

DISABILITY ACCESS AND INCLUSION PLAN 2024-2029



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INTRODUCTION

Background

The Shire of Mingenew is committed to ensuring Mingenew is inclusive and supportive of people with disability and empowers people with disability to participate meaningfully in all parts of our community.

As identified in the Shire's Strategic Community Plan 2023-2033, Council acknowledges that to ensure Mingenew is valued as a liveable community that supports diversity it must support and include disabled and vulnerable community members. A key Corporate Business Plan Action for 2024-2028 is to review and implement the Shire's Disability Access and Inclusion Plan (DAIP).

Part 5 of the *Disability Services Act 1993* (the Act) and r.6-10 of the *Disability Services Regulations 2004* (the Regs), requires that public authorities, including local governments, must prepare a Disability Access and Inclusion Plan and annually report on its progress for achieving the mandated outcome areas and Shire-implemented strategies. Schedule 3 of the Regulations include standards for disability access and inclusion plans.

The development and review of our Disability Access and Inclusion Plan provides us with the opportunity to ensure we have a good understanding of our community make up, its needs and can work to address barriers to access and inclusion and drive positive changes within our community. We consider the communities' priorities and develop improvement strategies around services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

Principles of Disability Services legislation

Guiding Principles for developing and implementing a disability access and inclusion plan, as outlined within the Act, are as follows:

1. People with disability are individuals who have the inherent right to respect for their human worth and dignity without discrimination and with equality of opportunity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same human rights as other members of society and should be enabled to exercise those human rights.
3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual, cultural and spiritual development.

4. People with disability have the same right as other members of society to access services that will support their choices, assist them to be as independent as possible and enable them to participate in all aspects of life.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions that affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that respects and protects their rights and opportunities and is the least restrictive option in the circumstances.
7. People with disability have the right to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disability who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, violence, intimidation, and exploitation.

Definition of 'disability'

The current definition of disability in the *Disability Services Act 1993* is as follows:

Disability means a disability —

- (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and
- (b) which is permanent or likely to be permanent; and
- (c) which may or may not be of a chronic or episodic nature; and
- (d) which results in —
 - (i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - (ii) a need for continuing support services.

ACCESS AND INCLUSION POLICY STATEMENT

The Shire of Mingenew is committed to ensuring that the community is an accessible community for people with disability, their families and carers, via the following;

- The Shire of Mingenew believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.
- The Shire of Mingenew is committed to consulting with people with disability, their families and carers and, where required, disability organisations to ensure that barriers to access are addressed appropriately.
- The Shire of Mingenew is committed to ensuring that its agents and contractors work towards the desired outcomes in the Disability Access and Inclusion Plan.

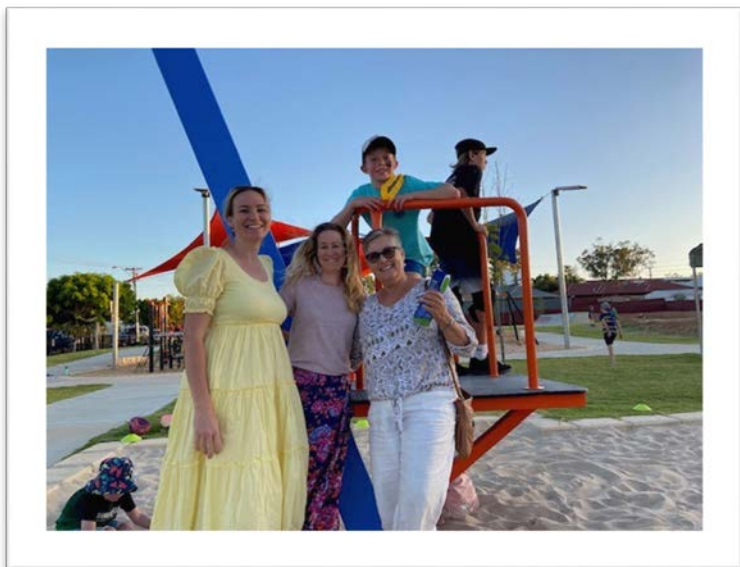
The Shire is also committed to achieving the seven standards of its disability access and inclusion plan which are as follows;

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

2019-2024 ACHIEVEMENTS

Some of the key projects and initiatives achieved from the DAIP 2019-2024 included:

