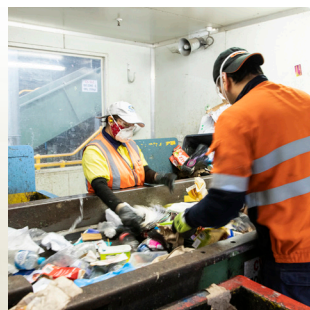
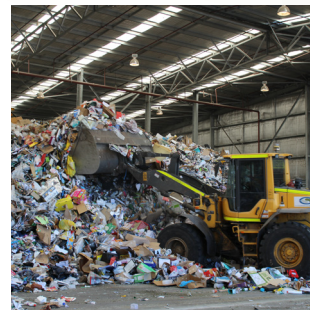
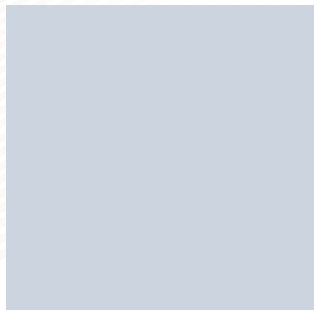


Disability Access & Inclusion Plan 2021–2026

A plan addressing access and inclusion for individuals with intellectual, cognitive, neurological, sensory or physical impairment



SOUTHERN METROPOLITAN
REGIONAL COUNCIL



This Disability Access and Inclusion Plan is available in alternative formats upon request and includes in electronic format by email, in hard copy in both large and standard print, in audio on compact disc and electronic format (disc or emailed) on request and on the website of SMRC.

Date adopted by Council: 25 February 2021



IN PARTNERSHIP WITH



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1.0 Purpose of this Plan

It is a requirement of the *Disability Services Act 1993* that all local governments develop and implement a Disability Access and Inclusion Plan that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services.

1.1 What do we mean by disability?

The *Disability Services Act 1993* defines disability as a condition that:

- is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent;
- may or may not be episodic in nature;

and results in:

- a substantially reduced capacity of the person for communication, social interaction learning or mobility; and
- a need for continuing support services.

1.2 People with disability in Perth's SMRC region

People with disability are an important and sometimes disadvantaged population group often in need of specific services provided by local and state government. Their living arrangements may differ markedly from the rest of the population. Information is collected in each Census about respondent's "need for assistance" with either "self-care", "body movement" or "communication" activities (very young children who obviously require this assistance due only to their age are filtered out of the data before release).

The residential population of the southern metropolitan region suburbs (City of Melville, City of Kwinana, City of Fremantle and Town of East Fremantle) is approximately 187,000 people living in 77,000 households. The online community profile compiled by 'id the population experts' identifies (in 2016) there were 24,739 people (3.8%) in the region as "people who require assistance in their day-to-day lives with core activities."

1.3 Requirements and development of the DAIP

The Disability Services Act (1993) requires all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services. Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act (1984)* and the *Commonwealth Disability Discrimination Act (1992)* (DDA).

Development of the Plan

To inform this Plan, the SMRC consulted with key stakeholders to guide further improvements to access and inclusion. This process included:

- Examination of existing DAIPs, documents and strategies;
- Review of existing facilities and services at SMRC and how these already have provisions for people with disabilities;
- Investigation of trends and good practice in access and inclusion;
- Internal staff consultation and feedback via survey feedback and discussions;

- Consultation with the community via an online survey:
 - Groups who have previously visited on a RRRC tour including:
 - Disability groups
 - Aged care

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs. Local Government authorities must call for submissions by notice in a newspaper circulating in the local district of the Local Government, under the *Local Government Act (1995)* and on any website maintained by or on behalf of the Local Government.

Once a draft plan was prepared, a public notice was placed on the SMRC website, in the Recycle Right eNewsletter and via social media asking the community for feedback on the plan. Four weeks was allowed for feedback.

1.5 Implementation

Monitoring, evaluation, review and reporting

The Disability Services Act sets out a minimum review requirement for public authorities in relation to DAIPs. The SMRC's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended Plan will be lodged with the Department of Communities.

