



# **Disability Access and Inclusion Plan**

2017-2021

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## **Acknowledgements**

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In particular, thanks are given to the, Shire staff, individual community members and to those persons, who completed our DAIP questionnaire.

# Background

## The Shire of Coolgardie

The Shire of Coolgardie is located approximately 550 kilometres east of Perth and is responsible for the towns of Coolgardie, Kambalda (East and West), Bullabulling, Kurrawang and Widgiemooltha. In total the Shire covers an area of 30, 400 km<sup>2</sup> with approximately 6,200 people living within these boundaries.

## Functions, facilities and services (both in-house and contracted) provided by the Shire of Coolgardie

The Shire of Coolgardie is responsible for a range of functions, facilities and services including:

**Services to property:** construction and maintenance of Shire-owned buildings, roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; and bush fire control.

**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 pool; public library and information services; 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; environmental health 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 licences. Customer liaison and complaints resolution.

**Processes of government:** ordinary and special Council and committee meetings; electors' meetings and election of Council Members; ward meetings and community consultations.

## People with disability in the Shire of Coolgardie

People with disability represent a significant section of the community.

According to information obtained from the Disability Services Commission Website, 2006, the most common form of disability suffered in Western Australia is physical which relates to conditions of the nervous and respiratory systems, congenital malformations and some chromosomal abnormalities. Other forms of disability which are present both in our State and community are Sensory – e.g. Persons who are vision or hearing impaired, Acquired Brain Injury e.g. A person who has suffered from stroke, a head injury, brain disease/disorders, Intellectual – People suffering with intellectual and developmental disorders e.g. a person with

Down Syndrome and Psychological – e.g. someone who suffers from depression and/or mood affective disorders. Many people may be affected by more than one disability and experience additional access challenges, for example if their first language is that other than English

As a majority of people with a disability live within the community with their families, friends and carers, it is important that they are given the same opportunities and choices as other people so they are able to participate in community life.

Due to the broad range of services provided to their communities, Local Government plays a vital role in the lives of people with disability, their carers and families.

### **Planning for better access**

The Western Australia Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's with disability unlawful.

### **Progress since 2011**

The Shire of Coolgardie is committed to facilitating the inclusion of people with disability through the improvement of access to its information facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

The Shire has implemented many initiatives from 2011 – 2016 and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings.

## Access and Inclusion Policy Statement

The Shire of Coolgardie is committed to ensuring that the community is accessible for and inclusive of people with disability, their families and carers.

The Shire of Coolgardie 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 Coolgardie 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 Coolgardie interprets an accessible and inclusive community as one in which all Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

### The Shire of Coolgardie:

- recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- 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;
- believes that people with disability, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- is committed to supporting local community groups and businesses to provide access and inclusion of people with disability;
- people with a disability have the same opportunities as other people to obtain and maintain employment with a public authority.
- is committed to achieving the seven desired outcomes of its DAIP.

## The seven desired outcomes of the Shire of Coolgardie Disability Access and inclusion plan are as follows:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disability receive information from the relevant public authority 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 relevant public authority.
5. People with disability have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

# Development of the Disability Access and Inclusion Plan

## Responsibility for the planning process

The Manager for Community Services has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

## Community consultation process

Consultation for the five year review of the (DAIP) has been occurring in various methods since August 2015.

The process included:

- consultation with key staff
- consultation with the community, key groups and individuals
- DAIP information and feedback tables at both the Community Recreation Centres
- survey forms at both Community Resource Centres
- consultation with the community
- Shire of Coolgardie website, social media

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.

During the review of the Shire of Coolgardie DAIP the following consultation methods were used:

- The community was invited through the local newspaper, local noticeboards, and Shire's website that the Shire was reviewing our DAIP to address barriers to access for people with disability and their families. The community were invited to provide input either in writing, by telephone or in person.

- A survey was made available at Shire of Coolgardie offices, shopping centres, and at the community recreation centres.  
(The survey invited people to identify any barriers under each of the seven desired outcomes for a DAIP).
- Public meetings were held; all interested community members were invited to attend, including people with disability, their families and representatives of disability organisations, to discuss barriers to access and potential solutions to overcoming barriers and enhancing inclusion in the community.
- Shire of Coolgardie staff were encouraged to provide input as to their experiences with assisting persons with special needs whilst providing council services.
- Interest groups were consulted eg: senior groups.
- Posters / flyers were also displayed on community noticeboards, website and social media.