- Adoption of key policies to support accessibility:
 - 1.2.10 Access and Inclusion Policy
 - 1.2.11 Accessible Information Policy
 - 1.2.12 Reasonable Adjustment Policy
- Installation of universal access toilet during refurbishment of the Mingenew Railway Station
- Construction of sensory playground and pathways for connectivity and wheelchair / mobility scooter access at Cecil Newton Park
- Installation of ACROD parking on Phillip Street to service Mingenew Health Centre, Day Care Centre and Autumn Centre
- Disability access ramp and paths, unisex, disabled toilets and ACROD parking installed in new Tennis Clubhouse build
- Renovation of Aged Persons Units (4) bathrooms to improve accessibility
- Consideration of people with disability in new Strategic Community Plan 2023-2033



DAIP Outcome 1: Services and events

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

STRATEGIES & ACTIONS	STATUS
Promote feedback mechanisms for use of all services, provided or funded.	ONGOING
Develop consultation guidelines for all future reviews of services.	COMPLETED
Continually monitor library services and technology to facilitate accessibility for library and information services.	ONGOING
Ensure the needs of people with disability are planned for and provided at events by using the access resource kit as provided by Disability Services.	ONGOING
Incorporate the objectives and strategies of DAIP into the Shire's existing planning processes, including the Strategic Community Plan.	COMPLETED
Develop and implement key policies to support accessibility	COMPLETED

DAIP Outcome 2: Buildings and facilities

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

STRATEGIES & ACTIONS	STATUS
Identify access barriers to buildings and facilities.	ONGOING
Prioritise and implement any recommendations as resourcing allows.	ONGOING

All new or redeveloped facilities allow for access for people with physical, cognitive, sensory and psychiatric disability through the application of specific building and planning codes. This includes ramped elevations, rails, and appropriate signage, line marking and raised footholds at intersections where practicable.	ONGOING
Legal requirements with regard to disability access are checked prior to approval of development and building applications.	ONGOING
Undertake an audit of ACROD bays and implement a program to rectify non-compliance. (Checklist, from ART)	COMPLETED
All parks and reserves allow for access for people with physical, cognitive, sensory and psychiatric disability. This includes ramped elevations, rails, and appropriate signage, line marking and raised footholds at intersections where practicable.	ONGOING
Provision of Unisex disabled toilet/s for wheelchair persons visiting the Shires facilities are considered and planned for.	ONGOING
DAIP Outcome 3: Accessible information	
People with disability receive information from a public authority in a format that enables them to access the information as readily as other people are able to access it.	
STRATEGIES & ACTIONS	STATUS
Ensure all public documents carry a notation regarding availability in alternative formats	ONGOING
Advise the community via local newspaper, social media, newsletters and other mediums as appropriate, that information is available in alternative formats	ONGOING
Provide information about technology and providers that support people with a disability	ONGOING
Make accessible information guidelines available on the internet	ONGOING
Develop an accessible information policy	COMPLETED

Provide accessible information training and resources to employees, including as part of the induction of new staff.	ONGOING
Monitor and maintain website compliance with W3C standards.	ONGOING
Investigate methods for improving accessibility on the Shire's website	COMPLETED
DAIP Outcome 4: Service	
People with disability receive the same level and quality of services from the staff of a public authority as other people receive from the staff of that public authority.	
STRATEGIES & ACTIONS	STATUS
Update staff on any identified disability and access issues through internal means	ONGOING
Develop a Customer Service Charter that establishes some guidelines on how to provide good service to people with a disability	COMPLETED
Provide information and training in the induction for new staff and Councillors	ONGOING
Maintain a network of organisations/people who can be called upon to provide advice on access and inclusion options for people with disability	ONGOING
DAIP Outcome 5: Complaints	
People with disability have the same opportunities as other people to make complaints to a public authority.	
STRATEGIES & ACTIONS	STATUS
Review current grievance mechanisms and develop any appropriate policies or guidelines as appropriate	COMPLETED
Develop other methods of making complaints, such as web-based forms, access to interpreters, advocacy services, and alternative arrangements such as carers, parents, and guardians acting as advocates.	ONGOING

Promote accessible complaints mechanisms to the community.	ONGOING
DAIP Outcome 6: Consultation	
People with disability have the same opportunities as other people to participate in any public consultation by a public authority.	
STRATEGIES & ACTIONS	STATUS
Promote the existence and role/purpose of the DAIP to the community.	ONGOING
Consult with people with disability using a range of mediums, including survey, focus groups and interviews, as required.	ONGOING
Include appropriate questions about access and inclusion in general Shire surveys and consultative events.	ONGOING
Actively pursue ideas and thoughts from people with disability.	ONGOING
The shire will regularly monitor the progress of the plan and be involved in the annual reviews.	ONGOING
DAIP reviews to be included in the Shire's Compliance Calendar	ONGOING
DAIP Outcome 7: Employment	
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.	
STRATEGIES & ACTIONS	STATUS
Make sure job advertisements and career information is available in an accessible format	ONGOING
Promote the Shire's Equal Employment Opportunity statement when advertising vacancies.	ONGOING
Make sure the interview is held in an accessible venue.	ONGOING
Develop a Reasonable Adjustment Policy	COMPLETED

