



Shire of
Wongan-Ballidu



**SHIRE OF WONGAN-BALLIDU
DISABILITY ACCESS
AND INCLUSION PLAN
2026-2031**

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Accessible Information

Electronic copies of Shire of Wongan-Ballidu documents are available for download online via the Shire of Wongan-Ballidu website at www.wongan.wa.gov.au

This document is available in alternative formats, including large print, audio, or Easy Read, upon request.



ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Ballardong Noongar and Yued Noongar people as the traditional custodians of the land on which we walk and we pay our respects to Elders past, present and emerging.

We also pay our respects to all Aboriginal community Elders; past, present and emerging who are part of our community and continue to play an integral role in the culture, diversity and history of our Shire.

INTRODUCTION

The Shire of Wongan-Ballidu is committed to creating a community where everyone can participate, feel welcome, and access the services and facilities they need. The Disability Access and Inclusion Plan (DAIP) sets out the Shire's approach to improving access and inclusion across its buildings, services, information, events and employment practices.

The Plan was reviewed in 2025 through consultation with community members, staff and Councillors, including people with disability, families and carers, and local service providers. The feedback received has informed the DAIP 2026–2031, which outlines key priorities and practical actions to support an accessible, inclusive and welcoming Shire for people of all ages and abilities.

Our Vision

*Inclusive communities and thriving places,
offering a vibrant future for all.*

POPULATION



1,297*

*Australian Bureau of Statistics, 2021



10% OF RESIDENTS

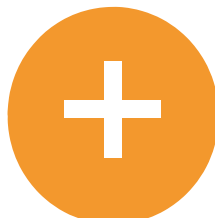
provide unpaid care to a person with disability, a health condition, or due to older age

MEDIAN AGE



44

LOCAL SERVICES



- Hospital
- Medical Centre
- Dentist
- Aged Care Accommodation

16 
NDIS SERVICE PROVIDERS



DEFINITIONS

What is access, inclusion and disability?

Access

Access is the ability for people to reach, enter and use the natural and built environment, including buildings, recreational facilities, parks, footpaths, as well as the Shire's services, events and information.

Some accessibility needs may be temporary, such as using crutches or a wheelchair during recovery from an injury. Others may be invisible, such as mental health conditions, chronic illness, or neurodivergence.

Inclusion

Inclusion means creating a community where everyone feels welcome, respected and able to participate, regardless of their ability, age, gender, nationality, culture or religion.

Improving access and inclusion benefits a wide range of people, including:

- People with disability;
- Older people;
- Individuals with temporary injuries or chronic illnesses;
- Families, friends and carers of people with disability;
- Parents with prams;
- People experiencing mental health challenges; and
- Individuals from diverse cultural and linguistic backgrounds.

Disability

The Shire of Wongan-Ballidu's Disability Access and Inclusion Plan (DAIP) uses the Australian Bureau of Statistics (ABS) definition of disability. The ABS defines disability as having at least one limitation, restriction or impairment lasting six months or more that restricts everyday activities.

The ABS groups disabilities into the following categories:

Sensory

Conditions affecting vision, hearing, speech or touch.

Intellectual

Challenges with communication, memory, understanding, learning, problem-solving, self-care, social and emotional skills, or physical skills.

Physical

Conditions affecting mobility or physical functioning, such as breathing difficulties, seizures, chronic pain,

limited use of limbs, difficulty gripping, physical activity restrictions, or disfigurement.

Psychosocial

Conditions related to mental health, memory, behaviour, or emotional wellbeing.

Head injury, stroke or acquired brain injury

Conditions resulting from these incidents that affect daily functioning.

Other

Any other long-term condition that restricts everyday activities.

STRATEGIC ALIGNMENT

The Shire of Wongan-Ballidu's Disability Access and Inclusion Plan (DAIP) is aligned with the Shire's key strategic documents, including our **Strategic Community Plan** and the **Corporate Business Plan**.

Together, these plans guide the Shire's priorities, services and projects, and support the delivery of an accessible, inclusive and connected community.

The DAIP also supports a range of legislative requirements and good practice frameworks that promote human rights, equity, and accessible and inclusive communities.

Key legislation and strategies relevant to this DAIP include:

- Disability Discrimination Act 1992 (Commonwealth);
- Disability Services Act 1993; and
- State Disability Strategy 2020–2030.

These frameworks inform the Shire's commitment to ensuring people with disability have the same opportunities as other people to access services, facilities, information, employment and community life.



ACHIEVEMENTS OF THE DAIP 2020-2025

Over the life of the 2020–2025 Disability Access and Inclusion Plan, the Shire of Wongan-Ballidu delivered a range of practical improvements to facilities, services and community initiatives. These actions have helped reduce barriers and create more accessible and inclusive spaces, information and opportunities across the Shire.

