



Disability Access & Inclusion Plan

2018-2022





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Foreword

The City of Karratha 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 the range of services and facilities across our City.

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

The City of Karratha 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.

Chris Adams
Chief Executive Officer
City of Karratha

Acknowledgements

The City of Karratha 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 City of Karratha

Vision

Australia's most liveable regional city.

Mission

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

Values

Leadership: We will provide clear direction and inspire people to achieve their full potential.

Teamwork: We will encourage cooperation and teamwork within and between our employees and our community stakeholders.

Integrity: We will act in an honest, professional, accountable and transparent manner.

Innovation: We will encourage creativity, innovation and initiative to achieve Council's vision.

The City of Karratha encompasses a total land area of 15,882 square kilometres and is home to approximately 22,172 residents. It is estimated that 256 of the City's residents are living with a disability.

Located in the dynamic Pilbara region of Western Australia and 1,535km north of Perth. The City of Karratha consists of six towns; Dampier, Karratha, Roebourne, Wickham, Point Samson and the historic village of Cossack.

Previously a centre known only for its resource industry, the City of Karratha is fast developing into a regional destination and home for an increasingly diverse range of visitors and residents. The City of Karratha is committed to being the driving force for change to produce a liveable and vibrant community. This plan sets in place a series of outcomes and the strategies put in place to achieve these outcomes.

1.2 Functions, Facilities and Services Provided by The City of Karratha

The City of Karratha is responsible for a vast range of functions, facilities and services.

Including:

- Services to property: 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: 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: Planning, building, environmental health and ranger services.
- General administration: 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: Ordinary and Special Council and Committee meetings, elector's meetings and election of Council members and referendums.
- Public services: Civic receptions, public meetings, citizenship ceremonies, awards and presentations.

1.3 People with Disability in The City of Karratha

The residential population of The City of Karratha is estimated at 22,172. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015), 18.3% of Australians identify themselves as having some form of disability.

Currently it is estimated that around 51% of people in Australia aged over 60 years have identified themselves as living with 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 2015). 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 there are around 2,200 people in The City of Karratha are living with disability.

1.4 Planning for Better Access

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

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (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 City's exposure to disability discrimination risk.

1.5 Progress since 1995

The City of Karratha has been committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services for many years. The City adopted its first Disabilities Service Plan (DSP) in December 1995 to address the barriers within the community for people with disability and to address its statutory requirements under the WA Disability Services Act (1993). Various Disability Access and Inclusion Plans (DAIPs) have been developed between 2008 – 2018. Since then, the City has reported on its progress in its Annual Report, in accordance with the revised requirements.

The City has implemented many initiatives and made steady progress towards better access.

The following is a sample of the City's reported progress and achievements under the DAIP 2014 – 2018 around improving access for people with disability:

- Karratha Leisureplex has implemented complete access to people living with a disability including the availability of a hoist and implementation of a training program to ensure all Leisureplex lifeguards are correctly trained in the correct usage and manual handling techniques of the hoist.
- All 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 City buildings (Wickham Community Hub and Red Earth Arts Precinct) considered disability access throughout the design process. Community consultation and feedback has been incorporated in the designs for these buildings.
- The City of Karratha's accessible portable toilet facility funding application to the Accessible Communities Grant was approved by the Department of Communities. 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 accessible toilet is made available to community organisations and not for profit groups free of charge to ensure all events are accessible to people with a disability.
- The Companion Card program is in place in all City of Karratha owned and operated facilities, to promote the existing right of people with a disability to fair ticketing, and assist The City of Karratha to

comply with existing legislation.

- An events checklist has been designed to encourage external event holders in The City of Karratha to encourage disability access and inclusion for their events.
- Community Engagement staff continued to advocate for the needs of people with a disability, their families and carers. Both formal and informal meetings took place with the Department of Communities, Pilbara Individual Parent Support Group, EPIC, Lifestyle Solutions and other individuals and organisations across the City to assist with future planning of infrastructure and improve access to events and services for the disabled.
- Successful execution of a Memorandum of Understanding between The City of Karratha and Empowering People in Communities (EPIC) to allow ongoing access a beach access wheelchair in order to enhance accessibility within the community to our landscape and natural assets.
- The completion of foreshore works in Dampier, Point Samson and Karratha that allow for increased access to natural assets like beaches.
- The construction of a new lookout at a popular tourist attraction (Tank Hill) to allow for increased access to people living with a disability in particular community members restricted to a wheelchair or other mobility aides.
- The construction of the Red Earth Arts Precinct which allows for increased access to those living with disability to enjoy Arts and Culture events through providing a fully accessible facility.

