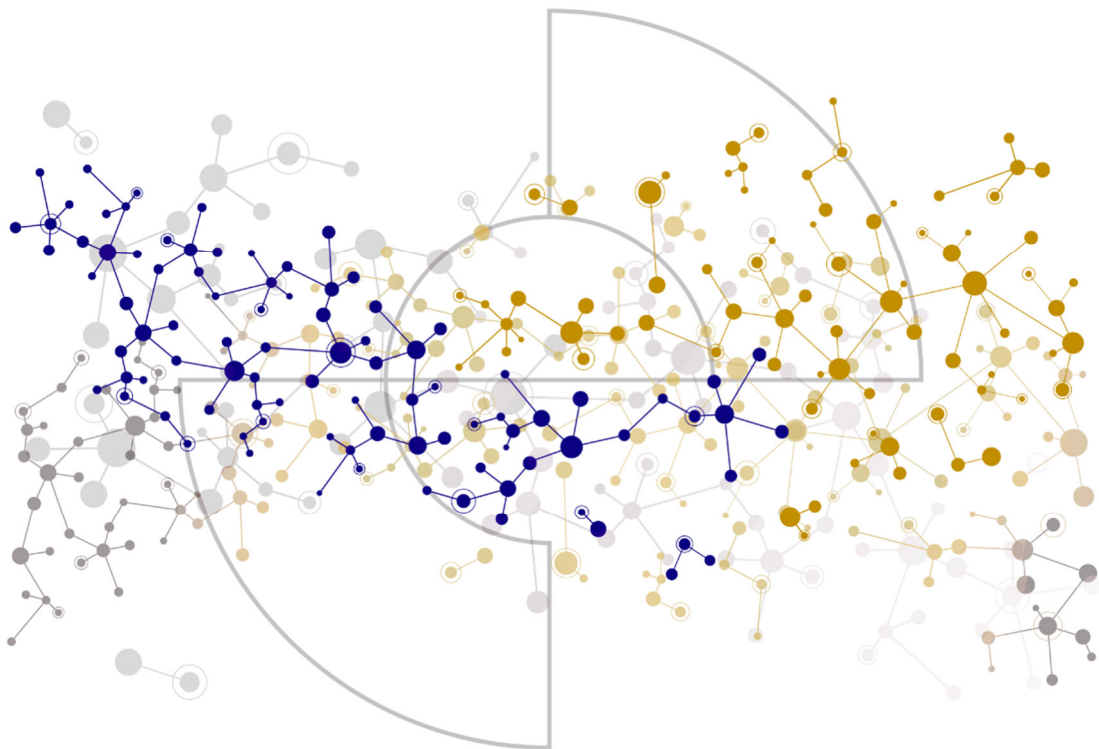


Eastern Metropolitan Regional Council

Disability Access and Inclusion Plan

2023 to 2028



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Policy Statement

I have great pleasure in presenting the Eastern Metropolitan Regional Council's (EMRC) Disability Access and Inclusion Plan 2023 to 2028.

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 2023 to 2028 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 2023 to 2028 and work together with the EMRC to participate in achieving the outcomes.

Feedback is welcomed at any time on this document.

Cr Mel Congerton
Chairperson



Alternative Formats

This document is available on the EMRC's website 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 Coordinator Communications during business hours on **(08) 9424 2222**.

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

1 The Eastern Metropolitan Regional Council

The Eastern Metropolitan Regional Council (EMRC) is a local government entity established under the Local Government Act 1995 that works in partnership with its four member Councils located in Perth's Eastern Region — Town of Bassendean, City of Bayswater, 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 348,300 people (excludes Belmont Council area but includes Perth Airport Estate). 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.

1.1 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.

2 Vision, Mission and Values

The EMRC is a regional local government entity established under the Local Government Act 1995 that works in partnership with its four member Councils.

2.1 Vision

The EMRC focuses on delivering waste, resource recovery and sustainability services, capitalising on its existing capabilities and infrastructure to act as an industry leader.

The pillars of Sustainability; Business Model; Markets & Services; Financial Resilience; Governance are underpinned by the EMRC Operational Foundation of: HR; IT; Finance; Culture; Procurement; Marketing and Stakeholder Communication.

2.2 Mission

The EMRC, by partnering with member Councils and other stakeholders, facilitates strategies and actions for the benefit of Perth's Eastern Region.