Accessible Facilities

Improving buildings, public spaces and amenities to support people of all abilities:

- Accessibility upgrades delivered as part of the Wongan Hills Bowling Club colocation, including ramps, grab rails and Universal Access Toilet (UAT) facilities;
- Ballidu Community Hall entry improvements, including double doors and an access ramp;
- Footpath network upgrades, improving access between the shopping precinct, seniors centre, Community Resource Centre (CRC), library, and sport and recreation precinct;
- Installation of a Universal Access Toilet (UAT) at the Wongan Hills Cemetery.
- Upgrades to Wongan Hills public toilets, including a Universal Access Toilet (UAT) and adult changing space; and
- Automatic doors installed at the Community Resource Centre to support independent access.

Accessible Information and Services

Making it easier for people to access Shire information, services and resources.

- Website redesigned in 2022/23 to meet accessibility standards and improve user experience;
- ‘Keep Me Posted’ messaging service introduced, allowing residents to receive information based on their individual needs and interests;
- Ongoing review of printed forms and bulletins to improve accessibility and readability; and
- Promotion of free online library services, including ‘How To’ videos to support new users.

Inclusive Community and Workforce

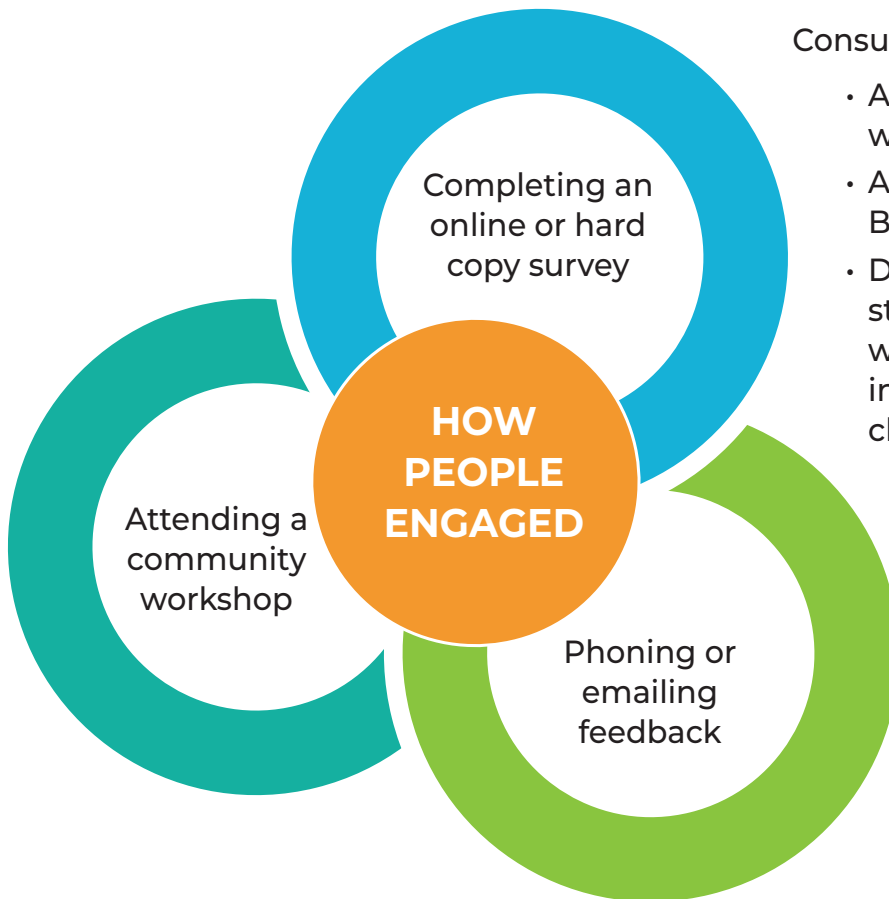
Supporting participation, inclusion and equal opportunity across the community and workplace.

- Seniors Week 2022 'Ballroom Bingo' event delivered with accessible facilities, transport options and cost considerations to maximise participation;
- Festival of Small Halls hosted at the Wongan Hills Civic Centre, with facilities supporting a range of mobility devices; and
- Improvements to recruitment and employment policies and procedures to support equal employment opportunities.



COMMUNITY ENGAGEMENT

The Shire of Wongan-Ballidu reviewed and developed this Disability Access and Inclusion Plan (DAIP) in consultation with staff and community members to identify barriers to access and inclusion and inform the actions in this plan.



