire of Laverton sits on Wongi Country in the Goldfields - Esperance region of Western Australia with a population of 907* and a total land area of 183,198 square kilometres.

The primary industry for the region is mining.



• 2021 Census Data





BACKGROUND

Disability in Australia

5.5 million (21.4%) Australians living with a disability

7.9% of Australians live with a profound or severe disability

23% of people with a disability reported a mental or behavioural disorder as their main condition

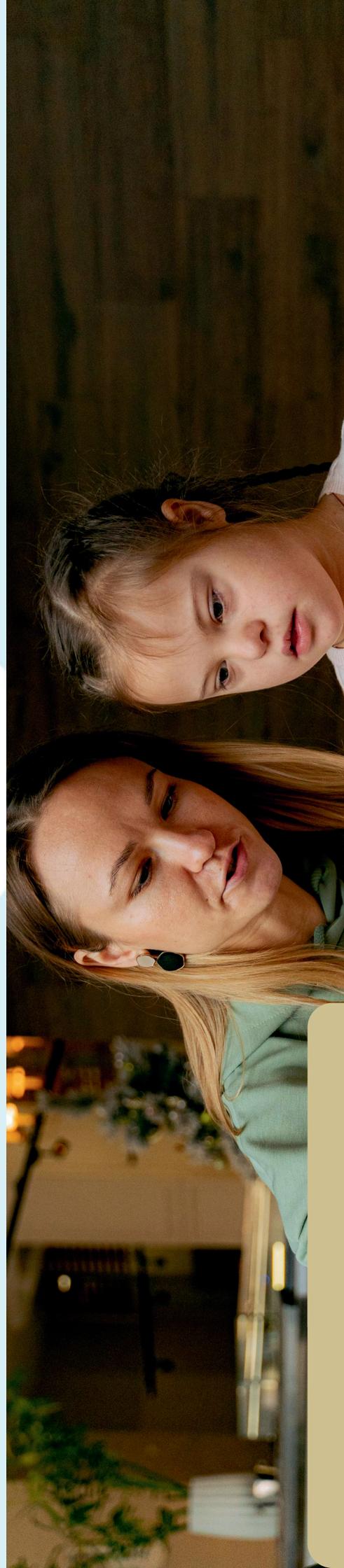
52.3% of older Australians have a disability

Disability in Western Australia

411,500 West Australians are living with a disability

68,000 people are primary carers for a friend of family member with a disability.

122,348 (4.6%) of West Australians need assistance with core activities



BACKGROUND

Disability in the Shire of Laverton

907

Estimated resident population

- Autism,
- Acquired brain injury,
- Development delay,
- Psychosocial disability
- Stroke

Are the primary disabilities of active NDIS participants in Laverton

National Disability Insurance Scheme (NDIS)

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community.

WHAT IS ACCESS AND INCLUSION?

ACCESS

means that regardless of ability a person can approach, enter, pass to or from and make use of an area and its facilities without assistance

INCLUSION

means that regardless of ability a person has the opportunity to be involved and play an active role within their community.

What is the purpose of the Disability Access and Inclusion Plan?

The DAIP assists the Shire of Laverton to plan and implement improvements to access and inclusion across seven outcome areas. These outcome areas provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results.

The Western Australian Disability Services Act 1993 (amended in 2004) requires public authorities to develop and implement a Disability Access and Inclusion Plan (DAIP) that will further both the principles and the objectives of the Act.

1. Services and Events

People with disability have the same opportunities as other people to access the services and events of a public authority.

2. Buildings and Facilities

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

3. Information

People with disability receive information from a public authority in a format that enables them to access the information as readily as other people.

4. Quality of Service

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

5. Complaints

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

6. Consultation

People with disability have the same opportunities as other people to participate in any public consultation to a public authority.

7. Employment

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

Alignment with key priorities

The Shire's DAIP is linked to the objectives of the Shire of Laverton's Strategic Community Plan 2020-2030 to ensure it aligns with the adopted strategic direction.

The table on this page demonstrates how the DAIP is linked to the objectives in the Shire's Strategic Community Plan.