2.3 Values

Excellence	Striving for excellence through the development of quality and continuous improvement
Recognition	Valuing employees 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

3 Key Stakeholders

- The EMRC & member Council Elected Members
- The EMRC & member Council Employees
- 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

4 The EMRC's Facilities

The EMRC operations are run through the following facilities:

EMRC Administration Office	
1 st Floor Ascot Place 226 Great Eastern Highway Ascot WA 6104 PO Box 234 Belmont WA 6984 Telephone: (08) 9424 2222 Email: mail@emrc.org.au	Opening Hours Monday to Friday 8:30am to 5:00pm Closed Weekends, Public Holidays and usually during the Christmas and New York period
Red Hill Waste Management Facility	
1094 Toodyay Road Red Hill WA 6056 Telephone: (08) 6219 7333 Email: redhill@emrc.org.au	Opening Hours Monday to Saturday 8:00am – 4:00pm Sunday 10:00am – 4:00pm Closed Good Friday, Christmas Day and New Year's Day

Hazelmere Resource Recovery Park	
77 Lakes Road Hazelmere WA 6055 Telephone: (08) 6216 3100 Email: hazelmere@emrc.org.au	Opening Hours Monday to Friday 7:00am – 3:00pm Closed ➤ Weekends and Public Holidays May close during the Christmas and New Year period
Coppin Road Community Recycling Centre - Shire of Mundaring Residents Only	
Coppin Road Mundaring WA 6073	Opening Hours Saturday, Sunday, Monday and Tuesday 8:00am – 4:00pm Closed Christmas Day and New Year's Day
Mathieson Road Community Recycling Centre	
Lot 150 Mathieson Road Chidlow WA 6556	Opening Hours Thursday, Friday, Saturday and Sunday 8:00am – 4:00pm Closed Christmas Day and New Year's Day
Baywaste Community Recycling Centre	
271 Collier Road Bayswater WA 6053 Telephone (08) 9271 2964	Opening Hours Monday to Friday 7:30am – 4:00pm Closed Good Friday, Christmas Day and New Year's Day

5 The EMRC's Services

5.1 Office of the Chief Executive Officer

Business Unit	Services
Chief Executive Officer's Office	<ul style="list-style-type: none"> ➤ Advocacy ➤ Public Relations ➤ Strategic and Corporate Planning ➤ Organisational Development ➤ Human Resources ➤ Communications ➤ Workplace Safety and Health

5.2 Operations

Business Unit	Services
Chief Operating Officer	<p>Red Hill Waste Management Facility</p> <ul style="list-style-type: none"> ➤ Classes I, II, III and IV waste ➤ Transfer Station – Red Hill ➤ Green Waste Processing <p>Transfer Stations</p> <ul style="list-style-type: none"> ➤ Coppin Road ➤ Mathieson Road ➤ Baywaste <p>Hazelmere Resource Recovery Park</p> <ul style="list-style-type: none"> ➤ Mattress Processing ➤ Timber Recycling ➤ Wood Waste to Energy Plant ➤ Commercial and Industrial Waste Sorting Plant <p>Engineering</p> <p>Specialist Landfill Design and Waste Management Advice</p> <p>Project Delivery</p>

5.3 Sustainability

Business Unit	Services
Chief Sustainability Officer	<ul style="list-style-type: none"> ➤ Circular Economy ➤ Achieving Carbon Emission Reduction (ACER) ➤ Regional Events ➤ Water Sensitive Futures ➤ Sustainable Development Goals ➤ Social Advancement ➤ Climate Change ➤ Waste Education ➤ Environmental Monitoring and Compliance ➤ Environmental Approvals and Reporting ➤ Environmental and Waste Management Consulting ➤ Waste Acceptance and Classification ➤ Rehabilitation and Revegetation Programs ➤ Surveys and Mapping

5.4 Business Support

Business Unit	Services
Procurement and Governance	<ul style="list-style-type: none"> ➤ Procurement, Fleet and Building (Ascot) ➤ Compliance ➤ Risk Management
Information Services	<ul style="list-style-type: none"> ➤ Help Desk ➤ IT Projects ➤ Records Management
Finance Services	<ul style="list-style-type: none"> ➤ Financial Management and Reporting ➤ Asset Management ➤ Payroll

6 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 2023 to 2028, 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 employees and contractors of the EMRC as other people receive from the employees 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.

7 Progress

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

Initiatives and Achievements
➤ Partnership with Disability Service Providers – Edge and VisAbility
➤ Adoption of a Disability Access and Inclusion Policy and the EMRC’s first Disability Access and Inclusion Plan (DAIP).
➤ Upgrade to the Red Hill Waste Management Facility administration building includes: <ul style="list-style-type: none"> ⇒ Wheelchair accessible ramp ⇒ Disabled toilet ⇒ Disabled parking
➤ Review and development of a new DAIP
➤ Recruitment processes reviewed to ensure no barriers faced by people seeking employment at the EMRC
➤ Employment of people with disability at the EMRC’s Commercial and Industrial Waste Processing Plant at the Hazelmere Resource Recovery Park
➤ Managers and Supervisors trained in working with people with disabilities
➤ Disabled parking upgrade at the EMRC Administration building
➤ The EMRC’s commitment to employing and retaining people with disability
➤ Upgrade to the EMRC public website to include: <ul style="list-style-type: none"> ⇒ Accessibility focused tools ⇒ High colour contrast display mode ⇒ Ability to increase text size
➤ Hearing Loop available in the Council Chambers
➤ All employees receive Disability Awareness Training on induction and on an ongoing basis

