



Advancing Perth's Eastern Region 

## Disability Access and Inclusion Plan for the Eastern Metropolitan Regional Council



**2018 to 2023**



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## **Policy Statement**

I have great pleasure in presenting the Eastern Metropolitan Regional Council's (EMRC) Disability Access and Inclusion Plan 2018 to 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 EMRC will ensure that this Disability Access and Inclusion Plan 2018 to 2023 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 2018 to 2023 and work together with the EMRC to participate in achieving the outcomes.

Feedback is welcomed at any time on this document.

**Cr David McDonnell**

Chairman



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# 1 The Eastern Metropolitan Regional Council

The Eastern Metropolitan Regional Council (the EMRC) is a local government entity established under the *Local Government Act 1995* that works in partnership with its six member Councils located in Perth's Eastern Region — Town of Bassendean, City of Bayswater, City of Belmont, City of Kalamunda, 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 365,500 people. 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

### 2.1 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.*

### 2.2 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.*

### 2.3 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 consistence in all that we do*

## 3 Key Stakeholders

- The EMRC & member Council Elected Members
- The EMRC & member Council Staff
- 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:

FACILITY	OPENING HOURS
<p><b>EMRC Administration Office</b> 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><b>Monday to Friday</b> 8:30am to 5:00pm</p> <p><b>Closed</b> Weekends, public holidays and usually during the Christmas and New Year period</p>
<p><b>Red Hill Waste Management Facility</b> 1094 Toodyay Road RED HILL WA 6056</p> <p>Telephone: (08) 9574 6235 (08) 9574 6447 Fax: (08) 9574 6300 Email: redhill@emrc.org.au</p>	<p><b>Monday to Saturday</b> 8:00am to 4:00pm</p> <p><b>Sunday</b> 10:00am to 4:00pm</p> <p><b>Closed</b> Good Friday, Christmas Day and New Year's Day</p>
<p><b>Hazelmere Recycling Centre</b> 77 Lakes Road HAZELMERE WA</p> <p>Telephone: (08) 9274 7807 Email: hazelmere@emrc.org.au</p>	<p><b>Monday to Friday</b> 7:00am to 3:00pm</p> <p><b>Closed</b> Weekends and public holidays May close during the Christmas and New Year period</p>



FACILITY	OPENING HOURS
<b>FOR SHIRE OF MUNDARING RESIDENTS ONLY</b>	
<b>Coppin Road Transfer Station</b> Coppin Road MUNDARING WA 6073	<b>Saturday, Sunday, Monday and Tuesday</b> 8:00am to 4:00pm
<b>Mathieson Road Transfer Station</b> Lot 150 Mathieson Road CHIDLOW WA 6556	<b>Thursday, Friday, Saturday and Sunday</b> 8:00am to 4:00pm

## 5 The EMRC's Services

### 5.1 Office of the Chief Executive Officer

BUSINESS UNIT	SERVICES
CEO's Office	<ul style="list-style-type: none"> <li>✓ Advocacy</li> <li>✓ Public relations</li> <li>✓ Governance and strategic risk</li> <li>✓ Strategic and corporate planning</li> <li>✓ Organisational development</li> </ul>

### 5.2 Waste Services

BUSINESS UNIT	SERVICES
Waste Engineering and Operations	<u>Red Hill Waste Management Facility</u> <ul style="list-style-type: none"> <li>✓ Classes I,II, III &amp; IV waste</li> <li>✓ Transfer station – Red Hill</li> <li>✓ Greenwaste processing</li> </ul>
	<u>Transfer Stations</u> <ul style="list-style-type: none"> <li>✓ Coppin Road</li> <li>✓ Mathieson Road</li> </ul>
	<u>Engineering</u> <ul style="list-style-type: none"> <li>✓ Surveys</li> <li>✓ Engineering design and project management</li> </ul>
Waste Environmental Operations	<ul style="list-style-type: none"> <li>✓ Environmental Compliance</li> <li>✓ Environmental Advice</li> </ul>





BUSINESS UNIT	SERVICES
Resource Recovery	<u>Hazelmere Resource Recovery Park</u> <ul style="list-style-type: none"> <li>✓ Mattress processing</li> <li>✓ Timber recycling</li> <li>✓ Wood Waste to Energy Plant</li> <li>✓ Commercial and Industrial Waste Sorting Plant</li> </ul> <u>Waste Education</u> <ul style="list-style-type: none"> <li>✓ Waste Education Centre (Red Hill)</li> <li>✓ Waste Education programs and initiatives</li> </ul>

