



SHIRE of WYNDHAM | EAST KIMBERLEY

DISABILITY ACCESS AND INCLUSION PLAN

2017 | 2022

ACKNOWLEDGEMENTS

The Shire of Wyndham East Kimberley acknowledges the input received from many individuals and groups within the community, which has been invaluable in the review of the Shires Disability Access and Inclusion Plan (DAIP).

In particular, thanks is given to local people with a disability, their families, Department of Communities Disability Services, Kununurra National Disability Insurance Scheme Coordinator, Far North Community Services, Life Without Barriers, Shire staff and community members.

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This Plan is available in alternate formats such as large print, electronic format (disc or emailed), audio or Braille, on request.

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The Disability Services Act 1993 (The Act) requires all Western Australian public authorities including local governments to develop, implement and review a Disability Access and Inclusion Plan (DAIP) to ensure people with disabilities have equal access to facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992, both of which make it unlawful to discriminate based on a person's disability.

What is a Disability?

A disability is any continuing condition that restricts everyday activities. The Disability Services Act (1993) defines 'disability' as meaning a disability:

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments
- which is permanent or likely to be permanent
- which may or may not be of a chronic or episodic nature
- which results in substantially reduced capacity of the person for communication, social interaction, core activity limitation, learning or mobility and a need for continuing support services.

The primary categories of disability are physical, sensory, psychiatric, neurological, cognitive and intellectual. Many people with disability have multiple disabilities, some of which are not evident.

A physical disability is the most common type of disability, followed by intellectual and sensory disability. Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.

Sensory disability involves impairments in hearing and vision.

Neurological and cognitive disability includes disabilities such as multiple sclerosis or traumatic brain injury. Intellectual disability includes intellectual and developmental disability which relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgments and problem solving. Intellectual disability is the result of interaction between developmentally attributable cognitive impairment, attitudinal and environmental barriers.

Psychiatric disorders resulting in disability may include anxiety disorders, phobias or depression. These disorders can also be driven by a range of factors including trauma, alcohol and drug related mental health issues.

Relevant Legislation

- **Disability Services Act 1993**
- **Disability Services Act 1993** (amended 2004) will be referred to as The Disability Services Act.
- **Disability Access and Inclusion Plan** will be referred to as DAIP
- **Disability Services Regulations** (2004) will be referred to as The Regulations
- **Informing Acts, Regulations and Standards:**
 - WA Equal Opportunity Act 1984 (amended 1985)
 - Commonwealth Disability Discrimination Act 1992
 - Convention of the Rights of Persons with Disabilities
 - Building Code of Australia, Australian Standards, Access to Premises- Standard 6
 - National Standards for Disability Services 1993:
 - Rights
 - Participation and Inclusion
 - Individual Outcomes
 - Feedback and Complaints
 - Services and Access
 - Service Management

1.1 Planning to overcome barriers to access and inclusion

The main type of impairment for people with disability in Western Australia is physical disability, which impacts nearly three quarters of the population who identify as having a disability.

Planning to provide appropriate and sustainable access for people with disability will also provide benefits to other members of the community who may also be disadvantaged in terms of access. Examples include:

- parents with prams, and seniors who find it difficult to negotiate steps or steep gradients
- people who have a temporary disability through accident or illness
- tourists and people from culturally and linguistically diverse backgrounds who may find it difficult to read signs or understand information
- small children who have difficulty climbing steps or understanding information
- seniors.

People with disability face social, environmental and economic barriers accessing everyday activities and daily living. The impact these barriers have can be major, and in the worst scenarios can exclude them from the community. Informal and formal support can be provided through a range of service providers and agencies, noting that community groups have a valuable local role in supporting and strengthening individuals and families. The provision of “person centred support” fosters and promotes independence and the development of skills and abilities that enable people with a disability to participate in their community and pursue a good life.

Often people with disability are unable to do many of the things that many of take for granted, such as:

- visit the local library or other community centres
- read and understand public notices and newsletters
- use public transport
- participate at the local swimming pool or recreation centre
- hear what is said at a public meeting

- accessing local shops.

The exact impact of a disability on the life of an individual varies according to a number of factors including:

- the specific nature and severity of the disability
- the person's strength, stamina, size, weight and age
- the person's ability to cope and their level of support
- the physical, social and economic environment within which the person is living.