Review Workforce Plan to ensure inclusion of inclusive recruitment practices	COMPLETED
Undertake training and education of Elected Members and staff to improve awareness of people with disability	COMPLETED
Update Elected Member and staff inductions to include DAIP	COMPLETED
Examine current methods of recruitment	ONGOING
Collect data on disability and diversity to monitor trends and needs	ONGOING
Seek assistance from Disability Employment Service providers within 100km radius, as appropriate	ONGOING
Review current job descriptions to ensure relevance of essential criteria	ONGOING
Seek assistance with advertising, interview, and employment requirements including reasonable adjustment.	ONGOING
Conduct annual reviews of policies and procedures	COMPLETED
Identify and implement any new policies or procedures that support improved recruitment practices.	COMPLETED



DAIP REVIEW

Integrated Planning

This Plan considers the community vision of the Strategic Community Plan 2023-2033 (SCP) to ensure “Mingenew is a safe, inclusive and connected community with a thriving local economy that provides opportunity for all to succeed.”

The SCP includes the strategic priority:

“7.2 Support and include disabled and vulnerable community members.”

A Corporate Business Plan (2024-2028) includes the following action:

“a. Review and implement the Shire’s Disability Access and Inclusion Plan.”

Capital projects included as actions are based on the Shire’s Long Term Financial Plan

Mingenew Profile

The Australian Bureau of Statistics (ABS) estimates that the resident population of Mingeneew in 2021 is 407¹.

Modelled estimates from ABS indicate 15.7% (67 people) of the population are represented by people with disability (living in private dwellings) and 13.1% are reported carers (primary and non-primary) for people with disability. Furthermore, 8.7% of those people have profound or severe core activity limitations, whilst 11% have moderate or mild core activity limitations.

The modelled ABS data also indicates that approximately 3.6% of people aged 0-64 years, who report as having disability, have their needs for assistance with core activities fully met and 1.1% are only partly met or not at all.

Methodology

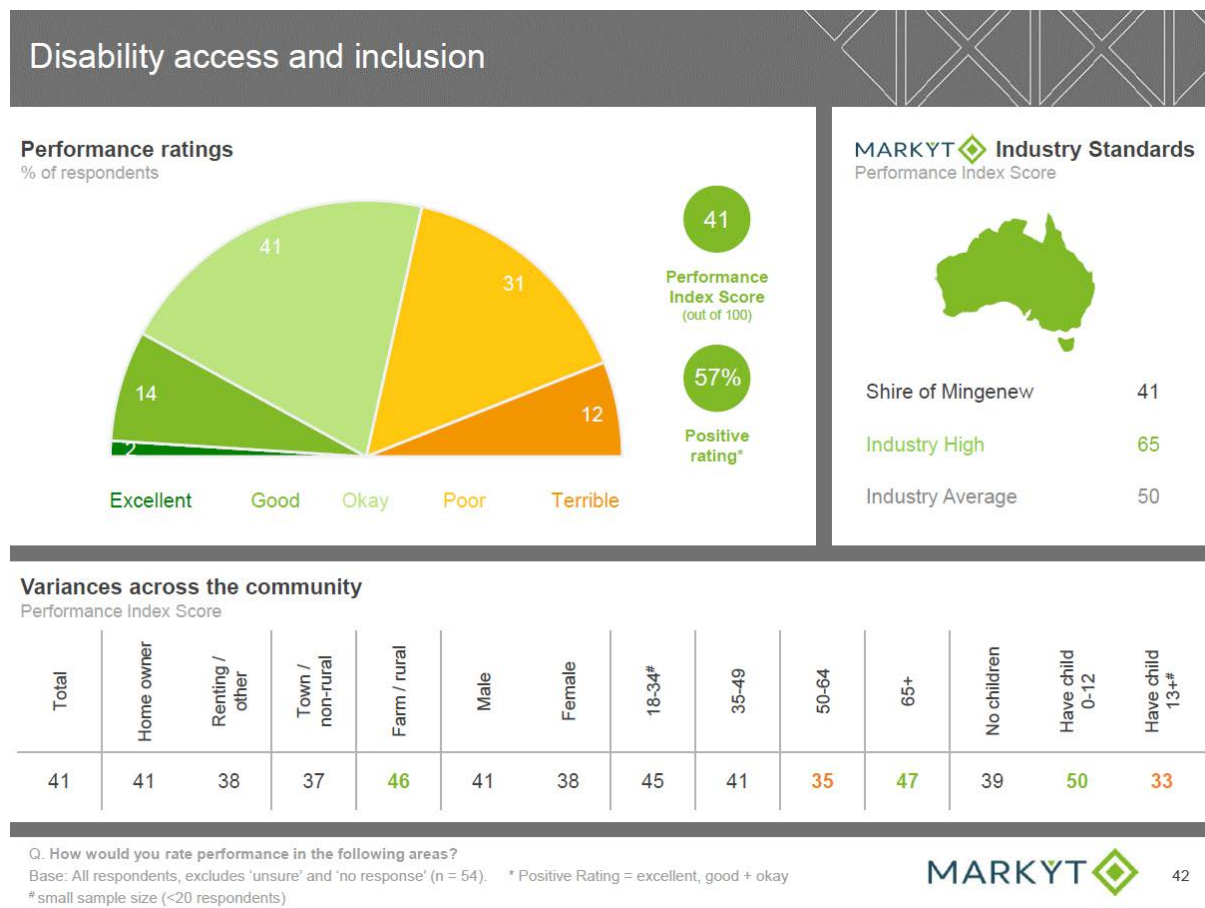
To inform the updated Plan, the Shire has conducted a desktop review of the previous DAIP, considered current processes and practices, and analysed community consultation sources, such as the Community Satisfaction (MARKYT) survey results from 2022, and the DAIP survey in 2024.

