

# Disability Access and Inclusion Plan **2023**





## Our Vision

Collaborating for a regional Circular Economy.

## Our Mission

To deliver sustainable waste management options for members.

## Acknowledgement of Country

The Mindarie Regional Council acknowledges the Traditional Custodians of the land we are working on, the Whadjuk people. We would like to pay respect to the Elders of the Noongar nation, past, present and future, who have walked and cared for the land. We acknowledge and respect their continuing culture and the contributions made to the life of this region.





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## The Mindarie Regional Council

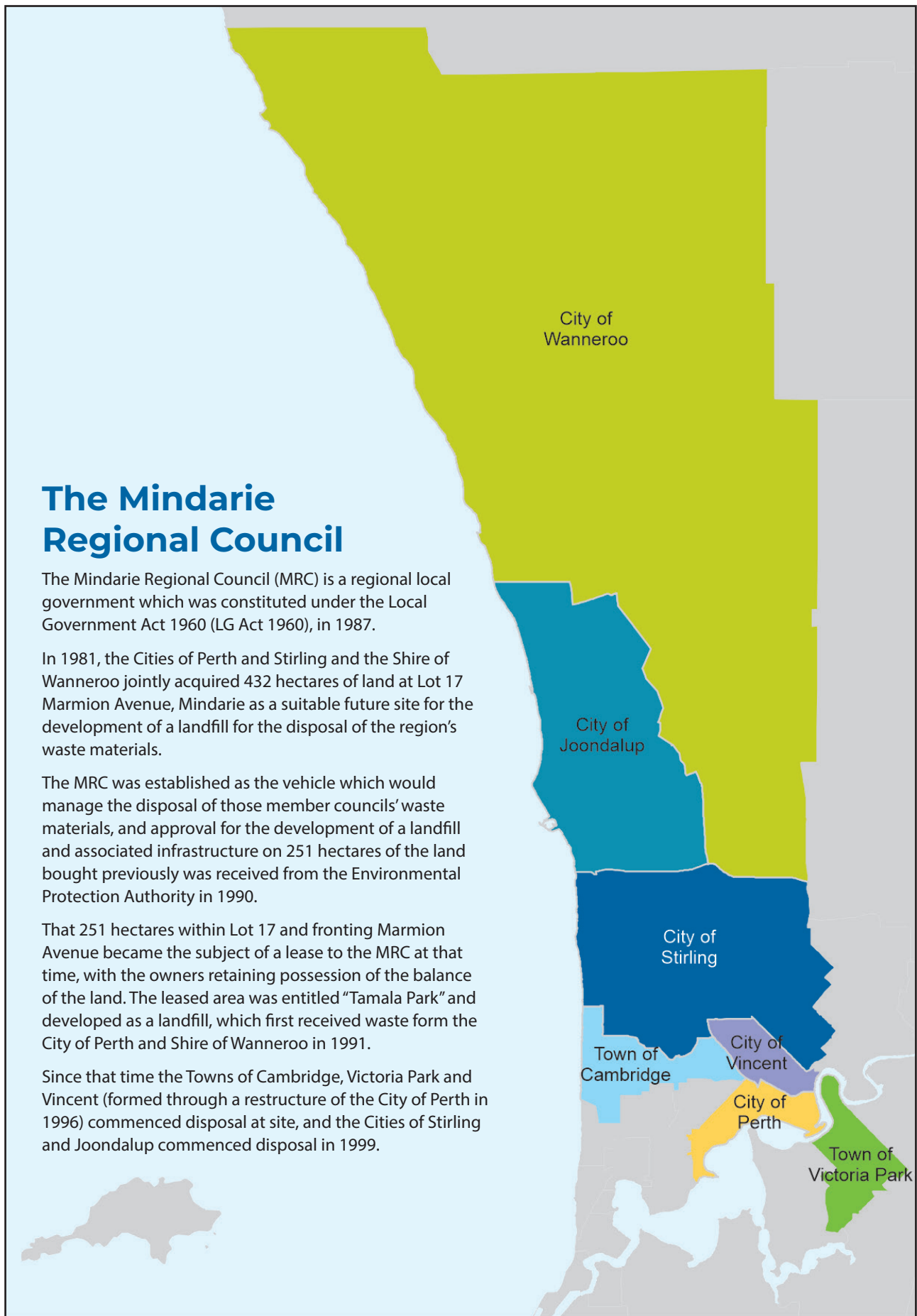
The Mindarie Regional Council (MRC) is a regional local government which was constituted under the Local Government Act 1960 (LG Act 1960), in 1987.