2.0 Access and Inclusion Policy Statement for People with Disability, their Families and Carers

The City of Karratha is committed to ensuring that our community is an accessible and inclusive community for people with a disability, their families and carers.

The City of Karratha believes that people with a disability, their families and carers who live in country areas should be supported to remain a part of the community of their choice.

The City of Karratha is committed to consulting with residents living with disability, their families and carers and where required, organisations within the disability service provision industry to ensure that barriers to access and inclusion are addressed appropriately.

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

The City of Karratha recognises that people with a disability are valued members of the community who make a variety of contributions to local social, economic and cultural life. The City 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 City of Karratha is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The City of Karratha is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with a disability through improved access to facilities and services in the community.

The City of Karratha 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 Engagement Department 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 and strategic plans of relevant departments.

3.2 Community Consultation Process

In 2017 and 2018, the City undertook to review its DAIP, consulted with key stakeholders and drafted a revised DAIP to guide further improvements to access and inclusion.

The DAIP is intended to not only meet the requirements of the WA Disability Services Act, but to also reflect The City of Karratha's commitment to achieving best practice.

The consultation process included:

- Examination of the City's previous 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 Department of Communities and local area coordinators
- Consultation with City 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 February 2018, the community was informed through the local newspaper, the Pilbara News, on the City's website and FaceBook page and via local community agencies and groups that the City was reviewing the Disability Access and Inclusion Plan to address the barriers that people with a disability, their families and carers experience in accessing the City's functions, facilities and services. The community was advised that they could provide input into the development of the plan by taking part in a community consultation during the stakeholder meeting in March 2018 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 sessions with individuals, parents, Department of Communities Local Area Coordinators, volunteers and carers
- Individual community members who had requested a meeting.
- Consultation with internal 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 City of Karratha.

The City of Karratha's previous plans have provided a useful guide for staff and the City has made steady progress in improving access for people with disability across all DAIP Outcome areas since 1995.

The new plan will 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.

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. All Tender documentation includes a link to the City's DAIP and is provided to contractors upon contract commencement.

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 Disability

- In November 2017, The City of Karratha sent copies of the draft disability access and inclusion plan to all those who contributed to the planning process including council officers, people with disability, their families, carers, disability organisations and relevant community groups for feedback.
- 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.
- Notification of the finalised DAIP 2018-2022 will be advertised in the local newspaper, on the City's website and through social media.
- 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 Department of Communities.

3.6.1 Review and Monitoring

- The Community Engagement Team will regularly review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- The Community Engagement Team 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 City of Karratha will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year (prior to 31 July) The City of Karratha 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 City's website and circulated to local disability service providers.
- The City of Karratha will offer a range of ways for people to provide feedback such as phone, face-to-face meetings, email and written feedback.
- City officers 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 Department of Communities.

4.0 Reporting on the DAIP

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

The City of Karratha will report on the implementation of its DAIP through its annual report and also on the prescribed proforma to the Department of Communities each year, outlining:

- Its progress towards the desired outcomes of its DAIP
- The progress of its agents and contractors towards meeting the six 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 City of Karratha will undertake from 2018-2020 to improve access to its services, buildings and information. The desired outcomes provide a framework for improving access and inclusion for people with a disability in The City of Karratha.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, The City of Karratha.

STRATEGY	TIMELINE
Footpath networks across the City to be accessible to people with a disability	2018
Maintain partnerships with key agencies to maximise services and advocacy for people with a disability	Ongoing
Support the development of services to meet the needs of people with a disability, their families and carers	Ongoing
Ensure all events held in the City of Karratha are accessible to people with a disability	Ongoing
Ensure that programs and events are accessible for people with a disability	Ongoing
Ensure that all technology used in City facilities is as accessible as possible	Ongoing
Ensure that the City's management and service provision practices meet legislative requirements and are consistent with the DAIP	Ongoing
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with a disability	Ongoing
Ensure the City's Policy on Disability Access and other City policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of The City of Karratha.

