

DISABILITY ACCESS AND INCLUSION PLAN

2022 - 2027





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INTRODUCTION

The Disability Access and Inclusion Plan (DAIP) is a requirement of the Western Australian *Disability Services Act* 1993 (the Act). The plan must be developed in consultation with the community and consider the effectiveness of past strategies arising from the previous Disability Access and Inclusion Plan.

The Shire of Derby/West Kimberley develops a DAIP every five years to identify areas to improve access and inclusion across the shire. The Plan outlines initiatives for seven DAIP outcome areas that collectively support equal opportunities for people with disability, families and carers to access and be included in community life within the Shire of Derby/West Kimberley.



SDWK DAIP 2022-2027



DAIPs provide the framework through which local governments can contribute to the creation of accessible and inclusive communities, ensure that people with disability can access the services provided by public authorities in Western Australia and participate and be included in their community.

Disability as defined in the Act means a disability which:

- (a) is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- (b)is permanent or likely to be permanent;
- (c) may or may not be of a chronic or episodic nature;

(d)and results in a -

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



OUR STORY

The Shire of Derby/West Kimberley covers a vast area of 118,560 square kilometers and is located more than 2,300 kilometers north of Perth. In our Shire there are 54 Aboriginal communities surrounding our three gazetted towns – Derby, Camballin and Fitzroy Crossing.

The shire has a population of 7,730 people. 64% of the population are Aboriginal Australians. A high proportion of the population are employed in State and Commonwealth agencies, providing community infrastructure and services. The remainder are small business people employed in servicing the mining, pastoral and tourism industries.

The shire offers a mix of amenities throughout Derby and Fitzroy Crossing. Recreation facilities include playgrounds, libraries, ovals, multi purpose courts and a swimming pool.

The shire also manages 100km of sealed road and over 1.500km of unsealed road, 3 airports and a wharf.

A selection of shopping is available with two supermarkets in Derby as well as a supermarket in Fitzroy Crossing, clothing and furniture shops, news agency, chemist and hotels and restaurants/cafes.

25.7% of the population are aged 0-14 years with 1369 children enrolled in one of the 14 schools in the LGA.

Health services are provided by the hospitals located in Derby and Fitzroy Crossing or one of the community health clinics. Extended care facilities for the aged.

> "A diverse population spread over a large geographic footprint"

PEOPLE WITH A DISABILITY IN THE SHIRE

The Australian Bureau of Statistics conducts a survey of Disability, Ageing and Carers every five years. Data from the 2018 Survey estimated that 17.7% of the Australian population (4.4 million), have a disability. If you add to that the estimated 2.65 million Australians who are carers, then disability impacts approximately one third of the population.

In relation to the SDWK, in the 2016 census 246 (3.2% of the population) reported needing day to day lives due to disability (similar percentage in 2011). This figure is likely to be higher due to an aging population and higher levels of chronic illness.

In 2016, 724 carers were providing unpaid assistance to a person with disability, long term illness or old age (12.6% of the population).



17.6%

of all Indigenous people in the Shire of Derby West Kimberley, provide unpaid disability assistance

2016 Census LGA Data Section 109





The Shire of Derby/West Kimberley is responsible for a range of functions, facilities and services including:

Services to property: construction and maintenance of local government owned buildings; construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees.

Services to the community: provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre and swimming pool; public library and information services; citizenship ceremonies; youth services and community events.

Regulatory services: planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; health environmental services and ranger services, including dog control.

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licenses.

Processes of government: The region is governed as per the Local Government Act 1995.

"A broad range of services provided to community"

POLICY STATEMENT

The Shire of Derby/West Kimberley is committed to ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.

- The Shire of Derby/West Kimberley interprets an accessible 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 Shire of Derby/West Kimberley recognises that people with disability are valued and contributing members of the community who make a variety of contributions to local social, economic and cultural life.
- The Shire of Derby/West Kimberley believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

- The Shire of Derby/West Kimberley believes that people with disability, their families and carers should be supported to remain in the community of their choice.
- The Shire of Derby/West Kimberley is committed to consulting with people with disability, their families and carers and, where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.
- The Shire of Derby/West Kimberley is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.
- The Shire of Derby/West Kimberley is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to information, services and facilities in the community.



