



Disability Access & Inclusion Plan

2010-2012

THIS PLAN IS AVAILABLE IN ALTERNATIVE FORMATS



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Foreword

I have great pleasure in presenting the Eastern Metropolitan Regional Council's (EMRC) Disability Access and Inclusion Plan 2010 – 2012. 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 ability, ethnicity, gender, age or any other perceived difference.

We are committed to achieving the seven desired outcomes of our Disability Access and Inclusion Plan 2010-2012, which are:

1. EMRC Council ensures that a Disability Access & Inclusion Policy and Implementation Plan are developed, implemented and reviewed regularly
2. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the EMRC.
3. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the EMRC.
4. People with disabilities receive information from the EMRC in a format that will enable them to readily access the information other people are able to access.
5. People with disabilities receive the same level and quality of service from the staff and contractors of the EMRC.
6. People with disabilities have the same opportunities as other people to make complaints to the EMRC.
7. People with disabilities have the same opportunities as other people to participate in any public consultation by the EMRC.

Our Disability Access and Inclusion Plan 2010-2012 is a dynamic document and will be reviewed regularly. Feedback is welcomed at any time on this document.

CR GRAHAM PITTAWAY OAM
Chairman

August 2010

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1 Introduction to the Eastern Metropolitan Regional Council (EMRC)

The Eastern Metropolitan Regional Council (EMRC) is a progressive and innovative regional local government working on behalf of six metropolitan member councils located in Perth's eastern suburbs: Town of Bassendean, City of Bayswater, City of Belmont, Shire of Kalamunda, Shire of Mundaring and City of Swan.

Providing services in Waste Management, Environmental Management, Regional Development, and Risk Management, EMRC is a model of successful collaboration that has initiated projects delivering real benefits to the Region.

Facts about Perth's Eastern Region

Perth's Eastern Region stretches from the edge of the Perth CBD, along the Swan River, through both residential and industrial areas. It incorporates the Swan Valley's world-class wine district, as well as forests and prime agricultural land in the Darling Ranges.

Home to approximately 300,000 people from diverse cultural backgrounds and constituting around one-third of the metropolitan area, Perth's Eastern Region is one of the city's fastest growing areas. It encompasses about 2,100 square kilometres, including substantial parklands, river foreshore areas, national parks, state forests and water catchments.

The Region is a major transport hub, accommodating the international and domestic airports, as well as major roads and rail infrastructure linking Perth to regional centres in the state and to the rest of Australia.

Together, EMRC and the six member councils form an economic, social and environmental force with the strength to get things done and drive our communities forward.

Providing services in waste management, environmental management, regional development, and risk management, EMRC is a model of successful collaboration that has initiated projects delivering real benefits to the region.

EMRC's Council

The EMRC, constituted under the Local Government Act (1995), comprises the Member Councils of the Town of Bassendean, Cities of Bayswater, Belmont and Swan and the Shires of Mundaring and Kalamunda.



All Member Councils approved an Establishment Agreement in 1998, replacing the Constitution on which the EMRC was founded in 1983. The EMRC Establishment Agreement provides for each participant Council to appoint two elected members to be members of the Regional Council and one member to deputise for those members when either one of them is not available.



2 EMRC's Strategic Plan

EMRC's Strategic Plan for the Future 2008/09 to 2013/14 is the organisation's blueprint for the future. It establishes the objectives and strategies required to successfully achieve EMRC's vision. The document was developed in close collaboration with key stakeholders, including EMRC's Council, and was adopted in June 2008.

The Strategic Plan for the Future has been developed, as EMRC's "Plan for the Future" in accordance with the requirements of the Local Government Act 1995 (section 5.56) and associated regulations (19C & 19D), and is reviewed biennially.

The Strategic Plan for the Future has a focus on sustainability and is structured around four Key Focus Areas (KRAs):

KRA 1- Environmental Sustainability:

Our aim is to facilitate sustainable use and development of resources

KRA 2 - Social Opportunity:

Our aim is to facilitate diverse tourism, cultural and recreational opportunities

KRA 3 - Economic Development:

Our aim is to facilitate sustainable economic development and employment opportunities

KRA 4 - Good Governance:

Our aim is to be a responsive, progressive and responsible organisation

Our 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.