### 5.3 Regional Services

BUSINESS UNIT	SERVICES
Regional Development	<ul style="list-style-type: none"> <li>✓ Economic development</li> <li>✓ Integrated Transport Planning</li> <li>✓ Regional Events and Perth's Eastern Region website</li> </ul>
Environmental Services	<ul style="list-style-type: none"> <li>✓ Environmental Projects</li> <li>✓ Natural Resource Management</li> <li>✓ River Management</li> <li>✓ Water Quality and Conservation Program</li> <li>✓ Climate Change</li> <li>✓ ACEr</li> </ul>

### 5.4 Corporate Services

BUSINESS UNIT	SERVICES
Administration and Compliance	<ul style="list-style-type: none"> <li>✓ Procurement, Fleet &amp; Building (Ascot Place)</li> <li>✓ Compliance</li> <li>✓ Corporate events</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>✓ Human Resource Management</li> <li>✓ Occupational Safety and Health</li> </ul>
Communications	<ul style="list-style-type: none"> <li>✓ Corporate Communications</li> <li>✓ Corporate websites</li> </ul>
Information Services	<ul style="list-style-type: none"> <li>✓ Help Desk</li> <li>✓ IT Projects</li> <li>✓ Records Management</li> </ul>
Finance Services	<ul style="list-style-type: none"> <li>✓ Financial management and reporting</li> <li>✓ Asset management</li> <li>✓ Payroll</li> </ul>



## **6 The EMRC's Disability Access and Inclusion Policy Statement**

The EMRC is committed to achieving the eight desired outcomes of our Disability Access and Inclusion Plan 2018 to 2023, which are:

1. The EMRC Council ensures that a Disability Access and Inclusion Policy and Plan are developed, implemented and reviewed regularly.
2. People with disability have the same opportunities as other people to access the services of, and any events organised by, the EMRC.
3. People with disability have the same opportunities as other people to access the buildings and other facilities of the EMRC.
4. People with disability 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 disability receive the same level and quality of service from the staff and contractors of the EMRC.
6. People with disability have the same opportunities as other people to make complaints to the EMRC.
7. People with disability have the same opportunities as other people to participate in any public consultation by the EMRC.
8. People with disability have the same opportunities as other people to obtain and maintain employment with the EMRC.

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 since 2010

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

Initiatives	Year
<ul style="list-style-type: none"><li>Partnership with Edge Employment Services (Disability Service Provider)</li></ul>	ongoing
<ul style="list-style-type: none"><li>Adoption of a Disability Access and Inclusion Policy and the EMRC's first Disability Access and Inclusion Plan (DAIP)</li></ul>	2010
<ul style="list-style-type: none"><li>Upgrade to the Red Hill Waste Management Facility Administration building to including:<ul style="list-style-type: none"><li>Wheelchair accessible ramp</li><li>Disabled toilet</li><li>Disabled parking</li></ul></li></ul>	2012
<ul style="list-style-type: none"><li>Review and development of a new DAIP</li></ul>	2013
<ul style="list-style-type: none"><li>Recruitment processes reviewed to ensure no barriers faced by people seeking employment at the EMRC</li></ul>	2014
<ul style="list-style-type: none"><li>Employment of people with disability at the EMRC's Commercial and Industrial Waste Processing Plant at the Hazelmere Resource Recovery Park</li></ul>	2016
<ul style="list-style-type: none"><li>Managers and Supervisors trained in working with people with disabilities</li></ul>	2016
<ul style="list-style-type: none"><li>Disabled parking upgrade at the EMRC Ascot Place Administration building</li></ul>	2017
<ul style="list-style-type: none"><li>The EMRC's commitment to employing and retaining people with disability recognised through two awards:<ul style="list-style-type: none"><li>Leading Edge Employer Award</li><li>Lighthouse Award</li></ul></li></ul>	2017
<ul style="list-style-type: none"><li>Upgrade to the EMRC public website to include:<ul style="list-style-type: none"><li>Accessibility focussed tools</li><li>High colour contrast display mode</li><li>Ability to increase text size</li></ul></li></ul>	2017



## 8 Review Process

### 8.1 Responsibility for the planning process

A DAIP working group was first established in 2010 comprising staff from across the EMRC. However with attrition of staff the responsibility for the planning, implementation and review process sits with the Human Resources business unit.