## **Findings of the consultation**

Key stakeholders and community members were invited to review the existing Disability Access and Inclusion Plan.

The outcomes of the discussions and feedback received through the surveys was very positive. Overall those who responded were satisfied the shire is very proactive in the provision of accessible locations.

A review of the 2011 – 2016 Disability Access and Inclusion Plan and it's objective was completed by the Manager for Community Services, the Community Resource Officers, and Office staff.

Community surveys, eight feedback forms were received back

Many of the objectives in the initial plan are ongoing projects which continue to be delivered. The smaller more achievable objectives have already been achieved.

## **Responsibility for implementing the DAIP**

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## **Communicating the plan to staff and people with disability**

- The community are informed through local media (newspaper and flyers), on Councils website and social media profiles that copies of the plan were available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on usb, by email and on the Shire's website.
- As plans are amended Shire staff and the community will be advised of the availability of updated plans, using the above methods.

## **Review and evaluation mechanisms**

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

## **Monitoring and Reviewing**

The employee with responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

- The Shire's DAIP will be reviewed and submitted to the Disability Services Commission in 2021. The report will outline what has been achieved under the Shire's DAIP 2017 – 2021.

## **Evaluation**

- An evaluation will occur as part of the five-yearly review of the DAIP.
- The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.

## **Reporting on the DAIP**

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; and
- the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

## Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven desired outcome areas of the Disability Services Act from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

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

Strategies
Ensure people with disability are provided with an opportunity to comment on access to service.
Monitor Shire services to ensure equitable access and inclusion.
Council will ensure that all policies and procedures that govern the operation of Council facilities, functions and services are consistent with Council Policy regarding access.
Council will ensure that any events are organised so that they are accessible to people with disability.

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

Strategies
Continue to work towards the goal of all buildings and facilities meeting the standards for access and any demonstrated additional need.
Ensure that all new or redevelopment works provide access to people with disability, where practicable.
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.
Ensure that all recreational areas are accessible.
Ensure that persons with mobility problems are aware of the kerbside collection service.

**Outcome 3:** 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.

<b>Strategies</b>
Ensure that the community is aware that Shire information is available in alternative formats upon request.
Improve staff awareness of accessible information needs and how to provide information in other formats.
Ensure that the Shire's website meets contemporary good practice.

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

<b>Strategies</b>
Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services.
Improve community awareness about disability and access issues.
Council will continually network with the DSC to ensure a Best Practice Service for persons with disability as guided by the Disability Service Commission.

**Outcome 5:** People with disability have the same opportunities as other people to make complaints to a public authority.

<b>Strategies</b>
Council will insure that grievance mechanisms are accessible for people with disability and are acted upon.

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

<b>Strategies</b>
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.
Ensure that people with disability are aware of and can access other established consultative processes.

**Outcome 7:** People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

<b>Strategies</b>
Use inclusive recruitment processes
Improve methods of attracting, recruiting and retaining people with a disability
Create an accessible and welcoming workplace

# Appendix 1

## Progress from 2011 – 2016 Disability Access and Inclusion Plan

### 1. Existing functions, facilities and services are adapted to meet the needs of people with disability.

- Disability Access and Inclusion is featured in the Shire of Coolgardie Strategic Plan and Sport and Recreation Plan.
- Existing buildings and services are being evaluated and are being modified to meet the required standards. (ongoing).
- Free community book swap / easy access to service.
- Range of large print books, easy access to Shire Libraries and Community Resource Centres.
- Outdoor movies / subtitles, clear speaker systems.
- E-resources and e-magazines.
- Improved range of audio talking books.
- Computerschool.net
- Westnet screenings are set up for easy access, comfortable seating and on the large screen, with clear audio and text option.
- Community Resource Centres have accessible computer booths, chairs, easy to use equipment.
- The Coolgardie Shire Library was relocated to the Coolgardie Community Recreation Centre, building has accessible features, Library is easier to access, offers more services.
- Shire website and social media sites are accessible.
- Documents are available in alternative formats, upon request.
- Car parks are accessible.
- New buildings parks are planned with consideration of DAIP.
- Disability Toilets have been installed at both the Coolgardie Park and Kambalda Park.
- East to West bike path link.
- Lions Lookout – Accessible shelter, concrete base.
- Counter was lowered at the Kambalda Community Resource Centre.
- Tommy Talbot Park - new footpath to the Public Toilet and to the Bergin memorial, wheelchair accessible.

