



CITY OF KARRATHA

DISABILITY ACCESS AND

INCLUSION PLAN

~~**2012 – 2016**~~

2014 - 2018

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Foreword

The ShireCity of ReebourneKarratha is committed to building inclusive and connected communities. Our Disability Access and Inclusion Plan demonstrates how we are working with the community to ensure all people have equal access to a range of services and facilities in our ShireCity.

The plan is part of an ongoing process of extensive community consultation which sees the Shire-City working with its communities towards the aspirational goal of universal inclusion and accessibility.

The ShireCity of ReebourneKarratha thanks community members for their contributions to the development of this plan and welcomes your ongoing feedback and input into the delivery of the plan's strategies.

Simon-Kot

Acting-Chris Adams

Chief Executive Officer

ShireCity of ReebourneKarratha

Acknowledgements

The ShireCity of ReebourneKarratha acknowledges the input received from many individuals and groups within the community. Community advice and knowledge was invaluable in the preparation of our ~~revised~~ Disability Access and Inclusion Plan.

1.0. BACKGROUND

1.1 The ShireCity of RoebourneKarratha

VISION

Our aspirations - A cohesive and vibrant community, celebrating diversity and working together to create a sense of place and a sustainable future

MISSION

Our purpose - To provide community leadership and excellent local government services in an innovative and efficient manner to enhance our Shire's social, cultural, economic and environmental well-being.

VALUES

We serve the community

We have a 'can do' attitude

We take pride in the way we work

We work together with honesty and respect

We take responsibility

We listen, learn and improve

We communicate effectively and support each other.

The ShireCity of RoebourneKarratha is undergoing a transformation: A new strategic direction and commitment to drive positive change in the community has been signified by the inception of a 2009—2013the City of Karratha's Strategic Community Plan 2012-2022, focusing on threefour key goals; Our Community, Services andOur Economy, Our Natural and Built Environment and Our Leadership. This plan sets in place a series of objectives, initiatives and priorities to outline how each goal will be achieved. A set of four key enablers are also being created for the organisation including leadership and management, organisation structure, learning and development and managing performance.

~~In September 2009, the Shire of Roebourne launched its new brand, elevating the statusThe City of Karratha as the Shire's regional centre and promoting the positioning 'Powerhouse of the Pilbara'. The natural resources of the Pilbara region are the powerhouse for the national economy and the Shire of Roebourne and its people are the driving force behind the riches that these resources bring.~~

~~The Shire of Roebourne~~ is committed to being the driving force for change to produce a live-able, vibrant community. The ShireCity of RoebourneKarratha is located approximately 1,535kms north of Perth and 850kms south of Broome on the North West Coastal Highway with a population of approximately 22,900 people.

The ShireCity of Karratha controls an area of approximately 15,197 sq km and has its offices in the township of Karratha, a modern township that is now recognised as the

administrative centre of the Pilbara. The [ShireCity of Karratha](#) also encompasses another five town sites surrounding Karratha; the industry-based Dampier and Wickham, the historic towns of Roebourne and Cossack, the coastal retreat of Point Samson. All of these town sites are located within a 50 square kilometre radius.

1.2. Functions, Facilities and Services

The [ShireCity of RoebourneKarratha](#) is responsible for a wide range of functions, facilities and services.

Services to property including: Airports; construction and maintenance of roads; footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; maintenance of parks and gardens; numbering of buildings and lots, street lighting; cyclone clean-up, tree lopping.

Services to the community including: provision and maintenance of playing areas and reserves; management of recreation centre and pools; library and information services; environmental health services; seniors; sporting; cultural and community services.

Regulatory services including: Planning, building, environmental health and ranger services.

General administration including: the provision of general information and referral service to the general public, processing and handling of enquiries, payment of rates and other charges.

Processes of government including: Ordinary and Special Council and Committee meetings, electors meetings and election of Council members and referendums.

Public ~~Services~~services including: Civic receptions, public meetings, citizenship ceremonies, awards and presentations.