DAIP OUTCOMES

The Shire of Derby/West Kimberley is committed to achieving the seven desired outcomes of its DAIP.
These are:



- People with disability have the same opportunities as other people to access the services of, and any event organised by, the SDWK.
- People with disability receive the same level and quality of service from the staff of the SDWK as other people receive from the staff of the SDWK.
- People with disability have the same opportunities as other people to access the buildings and other facilities of the SDWK as other people.
- People with disability have the same opportunities as others to make complaints to the SDWK.
- People with disability receive information from the SDWK in a format that will enable them to access the information as readily as other people are able to access it.
- People with disability have the same opportunities as other people to participate in any public consultation by the SDWK.
- People with disability have the same opportunities as other people to obtain and maintain employment with the SDWK.

REPORT REVIEW

In 2021 the Shire of Derby West Kimberley engaged the services of E-Qual Disability Consultants to undertake a review of the existing DAIP and undertake consultation towards the development of a 2022-2028 DAIP.

From this review came ten (10) recommendations including:

- The SDWK should monitor any changes as a result of reviews of the Disability Services Act.
- the implementation of the State Disability Strategy and any opportunities arising that will support the Shire's DAIP.

The SDWK should monitor

- The SDWK should consider lodging their DAIP with the Australian Human Rights Commission.
- opportunities to celebrate
 International Day of
 Persons with Disability and
 their commitment to access
 and inclusion.

The SDWK should consider

the implementation of the NDIS and Australian Disability Strategy as there may be opportunities to support the DAIP.

The SDWK should monitor

- The SDWK should include in the DAIP the links between the Strategic Community Plan goals and the DAIP Outcomes.
- The SDWK should consider strengthening its collaboration with stakeholders with disability.
- using the Australian Standard
 Accessibility requirements
 suitable for public procurement
 of ICT products and services to
 guide and support their ICT
 procurement process.

The SDWK should consider

- The SDWK should monitor funding opportunities for Changing Places facilities.
- The SDWK should consider other good practice ideas in light of community and staff feedback.

PROGRESS IDENTIFIED

The Shire of Derby/West Kimberley has implemented a number of initiatives over the years to improve access and inclusion. Some examples include:

- Upgrade of Derby Public Library, Council Chambers and Council Offices.
- Re-marking of ACROD bays.
- Improvements to the footpath on Knowsley Street West in Derby.
- Road improvements at the Sandford and Skuthorp Road intersection in Fitzroy Crossing.
- New event management plan with a specific section addressing event and site accessibility.
- Derby Library home delivery service.
- New website launched which meets WCAG 2.0 Level A standards.
- Staff advised of the shire's DAIP during induction process.
- Improvements to internal record management system.
- Development of shire's Facebook page.



CONSULTATION FOR DAIP 2022-2028

As part of the review and development of the DAIP, a consultation was carried out with SDWK staff and community members to identify barriers to access and inclusion as well as potential strategies to be incorporated into the new DAIP.

Staff and community members could have their say by:

- Completing an online or hard copy survey.
- · Attending a meeting with the Shire staff.
- Contacting E-QUAL for a phone interview.
- Filling in one of the five postcards which focussed on key outcome areas. e.g. access to buildings and facilities, access to information and so on

The promotion of the consultation included:

- Advertising on the Shire's website over the last quarter of 2021. This included links for all forms of feedback including online, print, public consultation booths and appointments with administration staff to assist people who had difficulties communicating their answers by other methods.
- Website links for survey information on Facebook[™] during the last quarter of 2021.
- Pop-up Stalls to engage with the public and fill out surveys and postcards at Derby Woolworths and IGA Fitzroy Crossing.
- A presentation on the consultation to approximately 50 staff and a follow up email in November 2021 to remind all staff to do the survey.
- Meetings/presentations to the local HACC, Juniper in Derby and Fitzroy Crossing, Far North Community Services, Nindilingarri Cultural Health Services, Multiple NDIS providers and Aboriginal corporations to explain the DAIP and get input from key stakeholders who work in the disability sector.



ACCESS BARRIERS

While the review and consultation noted a great deal of achievement in improving access it also identified a number of barriers. These access barriers include:

- Event access for people with a disability can be difficult due to parking and grassed areas.
- · Lack of automatic doors on Shire buildings.
- Access and egress to natural tourist locations.
- Footpaths were in poor condition.
- Lighting in and around Shire facilities at night was inadequate.
- · Lack of community WiFi.
- Shire's website, whilst improved is still difficult to navigate at times.
- Lack of understanding from staff around disabilities and their specific impacts.
- Lack of information on how to provide feedback or make a complaint.
- Employment opportunities need to be promoted to attract people with disabilities.



Implementing the DAIP

It is a requirement of the Disability Services Act that a public authority must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Shire.

Some actions in the action plan will apply to all areas of the Shire while others will apply to a specific area. The action plan sets out who is responsible for each action.