In 1981, the Cities of Perth and Stirling and the Shire of Wanneroo jointly acquired 432 hectares of land at Lot 17 Marmion Avenue, Mindarie as a suitable future site for the development of a landfill for the disposal of the region's waste materials.

The MRC was established as the vehicle which would manage the disposal of those member councils' waste materials, and approval for the development of a landfill and associated infrastructure on 251 hectares of the land bought previously was received from the Environmental Protection Authority in 1990.

That 251 hectares within Lot 17 and fronting Marmion Avenue became the subject of a lease to the MRC at that time, with the owners retaining possession of the balance of the land. The leased area was entitled "Tamala Park" and developed as a landfill, which first received waste from the City of Perth and Shire of Wanneroo in 1991.

Since that time the Towns of Cambridge, Victoria Park and Vincent (formed through a restructure of the City of Perth in 1996) commenced disposal at site, and the Cities of Stirling and Joondalup commenced disposal in 1999.





## Foreword

I have great pleasure in presenting the Mindarie Regional Council's (MRC) Disability Access and Inclusion Plan 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 MRC will ensure that this Disability Access and Inclusion Plan 2023 is implemented and reviewed regularly.

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

Feedback is welcomed at any time on this document.

**Cr Paul Miles**

Chairperson





## Accessible Information

This document provides details about how the Mindarie Regional Council (MRC) will improve access to its facilities and inclusion to its services for people with disability in accordance with the outcome areas in the Western Australian Disability Services Act 1993 (amended 2004).

The MRC can provide this document in an alternative format on request. Alternative formats could include:

- in an electronic format;
- in hard copy format in both standard and large print;
- in an audio format on cassette or compact disc; and
- by email.

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

For an alternative format of the document please contact the MRC on:

**Phone:** 9306 6303

**Fax:** 9306 6399

**In Person:** 1700 Marmion Ave, Tamala Park WA.

**Email:** [admin@mrc.wa.gov.au](mailto:admin@mrc.wa.gov.au)

**Website:** [www.mrc.wa.gov.au](http://www.mrc.wa.gov.au)



## Acknowledgment

The MRC acknowledges the contribution of all stakeholders, including the member councils, the general public, Workpower and MRC employees who have contributed to the development of the MRC Disability Access and Inclusion Plan (DAIP).

The MRC is committed to ensuring its services are accessible and inclusive for people with disability, their families and carers and other members of the community who have access considerations.

The aim of this DAIP is to help the MRC with the coordination of planning and activities to ensure all community members have equal access to:

- Services and events;
- Buildings and facilities;
- Information;
- Customer service;
- Complaints processes;
- Public consultations; and
- Employment opportunities.

## Legislation and Strategic Influences

The Disability Services Act 1993 (WA) and its 2004 amendments, require that all State and local government authorities implement a DAIP. The purpose is for the relevant authority to ensure that people with disability have equal access to its facilities and services.

Other legislation relevant to access and inclusion includes:

- Equal Opportunity Act 1984 (WA).
- Commonwealth Disability Discrimination Act – Access to Premises/Buildings 2011 (DDA).
- United Nations Convention on the Rights of People with Disabilities (UNCRPD).

The National Disability Insurance Scheme (NDIS) aims to support a better life for Australians with a significant and permanent disability, their families and carers. This scheme is currently being implemented across Australia and will assist people with disability.





# What do the terms access/inclusion, diversity and disadvantage mean?

## Access

Access refers to the ability or right to enter, exit, communicate with, or make use of. It also refers to the removal or reduction of barriers (physical and attitudinal) to participate in the activities and functions of a community.