Outcome	Objective	DAIP Alignment
Social	<p>Continue to provide and develop improved youth services.</p> <p>Maintain and develop Community spaces.</p> <p>Continue local interagency engagement.</p>	<p>Services and Events - People with disabilities have the same opportunities to access Shire services and events.</p> <p>Quality of Service - People with disabilities receive the same quality of service as others.</p> <p>Participate in Public Consultation - People with disabilities have equal opportunities to engage in public consultation.</p> <p>Employment - People with disabilities have equal opportunities for employment with the Shire.</p> <p>Complaints - People with disabilities have equal opportunities to make complaints to the Shire.</p>
Economic	<p>Continue to work with industry and stakeholders for the economic development of the district.</p>	<p>Buildings and Facilities - People with disabilities have equal opportunities to access Shire buildings and facilities.</p>
Environment	<p>Maintain and upgrade airport.</p> <p>Provide well maintained parks, gardens, sport and recreational facilities.</p>	<p>Services and Events - People with disabilities have the same opportunities to access Shire services and events.</p> <p>Buildings and Facilities - People with disabilities have equal opportunities to access Shire buildings and facilities.</p>
Leadership	<p>Provide informed leadership on behalf of the Community.</p>	<p>Information and Communication - People with disabilities receive information from the Shire in accessible formats.</p>

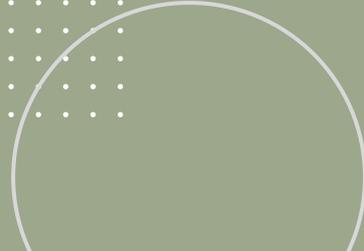
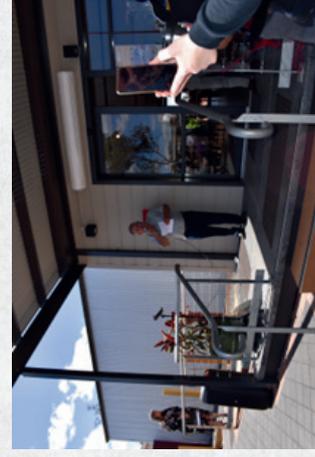


Key Achievements from the Disability Access and Inclusion Plan 2019-2024

Here is a snapshot of the Shire's achievements under the previous DAIP 2019-2024.



The Shire installed pram ramps on Hawkes Place	Automatic doors installed at the Shire Administration Office.	The Laverton Aquatic Centre was opened and includes disability accessible features.
The Shire installed access ramps at the Community Resource Centre	Councils' website has the ability to increase font size for people with vision impairment.	The Town Hall underwent major redevelopment and now includes accessible toilets, ramps and pathways.
New Great Beyond Visitor Centre was opened and includes disability accessible features.	Installation of dual use paths with pram ramps around the town so that there is an accessible town loop.	The main street underwent a major upgrade to include lower kerbs, inclusion of ramps and more seating.



How did we develop the Disability Access and Inclusion Plan 2025 - 2030?

COMMUNITY CONSULTATION

Community Consultation and engagement included an online survey accessible via QR code, hard copy surveys were issued to participants on request and then responses manually entered, and a workshop held at the Great Beyond Visitor Centre

Community Engagement



19

surveys completed



7

online surveys completed



12

written surveys completed



1

workshop held (6 attendees)

Community Engagement – October 29 to November 23rd
Preparation – November to January 2026
Endorsement – 19 February 2026

Consultation was promoted via:

- Shire's social media platforms
- Sturt Pea
- The Shire's website
- Community Resource Centre
- Great Beyond Visitor Centre

WHAT WE HEARD

SURVEY RESPONDERS

16%	1 in 6 Respondents are people living with disability
50%	of respondents rated the Shire's current level of accessibility and inclusion as "Poor"
75%	of respondents said they had experienced an issue when wanting to make a complaint to the Shire
63%	of respondents identify as female
53%	of respondents are aged between 45 and 64

EXAMPLES OF THE COMMUNITY'S FEEDBACK

"Businesses in Laverton need to install facilities for those patrons that have mobility challenges"

"Events and information sessions are great but can be hard for people to attend especially if they are held during the work day"

"More footpaths are needed around town to link things like the Centrelink carpark and the pool and trip hazards need repairing"

"Handrails needed at building entrances for example the CRC and Town Hall"

"The Shire's website is hard to navigate and is outdated"

"Shire staff are friendly and helpful"



Outcome 1:

Services and Events

People with disability have the same opportunities as other people to access services of, and any events held by a public authority.

What did you tell us?

- Greater opportunities for activities that cater for people with all abilities.
- Lack of consultation from people with disability for timing and placement of events.
- Access to venues not always suitable or accessible for people with disability.