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs. The SMRC will report on the implementation of its DAIP through its Annual Report and the prescribed Progress Report Template to the Department of Communities in July each year. The progress report outlines:

- progress towards the seven desired outcomes of its DAIP;
- progress of its agents and contractors towards meeting these outcomes; and
- the strategies used to inform its agents and contractors of its DAIP.

2.0 About the SMRC

The SMRC is a Regional Council constituted under the *Local Government Act 1995* that provides environmentally sustainable waste management solutions for the benefit of the community and member councils.

In 1991, the local governments of Canning, Cockburn, East Fremantle, Fremantle, Kwinana, Melville, and Rockingham came together to form a regional approach to waste management. The Councils realised that individual approaches for alternative waste options would be too expensive for a single council. A solution was required to manage the thousands of tonnes of waste that were being sent direct to landfill each year with little consideration of the future social, economic, and environmental implications.

As a result, the Councils formed the South-West Waste Management Council to provide environmentally sustainable waste management solutions for the benefit of the community and member councils. In 1998, this was changed to the Southern Metropolitan Regional Council (SMRC).

Over the period, the following local governments have since withdrawn from the regional group: City of Canning in June 2010, City of Rockingham in June 2012 and the City of Cockburn in June 2019.

The SMRC's current member Councils are:

- City of Melville
- City of Kwinana
- City of Fremantle
- Town of East Fremantle

2.1 Purpose

SMRC's purpose is to deliver innovative and sustainable waste management solutions for the member local governments.

2.2 Vision

The delivery of the vision is achieved by undertaking actions across three Key Focus Areas, which are the core components of our business.

2.3 Values

- ⇒ **Safety** – ensures that focus and priority is given to maintaining a safe work environment for all employees and for the community;
- ⇒ **Together** – we share our responsibility as one team; however, each individual has an important role as part of the team;
- ⇒ **Attitude** – attitude and commitment to the organisation's procedures and behaves in an ethically, socially and environmentally sustainable manner;
- ⇒ **Responsibility** – we are responsible for our own performance and doing our best at all times.





3.0 Key Stakeholders

Our community comprises:

- Local government residents
- Residents adjacent to the RRRC
- Community Groups
- Schools (including Wastewise Schools)
- The broader Western Australian community

Our Stakeholders are:

- Member councils
- Councillors and staff
- Government – Ministers and Agencies
- Department of Environment; Regulation
- The Waste Authority of WA
- Government Ministers
- Local Members of Parliament

4.0 The SMRC's Facilities

Regional Resource Recovery Centre (RRRC)

Address:

350 Bannister Road
CANNING VALE WA 6155

Opening Hours:

Monday to Sunday: 8.00am–4.00pm
Public Holidays: 8.00am–4.00pm
Closed: Christmas Day and New Year's Day

Services:

- Materials Recovery Facility (MRF)
- Green Waste Facility (GWF)
- Waste Composting Facility (WCF)
- Audit Facility
- Education Centre

Corporate Office

Address:

9 Aldous Place
BOORAGOON WA 6154

Opening Hours:

Monday to Friday: 9.00am–5.00pm
Saturday to Sunday: Closed

Services:

- Principal Place of Business



5.0 The SMRC's Services

Resource recovery is one of the three strategic focus areas of SMRC, with minimising waste to landfill and greenhouse gas abatement a key priority. At the centre of SMRC's current resource recovery operations is the \$100 million Regional Resource Recovery Centre (RRRC) Project in Canning Vale. The RRRC was the first of its kind in Western Australia and is a unique waste recycling and resource precinct and important waste infrastructure in the Perth metropolitan area.

SMRC owns and operates the RRRC on behalf of the Project Participants with the infrastructure financed by City of Fremantle, City of Melville and Town of East Fremantle and the parties bound by a Project Participants Agreement.

