

**SHIRE WYNDHAM EAST
KIMBERLEY**

**DISABILITY ACCESS AND
INCLUSION PLAN (DAIP)**

2021 – 2026

Executive summary

The Shire of Wyndham East Kimberley acknowledges that people living with disability provide an important contribution to the community and understands the importance of appropriate access within the community to develop a sense of inclusion. The Disability Access and Inclusion Plan (DAIP) is a plan representing the Shire's commitment to enhance the accessibility and inclusiveness of our community.

The review of the Shire's DAIP and the outcomes within the plan have been undertaken in accordance with requirements of the Disability Services Act 1993 (the Act).

The review assisted the Shire to determine the effectuality of the strategies in achieving the seven identified outcomes areas to formulate the strategies and actions for the development of the Disability Access and Inclusion Plan 2021–2026.

Extensive community consultation and research on best practice in Western Australia was undertaken to ensure the strategies and actions in the plan accurately represented community desires.

This document details the findings of the consultation conducted for the development and review of the DAIP and also provides strategies and actions for the implementation of the Shire's reviewed Disability Access and Inclusion Plan 2021–2026.

What is disability, access and inclusion?

A disability is any continuing condition that restricts everyday activities. For the purposes of the Act it is defined as a disability which:

- A. Is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- B. Is permanent or likely to be permanent;
- C. May or may not be of a chronic or episodic nature, and
- D. results in a:
 - substantially reduced capacity of the person for communication, social interaction, learning or mobility; and/or
 - need for continuing support services.

Access refers to physical access to the natural and built environment – buildings, recreational facilities, parks and footpaths – and access to the Shire services, products and information.

Inclusion refers to the practice of ensuring that all people feel they belong and are engaged and connected to the community.

The primary categories of disability are physical, sensory, psychiatric, neurological, cognitive and intellectual, being as follows:

- Physical disability, which relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability, which involves impairments in hearing and vision.
- Neurological and cognitive disability, which 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, 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.

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 disability 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.

About the Shire Wyndham East Kimberley

The Shire of Wyndham East Kimberley is located in the ruggedly picturesque and sparsely populated northeast corner of Western Australia (WA), stretching from the Northern Territory border to the northern most tip of WA.

The Shire covers an area of 121,000 square kilometers and is one of four local governments that make up the Kimberley region. The Shire includes the towns of Kununurra and Wyndham and there are also a number of Aboriginal Communities; the largest being Kalumburu, which is situated in the northern part of the Shire.



Functions, facilities and services provided by the Shire Wyndham East Kimberley

The Shire has many facilities, functions and services which support the community. The provision of these directly and indirectly impacts on the quality of life of people with disability who live, work and participate within the community. The DAIP applies to all of the functions, facilities and services provided by the Shire. Examples of these include but are not limited to:

Services to property

- Construction and maintenance of roads, footpaths Shire owned facilities;

- Land drainage and development;
- Waste collection and disposal;
- Litter control and street cleaning;
- Public landscaping;
- Numbering of buildings and lots;
- Street lighting; and
- Bush fire control.

Services to community

- 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;
- Management of events; halls; libraries and information services; child care centre services, and the provision of youth facilities;

Regulatory Services

- 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;

General administration

- The provision of general information to the public and the lodging of complaints and payment of rates.

Processes of government

- Forum and Ordinary meetings;
- Electors' meetings; and
- Election of Council members

People with a disability within the Shire Wyndham East Kimberley

According to the Australian Bureau of Statistic, 2019 Survey of Disability, Ageing and Careers estimated that 4.4 million Australians or 17.7% of the population had a disability that affects their lives to some degree.

In the Shire of Wyndham East Kimberley approximately 176 people or 2.4% of the population reported needing help in their day to day lives due to a severe or profound disability (Regional summary: Wyndham East Kimberley).

However, the actual number of people with disability living in the community is likely to be higher. These statistics are based upon self-reporting and a subjective assessment of the individuals own needs. Additionally, there are a large number of people in the community who have a disability but do not require assistance with their daily activities and are therefore not captured in the census data.

Planning for a more accessible and inclusive community

The Shire plays an important role in the lives of people who are living with a disability. The Shire's first adopted a DAIP to ensure that people living with a disability have equitable access to the Shire events, facilities and services. The most recent version seeks to build on the achievements made under previous DAIP and enhance planning, facilitation and development of accessible and inclusive towns within the Shire. The DAIP provides strategies and actions to meet the needs of people living with a disability and enabling and enhancing participation in the community.

Some specific outcomes of the DAIP include:

- Increased awareness of access and inclusion within the Shire. This will be achieved by:
 - Increasing the awareness of the Shire's DAIP and the objectives within the DAIP both internally and with external stakeholders.
- Enhanced access and inclusion for all members of the community.
- Increased awareness of existing strategies and initiatives that occur within the Shire to support people requiring assistance.
- Acknowledgement of the parameters of the work that can be undertaken by the Shire and provide a clear explanation of the role and responsibility of the Shire.
- Identifying the best application of resources.

