



Disability Access & Inclusion Plan

2018-2022

This document is available in alternative formats upon request including in standard and large print, in audio format on CD, electronically by email and on the Shire of Dundas website.

We value our lifestyle.

The bush, the peace, our health, our safety and where we live.

We expect quality services.

Improved streetscapes, good footpaths, quality health services, housing and strong educational facilities.

We envision sustainability.

We strive to be financially, socially and environmentally sustainable.

Our mission is:

“That as Community we work collectively within an ethical framework to enhance our Community and its social fabric by way of consultation, lobbying and promotion.”



Cover Image: Pauline and Doll, *Walking the Beat*, a familiar sight in Norseman.

Photographer: Lynn Webb

Artwork: James Schultz Snr: Tribes

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This document is available in alternative formats upon request.
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About the Shire of Dundas

The Shire of Dundas is located in the Eastern Goldfields of Western Australia and covers an area of 92,725 square kilometres with a population of approximately 854 people. First Nation Peoples of the Ngadju and Mirning both recognise Country within and across the Shire's boundaries.

Major industries are mining for gold and nickel, pastoral stations with sheep and beef cattle and tourism.

The major town, Norseman, is located 200 km south of Kalgoorlie and 200km north of the coastal town of Esperance. Norseman sits in the Heart of the Great Western Woodlands and is the gateway to WA from the east.

The Shire includes the border town of Eucla situated 700 km east of Norseman on the Eyre Highway. The town was established in the late 19th century as a gold mining centre however the town is moving away from being a gold mining town to a town *with* mining, looking to offer a broader focus of economic diversity, opportunity and investment.

Functions, facilities and services provided by the Shire of Dundas

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

Services to property:

Construction and maintenance of Shire-owned buildings roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; street lighting; and bush fire control.

Services to the community:

Provision and maintenance of recreation areas, parks, gardens, reserves and facilities for sporting and community groups; management of the recreation centre and pool; public library and information services; senior citizen centre, community resource centre, youth services and community events.

Regulatory services:

Planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog control and the development, maintenance and control of parking.

General administration:

The provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

Processes of government:

Ordinary and special Council and committee meetings; electors' meetings and election of Council Members and community consultation. Advocacy on behalf of the Community.



People living with disability in the Shire of Dundas

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, learning or mobility and a need for continuing support services

According to the Survey of Disability, Aging and Carers one in five Australians reported living with disability or 18.5% of people. This includes different kinds of disability from physical limitations, impacts of aging, mental health illness.

The Shire has a population of approximately 854 based on the 2016 Census run by the Australian Bureau of Statistics (ABS). Ensuring that all residents and visitors to the Shire of Dundas have access to the appropriate services, resources and aids will help to overcome the constraints people with disability may experience.



Planning for Improved Access and Inclusion

The Shire is committed to reviewing its processes and community resources, making continual improvements to ensure that buildings, facilities services, events, information, training/education and employment opportunities are readily available to all community members including those living with disability.

The Western Australia Disability Services Act 1993 requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

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

Disability Access and Inclusion Plans provide an effective framework for meeting the needs of many people in the community. This not only includes people with disability but also families with young children and prams, seniors and people from culturally and linguistically diverse backgrounds.

Agents and Contractors

The Disability Services Act 1993 (amended 2004) requires agents and contractors of the Shire who provide services to the public conduct their business in accordance with the Shire of Dundas Disability Access and Inclusion Plan.

It is the responsibility of the Shire to inform its agents and contractors about the DAIP; and that all services provided to the public on behalf of the Shire of Dundas are to be inclusive and accessible for people with disability.

The Shire requires agents and contractors to report on access and inclusion progress made supporting them where required. This information is included in the Annual Report.



*The Shire of
Dundas seeks to
constantly
improve the
lived experience
for all members
of the
community and
visitors to the
area.*



Progress since 1995

The Shire of Dundas adopted its first Disability Service Plan (DSP) in 1996 to address access barriers within the community. Committed to facilitating the improved inclusion of people living with disability the Shire reviewed access to information, facilities and services.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access.

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

- An integration strategy including awareness training for youth and community development officers was developed and implemented.
- Talking books were relocated to one specific, clearly signed location in the library.
- Large print books were included in the library as a priority service.
- A priority bin service was developed to assist people who are unable to move their bin to and from the kerbside.
- Voting booths were modified to provide low seating access.
- Wheelchair access customer service counter installed in the Shire Administration Building.
- Community partnerships developed to support improved access to regional events.

Access to buildings and facilities has been improved.