Other factors that need to be considered when planning services for people with disability include:

- the impact not only on the person with the disability, but also on their family and carers
- the additional disadvantages facing people with disability, their families and carers in rural or remote communities
- additional specific opportunities and supports needed by people from a non-English speaking background
- the increased likelihood of disability as people get older
- the continuing rise in the number of people with disability as the population ages.

It is important to note that many environmental barriers can be avoided with informed planning, creating a community which is accessible and inclusive to minimise the effect of disability.

Functions, Facilities and Services (both in-house and contracted) provided by the Shire

The Shire of Wyndham East Kimberley is responsible for the provision of a range of functions, facilities and services.

Services to property, including:

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; street lighting; public landscaping and street tree planting; numbering of buildings and lots, and bush fire control.

Services to the community, including:

Provision and maintenance of recreation areas, playgrounds, parks, gardens, reserves, footpaths and facilities for sporting and community groups; management of recreation centres and swimming pools and associated programs; events; halls; libraries and information services; child care centre services, and the provision of youth facilities.

Regulatory services, including:

Planning of road systems, sub-divisions and planning approvals; building approval for construction, additions or alterations to buildings; environmental health services and ranger services, including animal control.

The Department of Communities Disability Services Area Manager works in collaboration with the Local Emergency Management Committee (LEMC) to identify people with disabilities who may be at high risk during an emergency event.

General administration, including:

The provision of general information to the public; the lodging of complaints; and the collection of payments such as rates, facility hire fees and animal registrations.

It is reported that there are 178 people with disability living within the Shire (2016 Australian Bureau of Statistics data), which represents 2.4% of the Shire population. This figure has increased from the 2011 Census where people with a disability comprised 1.8% of the population. This growth occurred in a period of population decline.

Of note is that many of those who identify as having a disability have a combination of physical and psychological impairments and require specialised services from a range of support agencies that operate within the Shire's confines. The Shire's role is to support these agencies and advocate for both existing and new support services for residents.

Identifying the needs of the community

The Shire's most recent Community Scorecard Survey undertaken by CATALYSE in May 2017, has provided the organisation with a realistic portrayal of the views of people with disability who are living in the community relating to a wide range of factors that impact on their lives. While people with disability generally view the Kimberley as a great place to live, issues such as services for youth, access to facilities, employment opportunities, safety and anti-social behaviour were highlighted as areas of concern by survey participants.

A recent focus group comprising of people with a disability facilitated through Far North Community Services and the National Disability Insurance Scheme reiterated many of the findings of the CATALYSE survey. These responses highlight that there is still much to be done by the Shire, State agencies and service providers alike in adopting a whole of community approach with the Shire assuming a leadership role.

The Disability Access and Inclusion Plan was also advertised for a period of 28 days for public comment with the Shire receiving three submissions from community members relating to Shire facilities or services.

Submission Type	Submission/Comment
Web Form Resident	Shire footpaths need considerable improvements to improve accessibility re pram ramps and road crossings. Access to the Leisure Centre requires people in wheelchairs to use the roadway as there is no footpath to the centre. Shire Administration buildings front counter area is difficult for those in a buggy or wheelchair. Shire staff should undertake a Walkability audit of the town.
Web Form Resident	Commonwealth Bank touch screen Eftpos machines are impossible for a visually impaired person to use.
Web Form Resident	No access ramp at the new town jetty for wheelchair users. No access ramp for Kununurra Hotel bottle shop, also issues with some areas of both school re access

The Shire is continuing to work towards the facilitation of services and access to public facilities for people with disabilities. The following are some of the key achievements.

- Shire's Quick and Annual Grant application forms require applicants to consider the Disability Services Commission disability access checklist.
- Shire venues are accessible, open and inclusive wherever possible.
- Events are planned using the Creating Accessible Events checklist.
- A number of Shire facilities have been retrofitted through upgrade projects including;
 - Leisure Centre hall and gym
 - Kununurra Community Library
 - East Kimberley Regional Airport terminal
 - Wyndham Community fishing jetty
- Staff training regarding disability awareness including access, culture and inclusion strategies.
- Community meetings and consultations are held at accessible venues.
- Promotion and application of the Companion Card, providing free entry for carers accompanying people with a disability to access Shire services and facilities e.g. Kununurra Leisure Centre, Wyndham Ted Birch Recreation Centre and Wyndham Swimming Pool.
- Review of existing Shire signage.
- Public library resources are available in various formats (e.g. large print and audio).
- Wyndham Pool upgrade included pool entry ramp for submersible wheel chair access; construction of accessible toilet and installation of compliant access ramps, handrails and visual markers at the facility entrance.