Any actions to address feedback is measured and checked against the principles and legislated standards for disability access and inclusion.

¹ Australian Bureau of Statistics (ABS Census Data, 2021)

MARKYT Scorecard 2022

Based on the Shire’s Community MARKYT Scorecard results from 2022, the community scored the Shire’s performance in Disability access and inclusion to be “Okay”.



Of the 97 respondents of the survey, 10 people were identified as living with disabilities.

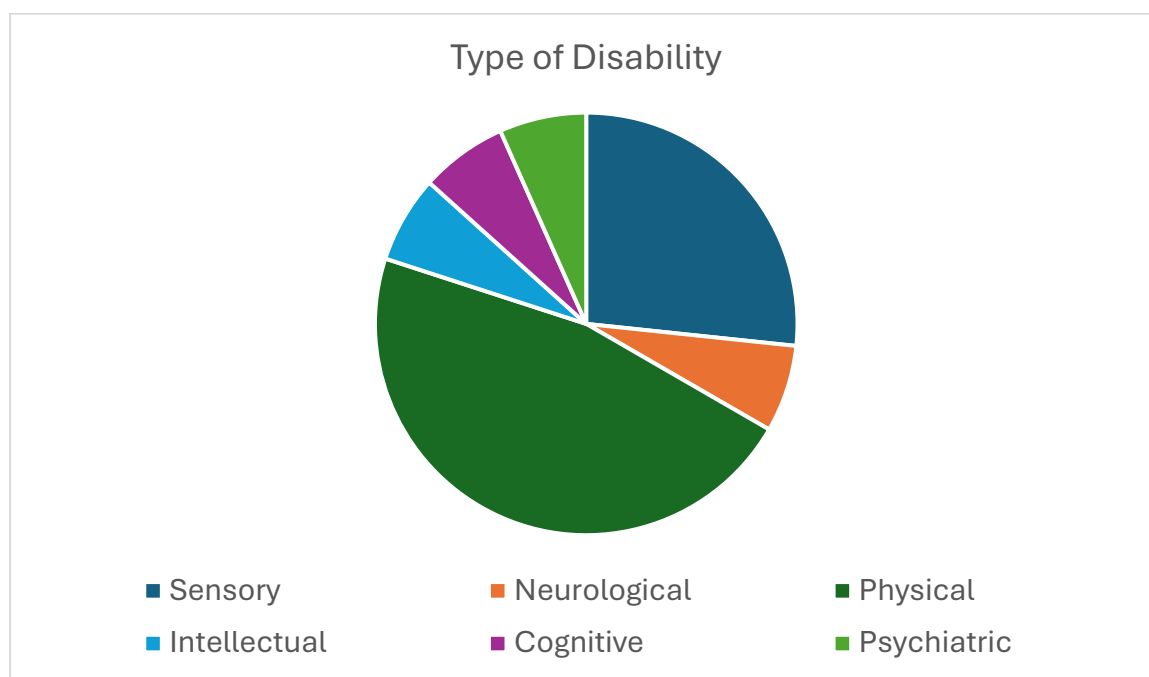
DAIP Survey 2024

The Shire conducted a survey in 2024 to gain an understanding of local needs and priorities in terms of supporting people with disability, to help inform the development of this Plan.