Our 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.



Our 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

Integrity: Accountability and consistency in all that we do

Leaders ensure that the organisation's values are created and sustained by establishing the Council's strategic direction and providing an environment that encourages all staff to reach their potential in achieving the organisational outcomes

Our Stakeholders

Primary Stakeholders

EMRC & Member Council Elected Members

EMRC & Member Council Staff

Secondary Stakeholders

Federal Government Agencies

State Government Agencies

Non-Government Agencies

Politicians

Regional Business Groups

Regional Community & Reference Groups

Tertiary Stakeholders

Customers and Clients

Visitors and Tourists

Investors

Businesses

Regional Volunteers

Regional Residents



3 EMRC's Facilities.

The EMRC operations are run through the following facilities:

FACILITY	OPENING HOURS	SERVICES
<p>EMRC Administration Office 1st Floor Ascot Place 226 Great Eastern Hwy BELMONT WA 6104</p> <p>PO Box 234 BELMONT WA 6984</p> <p>Telephone (08) 9424 2222 Fax: (08) 9277 7598 Email: mail@emrc.org.au</p>	<p>Monday to Friday 8.30am to 5.00pm</p> <p>Closed Weekends, public holidays and usually during the Christmas period</p>	<p>Corporate Services Waste Management Services Regional Services</p>
<p>Red Hill Waste Management Facility 1094 Toodyay Road RED HILL WA 6056</p> <p>PO Box 2026 MIDLAND WA 6936</p> <p>Telephone: (08) 9574 6235 (08) 9574 6447 Fax: (08) 9574 6300 Email: redhill@emrc.org.au</p>	<p>Monday to Friday 7.00am to 4.00pm</p> <p>Saturday 8.00am to 4.00pm</p> <p>Sunday 10.00am to 4.00pm</p> <p>Closed Good Friday, Christmas Day and New Year's Day</p>	<p>Class III Landfill Class IV Landfill Composting Transfer Station</p>
<p>Hazelmere Recycling Centre 77 Lakes Road HAZELMERE WA</p> <p>Telephone: (08) 9274 7807 Email: hazelmere@emrc.org.au</p>	<p>Monday to Friday 7am to 3pm</p> <p>Closed Weekends and public holidays</p>	<p>Timber Recycling Mattress Recycling Carpet Tile Recycling</p>



FACILITY	OPENING HOURS	SERVICES
Coppin Road Transfer Station Coppin Road MUNDARING WA	Saturday to Tuesday 8.00am - 4.00pm	Transfer Station
Mathieson Road Transfer Station Mathieson Road CHIDLOW WA	Thursday to Sunday 8.00am - 4.00pm	Transfer Station



4 EMRC's Services

Waste Management Services

This division operates the Red Hill Waste Management Facility, the Hazelmere Recycling Centre, and transfer stations in Chidlow, Mundaring, Walliston, and Woorloo; on behalf of the six member Councils.

Resource Recovery Business Unit

This unit aims to develop and implement resource recovery solutions that maximise the social, environmental and economic benefits to Perth's Eastern Region and minimise the amount of waste being directed to landfill. The Resource Recovery project aims to identify site and technology options for a resource recovery facility or park, which will provide a resource recovery solution for Perth's Eastern Region. Waste education services are also provided to support the Resource Recovery Project.

Regional Services

This division consists of Environmental Services, Risk Management Services and Regional Development. The division provides a range of services and projects focussed on environmental management, economic development, tourism development and advocacy. The focus is also on assisting member Councils and other clients in prevention of accidents and injuries through provision of a Risk consultancy and training service.

Governance and Corporate Services

This division provides administrative, organisational development and human resource, information technology, financial management, and marketing and communications services to the organisation and ensures that EMRC's operations comply with the relevant statutory requirements.



5 EMRC's Access and Inclusion Policy Statement

The EMRC is committed to achieving the seven desired outcomes of its Disability Access and Inclusion Policy. These are:

1. EMRC Council ensures that a Disability Access & Inclusion Policy and Implementation Plan are developed, implemented and reviewed regularly
2. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the EMRC.
3. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the EMRC.
4. People with disabilities receive information from the EMRC in a format that will enable them to readily access the information other people are able to access.
5. People with disabilities receive the same level and quality of service from the staff and contractors of the EMRC.
6. People with disabilities have the same opportunities as other people to make complaints to the EMRC.
7. People with disabilities have the same opportunities as other people to participate in any public consultation by the EMRC.