1.3. People with ~~disabilities~~disability in the [ShireCity of RoebourneKarratha](#)

The residential population of the [ShireCity of RoebourneKarratha](#) is estimated at ~~14,652~~22,900. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), ~~20.6% of Australians or more than 1 in 5 people identify themselves as having some form of disability. These figures may change upon release of the results of the 2011 Australian Bureau of Statistics, Census of Population, 2012), it is estimated that 4.2 million Australians, or 18.5% of the population, had a disability. The survey defined disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months. In 2012 the prevalence of disability in Australia remained steady at 18.5% compared with 2009 (when the survey was last conducted).~~

Currently it is estimated that around ~~51~~50% of people in Australia aged over 60 years have identified themselves as having a disability due to needing assistance to manage health conditions or cope with everyday activities (based on synthesised data from Disability, Ageing and Carers: Summary of Findings ABS ~~2003~~2012). ~~Australia's ageing~~

~~population is a key factor in the rapidly growing rate of disability however the aged population for the Pilbara has typically been low and this trend is expected to continue. The rate of disability therefore may be somewhat lower than in most other areas.~~

It is estimated that there are around ~~2,254~~ 4236 people with ~~disabilities~~disability living in the ~~Shire~~. See ~~Appendix 1. for detailed estimates for the Pilbara Statistical Division,~~ ShireCity of RoebourneKarratha.

1.4 Planning for better access

It is a requirement of the WA Disability Services Act that all ~~local government~~Local Government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with ~~disabilities~~disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission reduces the ~~Shire's~~City of Karratha's exposure to disability discrimination risk.

1.5 Progress

The ~~Shire~~City of ~~Roebourne~~Karratha has been committed to facilitating the inclusion of people with ~~disabilities~~disability through the improvement of access to its facilities and services for many years. The ~~Shire~~City of Karratha adopted its first Disabilities Service Plan (DSP) in December 1995 to address the barriers within the community for people with ~~disabilities~~disability and to address its statutory requirements under the WA Disability Services Act (1993). A DAIP was developed for the period 2008 – 2011. Since then, the ~~Shire~~City of Karratha has reported on its progress in its Annual Report, in accordance with the revised requirements.

The ~~Shire~~City of Karratha has implemented many initiatives and made steady progress towards better access.

The following is a sample of the ~~Shire~~City of Karratha's reported progress and achievements under the DAIP ~~2008—2011~~2012-2016 around improving access for people with ~~disabilities~~disability (taken directly from lodged Annual Progress Reports ~~2012-~~2013).

- ~~• Karratha Swimming Pool: Designs for a removable ladder are currently being prepared to improve access to the pool for the elderly, arthritic, expectant mothers, young learners and anyone who is uncomfortable with vertical ladders.~~
- ~~• All the four libraries continued to purchase and have in stock a selection of large print material as well as a range of talking books (DVD format primarily). The libraries are also able to borrow material on inter library loan from other public libraries in WA if our library service cannot supply an item.~~
- ~~• Designs for two new Shire buildings (Pam Buchanan Family Centre and Frank Butler Community Centre) considered disability access throughout the design process. Community consultation and feedback has been incorporated in the designs for these buildings.~~
- ~~• Draft concept design for a new adventure play ground in Baynton West was viewed by Next Challenge (<http://www.nextchallenge.com.au/>) who provided 49~~

recommendations on disability access and inclusion principles. All comments were taken on board and incorporated where possible throughout the design.

- The Shire of Roebourne's disabled portable toilet facility funding application to the Accessible Communities Grant was approved by the Disability Services Commission. The toilet is to be used for events where the venue doesn't have a universally accessible facility in particular for events at Cossack.
- The Companion Card program has been initiated in the Shire of Roebourne, to promote the existing right of people with a disability to fair ticketing, and assist the Shire of Roebourne to comply with existing legislation.
- Planning is well underway on the newly updated Shire of Roebourne website to ensure increased usability for the various text to voice programs including ensuring alt text is provided in place of pictures, the ability to increase font size on the web text, links to screen reader software and the WC3 Web Accessibility Guidelines, as well as contact details for any users experiencing user difficulty on the site.
- A new events checklist has been designed to encourage event holders in the Shire of Roebourne to encourage disability access and inclusion for their events.
- A new Aquatic centre is to be opening in the next 24 months which will have complete access for people with disabilities. Draft concept designs for the Aquatic Centre have considered disability access in the design process. Community consultation and feedback has been incorporated in the designs of the centre.
- Community Development staff continued to advocate for the needs of the disabled and their carers. Both formal and informal meetings took place with the Disability Services Commission (DSC), Pilbara Individual Parent Support Group and with other individuals and organisations across the shire to assist with future planning of infrastructure and improve access to events and services for the disabled.
- [Celebration during Disability Awareness Week – recognised across all City of Karratha Facilities.](#)
- [Compulsory Disability Awareness online training for all current and new staff.](#)
- [Staff register set up to assist with customer service drawing on training and experience of existing staff in addressing customer needs.](#)
- [New school holiday program with improved inclusivity via the Youth Shed and Karratha Entertainment Centre \(prior to opening of Karratha Leisureplex\).](#)
- [New footpaths installed throughout community for increased community safety including outside Centrelink, and the home of a senior gentleman who was having difficulty leaving his home in his wheelchair.](#)

