



*MINDARIE
REGIONAL
COUNCIL*

DISABILITY ACCESS & INCLUSION PLAN 2016

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.



Waste Management Authority

DISABILITY ACCESS & INCLUSION PLAN

2016

Winning Back Waste

This plan is available in alternative formats.

Constituent Members: Cities of Joondalup, Stirling, Vincent, Perth, Vincent & Wanneroo; Towns of Cambridge & Victoria Park.



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Foreword

I have great pleasure in presenting the Mindarie Regional Council's (MRC) Disability Access and Inclusion Plan 2016 (DAIP). This plan demonstrates our commitment to furthering the principles and meeting the objectives of the *Disability Services Act 1993*.

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 MRC will ensure that a Disability Access and Inclusion Implementation Plan is developed, implemented and reviewed regularly.

We are committed to achieving the seven desired outcomes of our DAIP, which are:

1. People with disability have the same opportunities as other people to access the **services** of, and any **events** organised by, the MRC.
2. People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the MRC.
3. People with disability receive **information** from the MRC 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 MRC as other people receive from the MRC.
5. People with disability have the same opportunities as other people to make **complaints** to the MRC.
6. People with disability have the same opportunities as other people to participate in any **public consultations** by the MRC.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** with the MRC.

Our Disability Access and Inclusion Plan 2016 is a dynamic document and feedback on this document is always welcome.

Mr Brian Callander
Chief Executive Officer
May 2016

Introduction to the Mindarie Regional Council

The Mindarie Regional Council (MRC) is one of Western Australia's largest waste management authorities, assisting its member councils, mainly situated in Perth's northern corridor, deal with their waste. The MRC recognises that waste does have a value as a resource and is committed to managing waste in line with the waste hierarchy and in a way that is sensitive to the environment and future generations.

The MRC was formed in 1981 when the cities of Perth, Stirling and Wanneroo purchased land in Perth's northern corridor that included a parcel of land deemed suitable for a landfill. The MRC was constituted in 1988. The Tamala Park Regional Council was later formed to oversee the development of much of the originally purchased land, with the Cities leasing 157 hectares to the MRC to perform its activities of which 37 hectares are designated for use as landfill.

The MRC's primary role is the management and disposal of waste delivered to it by its member councils. The MRC's Council is made up of 12 Councillors representing the cities of Joondalup, Perth, Stirling, Vincent and Wanneroo, and the Towns of Cambridge and Victoria Park. The Council comprises delegates from each of the member Local Governments on a basis of the acknowledged equity held within the enterprise.

The Tamala Park landfill opened in 1991 and is regarded as a best practice facility. Situated in the heart of Perth's rapidly developing northern corridor, the increases in population have and will continue to drive a steady increase in waste delivered to the site. The end of life forecast for the landfill is currently 2023/24 and the Tamala Park site lease expires in 2032.

The Tamala Park Waste Management Facility is the location of the MRC's main operations and the MRC administration. As well as providing waste management for its member councils, it provides the general public with a comprehensive refuse disposal service; a recycling centre with a reuse shop; a receival area for recyclables along with household hazardous wastes and unwanted electrical items; a transfer station to drop off general wastes; and an education centre. The education role of the MRC involves annual Tamala Park open days, regular site bus tours, visits to schools, and supporting events in the community to inform and educate the public regarding waste management.

The BioVision 2020 Pty Ltd's Resource Recovery Facility (RRF) in Neerabup opened in 2009 and changed the way waste was dealt with in the region with a significant portion of the household green top bin waste now being processed into compost and only the residue going to landfill. The MRC is contracted to deliver waste to this facility to until at least 2030.

The MRC, in line with its Strategic Community Plan and its vision of 'Winning Back Waste', is continuing to explore a number of new infrastructure projects within the Region to process and divert increasing amounts of waste away from landfill to create a better environment for our community.

Vision, Mission and Values

Our Vision

Our vision is "Winning Back Waste".

This vision is a guiding principle and can be explained through the following Mission:

Our Mission

Our mission, to Manage Waste, will be achieved through:

- Encouraging a culture of waste minimisation
- Maximising Resource Recovery
- Minimising Waste to Landfill
- Implementing Improved Approaches

Underpinning this are the values of the organisation, the way we operate our business and the way we deal with our stakeholders, community and ourselves.