- Coolgardie Swimming Pool, installation of easy to access steps.
  - Seniors Units are being upgraded eg: Handrails at Montana Homes, disability access showers, rails etc.
  - Local community newspaper is available online, free to the community and via email.
  - Rails at the Kambalda swimming pools.
  - Handrails / and highlighted edge markings for steps, improved lighting.
2. **Access to buildings and facilities has been improved.**
- All new buildings and services are being designed to suit persons with disability and to meet required standards.
  - Concrete accessible path between Salmon Gum Road and Bluebush Road.
  - Children's playgrounds have been reviewed for safety (Australian Standard Equipment) and accessibility.
3. **Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.**
- All public documents are made available in alternative formats on request
  - The availability of alternative format information was promoted via local newspapers, and to disability groups
  - .All posters made are being done in large font.
  - Ongoing improvements are being made to the Shire of Coolgardie website, including community directories being made available in PDF format.
  - Email is used wherever possible to alert people of events.
4. **Employee awareness of the needs of people with disability and skills in delivering services is improved.**
- Customer awareness training provided to customer services staff. Disability Services Commission information is available on the staff accessible server.
  - Shire of Coolgardie policies and Disability Access and Inclusion plan information included in inductions of new staff.
  - Accessible Events planning checklist used by staff during event planning.

**5-6 Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision-making processes.**

- Council holds multiple community forums to give all community members an opportunity to provide feedback.
- Opportunities for all persons to provide feedback is available in variety of formats.
- Public notices and questionnaires were sent out and displayed inviting all interested persons to join a Community Disability working committee. (There continues to be no interest for the establishment of a working group).
- Community Surveys are conducted annually and are available to be filled out online or in paper format.

**7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

- An inclusive recruitment process is being used.
- The Shire of Coolgardie is an accessible and welcoming workplace.



Disability access ramp Kambalda  
Community Recreation Facility

# Shire of Coolgardie

Disability Access and Inclusion Plan  
Implementation Plan 2017 – 2021

## Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2017- 2021 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five year plan.

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 Coolgardie.			
Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Develop a feedback mechanism for use by all services, provided or funded by the Shire.	Ongoing	Manager Community Services
	Develop consultation guidelines for all future reviews of services.	Ongoing	Manager Community Services
Monitor Shire services to ensure equitable access and inclusion.	Conduct systematic reviews of the accessibility of services.	Ongoing	Manager Community Services
	Rectify identified barriers and provide feedback to consumers.	Ongoing	Manager Community Services
Council will ensure that all policies and procedures that govern the operation of Council facilities, functions and services are consistent with Council regarding access.	Ensure that policies or procedures include equitable access service information where required.  (Post to website and save to K drive)	Ongoing	All managers
Council will ensure that any events are organised so that they are accessible to people with a disability.	Ensure all events are planned using the Accessible Events Checklist.  Ensure all staff are aware of the checklist.	Ongoing	All managers  All staff

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Coolgardie.			
Strategy	Task	Task Timeline	Responsibility
Continue to work towards the goal of all buildings and facilities meeting the standards for access and any demonstrated additional need.	Identify access barriers to buildings and facilities.	Ongoing	Manager of Recreation and Regulatory Services
	Prioritise and make a submission to Council to commence work on rectifying identified barriers.		
	Advise private owners of the need to provide access in accordance with the Disability Discrimination Act when undertaking health compliance checks.	Ongoing	Manager of Recreation and Regulatory Services
	Enforce BCA standards for access to premises being constructed or renovated	Ongoing	Manager of Recreation and Regulatory Services
Improve awareness of Disability Services provided within the Shire of Coolgardie.	Include Disability Services information in the SOC welcome to Kambalda / Coolgardie promotional packages.	Ongoing	Community Resource Centres
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.	Ongoing	Manager, Development and Recreation Services Manager Technical Services
	Ensure that no development application is signed off without a declaration that it meets the legal requirements.	Ongoing	Manager, Development and Recreation Services