- Improved access was provided to the Administration building, including a ramp, contrast edging and relocation of easy access parking bays.
- Doors to Council Chambers and Community Rooms widened.
- Automatic doors were fitted to Council office and library entrance.
- Unisex accessible public toilets were built in the town centre and at swimming pool.
- Footpaths in the main street were upgraded and kerb ramps installed at strategic locations.
- Disabled toilet was constructed in the Town Hall.
- Footbridges repaired and many covered in concrete to replace the damaged timber.
- Footbridge replacement program begun to cater for the use of gophers.

- Non slip floor surface in town hall entrance foyer.
- Sloped paving to replace steps for easier access to the Town Hall.
- Installation of sliding doors at the Town Hall.
- Disabled toilets access footpath upgrades to Phoenix and Marks Parks.
- Disabled toilet installed at the Norseman Historical Museum.
- Ramp installed at the old Norseman Scout Hall for improved access for craft group.

Information about function, facilities and services is provided in formats which meet the communication needs of people with disability.

- Information was made available in alternative formats on request.
- The availability of alternative format information was promoted via local newspaper and disability groups.
- Community survey conducted requesting preferred communications formats for residents to the Shire and the Shire to residents.

Employee awareness of the needs of people with disability and skills in delivering services is improved.

- Key Shire employees have received disability awareness training.

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

- Information on consultations was simplified and made available in alternative formats as a standard and upon request.
- Municipal election voting is held in accessible buildings with modified voting booths available for people using wheelchairs.





2018-2022 Access and Inclusion Plan

Community Consultation

The Shire of Dundas strives to constantly improve access and inclusion for all people living in and visiting the Shire. In preparation for the development of the 2018-2022 DAIP the Shire through its Community Development Team conducted a review of the current 2012-2017 DAIP and engaged in community consultation. Consultation Included:

- 400 Access and Inclusion Community Surveys mailed out to local residents
- Access and Inclusion Community Survey printed in the Norseman Today Newspaper
- Digital versions of the Access and Inclusion Community Survey on the Shire website and available to be emailed
- Focus afternoon held with the Senior Ladies Craft Group
- Interviews with Youth Services, Community Resource Centre and Norseman District High School
- Elected Members feedback
- Shire of Dundas Staff survey conducted
- Also being used to inform this report is data from the Community Consultation held in February 2017
- Strategic Community Plan 2012-2022

Information and community feedback gathered during this process has guided the development of the Access and Inclusion Plan 2018-2022. This Plan has been reviewed by the Disability Services Commission, Shire of Dundas Senior Staff and Shire of Dundas Council.

To ensure that the Shire is responsive to the needs of the community the Access and Inclusion Plan is reviewed and reported on annually.

Snapshot of respondents:

- 28% identified as a person with disability
- 12% were a family member or carer of an adult living with disability
- 2.3% were the parent or carer of a child with disability
- 58% were an interested member of the community
- 4.6 % a visitor to the Shire of Dundas
- 12% were business owners in the Shire of Dundas

Consultation Results

Information coming out of the consultation process has identified some clear beliefs and expectations of the community.

Whilst there were many respondents who thought the Shire of Dundas was doing a good job at providing an inclusive and accessible community to live in, it is the issues identified during the consultation process the Shire is keen to address. Issues identified were:

Positives:

- Pensioner and Craft groups brilliant
- free use of pool for Senior's Ladies Aqua Aerobics
- Shire support of seniors ladies fitness
- Shire of Dundas do a good Job
- lots of great parking right out the front of your shops
- Shire toilets inside lovely and clean

Concerns:

- clearer signage required
- Cemetery a bit hard to walk around
- sliding door required at local supermarket
- slippery ramp at Community Resource Centre
- some footpaths around the town around town need improvement
- no scooters, bikes or skateboards in the shopping area
- poor signage
- improve ACROD signage
- old age is the biggest barrier to getting employment
- mental health support required

The need to advertise that the Shire of Dundas has an Access and Inclusion Plan was clearly indicated with 60% of respondents unaware of the DAIP existence. A lack of awareness may also indicate a shortfall of understanding within the community of the rights and needs of people with disability and the responsibilities of local government, organisations and business to provide inclusive environments for all people.

Implementing the DAIP

This Disability Access and Inclusion Plan looks to address the needs of the community of the Shire of Dundas for the period January 2018 to December 2022.

Once adopted the DAIP will be promoted through the Norseman Today Newspaper, Shire of Dundas website and social media page, Disability Services Commission, NDIS/NDIA, Norseman Hospital, Norseman Home Assisted Care and Elected Members. Community stakeholders who participated in the consultation will also receive digital and hard copies of the DAIP to distribute through their networks.

Promotional material and the DAIP itself will be available in different formats upon request electronic (email), hard copy (standard and large print) audio recording, or by visiting the Shire website www.dundas.gov.au.

Implementation of the DAIP is the responsibility of all areas of the Shire. Some actions in the Implementation Plan will apply to all areas while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.