The RRRC commenced in 2001 and receives, recycles and processes household and business waste from member councils, outer metro councils and commercial waste generators.

The SMRC has achieved the Western Australian State Government's Waste Strategy target of 65% diversion from landfill by 2020 and leads the way in local government landfill diversion.

5.1 Materials Recovery Facility (MRF)

The Materials Recovery Facility (MRF) sorts comingled recyclables and recovers paper, plastics, glass and metals from the kerbside yellow-top bin.

5.2 Green Waste Facility (GWF)

The Green Waste Facility (GWF) processes source separated green waste into mulch using a green waste grinder.

5.3 Waste Composting Facility (WCF)

The Waste Composting Facility (WCF) was previously used for composting Municipal Solid Waste (MSW) from kerbside collected general waste bins. Since the introduction of Food Organics and Garden Organics (FOGO) bins in 2019 across member councils, this facility has been decommissioned and is currently being refurbished with the view to eventually process FOGO waste to produce compost.

5.4 Waste Audit Facility

The Auditing Facility undertakes audits in the region's waste and recycling stream or material product. Through regional audits the Audit Facility is able to monitor residential behaviour, satisfy compliance requirements and identify opportunities for increasing diversion from landfill, product values, program and processing efficiencies. This enables any local government or service provider to report on the performance of a chosen waste, recycling or material stream, enabling the regional waste strategy or service provider performance efficiency to be developed and implemented with a high degree of confidence.

5.5 Recycle Right Education Centre

The Recycle Right Education Centre is located at the MRF and is an important educational resource for surrounding schools, the regional community and other visitor. Schools and community members can visit the facility and learn about waste recycling, reuse and reduction. Visitors to the site go on a tour to learn first-hand what happens to the contents of their recycling bin, FOGO bin, and green waste. They can see waste trucks delivering waste and emptying their contents on the tip floor. Front loaders then move the recyclables onto a conveyor belt where it goes through manual sorting cabins to remove visible contamination and a series of screens, magnets and infrared technology to separate the cardboard, paper, glass, steel cans, aluminium cans and three types of plastic (PET, HDPE and mixed plastics). They are then formed into bales ready for transportation for processing.

The RRRC Education Centre features a number of interactive models and learning experiences and the opportunity to watch behind the scenes videos.

5.6 Websites, App and online material

Recycle Right website and App

The [Recycle Right website](#) and app underwent a major re-development during 2019 and was (soft) launched during National Recycling Week (11-17 November 2019). The new resource encourages and assists residents and businesses in Western Australia to recycle, reduce their rubbish and buy more recycled products. It features:

- **Which Bin** – find out at a glance, what goes in which bin along with what doesn't belong there and the correct methods of disposal.
- An ever-growing **A–Z list** of specific items and what to do with them.
- **Find My Nearest** – an extensive database of drop-off locations or recycling facilities in Perth for items such as batteries, car parts, building/demolition waste, hazardous household waste and more.
- **Bin Day Reminders** – set an alert to remind you of which bin goes out on what day for your area.
- The website also provides a **Resources Hub** of worksheets, how-to guides, fact sheets and templates.

Information on both the app and website is tailored to the full assortment of bin systems found in the Perth metropolitan area: 3-bin FOGO (Food Organics, Garden Organics), 3-bin GO (Garden Organics) and 2-bin.

SMRC website

The [SMRC website](#) holds all corporate information about the organisation. It contains key documents and reports, information about governance, as well as minutes of the SMRC Council.

eNewsletter

The Recycle Right newsletter is sent out bi-monthly by email to subscribers. It is also available on the [SMRC website](#) and [Recycle Right website](#).

Social Media

Social media channels allow Recycle Right to branch out to reach members of the community. The following accounts are available:

- [Facebook Recycle Right](#)
- [Facebook SMRC](#)
- [Twitter](#)
- [YouTube](#)
- [LinkedIn](#)
- [Instagram](#)

6.0 Access and Inclusion at the SMRC

The SMRC is committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services.