8. EMRC's Access & Inclusion Implementation Plan

Outcome One

EMRC Council ensures that a Disability Access & Inclusion Policy and Implementation Plan are developed, implemented and reviewed regularly.

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Establish a Disability Access staff group to guide implementation of the DAIP	By January 2010	CEO
2.	Develop a Disability Access & Inclusion Policy and draft Disability Access and Inclusion Plan (DAIP)	By June 2010	CEO
3.	Consult with the Community on the DAIP Policy & Plan	By August 2010	CEO
4.	Provide information on EMRC's DAIP to the Community	Once adopted by Council	CEO
5.	Review and amend DAIP Policy & Plan	Biennial	CEO
6.	Lodge DAIP with the Disability Services Commission	Following adoption by Council	CEO
7.	Develop links between the DAIP and other EMRC plans and Strategies	By end 2010	Manager Organisational Development



Outcome Two

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Ensure that all events organised by the EMRC provide as a minimum: <ul style="list-style-type: none">- Accessible parking- Accessible toilets- Promotional material available in alternative formats	Ongoing	All
2.	Use a variety of media to publicise events	Ongoing	All
3.	Ensure that people with disabilities are considered when developing communication strategies	Ongoing	All



Outcome Three

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Audit buildings and facilities owned by the EMRC to establish priorities for improvement	By June 2011	Waste Services Corporate Services
2.	Establish a programme and budget for access improvement	2011	Corporate Services



Outcome Four

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Audit how staff provide information to the community to establish priorities and develop an action plan	By December 2010	Manager Organisational Development
2.	Ensure that information on Council functions, facilities and services is available in alternative formats if required	Ongoing	Marketing
3.	Place an advertisement in the local newspaper advising that alternative formats of information are available	Bi-Annual	Marketing
4.	Make electronic or hard copies of documents available in large print	Ongoing	All
5.	Make information available in other formats on request	Ongoing	All
6.	Enable website users to view a large print version of information	by 2012	Marketing
7.	Employment advertisements are available in alternative formats on request	Ongoing	Human Resources
8.	Review Position Description templates to ensure that they are non-discriminatory and do not exclude people with disabilities	Ongoing	Human Resources
9.	Employment Policy is reviewed to ensure it is non-discriminatory and does not exclude people with disabilities	By 2011	Human Resources
10.	Equal opportunity ethos is fostered among staff	Ongoing	Human Resources
11.	Identify and remove any barriers to employment	Ongoing	Human Resources



Outcome Five

People with disabilities receive the same level and quality of service from the staff and contractors of the EMRC.

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Disability Awareness Training is provided by Disability Services Commission (or another accredited trainer) to all staff and Councillors	By December 2010	Organisational Development
2.	EMRC's DAIP is distributed to Staff and Councillors	By December 2010	Organisational Development / CEO
3.	New Staff are provided EMRC's DAIP and relevant information	Ongoing	Human Resources
4.	Contractors are aware of the relevant requirements of the Disability Services Act and EMRC's DAIP.	By December 2010	Manager Administration & Compliance

Outcome Six

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Ensure that complaints can be lodged via a number of means including fax, email, mail, verbal	Ongoing	CEO



Outcome Seven

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	Ensure that public consultation venues organised by the EMRC provide as a minimum: <ul style="list-style-type: none">- Accessible parking- Accessible toilets- Promotional material available in alternative formats	Ongoing	All
2.	Ensure that any feedback or comments can be lodged via alternative formats including fax, mail or email	Ongoing	All



6 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. EMRC's DAIP sets out who is responsible for each action.

7 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 EMRC's Annual Report.

A report will also be prepared and forwarded annually to the Disability Services Commission.

8 Feedback

The Eastern Metropolitan Regional Council welcomes your feedback. If you would like to comment on our Disability Access and Inclusion Plan 2010-2012 or make a suggestion to improve access, please contact us by:

Tel: (08) 9224 2222

Fax: (08) 9277 7598

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Mail:

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PO Box 234, Belmont WA 6984

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