2 ACCESS AND INCLUSION POLICY STATEMENT

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

The Shire of Wyndham East Kimberley interprets an accessible and inclusive community as one in which all Shire functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing equal opportunities within the community.

THE SHIRE OF WYNDHAM EAST KIMBERLEY

The Shire recognises:-

- that people with disability are valued members of the community who make a contribution 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 richer community life;
- believes that people with disability, their families and carers should be supported to remain in the community;
- is committed to engaging with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors will comply with the desired outcomes in the Disability Access and Inclusion Plan; and is
- committed to achieving the seven desired outcomes of the DAIP

SEVEN OUTCOMES FOR IMPROVED ACCESS AND INCLUSION AS DEFINED BY THE DISABILITIES SERVICES COMMISSION ARE;

1. People with disability have equal opportunities and responsibilities to access services of, and any events organised by, the relevant public authority.
2. People with disability have equal opportunities 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 readily.
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 equal opportunities to make complaints to the relevant public authority.
6. People with disability have equal opportunities 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 within public authority.

3 REVIEW OF THE DISABILITY ACCESS AND INCLUSION PLAN

3.1 Responsibility for the process

The Disability Access Planning Committee was established by the Council and meets on a biannual basis. The Committee comprises two elected members of Council, Shire Officer/s people with disability and representatives from the community with personal and/or professional knowledge of disability issues. The objective of the Committee is to oversee and advise on the implementation, review and evaluation of the DAIP and is the responsibility of all Shire Officers to implement the relevant strategies and tasks of the DAIP.

3.2 Community consultation process

The Disability Access Planning Committee meets to identify access and inclusion barriers that people with disabilities and their families may experience in using the Council's functions, facilities and services. The Committee also develops strategies to address these identified barriers.

The process for developing and implementing the DAIP includes:

- Review of the previous DAIP and subsequent progress reports to identify achievements and actions still required;
- Consultation with key Shire staff; and
- Consultation with the community and people with disability

The community provides input into the development and implementation of the DAIP by:

- Liaising with representatives of the Disability Access Planning Committee;
- Talking to their elected Council representatives;
- Writing to the Council expressing their concerns;
- Having access to engagement activities;
- Making enquiries at the Shire's Administration Offices; and
- Responding to the Shire's requests for public submissions.

The Disability Services Regulations 2004 (The Regulations) outline the minimum consultation requirements for public authorities in relation to the development of Disability Access and Inclusion Plans. 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.

3.3 Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of the Shire's operational directorates and associated staff. 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. The Shire also has the responsibility for communicating the plan to staff and the community.

Communication of the DAIP to Shire councillors, staff, people with disabilities and the wider community will be achieved through the following actions:

- The DAIP will be reviewed on an annual basis;
- The Council will advise through its media releases (newspaper and radio) that copies of the DAIP are available to the community upon request and in alternate formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Shire's website; and
- As the DAIP is amended the Council's staff and the community will be advised of the availability of the updated plans, using the above methods.

3.4 Review and evaluation methods

The Act requires that DAIP's be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Department of Communities.

MONITOR AND REVIEW

A status report will be provided to the Council on progress and recommended changes relevant to the actions described in the Plan.

EVALUATION

Evaluation mechanisms for the DAIP include:

- Consideration and review of status reports on disability access planning and implementation process;
- Advice to the community regarding the implementation of the actions outlined in the Plan;
- Identification of any additional barriers that have not already been identified by the Disability Access Planning Committee;
- The Disability Access Planning Committee will use a continuing consultation process to include further community response;
- Elected members of the Council and Shire Officers will provide feedback on how well the strategies are working and make suggestions for improvement;
- The Disability Access and Inclusion Plan will be amended based on the feedback received and endorsed by Council and copies of the amended DAIP will be made available to the community;
- Following the Council's endorsement, the amended DAIP will be submitted to the Department of Communities;
- An overall evaluation will occur as part of the five-yearly review of the DAIP; and
- The community, Shire staff and Councilor's will be consulted as part of any evaluation.

3.5 Reporting on the DAIP

The Disability Services Act 1993 requires the Shire to report on the implementation of its DAIP in its Annual Report outlining:

- Progress towards the seven 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 WA Disability Services Commission by 31 July each year.