8 Process and Review

The review found that the 2018 to 2022 DAIP initiatives had been achieved and 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 2023 to 2028 DAIP. These barriers include:

- Employing individuals in Operational roles using larger plant and machinery.
- Older employees at operations sites may have age-specific barriers.

The identification of these barriers has informed the development of strategies in the 2023 to 2028 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 2023 to 2028 to improve access to its services, buildings and information.

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

Objective 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	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 including: <ul style="list-style-type: none"> ⇒ EMRC website ⇒ Email ⇒ Electronic and hard copy in large and standard print 	Ongoing	Waste Education Functions Communications
2	Use a variety of media to publicise events.	Ongoing	Communications
3	Ensure that people with disability are considered when developing communication strategies for promoting events.	Ongoing	Communications

Objective Two

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

No.	Action	Timeline	Responsibility
1	Ensure that new buildings and facilities developed by EMRC are designed to meet DAIP legislation.	Ongoing	Engineering - Operations
2	Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing	Engineering - Operations
3	Ensure the quantity and location of ACROD parking meets the needs of people with disability.	Ongoing	Engineering - Operations

Objective 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	Responsibility
1	Ensure that information on Council functions, facilities and services is available in alternative formats if required including: <ul style="list-style-type: none"> ➤ EMRC website ➤ Email ➤ Webinars ➤ Electronic and hard copy in large and standard print ➤ Braille ➤ Audio format ➤ A language other than English 	Ongoing	Communications
2	Make electronic or hard copies of documents available in large print.	Ongoing	Communications
3	Make information available in other formats on request.	Ongoing	Communications
4	Improve employees' awareness of accessible information needs and how to obtain information in other formats during induction of new employees.	Ongoing	Human Resources / Business Unit Managers
5	Advise the community via the local newspaper, Information Radio, and disability group newsletters that other formats are available.	Bi-Annual	Communications

Objective Four

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

No.	Action	Timeline	Responsibility
1	EMRC's DAIP is distributed to Employees and Councillors.	Ongoing	Chief Executive Officer
2	New Employees are provided EMRC's DAIP and relevant information.	Ongoing	Human Resources
3	Contractors (existing and new) are aware of the relevant requirements of the Disability Services Act and EMRC's DAIP.	Ongoing	Manager Procurement and Governance

Objective Five

People with disability 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 email, mail, and verbal.	Ongoing	Chief Executive Officer
2	Ensure that complaints are acted upon.	Ongoing	Chief Executive Officer

Objective Six

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	Waste Education Functions Communications
2	Ensure that any feedback or comments can be lodged via alternative formats, including mail or email.	Ongoing	Communications

Objective Seven

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

No.	Action	Timeline	Responsibility
1	Commit to using inclusive recruitment practices when advertising new positions.	Ongoing	Human Resources
2	Continue to engage with disability employment providers.	Ongoing	Human Resources
3	Equal opportunity ethos is fostered among employees.	Ongoing	Human Resources
4	Identify and remove any barriers to employment.	Ongoing	Human Resources
5	Provide support and training for management employees.	Ongoing	Human Resources

Objective Eight

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

No.	Action	Timeline	Responsibility
1	Consult with the Community on the Disability Access and Inclusion Policy and Disability Access and Inclusion Plan (DAIP).	When reviewed or as required	Chief Executive Officer
2	Provide information on EMRC's DAIP to the Community.	Once adopted by Council	Chief Executive Officer
3	Review and amend DAIP Policy and Plan.	When required	Chief Executive Officer
4	Lodge DAIP with the Disability Services Commission.	Following adoption by Council	Chief Executive Officer
5	Develop links between the DAIP and other EMRC plans and Strategies.	Ongoing	Manager Human Resources

9 Consultation and Promotion of the DAIP

9.1 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.

9.2 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, Ascot.

10 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.

11 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 employees 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, employees and Council members will be consulted as part of the review process.

12 Feedback

The EMRC welcomes feedback. Comments and suggestions on our Disability Access and Inclusion Plan 2023 to 2028 can be made via a number of means:

Tel: (08) 9224 2222

Email: 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)
Ascot 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
- Administration Office
226 Great Eastern Highway
-Ascot, WA, 6104**

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