The 2018 review process included:

- examination of the 2013 to 2018 DAIP to see what has been achieved and what still needs work
- consultation with EMRC staff through a survey (from 6 to 20 July 2018)
- consultation with the community from (THIS SECTION WILL BE UPDATED AFTER THE SIX WEEK COMMUNITY CONSULTATION PERIOD)

### 8.2 Findings of the review

The review and consultation found that the 2013 to 2018 DAIP initiatives had been achieved and that a new plan was required, to ensure currency and relevance.

The consultation also identified a barrier to access and inclusion, which will be addressed in the 2018 to 2023 DAIP, being:

- new staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability.

THIS SECTION WILL BE UPDATED AFTER THE SIX WEEK COMMUNITY CONSULTATION PERIOD TO INCLUDE COMMENTS FROM THE PUBLIC

The identification of these barriers has informed the development of strategies in the 2018 to 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 EMRC will undertake a number of tasks from 2018 to 2023 to improve access to its services, buildings and information.

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



## 9 Outcome One

**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	CEO
2.	Provide information on EMRC's DAIP to the Community.	Once adopted by Council	CEO
3.	Review and amend DAIP Policy and Plan.	When required	CEO
4.	Lodge DAIP with the Disability Services Commission.	Following adoption by Council	CEO
5.	Develop links between the DAIP and other EMRC plans and Strategies.	Ongoing	Manager Human Resources



## 10 Outcome Two

**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"><li>- Accessible parking</li><li>- Accessible toilets</li><li>- Promotional material available in alternative formats including:<ul style="list-style-type: none"><li>o EMRC website</li><li>o Email</li><li>o Electronic and hard copy in large and standard print</li></ul></li></ul>	Ongoing	All
2.	Use a variety of media to publicise events.	Ongoing	All
3.	Ensure that people with disability are considered when developing communication strategies for promoting events.	Ongoing	All



## 11 Outcome Three

**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	Corporate Services
2.	Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing	Corporate Services
3.	Ensure the quantity and location of ACROD parking meets the needs of people with disability.	Ongoing	Corporate Services



## 12 Outcome Four

**People with disability 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.	Ensure that information on Council functions, facilities and services is available in alternative formats if required including: <ul style="list-style-type: none"><li>o EMRC website</li><li>o Email</li><li>o Electronic and hard copy in large and standard print</li><li>o Braille</li><li>o Audio format on cassette or CD</li><li>o A language other than English</li></ul>	Ongoing	Communications
2.	Make electronic or hard copies of documents available in large print.	Ongoing	All
3.	Make information available in other formats on request.	Ongoing	All
4.	Improve staff 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





## 13 Outcome Five

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

NO	ACTION	TIMELINE	RESPONSIBILITY
1.	EMRC's DAIP is distributed to Staff and Councillors.	After ordinary Council elections	CEO
2.	New Staff 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 Administration and Compliance

## 14 Outcome Six

**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 fax, email, mail, face to face, telephone and in person.	Ongoing	CEO
2.	Ensure that complaints are acted upon.	Ongoing	CEO



## 15 Outcome Seven

**People with disability 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"><li>- Accessible parking</li><li>- Accessible toilets</li><li>- Promotional material available in alternative formats</li></ul>	Ongoing	All
2.	Ensure that any feedback or comments can be lodged via alternative formats including fax, email, mail, face to face, telephone and in person.	Ongoing	All



## 16 Outcome Eight

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

<b>NO</b>	<b>ACTION</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>
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 staff.	Ongoing	Human Resources
4.	Identify and remove any barriers to employment.	Ongoing	Human Resources
5.	Provide support and training for management staff.	Ongoing	Human Resources



## **17 Promotion of the DAIP**

The DAIP will be promoted on the EMRC's website and through a local public notice once it has been endorsed by Council and the Disability Services Commission

## **18 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.

## **19 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 EMRC's Annual Report.

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

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.



## 20 Feedback

The EMRC welcomes feedback. Comments and suggestions on our Disability Access and Inclusion Plan 2018 to 2023 can be made via a number of means:

**Tel:** (08) 9224 2222

**Fax:** (08) 9277 7598

**Email:** [mail@emrc.org.au](mailto:mail@emrc.org.au)

**Mail:**

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)  
BELMONT 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:

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