- Advocacy for access to the ANZ bank and Australia Post both with positive outcomes for the users of the facilities.
- There has been an increased uptake in the Companion Card Program at City of Karratha facilities (at the Walkington Cinema Events).
- The first Christmas party for disabled youth was held in Dampier. This was such a success it will continue into future years.
- An online map of footpaths and disabled toilets throughout the City of Karratha's towns is currently in development.
- A volunteer's policy has been developed with specific inclusion of people with disability.
- Disability access audits during design of facilities.

2.0. ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH ~~DISABILITIES~~DISABILITY, THEIR FAMILIES AND CARERS

The [ShireCity](#) of [RoebourneKarratha](#) is committed to ensuring that the community is an accessible and inclusive community for people with ~~disabilities~~disability, their families and carers.

The [ShireCity](#) of [RoebourneKarratha](#) believes that people with ~~disabilities~~disability, their families and carers who live in ~~country~~regional areas should be supported to remain in the community of their choice.

The [ShireCity](#) of [RoebourneKarratha](#) is committed to consulting with these residents their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The [ShireCity](#) of [RoebourneKarratha](#) interprets an accessible and inclusive community as one in which all ~~council~~Council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with ~~disabilities~~disability, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The [ShireCity](#) of [RoebourneKarratha](#) recognises that people with ~~disabilities~~disability are valued members of the community who make a variety of contributions to local social, economic and cultural life. The [ShireCity of Karratha](#) 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 [ShireCity](#) of [RoebourneKarratha](#) is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The [ShireCity](#) of [RoebourneKarratha](#) is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with ~~disabilities~~disability through improved access to facilities and services in the community.

The [ShireCity](#) of [RoebourneKarratha](#) is committed to achieving the desired outcomes of its DAIP.

3.0. DEVELOPMENT OF THE DAIP

3.1 Responsibility for the planning process

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP rests with the Community Development Office in communication with relevant key staff and community members. This includes the responsibility for ensuring that the plan is rolled out throughout the organisation with actions integrated into the ~~corporate~~[Corporate](#) and ~~strategic plans~~[Strategic Plans](#) of relevant departments.

3.2 Community Consultation Process

In 2011 and 2012, the [ShireCity of Karratha](#) undertook to review its DAIP, consulted with key stakeholders and drafted a revised DAIP to guide further improvements to access and inclusion.

Further review was undertaken in 2014, and the [ShireCity of Karratha](#) consulted with stakeholders to revise the DAIP to meet the requirements of the Disability Services Commission introduction of Outcome 7 *People with disability have the same opportunities as other people to access employment at the City of Karratha.*

Outcome Seven (7) will assist in improving employment opportunities for people with disability and breaking down some of the many barriers that currently exist.

The DAIP is intended to not only meet the requirements of the amended WA Disability Services Act, but to also reflect the [ShireCity of Karratha](#)'s commitment to achieving best practice.

The consultation process included:

- examination of the [ShireCity of Karratha](#)'s initial DAIP and subsequent review reports to see what has been achieved and what still needs to be addressed
- investigation of contemporary trends and good practice in access and inclusion
- consultation with the DSC local area coordinators
- consultation with [ShireCity of Karratha](#) staff
- consultation with the community

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the *Local Government Act 1995* or on any website maintained by or on behalf of the local government authority.

In September ~~2011~~2013, the community was informed through the local newspaper, the Pilbara Echo and Pilbara News, on the [ShireCity of Karratha](#)'s website and via local community agencies and groups that the [ShireCity of Karratha](#) was reviewing the Disability Access and Inclusion Plan to address the barriers that people with ~~disabilities~~disability, their families and carers experience in accessing the [ShireCity of Karratha](#)'s functions, facilities and services, and in particular around Outcome 7. The community was advised that they could provide input into the revision and development of the plan by taking part in a community consultation during the next two stakeholder meetingmeetings in October 2013 and April 2014 ~~October 2011~~ or at any other stage throughout the process.