Strategy	Action from feedback received	Alignment with state disability strategy 2020–2030	Timeframe
<p>1.1 Continue to identify opportunities and improvements for accessible and inclusive services provided by the Shire of Laverton.</p>	<ul style="list-style-type: none"> • Improve the quantity and quality of accessible literature such as audio books, easy read and large font. • Improve website to include different formats. • Advocate for improved access to venues for people with disability. 	<p>Outcome 8: People with disability are involved in a range of recreational, social, arts and cultural opportunities.</p>	<p>Ongoing</p> <p>2026</p> <p>Ongoing</p>
<p>1.2 Plan, promote and support activities that encourage disability inclusion within the Shire of Laverton.</p>	<ul style="list-style-type: none"> • Partner with local service providers and organisations to host an event celebrating International Day of People with Disability. 	<p>Outcome 8: People with disability are involved in a range of recreational, social, arts and cultural opportunities.</p>	<p>Ongoing</p>
<p>1.3 Improve access and inclusion at Shire-led and Shire-sponsored events.</p>	<ul style="list-style-type: none"> • Develop and promote an Inclusive Events checklist. • Consult with people with disability for major local events. 	<p>Outcome 8: People with disability are involved in a range of recreational, social, arts and cultural opportunities.</p>	<p>2026</p> <p>Ongoing</p>

Outcome 2:

Buildings and Facilities

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

What did you tell us?

- Accessible facilities in venues and parks.
- Accessible infrastructure in public spaces such as toilets.
- Parking and pedestrian safety.
- Maintenance of public pathways.



Strategy	Action from feedback received	Alignment with state disability strategy 2020-2030	Timeframe
<p>2.1 Continue to provide and maintain safe and accessible pathways and parking.</p>	<ul style="list-style-type: none"> • Identify areas for the installation ramps and parking to ensure safe access to local businesses, amenities and facilities. 	<p>Outcome 5. Communities' infrastructure is accessible to all.</p>	<p>Ongoing</p>
<p>2.2 Review and improve the availability of accessible and inclusive play spaces.</p>	<ul style="list-style-type: none"> • Installation of accessible outdoor furniture with all new outdoor space upgrades. • Upgrade playground to cater for children with sensory needs. 	<p>Outcome 5. Communities' infrastructure is accessible to all.</p>	<p>Ongoing</p> <p>2026</p>
<p>2.3 Actively consider access and inclusion with new or upgraded public amenities.</p>	<ul style="list-style-type: none"> • Incorporate access and inclusion in planning of upgrades to public amenities. • Encourage non-Shire building owners to consider access and inclusion in their buildings. 	<p>Outcome 5. Communities' infrastructure is accessible to all.</p>	<p>Ongoing</p> <p>Ongoing</p>

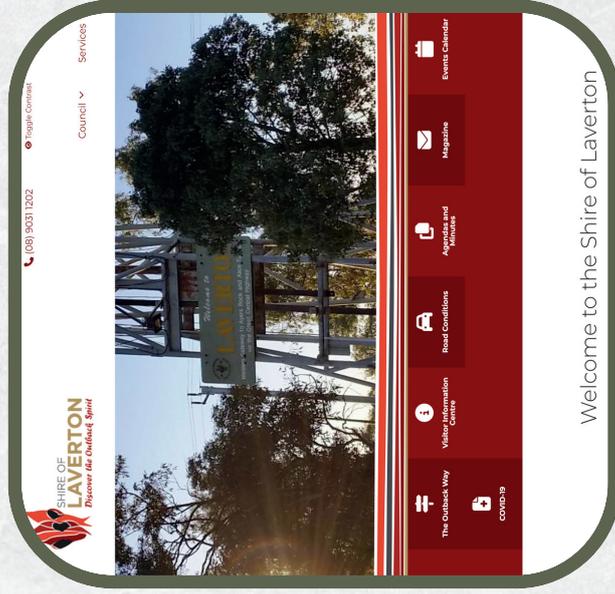
Outcome 3:

Information and Communication

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

What did you tell us?

- Improved website accessibility.
- Alternate formats for information about Council services, facilities and events.
- Promote accessibility of Shire spaces, services, facilities and equipment.



Strategy	Action from feedback received	Alignment with state disability strategy 2020–2030	Timeframe
<p>3.1 Improve the availability of various accessible formats of Council information.</p>	<ul style="list-style-type: none"> • Alternative formats or arrangements will be made available to anyone requesting these services. • “Available in alternative formats” to be included on Shire documents, marketing and communications. 	<p>Outcome 15. People with disability have access to the right information in the right ways so they can make informed choices and decisions.</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>3.2 Continue to improve the accessibility of the Shire’s website and online communication.</p>	<ul style="list-style-type: none"> • Include a Shire disability access and inclusion webpage on Council’s website. • Create an easily identifiable link on the Shire website homepage that links to the Access and Inclusion webpage. 	<p>Outcome 15. People with disability have access to the right information in the right ways so they can make informed choices and decisions.</p>	<p>2026</p> <p>2026</p>
<p>3.3 Proactively communicate information about accessible facilities within the Shire.</p>	<ul style="list-style-type: none"> • Include information about accessible spaces, services, facilities, events and equipment on the Shire’s Access and Inclusion webpage. • Feature people of all abilities in promotional flyers and local news celebrations. 	<p>Outcome 15. People with disability have access to the right information in the right ways so they can make informed choices and decisions.</p>	<p>Ongoing</p> <p>Ongoing</p>

Outcome 4:

Quality of Service

People with disability receive the same level and quality of service from a public authority as other people receive.