We received 25 responses, 8 of which indicated they were living with disability and 4 are informally caring for a friend or family member with disability. The Shire only received 2 responses from the last DAIP-specific survey conducted in 2019 therefore we are please to be reaching a larger portion of this cohort within our community.

To understand the types of disabilities people are living with in our community and the challenges they be facing, the survey asked respondents:

Q6 What types of disabilities are relevant to you or someone you care for?



The following definitions were provided (indicates number of responses per type):

Sensory - affecting vision and/or hearing (4)

Neurological - affecting a person's ability to control their movements, for example, cerebral palsy (1)

Physical - affecting mobility and/or a person's ability to use their upper or lower body (7)

Intellectual - affecting a person's judgement, ability to learn and communicate (1)

Cognitive - affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain (1)

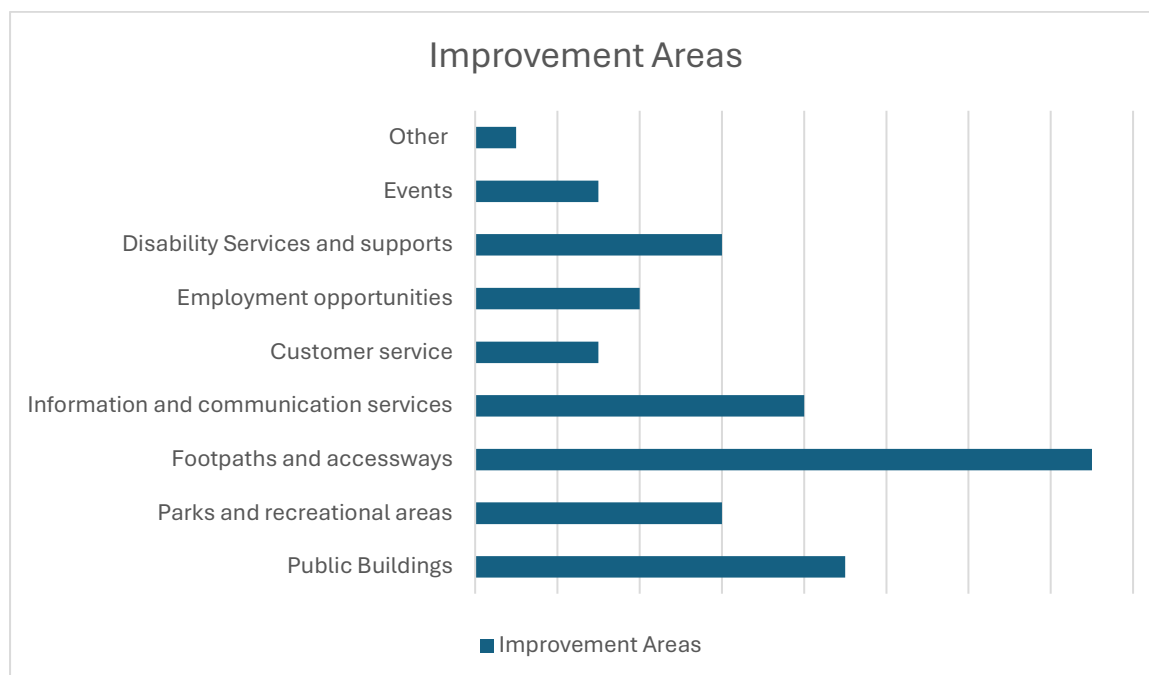
Psychiatric - affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression (1)

Q8 What, if any, specific challenges have you faced or witnessed in people with disability accessing services, programs, or places in the Shire of Mingenew?

This was a freetext response therefore, themes are summarised below:

- No disabled access toilet at Rec Centre
- Existing footpaths are in disrepair, uneven and kerb ramps too high
- Insufficient paths for people using walkers, wheelchairs, gophers and prams
- Fencing at Cecil Newton Park not disabled friendly
- Townsite roads in poor state and not suitable for gophers and wheelchairs etc.
- Limited setup for people with visual impairment

Q9 Which areas do you think need improvement in terms of accessibility and inclusion? Select all that apply.