Our Stakeholders

Our customer base and stakeholders include the member councils and the general public, as well as some commercial customers and contractors who deliver to the MRC.

Primary Stakeholders	Other Stakeholders
<ul style="list-style-type: none">• MRC Councillors• MRC Staff• Member Councils:<ul style="list-style-type: none">○ City of Stirling○ City of Wanneroo○ City of Joondalup○ City of Perth○ City of Vincent○ Town of Cambridge○ Town of Victoria Park	<ul style="list-style-type: none">• Federal Government Agencies• Ministers and Politicians• State Government Agencies• Non-Government Agencies• Regional Business Groups• Regional Community and Reference Groups• Customers and Clients• Visitors and Tourists• Investors• Businesses• Volunteers• Local Residents

Facilities and Services provided by the MRC

Facilities

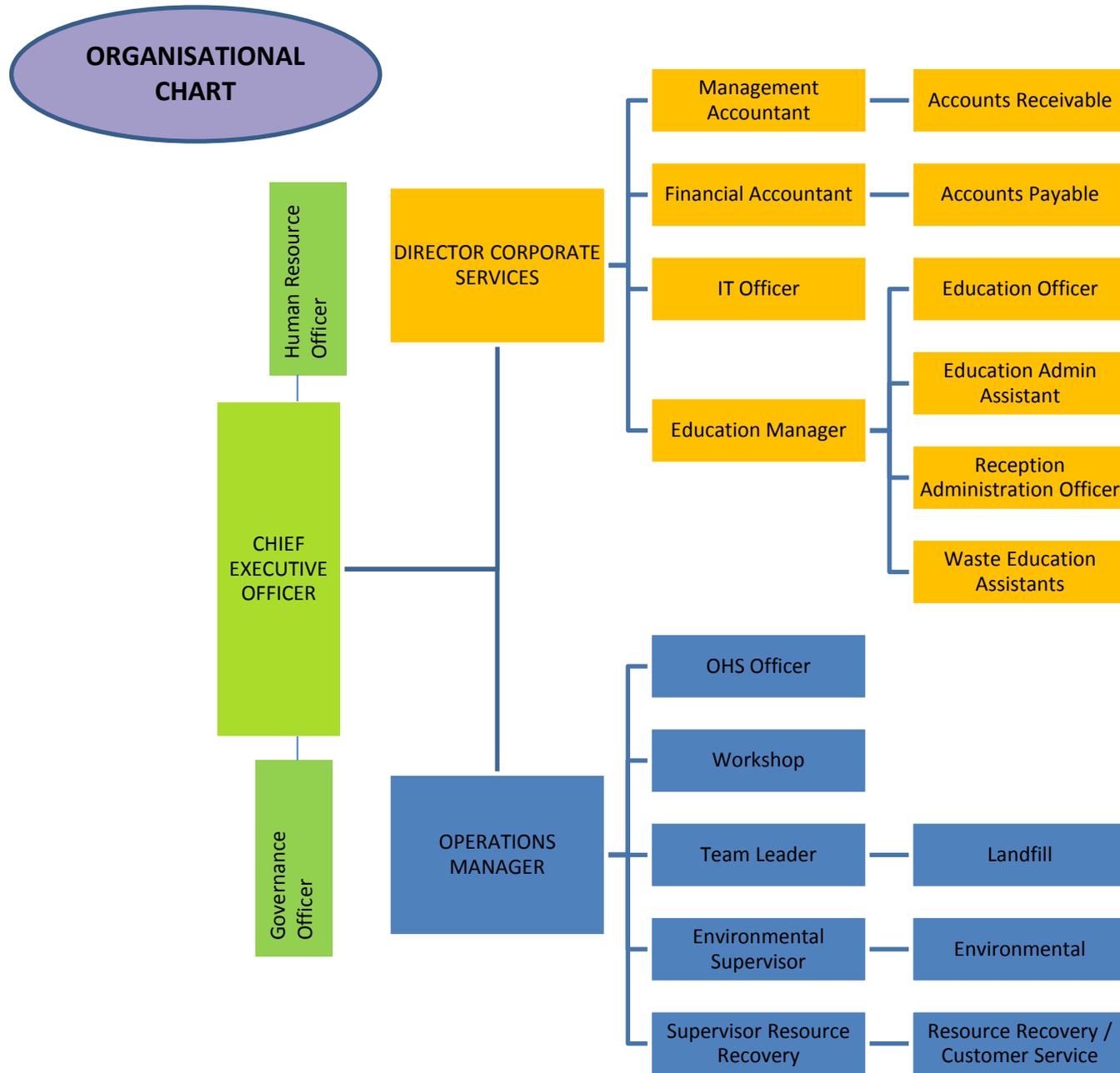
FACILITY	OPENING HOURS	SERVICES
Recycling Centre	<i>8.00am – 4.45pm 7 days drop off Shop open for purchases: Friday/Saturday/Sunday/ Monday</i>	<ul style="list-style-type: none"> • Drop-off and sale of recyclable items. • Household Hazardous Waste drop-off.
Domestic Refuse Disposal Transfer Station	<i>8.00am – 4.45pm 7 day drop off</i>	<ul style="list-style-type: none"> • Receival of general waste and domestic household waste. • Degas Fridges/Air Conditioners • Receival of green waste.
Administration Office	<i>8.00am – 4.45pm Monday to Friday</i>	<ul style="list-style-type: none"> • General Administration support • Customer Service • Educational Services
Resource Recovery Facility		<ul style="list-style-type: none"> • Domestic household waste is diverted from landfill and is converted into a soil enhancer. • Weighbridge • Visitors Centre
Landfill Gas and Power		Converts landfill gas to electricity.
Landfill	<i>8.00am – 4.45pm Monday to Friday</i>	Receival of general waste.