The various consultation methods offered included:

- Meetings with community members including:
 - Bi Annual Stakeholder Meetings
 - One on One session with parents, education support staff, DSC Local Area Coordinators, volunteers and child care workers
 - One on One meetings with local service providers
- Individual community members who had requested a meeting.
- One on one meetings with [ShireCity of Karratha](#) staff in relation to awareness, access and inclusion and issues they were aware of.

3.3. Findings of the consultation

The consultation provided a variety of views on access and inclusion in the [ShireCity of RoebourneKarratha](#).

The [ShireCity of Roebourne'sKarratha's](#) previous plans have provided a useful guide for staff and the [ShireCity of Karratha](#) has made steady progress in improving access for people with ~~disabilities~~disability across all DAIP Outcome areas since 1995.

The ~~new~~ plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of ongoing legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

3.3.1 Access barriers

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress.

It should be noted that many of the access barriers identified in the consultation related to issues outside Council's direct jurisdiction and may reflect a lack of awareness shown by non-Council organisations in the community. Strategies and tasks of this plan have been developed in consideration of this.

Access and inclusion barriers identified included:

- Events may not always be held in a manner and location that best facilitates the participation of people with disabilitiesdisability.
- Inadequate access to businesses, shops and restaurants and the lack of awareness by business owners regarding access for people with disabilitiesdisability.
- Some current ShireCity of Karratha services may not be fully accessible to people with disabilitiesdisability (such as Centrelink building, Roebourne).
- Suitable parking for people with disabilitiesdisability may not be meeting the needs of this growing demographic.
- Community and cultural events to cater for all abilities.
- Some buildings are not accessible to people with disabilities (the Karratha Entertainment Centre was mentioned by many people, as well as some Dampier library access issues) disability such as the Roebourne City of Karratha building, and the Wickham Youth facility.
- Other infrastructure such as outdoor environments, including playgrounds may not be accessible to people with disabilitiesdisability.
- UncertaintyUncertainty as to- which facilities are accessible – the need for a map of attractions/parks etc that have all accessible facilities in the ShireCity of Karratha.
- There is a need for ongoing consultation with the community on issues around disability, access and inclusion.
- The Shire'sCity of Karratha's recruitment and employment practices may not be optimising the employment of people with disabilitiesdisability.

The identification of these barriers helped to inform the development of strategies in the DAIP Implementation Plan.

3.4. Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that public authorities 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 council. Some actions in the Implementation Plan will apply to all areas of council while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

3.5 Communicating the plan to staff and people with disabilitiesdisability

- ~~In March 2012, the Shire of Roebourne sent copies of the draft disability access and inclusion plan to all those who contributed to the planning process including council officers, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback.~~
- ~~The Shire of Roebourne~~The City of Karratha has advised, through the local newspaper, and on its website 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, audio format on cassette or CD, by email and on the council website.

- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

3.6 Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The City's DAIP will be reviewed at least every five (5) years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

3.6.1 Review and monitoring

- The Community Development Office will regularly review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- The Community Development Office will request of key stakeholders valuable and ongoing input to assist with the review and monitoring of the DAIP and provide ongoing strategic input regarding disability, access and inclusion.
- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to the Chief Executive Officer.
- The [ShireCity](#) of [RoebourneKarratha](#) will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year (prior to ~~314~~ July) the [ShireCity](#) of [RoebourneKarratha](#) will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform further implementation of the plan.
- A notice about the consultation process will be placed in the local newspaper, posted on the [Shire'sCity of Karratha's](#) website and circulated to local disability service providers.
- The [ShireCity](#) of [RoebourneKarratha](#) will offer a range of ways for people to provide feedback such as phone, face-to-face meetings, email and written feedback.
- [Shire-officersOfficers](#) will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The amended Implementation Plan will be lodged with the Disability Services Commission.

4.0. REPORTING ON THE DAIP

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

The ShireCity of ReebourneKarratha will report on the implementation of its DAIP through its annual report and also on the prescribed proforma to the Disability Services Commission by ~~31~~4 July each year, outlining:

- Its progress towards the desired outcomes of its DAIP
- The progress of its agents and contractors towards meeting the ~~six~~seven desired outcomes, and
- The strategies it used to inform its agents and contractors of its DAIP.

5.0. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the [ShireCity of RoebourneKarratha](#) will undertake from ~~2001~~2012-2016 to improve access to its services, buildings and information. The desired outcomes provide a framework for improving access and inclusion for people with [disabilitiesdisability](#) in the [ShireCity of RoebourneKarratha](#).