4 CURRENT AND FUTURE ACTIONS USED TO IMPROVE ACCESS AND INCLUSION

The following overarching actions have been developed to address the seven desired outcome areas of the Disability Services Act and form the basis of the access and inclusion plan. The Council will:

- Review and modify its procedures and practices to improve access to its services.
- Incorporate the priorities regarding access and inclusion as identified during the preparation and review of the Disability Access and Inclusion Plan. Capital Works will be carried out as funds are made available.
- Ensure property developers comply with Building Codes and access requirements of people with disabilities.
- Provide all of its information relating in Council facilities, functions and services using clear and concise language and accessible formats.
- Partner with relevant agencies to provide opportunities to improve awareness throughout the community of the need for all people to be able to participate in community life.
- Undertake training of its staff to increase the recognition of and improved communication with all people and improve the organisations culture and awareness.
- Improve Shire facilities to enhance access for staff with disability and promote employment opportunities for people with a disability to obtain and maintain employment with the Shire.

PEOPLE WITH A DISABILITY HAVE EQUAL OPPORTUNITIES TO ACCESS SERVICES AND EVENTS

AREA - FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Shire functions, facilities and services	Lack of linkages of Shire plans and documents to DAIP	Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly project delivery plans	Manager Community Services	July 2018
	Events not always planned with consideration of accessibility	Ensure disability access needs are considered in all event planning, incorporating disability access into the application processes	All Managers	Sept 2018
Libraries	Access to information	Provide large print books and audio for relevant community members	Manager Library	Ongoing
Recreation	Limited access for people with disabilities to access facilities	Continue free admission to Shire facilities for carers accompanying people with a disability through the Companion Card	Recreation and Leisure Coordinator and staff	Ongoing
	Lack of awareness from staff and the community regarding entry policy	Promote and improve both staff and the communities awareness of the Companion Card and inclusion needs	Manager Community Services All staff	Dec 2018
	Limited access to suitable equipment at Shire parks and recreation facilities	Inclusion principles accessibility of equipment taken into account when purchasing park equipment, gym equipment and other items available for public use. Appropriate staff to be trained and standard processes established in inclusion principles	Manager Community Services Manager Assets All staff	March 2019
	Assets staff knowledge of accessibility requirements	Inclusion principles re accessibility implemented in the design of infrastructure including parks, pathways open space, boating facilities. Appropriate staff to be trained and standard processes established in inclusion principles	Manager Community Services Manager Assets	March 2019

OUTCOME 2

PEOPLE WITH A DISABILITY HAVE EQUAL OPPORTUNITIES TO ACCESS BUILDINGS AND OTHER FACILITIES.

AREA - FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
All Shire facilities and buildings including public toilets	Lack of coordination between internal business units re capital projects i.e Foot Paths, Road Crossings, Lighting and Parks	Audit of Shire facilities, staff housing and buildings in view of access for people with a disability and develop refurbishment plan within aligned budgets	All Managers Property and Regulatory Services Infrastructure project managers	Ongoing
		Plan, build and maintain new facilities to be accessible Project Implementation Plans		

OUTCOME 3

PEOPLE WITH A DISABILITY RECEIVE INFORMATION FROM THE SHIRE IN A FORMAT THAT WILL ENABLE THEM TO ACCESS THE INFORMATION READILY.

AREA FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Website	Inability in physically attending Shire Office to source information	Review and update Shire website to provide improved access to content and work to develop systems for voice operated mobile phone access	Manager Information Technology	March 2019
Signage	Staff awareness of suitable formats and lack of standard processes relating to signage	Develop signage procedures/work instructions and train staff	Asset Manager All SWEK staff	March 2019
	Older signage not in suitable format	Audit of public signage, develop new templates and replace old signage	Manager Community Services Manager Assets	Annual September
Public Notices	Notice Formats not compliant	Review of all public documents with regard to relevant guidelines to publish compliant notices	Governance	Annual September

OUTCOME 4

PEOPLE WITH A DISABILITY RECEIVE THE SAME LEVEL AND QUALITY OF SERVICE FROM SHIRE EMPLOYEES.