2021 is the first year the SMRC has adopted a DAIP. Although an official Plan has not previously been in place, the SMRC strives to progress towards better access and inclusion for people with disability.

Employees and recruitment – inclusion

The SMRC values its employees and believes in conducting business ensuring fair, equitable and non-discriminatory employment and operational practices. It is our aim to provide a workplace which maximises the talent, potential and contribution of all employees and ensures equal opportunity for all. Equal Opportunity is the principle of recruitment and promotion by merit. This involves giving all persons in the workplace the opportunity to compete equally for jobs and have equal access to training and promotion at all levels.

The SMRC Recruitment and Selection Policy (July, 2020) states: “The SMRC recognises its legal, moral, social and ethical obligations to actively promote and practice the principles of equal opportunity in all aspects of employment.”

The Equal Employment Opportunity Management Plan (July 2020) and *6.8 Equal Opportunity Standard (2018)* state that equal employment opportunity (EEO) and diversity principles are incorporated into corporate values, business planning processes and human resource workforce plans. Organisational structure and job design provide career paths for all diversity groups and the recruitment and selection practices provide equal opportunity and flexibility for all employees and potential employees.

Current physical access

In terms of disability access and inclusion, the SMRC already has the following in place:

- **Disabled parking** – both at the SMRC and the RRRC sites (x 3).
- **Disabled toilets** – located at Booragoon, Admin (RRRC) and MRF (RRRC)
- **Accessible buildings** – there is a lift installed at the MRF for access to the Education Centre (3 levels)
- **Wheelchair access** – pathways at the RRRC are concreted to allow for wheelchair access
- **Seating** – there are seats along the pathway in the Banksia Woodland and Community Garden



Accessibility of visual material

It is crucial that both the SMRC and Recycle Right websites are full accessible. They were designed by external agencies, and while the design brief stated accessibility was a key requirement, a full assessment of the sites needs to be undertaken to ensure they are accessible, especially for the visually impaired. The SMRC's website does have a functionality which allows users of the site to alter text size.

Other important aspects that need to be considered/checked are:

- Change z index so items are read in the correct order for screen readers
- Alt tags need to be completed for all images to help visually impaired users move around the site using screen readers
- Change colour schemes which don't have adequate contrast for the visually impaired
- Provide font size changer button and scaleable font sizes in CSS
- Aria markup needs to be added – Accessible Rich Internet Applications (ARIA) is a set of attributes that define ways to make web content and web applications (especially those developed with JavaScript) more accessible to people with disabilities.)
- Look into alternative print options
- Reconnection with the [Perth Web Accessibility & Inclusive Design Group](#)

In terms of printed material, key documents are available in alternative formats upon request and includes in electronic format by email, in hard copy in both large and standard print, in audio on compact disc and electronic format (disc or emailed) on request and on the website of SMRC.



Seats along the pathway in the Banksia Woodland

7.0 SMRC's Access and Inclusion Policy Statement

This 'Disability Access and Inclusion Policy', relates to all staff and Elected Members and contractors providing services on behalf of the SMRC and all SMRC buildings and facilities. The policy is available on the SMRC's website.

The SMRC is committed to ensuring that its facilities and services are accessible and inclusive for people with disability, their families and carers.

The SMRC interprets an assessable and inclusive community as one in which people with disability can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The SMRC is committed to achieving the eight desired outcomes of its Disability Access and Inclusion Plan. These are:

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



Disabled parking bay at the MRF

8.0 Implementation Plan

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, the SMRC.

ACTION	TIMELINE
Ensure that all events organised by the SMRC provide the minimum: <ul style="list-style-type: none">• Accessible parking• Accessible toilets• Promotional material available in alternative formats	Ongoing
Ensure that people with disabilities are able to provide feedback regarding access to services.	Ongoing – Include in tour/ event feedback form
Provide assistance as required to people with disability to access the Green Waste Facility.	Implement by June 2021
Review SMRC's Policies and Procedures to ensure consistency with the DAIP.	Ongoing

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

ACTION	TIMELINE
When developing new buildings and facilities, consideration will be given to the needs of people with disability.	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Ongoing
Assess path and route of tour at RRRC to ensure it is maintained and wheelchair accessible.	June 2021
Assess if extra seating is required along path and rout of tour	June 2021

Outcome 3: People with disability receive information from the SMRC in a format that will enable them to access the information as readily as other people are able to access it.