Outcome 1: People with [disabilitiesdisability](#) have the same opportunities as other people to access the services of, and any events organised by, the [ShireCity of RoebourneKarratha](#).

Strategy	Timeline
Ensure the Shire'sCity of Karratha's Policy on Disability Access and other Shire policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act.	Ongoing
Ensure that the Shire'sCity of Karratha's management and service provision practices meet legislative requirements and are consistent with the City of Karratha's DAIP.	Ongoing
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with disabilitiesdisability .	Ongoing
Support the development of services to meet the needs of people with disabilitiesdisability , their families and carers.	Ongoing
Ensure that all events are organised so that they are accessible to people with disabilitiesdisability .	Ongoing
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing

Outcome 2: People with [disabilitiesdisability](#) have the same opportunities as other people to access the buildings and other facilities of the [ShireCity of RoebourneKarratha](#).

Strategy	Timeline
Ensure all buildings and facilities are accessible to people with disabilitiesdisability and meet Australian Standards for access.	Ongoing
Ensure adequate ACROD parking to meet the demand of people with disabilitiesdisability in terms of quantity and location.	Ongoing
Ensure that staff and agents and contractors are aware of the relevant statutory requirements.	Ongoing
Ensure that parks, reserves and shoreline areas are accessible and inclusive.	Ongoing
Increase the number of playgrounds that are accessible and inclusive.	Ongoing

Strategy	Timeline
Ensure all sporting and leisure facilities are accessible.	Ongoing
Ensure disabled facilities and services are clearly indicated and accessible	Ongoing
Develop and maintain a pool of people able to carry out access audits	Ongoing
Promote disability access and inclusion in all developments.	As required

Outcome 3: People with [disabilitiesdisability](#) receive information from the [ShireCity](#) of [RoebourneKarratha](#) in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Provide all documentation regarding services, facilities and customer feedback in clear and concise language, and make available in alternative formats on request.	Ongoing
Promote the availability of alternative format information to the community.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing
Facilitate access to meetings and information for people with hearing impairments.	Ongoing
Ensure that the Shire'sCity of Karratha's website meets contemporary good practice.	Ongoing
Continue to ensure the provision of accessible library services, collections and technology.	Ongoing

Outcome 4: People with [disabilitiesdisability](#) receive the same level and quality of service from [ShireCity](#) of [RoebourneKarratha](#) staff as any other person.

Strategy	Timeline
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disabilitiesdisability .	Ongoing
Improve the awareness of new staff about disability access and inclusion issues.	Ongoing
Identify and utilise existing staff skills and competencies to enhance customer service to people with disabilitiesdisability .	Ongoing

Outcome 5: People with [disabilitiesdisability](#) have the same opportunities as other people to make complaints to the [ShireCity](#) of [RoebourneKarratha](#).

Strategy	Timeline
Ensure the Shire'sCity of Karratha's complaints mechanisms are accessible for people with disabilitiesdisability .	Ongoing

Strategy	Timeline
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	Ongoing
Promote the Shire's City of Karratha's accessible complaints mechanisms to the community.	Ongoing

Outcome 6: People with [disabilitiesdisability](#) have the same opportunities as other people to participate in any public consultation by the [ShireCity](#) of [RoebourneKarratha](#).

Strategy	Timeline
Ensure community based advice and strategic input into the implementation, monitoring and review of the Shire's City of Karratha's DAIP.	Ongoing
Ensure people with disabilitiesdisability , their families and carers have improved access to the established consultative processes of Council.	Ongoing
Ensure the Shire's City of Karratha's community consultation and participation processes enable equal opportunities and support access for participation by people with disabilitiesdisability , their families and carers	Ongoing

Outcome 7: [People with disability have the same opportunities as other people to access employment at the City of Karratha.](#)

Strategy	Timeline
Ensure an inclusive and welcoming workplace: Central to the success of this strategy is the need to create workplaces where people with disability feel valued and are encouraged to pursue a career in the public sector.	Ongoing
Attract, appoint, retain and develop people with disability: Traditional public sector recruitment practices can unintentionally act as barriers to employing people with disability.	Ongoing
Celebrate successes and progress.	Ongoing
Be accountable: Public sector agencies will be required to report on initiatives designed to increase the employment of people with disability.	Annual Reporting

6.0. RESOURCES

Profile of Disability – ~~Perth Statistical Division~~[2011 Census](#) – Shire of Roebourne [Code LGA57560 \(LGA\)](#)

[Convention on the Rights of Persons with Disability \(United Nations 2006\)](#)