Suggestions for improvement was generally consistent with responses to Q8 but included:

- Use matt paper so less reflective
- Transport Service for services outside of Mingenew
- Ensuring building handrails are in good condition
- More footpaths and employment opportunities
- Move the obstructing fence from the pathway on Shenton Sreet, at Cecil Newton Park
- Add path to the Caravan Park, through the Windmill Park
- Re-lay or replace brick paving in town
- Set Budget to upgrade pathways and seek suitable grants
- New paving (no bricks)
- Improve roads and footpaths. Provide better access for disabled people in areas such as the Old Railway Station and the Recreation Centre

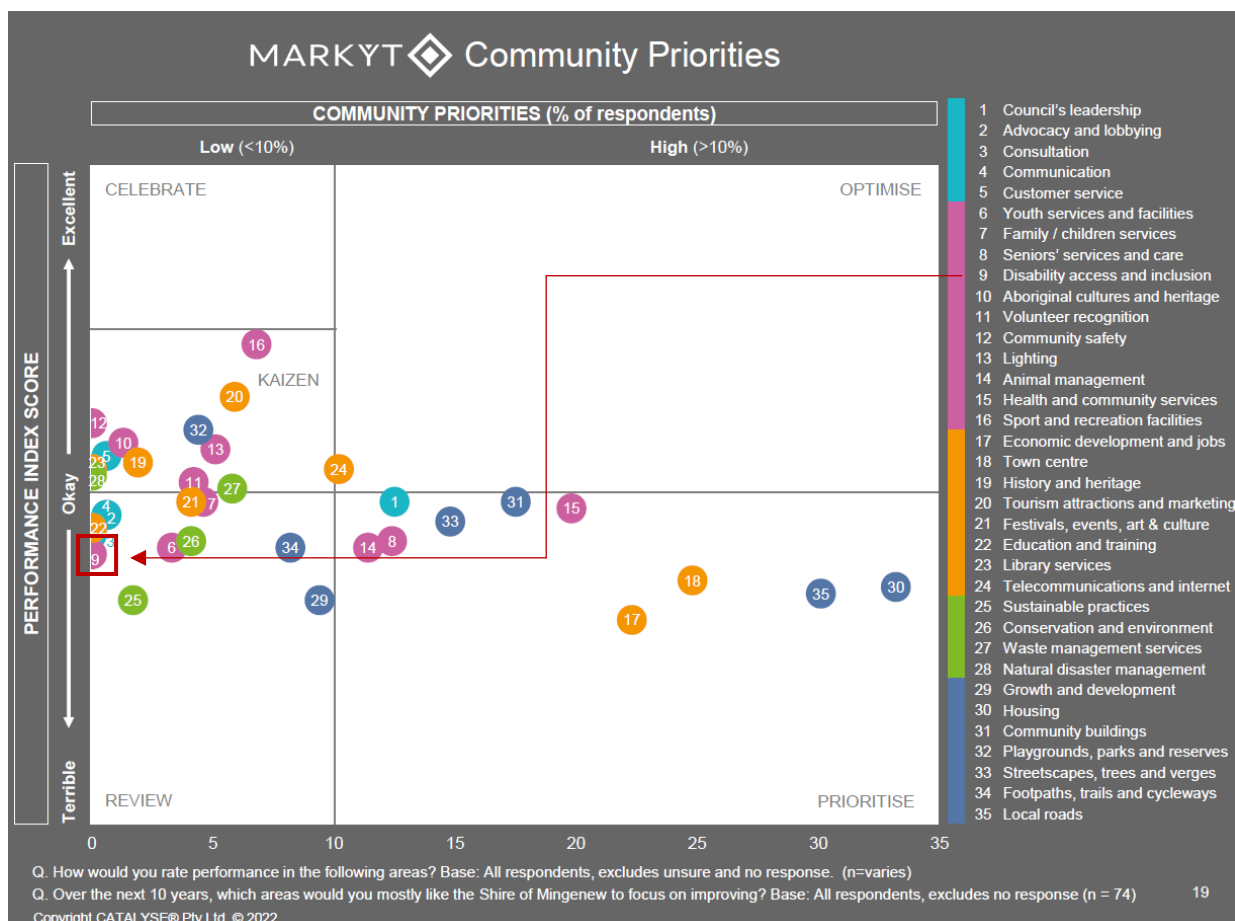
Q11 Can you provide an example of a positive experience related to disability accessibility and/or inclusion within the Shire of Mingenew?

Respondents noted they were satisfied with ramps to access the Shire, shop, the CRC / Post Office / The Exchange.

To access the full results from the survey, visit our website at <https://mingenew.wa.gov.au/shire-news/disability-survey-results/> or contact the Shire to receive in an alternative format.

Community Priorities

Due to a relatively low population of people with disability, it is unsurprising that disability rates as a low priority from feedback. What the MARKYT survey results do demonstrate (as shown in the image below) is that the Shire is performing below an acceptable level, and we therefore consider it important that there are improvements we can make with the resources available.