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.
- 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; and
- Seniors.

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.

Implementing the Disability Access and Inclusion Plan

The DAIP forms a key part of the Shire's integrated reporting framework. Integrated planning and reporting is an organisational framework used to identify priorities that drive the Shire's operations. The framework consists of strategic documents such as the Corporate Business Plan and Strategic Community Plan. These documents link through a range of supporting and informing policies, strategies and plans. These documents outline operational priorities and guide decision making in relation to the adoption of the annual budget.



Review and achievements of the DAIP 2017 – 2021

The review of the DAIP 2012–2017 identified that the Shire implemented the majority of outcomes identified in the plan. These included:

- Development of an access and inclusion events checklist for Shire events.
- Installation of new footpaths throughout Kununurra.
- Improvements to the Shire website including contrast and larger font options.
- An accessible ramp installed at the outdoor basketball courts.
- Installation of new outdoor basketball hoops that can be lowered to meet the required standard height for wheelchair basketball.
- Concept designs being completed for new water playground in Kununurra. A priority of the Shire was to ensure that the facility will be accessible as possible and include sensory items within the equipment.
- The Shire’s recruitment process reviewed annually to ensure that the process is fair and equitable for all.
- Installation of accessible entry to the Shire Office including automatic double doors.
- Free access to Shire facilities for any carer with a Companion Card.
- Working with disability service providers to utilise Shire facilities such as the outdoor multipurpose courts, indoor hall and swimming pool at either reduced cost or at no cost.
- An increase of the adaptive technology available at libraries.
- Establishment of a DAIP Committee to review outcomes within the plan and provide future recommendations for Council to consider.
- Grant funding being received for major disability access and inclusion modifications at the Kununurra Leisure Centre.

2021 – 2026 DAIP Strategies to improve access and inclusion

The Shire has developed the DAIP to ensure that Council is working to create an accessible community that promotes inclusiveness by improving areas that benefit people living with a disability. The DAIP focuses on improving access and removing barriers. The following overarching strategies will guide the actions that the Shire, its contactors and agents will undertake between 2022 - 2025 to improve access and inclusion in the Shire.

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 disability, providing equal opportunities within the community.

The Shire recognises that:

- People with disability are valued members of the community who make a contribution to local social, economic and cultural life.
- A community that recognises its diversity and supports the participation and inclusion of all of its members makes for richer community life.
- People with disability, their families and carers should be supported to remain in the community.
- It's critical to engage with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- It's agents and contractors need to comply with the desired outcomes in the Disability Access and Inclusion Plan.
- There needs to be a concerted commitment to achieving the seven desired outcomes of the DAIP.

THE SEVEN OUTCOMES FOR IMPROVED ACCESS AND INCLUSION AS DEFINED BY THE DISABILITY SERVICES REGULATIONS ARE;

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

Developing and Reviewing the Disability access and inclusion plan

The Disability Services Act 1993 (amended 2004) requires all local government and selected state government agencies to develop, and regularly review improvements to DAIPs.

Responsibility for the planning process

The Shire's Planning and Community Development Directorate oversees the preparation, review and evaluation of the Disability Access and Inclusion Plan. The Manager of

Community Development is allocated the responsibility for driving the implementation of the plan and supporting Shire's Officers in achieving the outcomes.

The Shire, in addition, has established a Disability Access Inclusion Committee (DAIC) that meets on a quarterly basis. The committee comprises two elected members of Council, Shire Officers, people with disability and representatives from the community with personal and/or professional knowledge of disability issues. The objective of this 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 actions of the DAIP.

Consultation Process

The DAIC meets to identify access and inclusion barriers that people with disability and their families may experience in using the Shires 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.
- 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 and Inclusion Committee.
- Talking to their elected Council representatives.
- Writing to the Shire expressing their concerns.
- Planning in engagement activities.
- Making enquiries at the Shire's Administration Offices.
- 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.

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:

- Preparation and review of status (update) reports.
- Community engagement.

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 Department of Communities by 31 July each year.

OUTCOME 1

PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE SERVICES OF, AND ANY EVENTS ORGANISED BY, THE SHIRE.