Services

(See Organisation Chart, next page.)

- The MRC is responsible for the efficient treatment and disposal of waste, and resource recovery, on behalf of the Local Government Councils of the Cities of Joondalup, Perth, Stirling, Wanneroo and Vincent; and the Towns of Cambridge and Victoria Park.
- The MRC operates an extensive waste disposal and Recycling Centre, as well as education facilities, at Tamala Park.
- Tamala Park generates 'green power' through the extraction of methane gas from within the landfill.
- The MRC manages the Tamala Park facility according to all relevant State Government licensing conditions, including those of the Department of Environment and Environmental Protection Authority
- The MRC is also engaged with a Resource Recovery Facility at Neerabup.
- Education facilities are provided at Tamala Park and the Resource Recovery Facility and education activities are held at various locations throughout the region.

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Principles Applicable To People with Disability as Relevant to the Mindarie Regional Council

- People with disability are individuals who have the inherent right to respect for their human worth and dignity.
- People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
- People with disability have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
- People with disability have the same right as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities.
- People with disability have the same right of pursuit of any grievance in relation to services as have other members of society.
- People with disability have the same right to employment as other members of society.

Disability Anti- Discrimination Policy Statement

The MRC is committed to furthering the principles and objectives of the *Disability Services Act 1993* (amended 2004) and meeting the seven Standards in the *Disability Services Regulations 2013*.

The MRC will achieve the desired outcomes of the Act and meet its commitment to ensuring that all users of the authority are treated equally with opportunity to access all activities and services. It will achieve this through the following approach.

Information and Communication

- Endeavour to provide information that is accessible to members of the community, which is appropriate to the language, format, and ability of residents.
- Endeavour to advertise MRC services and activities in a way that allows all residents, as potential consumers, to know of their existence.

Community Relations

- Endeavour to ensure that all facilities and events organised by the MRC are accessible to all members of the community.

Employment

- Endeavour to ensure that employment is equally available and accessible to all members of the community.

All agents and Contractors engaged by the MRC will be advised of, and expected to embrace and abide by the MRC's disability and anti-discrimination procedures and work together with the MRC to participate in achieving the outcomes.