Communicating the plan to staff and people with disability

Once endorsed by Council, copies of the final DAIP will be sent to those who contributed to the planning process including Shire employees, people with disability, their families, carers, disability organisations and relevant community groups for feedback.





The community has been advised through the local media that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, upon request an audio, by email and on the Shire's website.

As plans are amended Shire employees and the community will be advised of the availability of updated plans, using the same methods.

Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP will be reviewed at least every five years, in accordance with the Act.

The DAIP Action Plans 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..



Monitoring & Review

- Each year as part of the annual report process provided to Disability Services Commission, staff are requested to provide feedback on both achievements and barriers.
- The relevant officer will prepare a report each year on the implementation of the DAIP. A status report will be provided to Council for formal endorsement for inclusion in the Annual report.

Evaluation & Feedback

- Feedback on the Shire's DAIP can be made anytime via email, social media and website.
- In seeking feedback the working party will also seek to identify additional barriers that were not identified in the initial consultation.
- Action plans will be amended based on the feedback received and copies of the amended action plan, once endorsed by Council, will be available to the community in alternative formats.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Shire will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 30 June each year, outlining:

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



Promoting the DAIP

Once endorsed by Council and the Department of Communities the Shire of Derby/West Kimberley DAIP will be promoted on the shire's website and via written media avenues.

Availability of DAIP

The Shire of Derby/West Kimberley will ensure that the DAIP is made available to people with disability and the public generally. This will include making the plan available via our website and upon request as a printed version (both standard and large print), electronically or in audio format.

Public Authority

The Shire of Derby/West Kimberley will take all practicable measures to ensure that the plan is implemented by the Council, its officers, employees, agents or contractors.





STRATEGIES & ACTION PLAN

Following the review into the 2021 DAIP a number of strategies have been developed across the seven (7) outcome areas. These strategies are aligned to the SDWK's Strategic Community Plan 2021-2031. Action Plans, including timeframes have also been developed for each outcome area.

OUTCOME 1

People with disability have the same opportunities as other people to access the services of, and any event organised by, the Shire of Derby West Kimberley.

1.1 DAIP Strategies

- Include the Access and Inclusion policy in the Shires Compliance Calendar for review at least 5 yearly or sooner if required.
- Increase the number and variety of accessible and inclusive programs and services within the Shire.
- Provide further information for event organisers on how to provide accessible and inclusive events.
- Continue to improve the library technology and services to meet the needs of users.
- Include information in procurement documents about the DAIP and good practice in access and inclusion.
- Continue to support disability awareness opportunities such as the International Day of Disability.
- Continue to advocate for access and inclusion alongside other community providers and advocates.

1.2 Strategic Community Plan Priority Links

- 2.1.3 Provide activities, programs, places and spaces that engage young people
- 2.2.2 Facilitate a range of accessible sporting and recreational activities
- 2.2.3 Provide access to a range of places and spaces where people can meet, recreate, socialise, learn and connect
- 2.4.2 Collaborate with key agencies, groups and service providers to improve community services, programs and facilities

DA	DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
	1. People with disability have the same opportunities as other people to access the services	Staff, Visitors and Community	1.1. Continue to increase the Shire's capacity to understand and meet the access needs of staff,	CEO and Senior Management Team	1.1.1. Increase in positive responses to benchmark questions in Staff Onboarding Survey about equal opportunities for people with disability	Annual
	of, and any events organised by the Shire of DWK		community and visitors with a disability.		1.1.2. Increase in positive feedback from visitors and community members who access services and attend events at SDWK	Annual
C emostuO					1.1.3. Operational areas have a good understanding of the access and inclusion needs of people with disability and are committed to meeting them	Ongoing
			1.2. Continue to increase the Shire's capacity to improve access to resources	CEO and Senior Management Team	1.2.1. Increase in positive feedback from staff, visitors and community members around access to resources and services	Annual
			and services for people with disability.		1.2.2. Continuously improving on digital and printed resources.	Ongoing
			1.3. Improve electronic accessibility to Library services	Library Manager	1.3.1. Monitor feedback on library service accessibility, including online services.	Ongoing

People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Derby West Kimberley as other people

2.1 DAIP Strategies

- Further improve access and inclusion in new or redevelopment works, where practicable.
- Encourage local businesses and tourist venues to provide and promote accessible venues.
- Continue to improve access to recreational areas.
- Increase the monitoring of public toilets to ensure they continue to meet accessibility standards.
- Respond to feedback about footpaths via the Shire's Footpath Plan
- Support the ACROD parking campaign "This bay is someone's day."
- Identify opportunities to widen footpaths where practicable, in the Shire's Footpath Plan
- Provide additional sheltered seating areas in Fitzroy Crossing.
- Include information on the Shires website about accessible facilities in the Shire.