[Count Me In: Disability Future Directions \(Disabilities Services Commission 2009\)](#)

[National Disability Agreement \(Commonwealth of Australia 2011\)](#)

[National Disability Strategy \(Commonwealth of Australia 20019\)](#)

Principles to be furthered in Disability Access and Inclusion Plans developed under the Disability Services Act 1993 (amended 2004)

Objectives to be met in Disability Access and Inclusion Plans developed under the Disability Services Act 1993 (amended 2004)

Australian Standards relevant to ~~aeess~~[Access](#)

State Government Access Guidelines for Information, Services and Facilities

Principles of Universal Design

ShireCity of ReebourneKarratha

Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

~~2012—2016~~

2014 – 2018

Implementation Plan

The Implementation Plan itemises what the ShireCity of ReebourneKarratha will be undertaking in ~~2012—2016~~2014 -2018 to improve access to its services, information and facilities for people with ~~disabilities~~disability.

The Implementation Plan is presented using a table to outline:

- DAIP Outcome area being addressed
- the broad strategy that the individual tasks are supporting
- individual tasks being undertaken
- a timeline for completion of the individual tasks
- the officer position or section of the ShireCity of Karratha with responsibility for completing the individual tasks; and

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

Strategy	Task	Timeline	Responsibility
Ensure the <u>ShireCity of Karratha</u> 's Policy on Disability Access and other <u>ShireCity of Karratha</u> policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act.	<ul style="list-style-type: none"> Ensure all <u>ShireCity of Karratha</u> management plans and strategies are consistent with and reference the DAIP and consider access and inclusion. 	Ongoing	All Managers
Ensure that the <u>ShireCity of Karratha</u> 's management and service provision practices meet legislative requirements and are consistent with the DAIP.	<ul style="list-style-type: none"> Ensure all E-business initiatives are accessible. Review the <u>ShireCity of Karratha</u>'s sport and recreation services, facilities and programs regarding access and inclusion for people with <u>disabilitiesdisability</u>. 	Ongoing Annually	Manager Information Technology <u>Recreation Facilities Coordinator/ Manager CommunityRecreational Facilities</u>
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with <u>disabilitiesdisability</u> .	<ul style="list-style-type: none"> Liaise with DSC Local Area Coordinators and other agencies and individuals to identify ways of enhancing community inclusion by holding regular networking meetings and working towards agreed projects and outcomes. Promote the Companion Card scheme, and waive carer admission fees. Bi-annual stakeholder <u>meetingmeetings</u> 	Ongoing Ongoing Bi-annual	Community Development Officer Community Development Officer / Recreation Facilities Coordinator / <u>Events Coordinator</u> Community Development

Strategy	Task	Timeline	Responsibility
Support the development of services to meet the needs of people with <u>disabilities</u> <u>disability</u> , their families and carers.	<ul style="list-style-type: none"> Refer access issues that are not the responsibility of the <u>ShireCity of Karratha</u> to the relevant parties. 	As required	Community Development Officer
	<ul style="list-style-type: none"> Investigate road safety issues and advocate to Main Roads if appropriate. 	As required	Community Development Officer
Ensure that all events are organised so that they are accessible to people with <u>disabilities</u> <u>disability</u> .	<ul style="list-style-type: none"> Develop marketing tools and products for event promotion which will meet broad community needs (Keep in mind language, literacy, vision distance and location). 	As required	Community Development Officer /Event Staff
	<ul style="list-style-type: none"> Ensure all <i>events</i> organised by the <u>Shire</u> are planned using the Accessible Events Checklist. <u>City of Karratha are accessible</u> 	Ongoing	All Managers
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> Design all briefs and selection processes for contractors to ensure they comply with legislative requirements. 	Ongoing	Executive Management Team

Outcome 2: People with [disabilitiesdisability](#) have the same opportunities as other people to access the buildings and facilities of the [ShireCity](#) of [RoebourneKarratha](#).