Consultation was promoted through:

- Advertising on the Shire's website and social media page;
- Advertising in the Wongan-Balli Boomer; and
- Direct communications to stakeholders in the community with an interest in disability or potential staff or clients with disability.

COMMUNITY FEEDBACK SNAPSHOT



70 people attended
COMMUNITY WORKSHOPS

40% said they require
SOME ASSISTANCE OR MODIFICATIONS IN DAILY LIFE

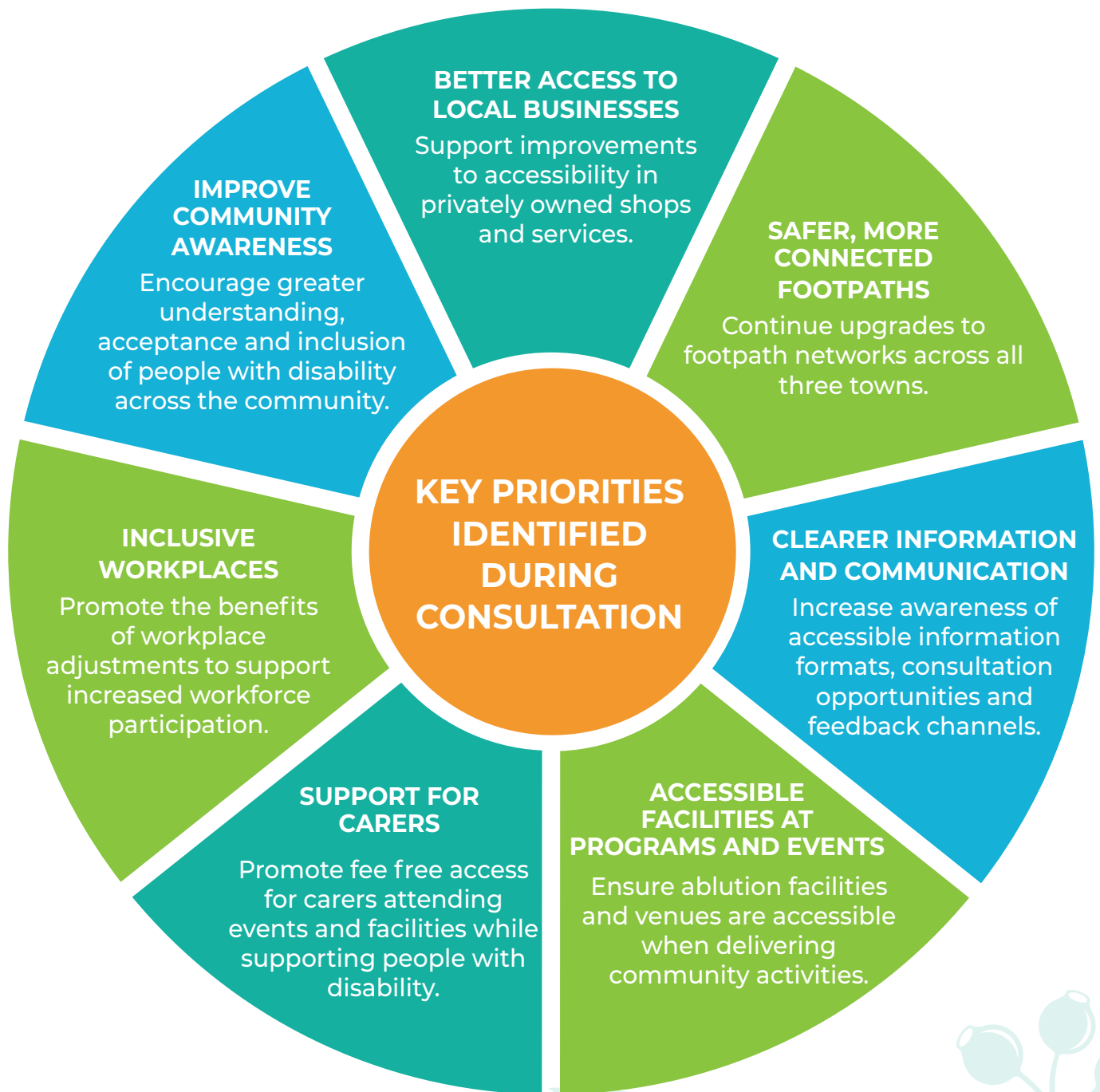
18 RESPONDENTS IDENTIFIED

as having a disability or caring for someone with disability



SURVEY RESPONSES RECEIVED

WHAT THE COMMUNITY TOLD US



DAIP ACTION PLAN

The delivery timelines shown in this Plan use a colour-coded system to illustrate the stage and nature of Council's involvement for each action.