## Inclusion

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual orientation, or nationality) can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

## Diversity

Diversity is about what makes a community unique and includes our race, ethnicity, culture, socioeconomic backgrounds, lifestyles, experiences, beliefs and interests.

## Disadvantage

Disadvantage is an unfavourable circumstance or condition that reduces people's chances of success or effectiveness in life.

## Facilities operated by the MRC

Facility	Opening Hours	Services
Recycling Centre	Drop-off: 8.00am - 4.45pm (7 days per week) Reuse Shop: 9am to 4pm (7 days per week)	Drop-off of recyclable items and Household Hazardous Waste Sale of recyclable items
Transfer Station Domestic Refuse Disposal	8.00am - 4.45pm (7 days per week)	Receival: <ul style="list-style-type: none"><li>• Domestic household waste</li><li>• Commercial waste</li><li>• Green waste</li><li>• Other material as specified in the MRC fees and charges schedule.</li></ul>
Administration Office	8.00am - 4.30pm (Monday to Friday)	General Administration support and Customer Service
EDL (Landfill Gas and Power)	Not open to the public	Converts landfill gas to electricity.
Landfill	8.00am – 4.45pm (7 days per week)	Receival of commercial and domestic general waste.

## Services

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 at Tamala Park.

Tamala Park generates 'green power' through the extraction of methane gas from within the landfill, which is converted into electricity.

The MRC manages the Tamala Park facility according to all relevant State Government licensing conditions, including those of the Department of Water and Environment Regulations.

## 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
• MRC Councillors	• Federal Government Agencies
• MRC Staff	• Ministers and Politicians
• Member Councils:	• State Government Agencies
• City of Stirling	• Non-Government Agencies
• City of Wanneroo	• Regional Business Groups
• City of Joondalup	• Regional Community and Reference Groups
• City of Perth	• Customers and Clients
• City of Vincent	• Visitors and Tourists
• Town of Cambridge	• Investors
• Town of Victoria Park	• Businesses
	• Volunteers
	• Local Residents



# The MRC's Access and Inclusion Commitment

The MRC is committed to achieving the seven desired outcomes of our Disability Access and Inclusion Plan 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 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.

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 2023 demonstrates our commitment to furthering the principles and meeting the objectives of the Disability Services Act 1993.

**Inclusion**

## SBS Inclusion Program

Make your organisation a place where people want to be

Maximise the benefits of diversity and inclusion

The graphic features a central wheel diagram with 'CORE INCLUSION' at its center. The wheel is divided into eight segments, each with a unique icon and a label: 'LGBTIQ+' (rainbow circle), 'AGE' (pink circle), 'GENDER' (teal and green circles), 'DISABILITY' (blue and light blue circles), 'INDIGENOUS' (sun-like circle), 'CULTURE' (orange and white circles), 'APPROPRIATE WORKPLACE BEHAVIOUR' (black and white circles), and 'LGBTIQ+' (rainbow circle).





## Progress since 2020

Initiatives	Year
<ul style="list-style-type: none"> <li>• New signage for the Tamala Park site, providing for larger lettering and picture icons to assist the visually impaired, and overall improved communication.</li> </ul>	2020
<ul style="list-style-type: none"> <li>• Review of the MRC website and social media platforms to improve our community engagement. Improved A-Z waste disposal guide includes picture icons.</li> </ul>	2020
<ul style="list-style-type: none"> <li>• Entered into a significant contract with Workpower to run the recycling area and reuse shop at Tamala Park Waste Facility Site. This contract created employment opportunities for people with a disability. The induction form for Workpower assisted employees was modified to suit to better suit their needs, i.e. picture based, the induction form is attached. Several safety videos have also been produced.</li> </ul>	2020
<ul style="list-style-type: none"> <li>• Implemented an online training and awareness program, developed by the SBS multicultural broadcaster. The courses are designed to give all employees core skills and knowledge around inclusion in general, and specifically around other diversity dimensions:               <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander</li> <li>• Cultures</li> <li>• LGBTIQ+</li> <li>• Gender equity</li> <li>• Disability</li> <li>• Age</li> <li>• Appropriate workplace behaviour</li> </ul> </li> </ul>	2021
<ul style="list-style-type: none"> <li>• Entered into an agreement with Workpower for the delivery of a NDIS assisted living program. On a portion of the site that includes the caretakers' house and surrounding yard areas.</li> </ul>	2023