Outcome 1

Strategies

People with disability have the same opportunities as other people to access the services of, and any events organised by the Shire of Dundas	
Strategy	Timeline
Ensure that people with disability are provided with opportunity to comment on access to services.	Ongoing
Continually monitor Shire services and events to ensure they support equitable access and inclusion.	Ongoing
Develop common language, strategies and links between the DAIP and other Shire planning, policies and strategies.	2018
Conduct annual reviews with community stakeholders on the accessibility and inclusivity of services. Work with community stakeholders to address identified barriers.	Annually
Ensure that events whether provided or funded by the Shire are accessible to people with disability.	Ongoing
Ensure that Shire staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing
Where possible provide seniors transport in partnership with other community services such as HACS to community and regional events.	Ongoing
Continue to provide through the Library access to a wide variety of large print and audio books. Ensure accessibility to current resources and new technology.	Ongoing

Outcome 2

People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Dundas	
Strategy	Timeline
Ensure that all Shire buildings and facilities meet the standards for access and any demonstrated additional need.	Continual Assessment
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	Continual Assessment
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location	Continual Assessment
Ensure that all recreational areas provided by the Shire are accessible.	Ongoing
Budget for improved upgrades to accessibility where practicable.	Annual Budget Provision
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Ongoing

Outcome 3

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it	
Strategy	Timeline
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Continual Professional Development
Budget for and provide interpreters to significant events on request.	Annual Budget Provision
Ensure that the Shire's digital communication platforms such as the website and FB Page meet contemporary good practice.	Ongoing

Outcome 4

People with disability receive the same level and quality of service as other people receive from employees of the Shire of Dundas	
Strategy	Timeline
Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services. Where skills are lacking training and development to be provided.	Continual Professional Development
Improve community awareness about disability and access issues.	Ongoing
Ensure that Shire contractors are aware of DAIP requirements	Ongoing

Outcome 5


People with disability have the same opportunities as other people to make complaints to the Shire of Dundas	
Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing
Make available advocacy information for people with disability and carers on the Shire's website.	April 2018
Ensure that the information relating to the Shire's complaints procedures is available in alternative formats upon request.	July 2018

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation	
Strategy	Timeline
Ensure and promote that Shire consultative processes are inclusive and address the requirements of people with disability to be involved.	Ongoing
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	Ongoing
Make all Shire public consultation documentation available in alternative formats upon request.	Ongoing

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Dundas	
Strategy	Timeline
Promote the Shire as an inclusive workplace of choice.	Ongoing
Review recruitment policies and procedures to ensure they are inclusive and promote diversity.	Ongoing
Provide employees with professional development and training to maintain a positive work culture of inclusivity.	Ongoing
Ensure staff members who live with disability have access to support providers.	As required



**This document is available in alternative formats
upon request.**

Thank you to the community of the Shire of Dundas
for their input, feedback and contributions in the
development of this plan.

Appendix 1

Implementation Plan 2018-2022

Outcome 1			
People with disability have the same opportunities as other people to access the services of, and any events organised by the Shire of Dundas			
Strategy	Task	Timeline	Responsibility
Ensure that people with disability are provided with opportunity to comment on access to services.	Undertake an annual consultation process to enable and encourage feedback on difficulties in accessing facilities and services.	Annual & ongoing	CEO Manager Community Development
Continually monitor Shire services and events to ensure they support equitable access and inclusion.	Conduct annual reviews of the accessibility of services. Rectify identified barriers and provide feedback to the Community.	Annual & ongoing	CEO Manager Community Development
Develop common language, strategies and links between the DAIP and other Shire planning, policies and strategies.	Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Community Strategic Plan.	Review Annually	CEO Deputy CEO
Conduct annual reviews with community stakeholders on the accessibility and inclusivity of services. Work with community stakeholders to address identified barriers.	Build open and productive communication with community stakeholders meeting quarterly, or as required, to discuss opportunities and barriers.	Annually	Manager Community Development
Ensure that events whether provided or funded by the Shire are accessible to people with disability.	Review and update accessibility criteria checklist for events and ensure that events are planned following the guidelines of the DAIP.	Ongoing	Events Coordinator
Ensure that Shire staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	Have the DAIP readily available where required.	Ongoing	Deputy CEO
Where possible provide seniors transport in partnership with other community services such	Collaborate with community stakeholders to provide transport for regional and local events.	Quarterly	Community Development

as HACS to community and regional events.			
Continue to provide through the Library access to a wide variety of large print and audio books. Ensure accessibility to current resources and new technology.	Ensure that there is a variety of large print books for relevant community members. Ensure that there is a variety of audio books for relevant community members. Provide training for staff in latest Library resources and materials.	Ongoing	Deputy CEO Library Officers