What did you tell us?

- Disability awareness training for staff.
- Flexible ways to provide customer service.



Strategy	Action from feedback received	Alignment with state disability strategy 2020–2030	Timeframe
<p>4.1 Review customer service standards across the Shire for opportunities to provide meaningful interactions with people with disability.</p>	<ul style="list-style-type: none"> • Review feedback received through complaints and compliments regarding access and inclusion annually as a mechanism for reporting on DAIP outcomes and also to improve internal processes. 	<p>Outcome 10. People with disability have access to quality disability services and support.</p>	<p>Ongoing</p>
<p>4.2 Improve staff awareness of disability access and inclusion issues.</p>	<ul style="list-style-type: none"> • Provide disability awareness training for all Shire employees. 	<p>Outcome 10. People with disability have access to quality disability services and support.</p>	<p>Ongoing</p>

Outcome 5:

Complaints

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

What did you tell us?

- Improve response rates to complaints.
- Need different ways of making complaints.
- Clarity on how to make complaints.



Strategy	Action from feedback received	Alignment with state disability strategy 2020-2030	Timeframe
<p>5.1 Continue to improve accessible and inclusive channels for people with disability to provide feedback and complaints, ensuring that their unique needs are understood and addresses.</p>	<ul style="list-style-type: none">• Ensure policies include considerations for people with disability.• Provide a variety of options for customers to lodge complaints.• Improve website access so that complaints can be made online.	<p>Outcome 13. People with disability and their advocates have their voices heard.</p>	<p>2026</p> <p>Ongoing</p> <p>2026</p>
<p>5.2 Proactively communicate the various accessible feedback and complaints channels available.</p>	<ul style="list-style-type: none">• Strengthen staff knowledge of the Shire's complaints procedure.	<p>Outcome 13. People with disability and their advocates have their voices heard.</p>	<p>Ongoing</p>

Outcome 6:

Participate in Public Consultation

People with disability have the same opportunities as other people to participate in public consultation by a public authority.

What did you tell us?

- Increased consultation from people with disability.
- Better timing of consultation sessions to capture those people that work.



Strategy	Action from feedback received	Alignment with state disability strategy 2020-2030	Timeframe
<p>6.1 Utilise a range of consultation techniques in all community engagement planning to enable people with disability to actively participate and contribute their input.</p>	<ul style="list-style-type: none"> • Continue to embed access and inclusion in the community engagement planning process. 	<p>Outcome 13. People with disability and their advocates have their voices heard.</p>	<p>Ongoing</p>
<p>6.2 Consult and seek feedback from persons with disability when planning, developing and improving the Shire's buildings, facilities and services.</p>	<ul style="list-style-type: none"> • Increase awareness of the opportunities available for people to voice their opinions when improving Council facilities. • Encourage and support staff to present relevant projects to management. 	<p>Outcome 13. People with disability and their advocates have their voices heard.</p>	<p>Ongoing</p> <p>Ongoing</p>

Outcome 7:

Employment

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

What did you tell us?

- Inclusive human resource policies and procedures.
- Inclusive workplace that welcomes and values people with disability.



Strategy	Action from feedback received	Alignment with state disability strategy 2020-2030	Timeframe
<p>7.1 Foster an organisational culture that values and supports the contribution of people with disability.</p>	<ul style="list-style-type: none"> • Recruitment information is marked and promoted to include people with disability. • Share information on workplace access and inclusion on the Shire of Laverton's website. 	<p>Outcome 2. People with a disability have opportunities for meaningful and inclusive employment and economic independence.</p>	<p>Ongoing</p> <p>2026</p>
<p>7.2 Continue to create employment opportunities for people with disability.</p>	<ul style="list-style-type: none"> • Identify internal roles and tasks suited to all types of disability and consider accessibility in role design when job descriptions are reviewed or created. 	<p>Outcome 2. People with a disability have opportunities for meaningful and inclusive employment and economic independence.</p>	<p>Ongoing</p>

Monitoring, evaluation and reporting of the DAIP 2025 - 2030

The Shire's DAIP is formally reviewed at least every five years in accordance with the requirements outlined in the Disability Services Act 1993. The next review will occur in 2029-2030

In July each year the Shire is also required to submit an annual progress report to the Department of Communities. This report outlines progress against the desired outcomes outlined in the plan.