## Review Process

### Responsibility and planning process

A DAIP working group was first established comprising staff from the MRC and stakeholder Workpower. However responsibility for the planning, implementation and review process sits with the Office of the CEO.

The review process included:

- Examination of the 2016 DAIP to see what has been achieved and what still needs work
- Development of surveys tailored to the survey groups
- Development of a public notice for the community
- Consultation with MRC staff through a survey from 1 June to 30 July
- Consultation with MRC member councils through a survey from 1 June to 30 July
- Consultation with the community through a survey from 1 June to 30 June . No comments were received from the public during the public consultation period.

## Findings of the Review

The review found that the 2016 DAIP initiatives had been achieved and that a new plan was required, to ensure currency and relevance.

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

- Physical access; installation of roof cover required for people in wheelchairs to work in outdoor area.
- Communication barrier; large print signage required for vision impaired persons.
- Public awareness and information; signage required to notify the public that disability workers are engaged at the Drop off and Reuse shop areas.

The identification of these barriers has informed the development of strategies in the 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 MRC will undertake a number of tasks to improve access to its services, buildings and information.

## Outcomes

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

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

Strategy	Responsibility	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Corporate Services	Ongoing
installation of roof cover for people in wheelchairs to work in outdoor area.	Corporate Services	2023/25
Installation of zebra crossing at the customer attendance bay.	Corporate Services	2023/25
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Corporate Services	Ongoing
Ensure the quantity and location of ACROD parking meets the needs of people with disability.	Corporate Services	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	Responsibility	Timeline
Ensure that the community is aware that the MRC information is available in alternative formats upon request.	Corporate Services	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats	Corporate Services	Ongoing
• Upgrade signage to Large Print were required	Corporate Services	2023/25
Ensure that the MRC’s website meets contemporary good practice.	Corporate Services	Ongoing
Improve Customer awareness of disability workers engaged at the Reuse Shop and Drop Off	Corporate Services	Ongoing

**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	Responsibility	Timeline
MRC’s DAIP is distributed to Staff and Councillors.	Office of CEO	Ongoing
New Staff are provided MRC’s DAIP and relevant information.	Office of CEO	Ongoing
Contractors (existing and new) are aware of the relevant requirements of the Disability Services Act and MRC’s DAIP.	Office of CEO	Ongoing

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

Strategy	Responsibility	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Office of CEO	Ongoing

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

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

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

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



## Consultation and Promotion of the DAIP

### Consultation of the DAIP

The community was notified of the review and engagement process through a public notice and MRC's website [www.mrc.gov.au](http://www.mrc.gov.au).

Consultation was undertaken through surveys and questionnaires distributed to the Council, MRC staff and contractors, and the general public.

### Promotion of the DAIP

Once the DAIP has been endorsed by Department of Communities, Disability Services availability of the DAIP will be promoted on the MRC's website 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 MRC's administration office.

## 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 MRC's DAIP sets out responsibility for each action.

## 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 MRC's Annual Report.

New or amended strategies will be included in the DAIP and lodged with the 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.

## Feedback

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

**Tel:** (08) 9306 6303

**Fax:** (08) 9306 6399

**Email:** [admin@mrc.wa.gov.au](mailto:admin@mrc.wa.gov.au)

**Mail:** Mindarie Regional Council  
Administration Office, PO Box 2746, Clarkson WA 6030

**In person:** Mindarie Regional Council  
Administration Office, 1700 Marmion Ave, Tamala Park WA 6030





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Phone: (08) 9306 6303  
Website: [www.mrc.wa.gov.au](http://www.mrc.wa.gov.au)