AREA - FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Shire functions, facilities and services	Events not always planned with consideration of accessibility	Ensure disability access needs are considered in all Shire event planning, by incorporating disability access into the application processes	All Managers / Community Grants and Events Officer	Ongoing
	Lack of access information of all Shire functions, facilities, buildings and approved events.	Event application form to include “ <i>Disability Service Commission, Disability Access Checklist</i> ” and this information to be displayed on the Shire’s Event Calendar and Media releases. This will also include asking for a contact person regarding the events accessibility.	Community Grants and Events Officer / Marketing and Communications Officer	January 2022
		An information sheet including disability access and inclusion information for each Shire managed park, facility and building to be available to the public.	Manager Infrastructure / Communications Officer	February 2022
Libraries	Access to information	Allow people with intellectual disability to easily access information on the Shire’s website/media releases through pictures, audio and other methods where possible.	Marketing and Communications Officer	Ongoing

		Provide large print books and audio for relevant community members	Manager Library	Ongoing
Recreation	Lack of awareness from staff and the community regarding entry policy	Promote and improve both staff and the community's awareness of the Companion Card and inclusion needs.	Manager Community Development / All staff	Ongoing
	Limited access to suitable equipment at Shire parks and recreation facilities	Inclusion principles regarding accessibility of equipment considered 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 Development / Manager Assets / All staff	Ongoing
	Limited access to suitable equipment at Shire parks and recreation facilities	More accessible playgrounds and park equipment to be available for use in the Shire.	Manager Community Development / Manager Assets	
		More seating to be available around the Shires Parks and new footpaths	Manager Assets/ Manager Infrastructure	

OUTCOME 2

PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE BUILDINGS AND OTHER FACILITIES OF THE SHIRE.

AREA - FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
All Shire facilities and buildings including public toilets	Lack of coordination between internal business units regarding capital projects i.e. Foot Paths, Road Crossings, Lighting and Parks	Plan, build and maintain new facilities to be accessible.	Planning and Regulatory Services / Infrastructure project managers	Ongoing
	Lack of Shire awareness of facility accessibility	A full accessibility audit of Shire facilities and buildings.	Manager Community Development	June 2022
	Shire facilities and buildings requiring upgrades to be more accessible	All new signage throughout Shire buildings and facilities to include brail.	Manager Infrastructure	Ongoing

OUTCOME 3

PEOPLE WITH DISABILITY RECEIVE INFORMATION FROM THE SHIRE IN A FORMAT THAT WILL ENABLE THEM TO ACCESS THE INFORMATION AS READILY AS OTHER PEOPLE ARE ABLE TO ACCESS IT.

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 / Marketing and Marketing and Communications Officer	Ongoing
		Make website audio available	Manager Information Technology / Marketing and Marketing and Communications Officer	July 2022
Signage	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 to ensure they are available in multiple formats and include statements on documents that they are available in alternative formats on request.	Governance	Annual September

Forms	DAIP needs to be accessible for everyone	Create a user-friendly DAIP document	Community Grants and Events Officer	July 2022
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OUTCOME 4

PEOPLE WITH DISABILITY RECEIVE THE SAME LEVEL AND QUALITY OF SERVICE FROM THE STAFF OF THE SHIRE AS OTHER PEOPLE RECEIVE FROM THE STAFF OF THE SHIRE.

AREA FUNCTIONS/ FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Shire functions, facilities and services	Shire Officers may be unfamiliar with needs of people with disability	Officers to receive disability awareness training and include in Council's Training Manual and Induction pack.	Manager Human Resources / All staff	June 2022
	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 Development / All staff	Ongoing
Awareness of key Shire contacts regarding disability services	Lack of promotion in the community regarding disability services and the Shire's service responsibilities	Include names, contacts and links of NDIS providers on Shire website.	Marketing and Communications Officer	Review Annually September
		Build relationship with key contacts and encourage them to share information regarding their services/events to promote on Shire media channels.	Marketing and Communications Officer	Ongoing

OUTCOME 5

PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO MAKE COMPLAINTS 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 multiple methods of making complaints such as web-based forms and hard copy. Support to be available to assist people with disability to make complaints.	Marketing and Communications Officer / All managers	Ongoing
	Front line staff not possessing the skills to communicate effectively with people with disability	Give all existing and new staff training on good practice in managing feedback from people with disability and give constructive feedback when relevant.	Manager Customer Service	Ongoing

OUTCOME 6

PEOPLE WITH DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO PARTICIPATE IN ANY PUBLIC CONSULTATION BY THE SHIRE.

AREA FUNCTIONS/FACILITIES/ SERVICES	BARRIER	ACTIONS	RESPONSIBILITY	TIMELINE
Applies to all Council's functions, facilities and services	Views of people with disability may not be heard.	Include appropriate questions about access and inclusion in general surveys and consultation	All Managers	Ongoing
		Ensure people with disability are supported and encouraged to participate in general surveys and engagement		
		Ensure all Shire public engagements are held at venues with suitable disability access.		
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 DISABILITY HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO OBTAIN AND MAINTAIN EMPLOYMENT WITH THE SHIRE.

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 Human Resources	Ongoing
		Ensure the Shire's website recruitment page is accessible.		
		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	Manager Human Resources / All staff	Ongoing
		Foster a culture where access and inclusion is supported by all staff		
		Commitment to have staff undertake online disability training	Manager Human Resources	June 2022
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 Human Resources	Ongoing