Strategy	Task	Timeline	Responsibility
Ensure all buildings and facilities are accessible to people with disabilitiesdisability .	<ul style="list-style-type: none"> Ensure that all new or redevelopment works provide a-highan approved level of access. Ensure that appropriate expert advice (DAIWP/Access consultant) is sought when planning or designing any new ShireCity of Karratha buildings or undertaking significant refurbishments as part of architectural considerations. 	<p>Ongoing</p> <p>As required</p>	<p>Manager Building Services / Project Manager Strategic Projects /Corporate Compliance Officer/ Director Development and Regulatory Services</p> <p>Manager Building Services / Project Manager Strategic Projects / Director Development and Regulatory Services</p>
Ensure adequate ACROD parking to meet the demand of people with disabilitiesdisability in terms of quantity and location.	<ul style="list-style-type: none"> Continue to include the requirement for all new developments to comply with Australian Standards on Parking for People with Disabilitiesdisability as a footnote on Planning Approvals. Continue to actively police the use of ACROD bays. 	<p>Ongoing</p> <p>Ongoing</p>	<p>Manager Strategic Planning /Manager Building Services / Director Development and Regulatory Services</p> <p>Senior Ranger Services Coordinator</p>
Ensure that ShireCity of Karratha staff and agents and contractors are aware of the relevant statutory requirements.	<ul style="list-style-type: none"> Design all briefs and selection processes and develop guidelines for contractors to ensure they comply with legislative requirements. 	Ongoing	Manager BuildingRegulatory Services

Work towards sporting and leisure facilities becoming more accessible.	<ul style="list-style-type: none"> Ensure pools have appropriatefunctional hoists with a spare available. 	2013Ongoing	RecreationManager Recreational Facilities Coordinator
Ensure disabled facilities and services are clearly indicated and accessible.	<ul style="list-style-type: none"> Upgrade signage to disabled facilities and services, including toilets, parking and fishing platform. Ongoing upgrade of footpaths and ramps leading to disabled facilities and service. 	2013 Ongoing Ongoing	Corporate Compliance Officer Executive-Manager Technical ServicesInfrastructure

Outcome 3: People with ~~disabilitiesdisability~~ receive information from the ~~ShireCity of RoebourneKarratha~~ in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	Timeline	Responsibility
Provide all documentation regarding services, facilities and customer feedback in clear and concise language, and make available in alternative formats on request.	<ul style="list-style-type: none"> Continue to provide information in alternative formats on request. 	Ongoing	Community Development Officer /All staff
Promote the availability of alternative format information to the community.	<ul style="list-style-type: none"> Promote alternative formats via the website. 	Ongoing	Manager Information Technology
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> Promote alternative formats via the location on the website and information for staff on how to obtain alternate formats 	Ongoing	Manager Information Technology
Facilitate access to meetings and information for people with hearing impairments.	<ul style="list-style-type: none"> Arrange AUSLAN interpreters as required 	As required	Community Development Officer
Ensure that the ShireCity of Karratha 's website meets contemporary good practice.	<ul style="list-style-type: none"> Ensure all documents on the website are available in accessible formats (offer alternatives to PDF). 	Ongoing	Manager Information Technology

Continue to ensure the provision of accessible library services, collections and technology.	<ul style="list-style-type: none"> Continue to build on alternative format collections such as large print and audio format. 	Ongoing	Manager Community Services/ Coord & Engagement Coordinator Library Services
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Outcome 4: People with ~~disabilities~~disability receive the same level and quality of service from the staff of the ~~Shire~~City of ~~Reebourne~~Karratha as other people receive from the staff.

Strategy	Task	Timeline	Responsibility
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disabilities.	<ul style="list-style-type: none"> Identify ongoing training needs and develop and offer disability related training across appropriate departments of Council. Ensure the final DAIP is on the intranet. 	<p>Ongoing</p> <p>Aug-2012 Ongoing</p>	<p>Manager Human Resources</p> <p>Community Development Officer/ Manager Information Technology /Corporate Compliance Officer</p>
Improve the awareness of new staff and new Councillors about disability access and inclusion issues.	<ul style="list-style-type: none"> Provide disability awareness information at induction, including where to find intranet resources and who to contact for advice. 	<p>2013-& Ongoing</p>	Manager Human Resources
Identify and utilise existing staff skills and competencies to enhance customer service to people with disabilities.	<ul style="list-style-type: none"> Develop a staff skills register, for example staff who understand sign language or have other disability and inclusion expertise. 	<p>2012-& Ongoing</p>	Manager Human Resources

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the ~~Shire of Reebourne~~City of ~~Karratha~~.