2.2 Strategic Community Plan Priority Links

- 2.1.2 Endeavour to provide safe, clean and well-lit streets and public spaces
- 4.2.2 Encourage the use of local products, styles and the environment through design principles and guidelines

¥	DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
	2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of DWK	Staff, Visitors and Community	2.1. Continue to increase the Shire's capacity to understand the access needs of staff, visitors and community members with a disability.	CEO and Director of Technical & Development Services	2.1.1. Shire's commitment to supporting staff, visitors and community members with a disability is visibly promoted in recruitment and advertising channels and more broadly on the Shire's website, social media channels and SharePoint.	Ongoing
z əw			2.2. Make continuous improvements to existing buildings and facilities that fit within	CEO and Director of Technical & Development Services	2.2.1. Improved accessibility to buildings and facilities monitored via audits as issues are identified.	Ongoing
ootho			the principles of access.		2.2.2. Where practical and possible, furniture, walkways and equipment in work and recreation spaces are accessible and reasonable adjustments are made as required.	Ongoing
			2.3. Improve physical accessibility to the Shire's facilities	CEO and Director of Technical & Development Services	2.3.1 Adhere to National Construction Code in the development of new buildings and refurbishment of old buildings and facilities.	Ongoing

People with disability receive information from the Shire of Derby West Kimberley in a format that will enable them to access the information as readily as other people are able to access it.

3.1 DAIP Strategies

- Improve community awareness that Shire information is available in alternative formats upon request.
- Improve staff awareness of accessible information needs and how to obtain information in other formats.
- Continue to improve the Shire's website in response to feedback.
- Improve the readability of Shire communications using plain English, Aboriginal languages and images.
- Expand the use of community noticeboards and radio to share information with the community.
- Use the Australian Standard Accessibility requirements suitable for public procurement of ICT products and services to guide and support the procurement of ICT products and services.

3.2 Strategic Community Plan Priority Links

1.3.3 Use multiple channels to distribute information about services, programs, places and spaces

DAI	DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
	3. People with disability receive information from The Shire of DWK in a format that will enable them to	Staff, Visitors and Community	3.1. Continue raising the capacity of the SDWK staff and community to enable people with disability to access information.	CEO and Senior Management Team	3.1.1. Staff, visitors and community members with disability or medical conditions can access the full range of Shire resources and information	Ongoing
8	access the information as readily as other people are able to access it.				3.1.2. Staff, visitors and community members have a point of contact for accessibility issues	October 2022
Outcome			3.2. Continue increasing the Shire's capacity to provide administrative	CEO and Senior Management Team	3.2.1. All IT applications are accessible and usable for staff with a disability or medical conditions	Ongoing
			information and community resources in accessible formats.		3.2.2. The most effective software and IT features/apps are sourced for use within the Shire's website and SharePoint service	Ongoing
			3.3. Continue improving access to information	CEO and Senior Management Team	3.3.1. Surveying of individuals with information used to link individuals with existing services and inform future inclusive practices	Ongoing

People with disability receive the same level and quality of service from the staff of the Shire of Derby West Kimberley as other people receive from the staff of the Shire of Derby West Kimberley.

4.1 DAIP Strategies

- Review the induction package for Elected Members to ensure it includes consideration of people with disability in the community and the DAIP.
- Review the Customer Service Charter in light of the Shires commitment to access and inclusion.
- Provide information /resources on the intranet about the DAIP and how to provide accessible and inclusive services.
- Improve community awareness of the DAIP.
- Provide disability awareness training.

4.2 Strategic Community Plan Priority Links

1.3.1 Strive for excellence in customer service

DA	DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
	4. People with disabilities receive the same level and quality of service from the staff of	Staff, Visitors and increase the cap of Staff to provid same level and quality of service	4.1. Continue to increase the capacity of Staff to provide same level and quality of service.	CEO and Senior Management Team	4.1.1. Consistently positive feedback received via a feedback rating application in customer service areas such as the Library and Administration.	Ongoing
Þ	the Shire of DWK as other people receive from the staff of the Shire of DWK.				4.1.2. Staff with disability report improvement in engagement and workplace experience as measured by internal survey	Annual
Outcome					4.1.3. Increase in number of staff across all areas of the Shire participating in mental health and disability awareness training.	Ongoing
			4.2. Regularly review and where necessary, revise policies and procedures to ensure that the quality of services for people with disability are of high standard.	CEO and Governance Officer	4.2.1. The Shire of DWK is recognised as leader in equity and diversity	Ongoing

People with disability have the same opportunities as others to make complaints to the Shire of Derby West Kimberley.