ORANGE

INVESTIGATION / PROJECT DEVELOPMENT

Indicates actions that involve planning, feasibility, scoping, design or engagement to determine how an initiative will be progressed.

BLUE

IMPLEMENTATION / DELIVER

Indicates actions that are being actively delivered, constructed, rolled out or implemented by Council or its delivery partners

GREEN

ONGOING

Indicates actions that form part of Council's continuous operations or long-term commitments and are maintained throughout the life of the Plan.

DAIP ACTION PLAN CONT.

Orange = Investigate

Blue = Deliver

Green = Ongoing

No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator
1	Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Wongan-Ballidu	1.1	Ensure access and inclusion are embedded in the planning and delivery of all Shire services and events.	1.1.1	Develop and maintain a register of preferred accessible venues (toilets, parking, step-free access) for Shire services and events.	Community and Customer Services	Community		✓	✓	✓	✓	Priority list of preferred locations, determined through consultation
				1.1.2	Ensure 100% of Shire events and programs are promoted using at least three accessible formats (website, social media, CRC, hard copy).	Community and Customer Services		✓	✓	✓	✓	✓	All Shire programs, services and events promoted through >3 formats
		1.2	Recognise and promote inclusion.	1.2.1	Deliver Seniors Week activities annually.	Community and Customer Services	Seniors and community groups	✓	✓	✓	✓	✓	Annual event
		1.3	Develop links between the DAIP and Shire policies, plans, strategies and processes to reinforce inclusive practice across the organisation.	1.3.1	Ensure consideration is given to DAIP strategies and actions when developing, reviewing and implementing Shire policies, plans, strategies and processes.	CEO	Community	✓	✓	✓	✓	✓	Annual Report

DAIP ACTION PLAN CONT.

Orange = Investigate

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No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator
2	Outcome 2: People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Wongan-Ballidu	2.1	Improve physical access to Shire buildings and public spaces.	2.1.1	Audit all public toilets and investigate universal-access upgrade opportunities.	Regulatory Services			✓	✓	✓	✓	Audit completed and identifies facilities for universal access upgrades Upgrades are progressed based on assessment
				2.1.2	Plan, upgrade and maintain a continuous, accessible footpath network across all townsites, prioritising the connection of key community facilities, services and public spaces.	Works and Services		✓	✓	✓	✓	✓	Footpath upgrades are completed in accordance with identified priorities and standards
				2.1.3	Audit Shire managed accessible parking to ensure compliance with Australian standards.	Works and Services		✓		✓		✓	Audit identifies accessible parking compliance
		2.2	Encourage accessibility improvements to private businesses.	2.2.1	Develop promotional materials for circulation with local businesses that promote the benefits of being an accessible and age-friendly business.	Community and Customer Services			✓	✓			Promotional materials developed and circulated
				2.2.2	Develop an Accessible and Age-Friendly Business Recognition program.	Community and Customer Services				✓	✓		Recognition program developed and implemented

DAIP ACTION PLAN CONT.

Orange = Investigate

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No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator
3	Outcome 3: People with disability receive information from the Shire of Wongan-Ballidu in a format that will enable them to access the information as readily as other people are able to access it	3.1	Improve Shire practices in providing accessible information.	3.1.1	Implement website updates in line with appropriate W3C WCAG 2.0 International Standards.	Corporate Services Community and Customer Services		✓					Website meets appropriate standard
				3.1.2	Audit the accessibility of Shire documents and make improvements as needed.	Corporate Services Community and Customer Services			✓			Shire documents assessed for accessibility and plan for improvement developed and implemented	
				3.1.3	Include a statement in all publicly available documents advising that they are available in alternative formats on request.	Community and Customer Services		✓	✓	✓	✓	✓	Statement exists in all publicly available documents
		3.2	Increase staff and community awareness of alternative information delivery formats.	3.2.1	Develop and implement a staff training module for accessible and inclusive information delivery.	Community and Customer Services			✓		✓		Staff training module developed and implemented
				3.2.2	Deliver regular scheduled community awareness notices promoting the variety of information available in different formats through the Shire.	Community and Customer Services		✓	✓	✓	✓	✓	> 6 awareness notices delivered annually

DAIP ACTION PLAN CONT.