STRATEGY	TIMELINE
Ensure City staff, agents and contractors are aware of relevant requirements of the Disability Services Act	Ongoing
Ensure accessible facilities and services are clearly indicated through signage	Ongoing
Ensure all buildings and facilities are accessible to people with a disability	Ongoing
Advocate to local businesses for the importance of accessibility	Ongoing
Ensure that all new community projects such as playgrounds and parks are physically accessible to people with a disability where practical	Ongoing
Increase the accessibility and inclusiveness of our playgrounds and play equipment	Ongoing
Continue to provide access to all libraries across the City of Karratha to people with a disability	Ongoing
Ensure access is maintained to The Youth Shed and The Base for young people with a disability and their carers	Ongoing
Provide technology and services that are inclusive of people with a disability	Ongoing
Provide alternative formats of library resources	Ongoing

Ensure all buildings and facilities are accessible to people with a disability	Ongoing
Ensure adequate ACROD Parking to meet the demand of people with a disability in terms of quantity and location.	Ongoing
Work towards sporting and leisure facilities becoming more accessible.	Ongoing

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

STRATEGY	TIMELINE
Facilitate access to meetings and information for people with hearing impairments	Ongoing
Provide all documentation in clear, concise language and make it available in alternative formats upon request	Ongoing
Ensure any Request For Tender/ Request for Quote documentation are available in a variety of accessible formats	Ongoing
Promote the availability of alternative format information within the community.	Ongoing
Continue to make information about Youth Services and Library Services available across a range of platforms.	Ongoing
Promote the availability of alternative format information to the community.	Ongoing
Improve staff awareness of accessible information and how to obtain information in various formats.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of The City of Karratha as other people receive from the staff of The City of Karratha.

STRATEGY	TIMELINE
Ensure Youth Services and Library Services staff continue to foster an all-inclusive environment within programming and events.	Ongoing
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with a disability.	Ongoing
Improve the awareness of new staff and about disability access and inclusion issues.	Ongoing
Identify and utilise existing staff skills and competencies to enhance customer service to people with a disability.	Ongoing

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

STRATEGY	TIMELINE
Ensure the City's complaints mechanisms are accessible for people with a disability.	Ongoing
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by The City of Karratha.

STRATEGY	Timeline
Provide opportunities to youth living with a disability to be part of future Youth Advisory Committees and the like.	Ongoing
Continue to hold bi-annual Disability Access and Inclusion Stakeholder meetings for people with a disability, their families and carers	Ongoing
Ensure all public consultation is held in an accessible venue and in other formats when requested	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment at The City of Karratha

STRATEGY	TIMELINE
Ensure an inclusive and welcoming workplace to ensure people with a disability feel valued and are encouraged to pursue a career in the public sector.	Ongoing
Commit to using inclusive recruitment practices when advertising new positions	Ongoing

6.0 Resources

- 2016 Census Data – Community Profiles
- City of Karratha Population and Household forecasts 2016-2036
- National Disability Agreement (Commonwealth of Australia 2011)
- National Disability Strategy (Commonwealth of Australia 2009)
- 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 Access
- State Government Access Guidelines for Information, Services and Facilities
- Principles of Universal Design



Implementation Plan

The Implementation Plan itemises what The City of Karratha will be undertaking in 2018-2022 to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline:

- DAIP Outcome area being addressed
- A timeline for completion of the strategy
- The Department within the City with responsibility for championing the strategy

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, The City of Karratha.