5.1 DAIP Strategies

- Document and share procedures for recording, responding to and resolving complaints.
- Continue to support people to make complaints.
- Encourage the provision of feedback on access and inclusion issues.
- Improve community awareness about how to report access and inclusion issues, provide feedback or make a complaint.
- Investigate easy to use complaints and feedback tools such as snap, send solve.
- Prioritise access improvements based on feedback from staff and community members.

5.2 Strategic Community Plan Priority Links

1.3.2 Listen to and respond to the needs of our communities

	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Staff	Staff, Visitors and Community	5.1. Continue to increase the capacity of Staff to ensure that complaints received from people with disability are monitored and	Director of Finance and Administration	5.1.1. The Shire's commitment to supporting staff, visitors and community members with disability is visibly promoted in recruitment advertising channels, on the Shire's website and via their SharePoint system.	Ongoing
		managed appropriately.		5.1.2. The existing complaints resolution process/policy is updated and widely advertised such that it is easy to find and accessible to staff, visitors and community living with disability.	December 2022
		5.2. Continue to increase the capacity of staff to ensure that information on complaints procedures are available in flexible accessible formats upon request.	Director of Finance and Administration	5.2.1. All communication on complaints procedures are available in flexible accessible formats upon request.	Ongoing

People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Derby West Kimberley.

6.1 DAIP Strategies

- Continue to build relationships with community organisations we can partner with on consultations.
- Involve people with disability in the co-design of the Public Health Plan.
- Document and share procedures for planning and facilitating accessible and inclusive consultations.

6.2 Strategic Community Plan Priority Links

1.3.2 Listen to and respond to the needs of our communities

DAI	DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
	6. People with disabilities have the same opportunities as other people to participate in any	Staff, Visitors and Community	6.1. Improve community awareness about consultation processes in place.	CEO Director of Community Services	6.1.1. The Shire of DWK Disability Access and Inclusion Plan Progress Report is developed, endorsed and shared publicly.	Annually
9 əwo:	public consultation by the Shire of DWK.		*		6.1.2. Consultation processes are widely broadcast in accessible formats for all individuals.	Ongoing
otuO			6.2. Enhance capacity of people with disability to participate in	CEO	6.2.1. Visibility of staff with disability in leadership and representative roles.	Ongoing
			decision making.		6.2.2. Career progression of staff with disability to decision-making roles.	Ongoing

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Derby West Kimberley.

7.1 DAIP Strategies

- Consider access and inclusion in the review of the volunteer policy and strategy.
- Share information about the benefits of employing people with disability with employers in the community.
- Continue to improve the accessibility of Shire work places and spaces.
- Maintain relationships with organisations supporting people with disability into volunteering and employment.
- Include consideration of access and inclusion in the annual review of People and Culture processes.
- Encourage staff to share their diversity status.
- Implement "disability confident recruiter" training.

7.2 Strategic Community Plan Priority Links

- 1.3.2 Strive for a Council and workforce that reflects our communities
- 3.1.3 Encourage pathways to a job-ready and skilled local workforce

DA	DAIP Outcomes	Stakeholder(s) Action	Action	Led by	Success indicator	Timeframe
	7. People with disability have the same opportunities	Staff and Community	7.1. Develop capacity to maintain employment and	CEO and People & Culture	7.1.1. The SDWK is recognised as an inclusive employer of people living with disability.	Annual
	as other people to obtain and maintain employment with the Shire of DWK		development opportunities for staff living with disability.		7.1.2. The SDWK's commitment to supporting staff with disability is visibly promoted in the recruitment process.	Ongoing
	, , , , ,				7.1.3. JobAccess services successfully used to audit and improve recruitment processes and employment practices.	2022-2023
əwoo					7.1.4 Higher number of staff with disabilities hired.	Ongoing
otu O			7.2. Promote employment and development opportunities for people living with disability.	CEO and People & Culture	7.2.1. Members of recruitment selection panels have a good knowledge of equal opportunity principles and inclusive practices and are trained in identifying and managing their individual unconscious bias as it relates to disability.	Ongoing
			7.3. Monitor and analyse employment and development opportunities for staff living with disabilities.	CEO and People & Culture	7.3.1. Survey data and disability access consultation indicates that people with disabilities receive the same opportunities as other people.	Ongoing