	Footpaths around CBD areas and parks have wheelchair ramps at cross-over points.	Ongoing	Manager Technical Services
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.	Ongoing	Manager Community Services
	Promote access to business.	Ongoing	Manager Community Services
	Make access information available on the Shire's website.		Manager Administration Services
Ensure that all recreational areas are accessible.	Upgrade access to Recreational areas where required, Shire Swimming Pools, Recreation Centres and Playgrounds.	Ongoing	Manager Technical Services
Ensure that persons with mobility problems are aware of the kerbside collection service.	Advertise this information in the local Coolgardie News, CoolRambler	Ongoing	Shire of Coolgardie staff
	Include in letter drops, local community directories and Shire of Coolgardie website.	Ongoing	Shire of Coolgardie staff

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

Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ensure that all documents carry a notation that information is available in alternative formats, (Upon request).	Ongoing	All managers
	Publicise the availability of other formats in the local newspaper, on the website and in community directories.	Ongoing	Executive secretary
Improve staff awareness of accessible information needs and how to provide information in other formats.	Make State Government Access Guidelines for Information, Services and Facilities guidelines available on the Shire employee K drive system.	Ongoing	Manager Administrative Services
	Conduct accessible information training and include in part of the induction package / orientation for new staff.	Ongoing	Manager Administrative Services
Ensure that the Shire's website meets contemporary good practice.	Redevelop website to ensure it complies with the W3C web content guidelines.	Ongoing	Manager Administrative Services (Records Officer)

Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Coolgardie as other people receive.			
Strategy	Task	Task Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	Determine training needs of employees and conduct training as required.	Ongoing	All managers
Improve community awareness of disability and access issues	Continue to develop and investigate strategies for inclusion.	Ongoing	Manager, Community Services
Council staff will continually network with the Disability Service Commission (DSC) to ensure a Best Practice Service for persons with disability as guided by the DSC	Council will continually liaise with the Disability Service Commission on disability issues to ensure that a Best Practice Service is continually delivered.	Ongoing	Manager Community Services

<b>Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Coolgardie.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Council will ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Promote accessible complaints mechanisms to the community.	Ongoing	Manager Administrative Services

<b>Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Coolgardie.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Consult people with disability in a range of different consultation mediums, eg focus group, interviews, surveys.	Ongoing	Manager Community Services
	Keep a register of people to provide comment on access and inclusion issues	Ongoing	Manager Community Services
Ensure that people with disability are aware of and can access other established consultative processes.	Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.	Ongoing	Manager Community Services

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.			
Strategy	Task	Task Timeline	Responsibility
Use inclusive recruitment processes	Ensure the use of a variety of methods when advertising positions, eg: Newspapers, Shire Website, and Social Media and those positions advertised are made available in alternative formats upon request.	Ongoing	HR, Management
	Ensure employment application forms are available in alternative formats upon request.	Ongoing	HR, Management
	Ensure employment processes are fair and consistent	Ongoing	HR, Management
Improve methods of attracting, recruiting and retaining people with a disability	Ensure all staff are aware of their responsibilities in maintaining a workplace, in line with business outcomes, that actively supports the inclusion of people with a disability.	Ongoing	HR, Management
Create an accessible and welcoming workplace	Promote the availability of the Shire Counselling service to staff, staff notice boards, verbally, information in pay slips	Ongoing	HR, Management
	Make available internal documents which aim to assist supervisors /	Ongoing	HR, Management

	employees in ensuring an accessible and welcoming environment. – Ensure this information is fully accessible and available in alternative formats on request		
	Review and provide where required tools to assist persons with a disability to undertake their responsibilities in the workforce.	Ongoing	HR, Management
	Identify priorities, budgets and staff training needs to improve building access, pathways, car parking areas and signage to ensure Disability standards are met.	Ongoing	HR, Management