To determine the strategies for 2024-2029 the Shire considers how the disability-specific feedback feeds into our communities' priorities. Therefore, we note:

- Disability access and inclusion (9) is considered a low priority but below the expected standard
- Footpaths (34) are considered to be a low to medium priority but below the expected standard
- Community buildings (31) is a medium to high priority but at an acceptable standard

2024-2029 OUTCOMES AND ACTION PLAN

The below Action Plan 2024-2029 is a guide for implementation, with indicative timelines and is subject to Budget approval and/or availability of resources.

DAIP Outcome 1: Services and events		
People with disability have the same opportunities as other people to access the services of, and any events organised by, the Shire of Mingenew.		
STRATEGIES	TIMELINE	ACTIONS
1.1 Promote feedback mechanisms for use of all services, provided or funded.	Ongoing	1.1a Promote availability of the Shire’s feedback forms on the Shire’s website, Facebook page and through the Mingenew Matters (add as action in Compliance Calendar).
1.2 Utilise and promote event guidelines and/or resources to ensure events held in the Shire of Mingenew are accessible and as inclusive as possible.	Ongoing	1.2a Share the ‘Create accessible events’ checklist on the Shire’s website and issue to any external event organisers.
1.3 Continually monitor library services and technology to facilitate accessibility for library and information services.	Ongoing	1.3a Identify and promote services and library materials that cater to people with disability, such as large print and audiobooks
	April 2025	1.3b Link community members with WA’s VisAbility Library
1.4 Appropriate transportation is available to ensure people with disability and/or mobility issues can access local services and events	Ongoing	1.4a The Shire continues to subsidise the use of the Community Bus for seniors, vulnerable members of the community and/or people with disability
	March 2025	1.4b The Shire’s Community Bus Hire Policy be updated to expand the Category 1 to be more inclusive of people with disability and identifying capabilities and limitations of the Bus for this purpose.

DAIP Outcome 2: Buildings and facilities

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

STRATEGIES	TIMELINE	ACTIONS
2.1 Buildings, footpaths, parking bays (e.g. ACROD), public space designs and other infrastructure are considerate of accessibility and inclusion needs.	2024-2028	2.1a Implement the Shire's 10 Year Shared Pathways Plan to connect key community assets for all abilities.
	2025	2.1b Review the fencing design at Cecil Newton Park to provide clear and safe pathways for all abilities.
	2025	2.1c Interpretive signage and connecting infrastructure in the town centre / main street and including the Railway Station, to be designed for access and mobility.
	2025	2.1d Install new unisex toilet at hockey oval, incorporating accessibility designs.
	2025	2.1e Rec Centre upgrade (evacuation centre) to include unisex, accessible toilet and have consideration for accessibility design features.
	2025	2.1f The new Daycare facility to incorporate accessibility designs.
	2026	2.1g Construction of key worker housing to have consideration of liveable housing guidelines design elements.
	2027	2.1h Fire shed replacement to comply with accessibility design elements.

	2028	2.1i Construction of new aged persons units (2) to support living for ageing in place and mobility issues.
	2028	2.1j Refurbishment of Town Hall to include accessibility design elements.
	2028	2.1k Refurbishment of Yandanooka Hall toilets to include unisex toilet and accessible design elements.
2.2 All new or redeveloped facilities have consideration for access for people with physical, neurological, intellectual, cognitive, sensory and psychiatric disability, based on user needs.	2025	2.2a Water play space to consider disability needs for socialisation, including sensory and physical accessibility.
	2027	2.2b Construction of bike track to consider inclusive and accessible features.
	2028	2.2c Tennis Club playground replacement to consider disability needs for socialisation, including sensory and physical accessibility.
2.3 Legal requirements for disability access are checked prior to approval of development and building applications.	Ongoing	2.3a Development and building applications assessed by qualified and competent personnel and have access to current Building Code requirements and standards.
2.4 Local businesses are encouraged to implement changes to infrastructure and activities that promote inclusiveness and accessibility.	Ongoing	2.4a Identify and promote financial support opportunities for local businesses to make accessibility improvements to infrastructure and/or services.
	Ongoing	2.4b Communicate and partner with businesses to upgrade infrastructure where access is shared with Shire facilities and shared costs may incentivise improvements.

DAIP Outcome 3: Accessible information

People with disability receive information from the Shire of Mingenew in a format that enables them to access the information as readily as other people are able to access it.