Strategy	Task	Timeline	Responsibility
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Ensure the Shire's complaints mechanisms are accessible for people with disabilities. Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disability.	<ul style="list-style-type: none"> Develop accessible Identify ongoing training needs and transparent complaint mechanisms which develop and offer a variety disability related training across appropriate departments of options to suit Council. Ensure any revised DAIP is on the needs of people with disabilities intranet. 	2012 Ongoing	Manager Human Resources Community Development Officer/ Manager Information Technology /Corporate Compliance Officer
Improve the awareness of new staff and new Councillors about disability access and inclusion issues.	<ul style="list-style-type: none"> Provide disability awareness information at induction, including where to find intranet resources and who to contact for advice. 	ongoing	Manager Human Resources
Improve Identify and utilise existing staff knowledge and skills so they can facilitate the receipt of complaints from and competencies to enhance customer service to people with a disability.	<ul style="list-style-type: none"> Provide training to staff on how to follow the complaints mechanisms and support people with disabilities. Develop a staff skills register, for example staff who understand sign language or have other disability and inclusion expertise. 	2013 ongoing	Manager Human Resources

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

Strategy	Task	Timeline	Responsibility
Ensure the ShireCity of Karratha's complaints mechanisms are accessible for people with disability.	<ul style="list-style-type: none"> Maintain accessible and transparent complaint mechanisms which offer a variety of options to suit the needs of people with disability. 	Ongoing	Community Development Officer & Manager Information Technology
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> Continue to provide training to staff on how to follow the complaints mechanisms and support people with disability. 	Ongoing	Manager Human Resources

Outcome 6: People with ~~disabilities~~disability have the same opportunities as other people to participate in any public consultation performed by or for the ~~ShireCity~~ of ~~Roebourne~~Karratha.

Strategy	Task	Timeline	Responsibility
Ensure community based advice and strategic input into the implementation, monitoring and review of the ShireCity of Karratha 's DAIP.	<ul style="list-style-type: none"> Community to meet regularly to monitor, guide and report on the implementation of DAIP activities and provide ongoing strategic input regarding disability, access and inclusion. 	Ongoing	Community Development Officer
Ensure people with disabilities disability, their families and carers have improved access to the established consultative processes of Council.	<ul style="list-style-type: none"> Ensure the Council Chamber is fully accessible. Ensure all documentation is available in other formats. 	Ongoing Ongoing	Manager Building Services Manager Information Technology /Community Development Officer
Ensure the ShireCity of Karratha 's community consultation and participation processes enable equal opportunities and support access and participation by people with disabilities disability, their families and carers	<ul style="list-style-type: none"> Ensure meetings and forums held as part of community consultations comply with Accessible Events guidelines. Consult with and via disability organisations and networks as required. Ensure that the access needs of people with disabilitiesdisability are considered in 	Ongoing As required Ongoing	Exec Executive Management Team Community Development Officer Exec Executive Management Team

	all community consultations and not just those relating to access.		
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Outcome 7: People with disability have the same opportunities as other people to access employment with the City of Karratha.

<u>Strategy</u>	<u>Task</u>	<u>Timeline</u>	<u>Responsibility</u>
<u>Ensure an inclusive and welcoming workplace: Central to the success of this strategy is the need to create workplaces where people with disability feel valued and are encouraged to pursue a career in the public sector.</u>	<u>Include equal opportunity information in induction processes, including information about disability</u>	<u>Ongoing</u>	<u>Human Resources</u>
	<u>All staff to undertake online disability training</u>	<u>Ongoing</u>	<u>Human Resources</u>
<u>Attract, appoint, retain and develop people with disability: Traditional public sector recruitment practices can unintentionally act as barriers to employing people with disability.</u>	<u>Review job descriptions and adverts to ensure inclusive and non-discriminatory language is used</u>	<u>Ongoing</u>	<u>Human Resources and Managers</u>
	<u>Provide information on working for the City of Karratha in a variety of accessible formats</u>	<u>Ongoing</u>	<u>Human Resources</u>
	<u>Managers and Directors to meet Disability Discrimination Act, Occupational Health Safety and Equal Employment Opportunities policy requirements when supervising a person with disability</u>	<u>Ongoing</u>	<u>Human Resources</u>

<u>Celebrate successes and progress.</u>	<u>Participate in forums and reference groups</u>	<u>As required</u>	<u>Community Development Officer</u>
	<u>Share success stories across the public sector and the community</u>	<u>As required</u>	<u>Community Development Officer</u>
<u>Be accountable: Public sector agencies will be required to report on initiatives designed to increase the employment of people with disability.</u>	<u>Aim to attract and employ people with disability as part of developing a workforce that is representative of the community.</u>	<u>Ongoing</u>	<u>Human Resources</u>
	<u>Ensure data collection methods accurately capture information related to the employment of people with disability</u>	<u>Ongoing</u>	<u>Human Resources</u>