Progress since 2006

The MRC is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services. Towards this goal the MRC adopted its first Disability Access and Inclusion Plan in 2006 to address the barriers for people with disability as per statutory requirements under the Disability Services Act (1993). Since the adoption of the initial DSP, the MRC has implemented several initiatives and made progress towards better access. Some of these are included in the table below.

Items progressed since 2006 under the DAIP	
<ul style="list-style-type: none"> • Disabled parking area has been relocated closer to the entrance of the Administration building. • Recycling Centre has disabled parking bays. • Special parking bays are set aside and assistance is on hand at special events. 	✓ ✓ ✓
<ul style="list-style-type: none"> • Access audit of all buildings and facilities, footpaths and kerbs to establish priorities for improvement has been conducted and is ongoing. • Access to the Education Centre has been improved. 	✓ ✓
<ul style="list-style-type: none"> • Disabled toilet included in the RRF Visitors Centre. • Ramp access to Viewing Platform. • Full length window in Viewing Platform to permit the viewing of operations by wheelchair bound people and children. 	✓ ✓ ✓
<ul style="list-style-type: none"> • Venues for education/Earth Carer events have disabled access and facilities. • Tamala Open Days have had disabled parking provision, special drop off zones available and additional disabled toilets provided. • School and community groups tour the MRC facilities in their own buses to ensure inclusiveness. 	✓ ✓ ✓
<ul style="list-style-type: none"> • The MRC has taken disability access into account in the redesign of the recycling traffic area. This area will in future include bays constructed in line with building codes and a sloped access ramp from the parking lot. 	✓
<ul style="list-style-type: none"> • Council has implemented a policy that footpaths and dual use paths are kept clear of hazards and obstructions and is maintained as part of ongoing OSH site checks. 	✓

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<ul style="list-style-type: none">• Contact has been established with a number of disability employment support providers and people with disability are invited to participate in applying for suitable employment opportunities.• Two employees are currently engaged (through Salvation Army and Edge Employment).• A number of Earth Carers have a variety of disabilities; they attend events and perform volunteer work.	✓ ✓ ✓
<ul style="list-style-type: none">• Complaints procedure includes access via telephone and face-to-face service• Newsletters have been produced in large format on request• Key documents (Annual reports, Strategic Community Plan) have been posted on website with features to improve readability and are accessible in a variety of formats.	✓ ✓ ✓

Review of the previous Access & Inclusion Plan

Consultation methods

In 2016, the MRC undertook to review its DAIP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion. An external consultant, Carmel Philippe from Equal Consulting Group (www.equalconsulting.com), was engaged to assist the MRC with this review. The process included:

- examination of the Access & Inclusion Plan to see what has been achieved and what still needs work.
- examination of other relevant documents, policies and strategies.
- investigation of contemporary trends, disability recommendations and good practice in access and inclusion.
- consultation with council members and staff.
- consultation with the community.

Consultation was undertaken through surveys and questionnaires distributed to the Council, MRC staff and contractors, and the general public. This was advertised via the print media, on the MRC's website, and was available at the offices and facilities of the MRC; respondents were given the opportunity to reply during March / April 2016. In addition, meetings with members of the Council, Strategic Working Group and MRC Management discussed the review, barriers that people with disability experienced and proposed strategies.

The previous Access and Inclusion Plan (2006) was revisited by the Council members and senior management to ascertain areas which had been achieved in the interim period and those which still needed to be addressed.

Findings of the consultation - access barriers

Barriers identified from the surveys completed by staff, Councillors and the community included:

- Uneven ground and speed bumps make it difficult to get to the toilet.
- No wheelchair access to the Administration Building front door.
- Difficult for wheelchairs to get through the front door of the Administration building.
- Difficulties gaining physical access to the recycling area.
- Tamala Park Open Day - inadequate facility to transport (wheelchair bound) people to the venue or venues around the site.
- Absence of disability awareness training for MRC staff (and possibly Councillors).

Suggestions for what the MRC could do to improve access and be more inclusive of people with disability included:

- Availability of complaint forms - make forms more readily available, in alternative formats (without having to ask a staff member).
- Awareness training for all new and existing staff.
- Disabled toilet for visitors to the site.
- Automatic front door to Administration Building.