STRATEGIES & ACTIONS	TIMELINE	ACTIONS
3.1 Monitor and maintain website compliance with web accessibility standards.	Ongoing	3.1a Coordinate with the Shire’s external website manager to ensure standards are implemented and maintained
3.2 Ensure that Shire information is made available in accordance with its Accessible Information Policy.	Ongoing	3.2a Documents are developed in clear and easy to read formats e.g. legible sans serif fonts, 12 or larger font size, matt paper etc.
	Ongoing	3.2b Information is available in or can be re-formatted e.g. in audio, large print, plain background, left-aligned text etc.
	Ongoing	3.2c Use accessibility statements to ensure users are aware they can request information in alternative formats
3.3 Shire wayfinding and signage considers accessibility and inclusion	Ongoing	3.3a Where practical and relevant, Shire maps, trails signage and other navigation materials are updated to include information highlighting accessible networks and features or barriers.

DAIP Outcome 4: Service

People with disability receive the same level and quality of services from the staff of the Shire of Mingenew as other people receive from the staff of the Shire.

STRATEGIES & ACTIONS	TIMELINE	ACTIONS
4.1 Ensure customer service staff are appropriately trained to support people with disability	Ongoing	4.1 Identify and run appropriate training for staff, as required (minimum disABILITY AWAREness e-learning)
4.2 Connect with disability support and advisory service providers to ensure services can be effectively and appropriately provided, where required	Ongoing	4.2 Support and refer community members to relevant services, including through the Mingenew CRC's Ageing in Place program.

DAIP Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to the Shire of Mingenew.

STRATEGIES & ACTIONS	TIMELINE	ACTIONS
5.1 Review current grievance mechanisms and develop any appropriate policies or guidelines as appropriate	Ongoing	5.1a Continue to review policies and Customer Service Charter, at least every two years
	Ongoing	5.1b Continue to review and improve web-based forms and grievance systems
5.2 Promote accessible complaints mechanisms to the community and encourage advocacy from carers of people with disability	Ongoing	5.2a Actively invite feedback and complaints from people with disability or their carers to ensure continuous improvement through various mediums

DAIP Outcome 6: Consultation

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

STRATEGIES & ACTIONS	TIMELINE	ACTIONS
6.1 Promote the existence and role/purpose of the DAIP to the community.	Ongoing	6.1a Invite submissions on the development or review of the Shire's DAIP
	Ongoing	6.1b Make the DAIP available on the Shire's website, in print and other alternatives, and promote through various mediums
6.2 Ensure a diverse range of mediums are available to provide people with disability an opportunity to connect with the Shire and participate in consultation.	Ongoing	6.2a Utilise print and digital media, as well as in-person opportunities to share and consult on Shire matters, ensuring that people with disability and vulnerable community members may participate
	Ongoing	6.2b Include appropriate questions about access and inclusion in general Shire surveys and consultative events.

DAIP Outcome 7: Employment

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

STRATEGIES & ACTIONS	TIMELINE	ACTIONS
7.1 Ensure the Shire's employment practices are free from discrimination and are aligned with the Shire policies.	Ongoing	7.1a Include the Shire's Equal Employment Opportunity and Reasonable Adjustment Policy is accessible during recruitment and inductions.
7.2 Provide workers with support and training on inclusion of people with disability in the workplace.	Ongoing	7.2a Include disability awareness in staff and elected member inductions, including awareness of DAIP
	Ongoing	7.2b Utilise JobAccess and other appropriate resources to support workers with disability

MONITORING AND REPORTING

The Shire will be measuring its performance and tracking changes to community priorities in 2025, after conducting another community survey. The DAIP will be reviewed again following this process to ensure it adopts to any changes and sentiments.

The *Disability Services Act* requires the Shire to report on the implementation of its DAIP in its annual report, outlining:

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



Agents and contractors of the Shire of Mingenew will be provided access to the Shire's DAIP and be made aware of any specific actions required of them to comply with the DAIP outcome areas in undertaking work on behalf of the Shire, including requirements being stated within contracts and inductions as appropriate.

DISABILITY SUPPORT IN THE MIDWEST

Disability Support Guide - www.disabilitysupportguide.com.au

Provides a comprehensive list of service providers in WA who support people living with disabilities, listing services that offer accommodation, advisors, equipment and technology, in-home and community support, therapists and specialists. There is also a range of resources that provide clear and comprehensive information about disability support options, what to consider and how to get the best support for your needs and circumstances.

There are also two registered support organisations based in the Midwest:

- Midwest Community Living Association
- Access to Leisure and Sport

Access Disability Services WA - <https://adsw.com.au/>

If you are unable to find a resource you need, please visit the Shire office or contact us and will assist you with any enquiries.

PH: (08)9928 1102

E: enquiries@mingenew.wa.gov.au