AREA FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Council's functions, facilities and services	Shire Officers may be unfamiliar with needs of people with a disability	Officers to receive disability awareness training and include in Council's Training Manual and Induction pack. Develop training processes and training matrix for staff	Corporate Services All staff	March 2019
	Shire Officers operating in isolation of other agencies to achieve the best level of service possible	Improve lines of communication with other agencies operating within the Shire to develop open dialogue	Manager Community Services All staff	Ongoing
Awareness of key Shire contacts regarding disability services	Lack of promotion in the community regarding disability services and the Shires service responsibilities	Include names of contacts and links on Shire website	Manager Information Technology	Review Annually September

OUTCOME 5

PEOPLE WITH A DISABILITY HAVE EQUAL OPPORTUNITIES TO PROVIDE FEEDBACK TO THE SHIRE.

AREA FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Council's functions, facilities and services	Current grievance or recommendation mechanisms may not be accessible for people with disability	Incorporate methods of making complaints such as web-based forms into new website design. All forms to be available in hard copy with support available to assist with access	Manager Information Technology	Dec 2018
	Front line staff not possessing the skills to communicate effectively with people with disability	Incorporate good practice in managing feedback from people with disability into induction and disability awareness training	Manager Organisational Development	Sept 2018

OUTCOME 6

PEOPLE WITH A DISABILITY HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN ANY PUBLIC ENGAGEMENT FACILITATED BY THE SHIRE

AREA FUNCTIONS/FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Council's functions, facilities and services	Views of people with a disability may not be heard.	Include appropriate questions about access and inclusion in general surveys and consultation People with disability are supported and encouraged to participate in general surveys and engagement	All Managers	Ongoing
		Ensure all public consultations are held at venues with suitable disability access. Scope feasibility of audio loops	All Managers	Ongoing
Written Consultation	Surveys and written requests for input may not be in a suitable format	Ensure documents are available in suitable formats on request	Customer Service	Ongoing

OUTCOME 7

PEOPLE WITH A DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO OBTAIN AND MAINTAIN EMPLOYMENT WITHIN PUBLIC AUTHORITIES.

AREA FUNCTIONS/FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Organisational Development	Difficulty during the application process	Ensure advertising for positions is available in suitable formats on request	Manager Organisational Development	June 2019
		Ensure the Shire's website recruitment page is accessible.		
		Incorporate disability awareness training into induction processes		
		Ensure that online tests and interviews are accessible and non-discriminatory.		
Organisational Development	Creating an accessible and welcoming workplace	Maintain a range of publications which aim to assist supervisors in being disability confident Foster a culture where access and inclusion is supported by all staff	Manager Organisational Development All staff	June 2019
		Include equal opportunity information in induction processes, including information about disability		
		Commitment to have staff undertake online disability training		
Organisational Development	Employment discrimination against people with disability	Review how selection criteria and job descriptions may disadvantage people with disability and adjust position requirements where applicable	Manager Organisational Development	Ongoing

5.1 Focus Group results

Shire officers conducted a focus group at the Kununurra offices of Far North Community Services on the 12 December 2017 to gain information on the views of people with a disability living in the Shire. Representatives from the National Disability Insurance Scheme, Far North Community Services and Life without Barriers also attended the focus group to add their perspective on service provision and service gaps from a professional viewpoint. The session was attended by 14 people with varying levels of disabilities who all contributed information and views on the day. Information was correlated on the day from verbal comments made by participants as against a more formalised process that would have required the participants to try to fill in surveys. Given the environment and the enthusiastic participation level and written skill levels of the respondents it was felt that this approach would not work. This view was reiterated by the support staff in attendance.

From the perspective of the services the Shire of Wyndham East Kimberley delivers to the community participants expressed the opinion that the Shire and its staff were doing a good job. The Shires buildings and services that participants used were good with the Kununurra Leisure Centre, Kununurra Community and School Library and Wyndham Swimming Pool all receiving positive feedback as to the both the services available and the efforts of staff in assisting clients.

Concerns were raised by participants regarding:

- Increasing the number of disabled bays at the Kununurra Leisure Centre, currently only one bay available
- Increasing the number of disabled bays at the Kununurra Library
- Increasing the number of disabled bays at the Kununurra Shopping Centre
- Repairing and expanding the existing footpath network, focus on town centre to hospital route
- Road Crossing on Highway to Lakeside
- More activities at the Kununurra Leisure Centre
- Availability of suitable transport; and
- Crime, youth teasing and anti-social behaviour are an ongoing real issue