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No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator	
4	Outcome 4: People with disability receive the same level and quality of service from Shire of Wongan-Ballidu staff as other people receive from Shire staff	4.1	Ensure staff and Elected Members are aware of their responsibilities under disability legislation and the DAIP.	4.1.1	Deliver biennial disability awareness training for key staff and Elected Members.	CEO			✓		✓		Training delivered every 2 years	
		4.2	Increase community knowledge of access and inclusion issues and practical ways to improve participation.	4.2.1	Report regularly to the community on disability access and inclusion challenges, achievements and improvement initiatives delivered by the Shire.	Community and Customer Services		✓	✓	✓	✓	✓		> 4 reports to community per year
5	Outcome 5: People with disability have the same opportunities as other people to provide feedback and make complaints to the Shire of Wongan-Ballidu	5.1	Ensure the Shire's grievance complaint mechanisms are accessible to people with disability.	5.1.1	Review all feedback and complaint processes to identify accessibility barriers and implement required improvements.	Community and Customer Services		✓		✓		✓	Accessibility barriers identified and required improvements implemented	
				5.1.2	Provide multiple accessible feedback and complaint options (online, phone, in-person and written) for all Shire services and facilities.	Community and Customer Services			✓	✓	✓	✓		> 3 options available
				5.1.3	Promote feedback and complaint options in accessible formats through the CRC, website, library and community communications each year.	Community and Customer Services		✓	✓	✓	✓	✓		> 4 awareness notices delivered annually

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No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator
6	Outcome 6: People with disability have the same opportunities as other people to participate in any consultation by the Shire of Wongan-Ballidu	6.1	Ensure that people with disability, carers, older adults and service providers are actively consulted about all significant Shire planning processes.	6.1.1	Provide agendas, minutes and other public documents in accessible formats as requested.	Governance Community and Customer Services		✓	✓	✓	✓	✓	All requests for accessible formats are actioned
				6.1.2	Ensure all Shire engagement activities are held in venues that meet minimum access standards (toilets, parking, step-free entry and seating).	Community and Customer Services		✓	✓	✓	✓	✓	No access issues noted at any Shire engagement activities
				6.1.3	Include appropriate questions about access and inclusion in Shire consultation processes.	Community and Customer Services		✓	✓	✓	✓	✓	All consultation processes include appropriate access and inclusion questions
				6.1.4	Facilitate participation by disability sector stakeholders in Shire consultation processes.	Community and Customer Services		✓	✓	✓	✓	✓	Disability stakeholders are invited to all public and disability specific consultation
				6.1.5	Maintain a register of disability sector organisations and invite them to participate in all major Shire consultations.	Community and Customer Services		✓	✓	✓	✓	✓	Register developed and reviewed prior to all major consultation
		6.2	Support awareness of and access to external consultation processes by people with disability, carers and older adults.	6.2.1	Promote relevant external consultation opportunities in accessible formats through the CRC, library, website and community channels.	Community and Customer Services		✓	✓	✓	✓	✓	External consultation promoted across at least 3 formats
				6.2.2	Advocate to external agencies to ensure any consultation held within the Shire is delivered in accessible and inclusive facilities.	Community and Customer Services		✓	✓	✓	✓	✓	External agencies advised of preferred accessible venues

DAIP ACTION PLAN CONT.

Orange = Investigate

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No#	Outcomes	No#	Strategy	No#	Actions	Responsibility	Partners	25 / 26	26 / 27	27 / 28	28 / 29	29+	Performance Indicator
7	Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Wongan-Ballidu	7.1	Ensure inclusive recruitment practices are used when advertising vacant positions.	7.1.1	Review current recruitment practices and amend, as required, to meet equal opportunity best practice standards.	CEO		✓					Recruitment practices meet equal opportunity best practice standards
		7.2	Ensure Shire policies and procedures are accessible and inclusive.	7.2.1	Review current internal Shire policies and procedures to ensure accessibility and inclusivity, and amend if required.	All Managers			✓		✓		Policy and procedure review includes accessibility and inclusion considerations
				7.2.2	Introduce access and inclusion questions in workforce review and engagement practices.	CEO		✓					Internal review and engagement actions include access and inclusion questions



IMPLEMENTATION

Implementing the Disability Access and Inclusion Plan (DAIP) is the responsibility of all Shire staff.

Updates on the progress of the DAIP will be published on the Shire's website.

The Shire of Wongan-Ballidu will promote the availability of the DAIP through:

- The Shire of Wongan-Ballidu website;
- Email notification to all staff; and
- Contractor inductions and reporting requirements.

A hard copy of the DAIP will also be available at the Shire of Wongan-Ballidu and Wongan Hills CRC Customer Service Centre.

REVIEWING THE PLAN

The DAIP operates within a hierarchy of relevant legislation and strategies.

The Plan will be reviewed at least every five years, with the next review due in 2031.

If required, the Shire may undertake an earlier review to respond to legislative changes, community needs or organisational priorities.



Shire of
Wongan-Ballidu



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