Outcome 2			
People with disability have the same opportunities as other people to access buildings and other facilities of the Shire of Dundas			
Strategy	Task	Timeline	Responsibility
Ensure that all Shire buildings and facilities meet the standards for access and any demonstrated additional need.	Identify access barriers to buildings and facilities. Prioritise and include rectification tasks in the Corporate Business Plan to commence work on rectifying identified barriers in a staged process.	Ongoing Annual	Project Officer
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ensure that the requirements for access are met in all plans for new or redeveloped buildings and facilities. Ensure that no development application is signed off without a declaration that it meets the legal requirements. Ensure that key staff are trained and kept up to date with the legal requirements.	Ongoing	CEO Project Officer
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	Ensure that parking requirements are taken into consideration during street redevelopment. Continue to monitor the need for additional disability parking bays at some locations.	Ongoing	Manager of Works
Ensure that all recreational areas provided by the Shire are accessible.	Implement a program of progressive upgrades.	Ongoing	Project Officer

Budget for improved upgrades to accessibility where practicable.	Review and update accessibility criteria checklist for events and ensure that events are planned following the guidelines of the DAIP.	Ongoing	Events Coordinator
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	Provide information (available on the Department of Disability and Community Services website: http://www.disability.wa.gov.au) on the needs of people living with disability and of legal requirements and best practice. Promote access and inclusion best practice to business. Ensure access and inclusion information is available on the Shire's website.	Ongoing	Deputy CEO

Outcome 3

People with disability receive information from the Shire of Dundas 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
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ensure that all documents carry a notation that is the document is available in alternative formats upon request. Publicise the availability of other formats in the local newspaper and on the Shire's website.	Ongoing	Management
Improve staff awareness of accessible information needs and how to provide information in other formats	Make State Government Access Guidelines for Information, Services and Facilities available to Shire employee. Staff professional development in providing accessible and inclusive services and information.	Immediate Ongoing	Deputy CEO
Budget for and provide interpreters to significant events on request.	Make budget provision for interpreters and advertise the availability of the service.	Continual Budget Provision	Deputy CEO
Ensure that the Shire's digital communication platforms such as the	Upgrade website to improve accessibility. Monitor digital platforms to ensure best	Ongoing	Deputy CEO

website and FB Page meet contemporary good practice.	practice and that they are compliant with current legislation.		Manager Community Development
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Outcome 4

People with disability receive the same level and quality of service as other people receive from employees of the Shire of Dundas

Strategy	Task	Timeline	Responsibility
Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services. Where skills are lacking training and development to be provided.	Determine development needs of employees and Elected Members Provide training as required.	2018 Continual Professional Development	Deputy CEO
Improve community awareness about disability and access issues.	Use the Shire News section in the Norseman Today Newspaper and other Shire Communication platforms to promote the importance of accessible and inclusive communities. Seek regular feedback from the community access issues.	Ongoing	Manager Community Development
Ensure that Shire contractors are aware of DAIP requirements	Advise Shire contractors of their obligations in relation to the DAIP.	Ongoing	All Staff

Outcome 5

People with disability have the same opportunities as other people to make complaints to the Shire of Dundas

Strategy	Task	Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Review current lodgement of grievance process and implement recommendations. Promote complaints processes to the public, ensuring there are alternative formats available.	Ongoing Annually	Deputy CEO
Make available advocacy information for people with disability and carers on the Shire's website.	Update website as required.	April 2018	Manager Community Development
Ensure that the information relating to the Shire's complaints procedures is available in alternative formats upon request.	Review current procedures and implement recommendations.	July 2018	Deputy CEO

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation

Strategy	Task	Timeline	Responsibility
Ensure and promote that Shire consultative processes are inclusive and address the requirements of people with disability to be involved.	Build open and productive communication with community stakeholders meeting quarterly, or as required, to discuss opportunities and barriers. Promote consultation process in the Norseman Today Newspaper and other Shire communication platforms.	Ongoing	Deputy CEO Manager Community Development
Ensure that people with disability are actively consulted about the DAIP	Provide open communication channels and opportunities for people living with disability and their families to provide feedback on a	Ongoing	Manager Community Development

and any other significant planning processes.	variety of community issues including the DAIP. Ensure that consultation can happen in a variety of formats.		
Make all Shire public consultation documentation available in alternative formats upon request.	Review current procedures and implement recommendations.	Ongoing	Deputy CEO

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Dundas

Strategy	Task	Timeline	Responsibility
Promote the Shire as an inclusive workplace of choice.	Develop value statements, policies and strategies that reflect the importance of diversity and inclusion. Promote internally to employees and contractors and externally to the community.	Ongoing	CEO
Review recruitment policies and procedures to ensure they are inclusive and promote diversity.	Review current procedures and implement recommendations	Ongoing	Deputy CEO
Provide employees with professional development and training to maintain a positive work culture of inclusivity.	Review current procedures and implement recommendations.	Ongoing	Deputy CEO