- Clear away debris and create a clear pathway with even ground for access to the Admin Building and toilets.
- Check the tour for inclusiveness.
- Disability friendly drop off points.
- Better signage at front gate.
- More wheelchair friendly access.

Implementation

An Implementation Plan has been developed to target outcomes and address barriers in an appropriate and timely manner. It will be important to prioritise strategies to address the barriers that have been identified and to accurately assess the resources, both human and financial, required to overcome them. Funds for implementing the Plan will need to be found from within existing resources. Creating better access can be about doing things differently and about careful planning in the initial stages of future projects or developments. Strategies requiring significant resourcing will need to be incorporated into the MRC's overall planning and budgeting cycle.

DAIP Outcomes:

1. People with disability have the same opportunities as other people to access the **services** of, and any **events** organised by, the MRC.
2. People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the MRC.
3. People with disability receive **information** from the MRC 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 MRC as other people receive from the MRC.
5. People with disability have the same opportunities as other people to **make complaints** to the MRC.
6. People with disability have the same opportunities as other people to participate in any **public consultations** by the MRC.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** with the MRC.

Responsibility for implementing the DAIP

Implementation is the responsibility of the whole of the MRC; some actions will apply to all areas while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

Promotion and communication of the DAIP

The DAIP will be promoted on the MRC's website and through the local written media once it has been endorsed by senior management and the Disability Services Commission.

Availability in alternative formats

The DAIP will be available, upon request, in electronic format, in hard copy format in both standard and large print, in audio format on CD, on request by email and on the MRC's website (www.mrc.wa.gov.au).

Evaluation, Review and Reporting

The Governance Officer will analyse progress on the DAIP and report to management and Council on progress of the Implementation Plan. The Implementation Plan will be evaluated by the MRC's senior managers on an annual basis to monitor, measure and review results and evaluate the effectiveness of the Plan.

As part of this evaluation process, any feedback received from people with disability via the MRC's public website, email or by telephoning or visiting the MRC Administration Offices, will be included. In seeking feedback the MRC will also seek to identify additional barriers that were not identified in the initial consultation. Council members and employees will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Implementation Plan items will be amended based on the feedback received, and copies of the amended Implementation Plan, once endorsed by the MRC, will be available to the community in alternative formats.

The DAIP will be reviewed at least every five years. The community, staff and Council members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

The *Disability Services Act* requires the MRC to report on the implementation of its DAIP in its annual report, outlining:

- progress towards the desired outcomes of its DAIP
- progress of its agents and contractors towards meeting the outcomes
- the strategies used to inform its agents and contractors of the DAIP.

Written contact will be made with agents and contractors about the outcomes of the DAIP and progress made in achieving the outcomes.

Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven desired outcome areas of the *Disability Services Act* from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

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

Strategy	Timeline
Ensure that people with disability are consulted on their needs for services and the accessibility of current services.	Ongoing
Monitor MRC services to ensure equitable access and inclusion.	Ongoing
Ensure that all events, whether organised, sponsored or funded, are accessible to people with disability.	Ongoing
Ensure MRC staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the **buildings** and other **facilities** of the MRC.

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
Ensure the quantity and location of ACROD parking meets the needs of people with disability.	Ongoing

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

Strategy	Timeline
Ensure that the community is aware that the MRC information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Dec 2016 and ongoing
Ensure that the MRC's website meets contemporary good practice.	June 2016

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

Strategy	Timeline
Ensure that all employees, agents and contractors, existing and new, are aware of disability and access issues and have the knowledge and skills to provide appropriate services.	2016 and ongoing

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

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	June 2016 & Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any **public consultations** by the MRC.

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing

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

Strategy	Timeline
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing
Engage with key disability employment support providers.	As required
Provide support and training for management staff.	Ongoing
Ensure policies and procedures are regularly reviewed.	Ongoing

Appendix 1 – Implementation Plan

The Implementation Plan (refer Appendix 1) details the tasks, timelines and responsibilities for each broad strategy to be implemented, within the period 2016–2020, to progress the strategies of the Disability Access and Inclusion Plan.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five year plan.