ACTION	TIMELINE
Audit how staff provide information to the community to ensure it complies with the DAIP.	Audit annually
Improve current staff awareness of accessible information needs and how to obtain information in other formats	During induction
Ensure that information on Council functions, facilities and services is available in alternative formats on request.	Ongoing
Ensure that the SMRC's websites meet contemporary good practice (e.g. accessibility information provided, PDF/images correctly tagged).	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of the SMRC as other people receive from the staff of that public authority.

ACTION	TIMELINE
Ensure SMRC's Disability Access & Inclusion Plan is distributed to staff, Councillors and contractors.	Following Council approval
Contractors (existing and new) are aware of the relevant requirements of the Disability Services Act and SMRC's DAIP.	Ongoing
Generate and sustain staff awareness of disability and access issues through workshops and staff intranet.	Ongoing

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

ACTION	TIMELINE
Ensure that complaints can be lodged via a number of means including email, mail, verbal.	Ongoing
Ensure that complaints are acted upon in a timely manner.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in public consultation by the SMRC.

ACTION	TIMELINE
Ensure that public consultation venues organised by the SMRC provide as a minimum: <ul style="list-style-type: none"> • Accessible parking • Accessible toilets • Promotional material available in alternative formats 	Ongoing
Ensure that any feedback or comments can be lodged via alternative formats including mail or email.	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the SMRC.

ACTION	TIMELINE
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing
Identify and remove any barriers to employment.	Ongoing
Ensure equal opportunity ethos is fostered among staff.	Ongoing
Provide support and training for management staff.	Ongoing

Outcome 8: The SMRC Council ensures that a Disability Access and Inclusion Policy and Plan are developed, implemented and reviewed regularly.

ACTION	TIMELINE
Consult with the Community on the Disability Access and Inclusion Policy and Disability Access and Inclusion Plan (DAIP).	When reviewed
Lodge DAIP with the Department of Communities.	Following adoption by Council
Provide information on SMRC's DAIP to the Community.	Once adopted by Council
Include information about DAIP and accessibility on the SMRC website.	December 2020
Review and amend DAIP Policy and Plan.	When required
Develop links between the DAIP and other SMRC plans and Strategies.	Ongoing

9.0 Responsibility for Implementation

It is a requirement of the *Disability Services Act 1993* that all officers, employees, agents and contractors take practical measures to implement the Disability Access and Inclusion Plan. The CEO is responsible for delegating each action to the appropriate staff member.

10.0 Review and Evaluation

The *Disability Service Act 1993* sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. A report will be prepared each year on the implementation of the Disability Access and Inclusion Plan and will be reported in the SMRC's Annual Report.

New barriers may be identified in the course of review and the plan will be adaptable to meet the changing needs of people with disability. Whenever the Disability Access and Inclusion Plan is amended, a copy of the amended Plan will be lodged with the Department of Communities.

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.

11.0 Promotion of the DAIP

A notice will be placed on the SMRC website and via social media advising the community that a copy of the DAIP is available on SMRC's website and available in alternative formats upon request.

12.0 Feedback

The SMRC welcomes your feedback on this Disability Access and Inclusion Plan. If you would like to provide comment or make a suggestion to improve access or inclusion, please contact us on:

Telephone: (08) 9329 2700

Email: smrc@smrc.com.au

Online: www.smrc.com.au

Mail: PO Box 1501, BOORAGOON WA 6954

In Person: SMRC Corporate Office, 9 Aldous Place, BOORAGOON WA 6154



Seating at the Community Garden