Strategy	Timeline	Responsible Department
Footpath networks across the City to be accessible to people with a disability	2018-2028	Community Projects/Technical Services
Maintain partnerships with key agencies to maximise services and advocacy for people with a disability	Ongoing	Community Engagement
Support the development of services to meet the needs of people with a disability, their families and carers	Ongoing	Community Engagement
Ensure all events held in The City of Karratha are accessible to people with a disability.	Ongoing	Arts & Culture
Ensure that programs and events are accessible for people with a disability	Ongoing	Arts & Culture
Ensure that all technology used in City facilities are as accessible as possible	Ongoing	All Managers
Ensure that the City's management and service provision practices meet legislative requirements and are consistent with the DAIP	Ongoing	All Managers Community Engagement
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with a disability.	Ongoing	Community Engagement
Ensure the City's Policy on Disability Access and other City policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act.	Ongoing	Executive Management Team All Managers Governance Community Engagement

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of The City of Karratha.

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Ensure City staff, agents and contractors are aware of relevant requirements of the Disability Services Act	Ongoing	All Managers Strategic Projects Community Projects
Ensure accessible facilities and services are clearly indicated through signage	Ongoing	Regulatory Services Building Maintenance

Ensure all buildings and facilities are accessible to people with a disability.	Ongoing	Building Maintenance Strategic Projects Community Projects Governance
Advocate to local businesses for the importance of accessibility	Ongoing	Community Engagement
Ensure that all new community projects such as playgrounds and parks are physically accessible to people with a disability where practical.	Ongoing	Strategic Projects Community Projects
Increase the number of accessible play equipment	2018-2022	Community Projects Community Engagement
Continue to provide access to all libraries across The City of Karratha to people with a disability	Ongoing	Library Services
Ensure access is maintained to the Youth Shed and the Base for young people with a disability and their carers	Ongoing	Youth Services
Provide technology and services that are inclusive of people with a disability	Ongoing	Customer Services Communication and Media
Provide alternative formats of library resources.	Ongoing	Library Services
Ensure all buildings and facilities are accessible to people with a disability	Ongoing	Building Maintenance Strategic Projects Governance
Ensure adequate ACROD Parking to meet the demand of people with a disability in terms of quantity and location.	Ongoing	Regulatory Services Ranger Services
Work towards sporting and leisure facilities becoming more accessible.	Ongoing	Recreation Facilities Coordinator Club Development Officer

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

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Facilitate access to meetings and information for people with hearing impairments	Ongoing	Corporate Services Community Engagement
Provide all documentation in clear, concise language and make it available in alternative formats upon request	Ongoing	Customer Service Community Engagement
Ensure any Request For Tender/ Request for Quote documentation are available in a variety of accessible formats	Ongoing	All Managers Governance
Promote the availability of alternative format information within the community.	Ongoing	Community Engagement
Continue to make information about Youth Services and Library Services available across a range of platforms.	Ongoing	Youth Services Library Services Community Engagement
Promote the availability of alternative format information to the community.	Ongoing	Community Engagement
Improve staff awareness of accessible information and how to obtain information in various formats.	Ongoing	Human Resources Community Engagement

Outcome 4: People with disability receive the same level and quality of service from the staff of The City of Karratha as other people receive from the staff of The City of Karratha.

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Ensure Youth Services and Library Services staff continue to foster an all-inclusive environment within programming and events.	Ongoing	Youth Services Library Services
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with a disability.	Ongoing	Human Resources
Improve the awareness of new staff and about disability access and inclusion issues.	Ongoing	Human Resources
Identify and utilise existing staff skills and competencies to enhance customer service to people with a disability.	Ongoing	Human Resources

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

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Ensure the City's complaints mechanisms are accessible for people with a disability.	Ongoing	Customer Service Community Engagement
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	Ongoing	Human Resources

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by The City of Karratha.

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Provide opportunities to youth living with a disability to be part of future Youth Advisory Committees and the like.	Ongoing	Youth Services
Continue to hold bi-annual Disability Access and Inclusion Stakeholder meetings for people with a disability, their families and carers	Ongoing	Community Engagement
Ensure all public consultation is held in an accessible venue and in other formats when requested	Ongoing	Community Engagement

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment at The City of Karratha.

STRATEGY	TIMELINE	RESPONSIBLE DEPARTMENT
Ensure an inclusive and welcoming workplace to ensure people with a disability feel valued and are encouraged to pursue a career in the public sector.	Ongoing	Human Resources
Commit to using inclusive recruitment practices when advertising new positions	Ongoing	Human Resources

