



# **DISABILITY ACCESS & INCLUSION PLAN**

**2023 - 2027**

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST INCLUDING STANDARD AND LARGE PRINT, AUDIO FORMAT, ELECTRONICALLY BY EMAIL AND ON THE SHIRE OF DUNDAS WEBSITE.





## *Acknowledgement of Country*

The Shire of Dundas respectfully acknowledges both Ngadju and Mirning as Traditional Owners, and pay respect to their Elders past, present and emerging.





## COMMUNITY

A healthy, safe, resilient and engaged Community. A place where people thrive. A Community where diversity is celebrated, a place of belonging.



## NATURAL ENVIRONMENT

Our natural environment is viewed as a precious asset that is protected and enjoyed. A place where sustainable opportunities and collaboration is nurtured.



## BUILT ENVIRONMENT

Planning and development of infrastructure supports liveable, sustainable and connected communities.



## ECONOMIC DEVELOPMENT & SUSTAINABILITY

A thriving local economy & economic base supports economic growth and business opportunity.



## GOVERNANCE AND LEADERSHIP

We are a trusted Local Government; we are a strong advocate for our Community; we lead with respect and accountability.





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*The Shire of Dundas Disability Access and Inclusion Plan  
was endorsed by Council on the 18 April 2023.*

**This document is available in alternative formats upon request.  
Contact the Shire of Dundas on (08) 9039 1205 or email  
[shire@dundas.wa.gov.au](mailto:shire@dundas.wa.gov.au) for more information.**



# MESSAGE FROM THE PRESIDENT

The Shire of Dundas Council is dedicated to fostering an inclusive community where every individual, regardless of ability, is valued and has equitable access to opportunity and success. Our commitment to accessibility extends across our buildings, facilities, services, events, information channels, and employment opportunities. We recognize the inherent dignity and rights of all community members, including those living with disabilities, and strive to eliminate barriers that hinder full participation.

This Disability Access and Inclusion Plan (DAIP) reflects our community's aspirations and values. Informed by community consultation and the insights gleaned from our Strategic Community Plan, we understand that diversity is our strength. Residents have expressed the importance of inclusivity, sustainability, and accountability in shaping a welcoming and safe community.

Underpinning our efforts is the Western Australia Disability Services Act 1993, which mandates that local governments develop and implement DAIPs. This legislation underscores our obligation to ensure equitable access to our facilities and services for people with disabilities.

Together, we strive to build a community that celebrates diversity and maximizes the potential of every member. By embracing inclusivity as a core principle, we not only meet statutory requirements but also enrich the fabric of our community, fostering a place where everyone can flourish.



*Laurene Bonza*

Shire of Dundas President



# 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 & SERVICES

## **SERVICES TO PROPERTY:**

Construction and maintenance of Shire-owned buildings roads, footpaths and cycle facilities; and 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 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 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, Ageing 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 ageing, mental health illness.

The Shire has a population of 722 based on the 2021 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 & 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 & 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.





# PROGRESS



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.**

- Events and customer service staff participate in awareness training to assist in improving accessibility to Shire services and events.
- Shire facilities are reviewed to assess level of accessibility, and where improvements are required, the facility is included in works program and budget.

- The Woodlands Cultural, Community and Visitor Centre major infrastructure project was completed in 2020, providing modern accessible facilities for residents and visitors to access essential community services through the Norseman Community Resource Centre, as well as tourist information services.
- Regular Norseman Interagency Network meetings review services available for people living with disability and continue to grow existing and new collaboration opportunities.

## **Access to buildings and facilities has been improved.**

- Improved meeting facilities were provided to the Norseman Craft Group moving the group to a more suitable location in the Norseman Town Centre. Modifications were made to the older style building by installing a accessibility ramp and widening access to the bathroom facilities.

- The footpath improvement program continues with ramps being installed to improve safety and access at footpath crossing points.
- Marks Park accessibility paths to the barbecue and seating areas were upgraded.

**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.
- Recruitment process includes discussion about the Shire's policies regarding inclusion.
- Line managers work to build a culture of inclusion by discussing inclusive practices, expectations and providing a platform for staff to raise concerns or questions.



**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 or requiring aids.



# 2023 – 2027 ACCESS & 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 2023–2025 DAIP the Shire through its Community Development Team conducted a review of the current 2017–2022 DAIP and engaged in community consultation. Consultation included:

- Access and Inclusion Community Surveys mailed out to Shire of Dundas residents and ratepayers.
- Access and Inclusion Community Survey advertised in the Norseman Today Newspaper
- Digital versions of the Access and Inclusion Community Survey on the Shire website, Facebook Page and available to be emailed.
- Discussions with the Senior Ladies Craft Group
- Interviews with Youth Services and Community Resource Centre
- Strategic Community Plan Community Consultation conducted in 2022.
- Strategic Community Plan 2022 –2032



# 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 facilities appreciated.
- Shire support of Seniors' activities such as excursions, Aqua Aerobics, and Garden Show.
- Pensioner Units – it would be great to have more!

## **Concerns:**

- Improved Disability Parking signage
- Footpath improvements in Eucla and Norseman.
- Advocate for disability support services to come to Norseman.
- Wheelchair hoist, and accessibility ramp installed at Norseman Pool.

Community consultation indicated an improved awareness of the Shire of Dundas Disability Access and Inclusion Plan. However the low number of respondents to the survey is concerning. This may be attributed to people believing they had already given their feedback through the Strategic Community Plan consultation process.







# IMPLEMENTING THE DAIP

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This Disability Access and Inclusion Plan looks to address the needs of the community of the Shire of Dundas for the period January 2023 to December 2027. 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](http://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.

## STRATEGIES & IMPLEMENTATION

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
<p><b>STRATEGY</b> Ensure that people with disability are provided with opportunity to comment on access to services.</p> <p><b>TASK</b> Undertake an annual consultation process to enable and encourage feedback on difficulties in accessing facilities and services.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Continually monitor Shire services and events to ensure they support equitable access and inclusion.</p> <p><b>TASK</b> Conduct annual reviews of the accessibility of services and events. Rectify identified barriers and provide feedback to the Community. Advocate for the return of the Norseman Bus which provided accessible transport for people who have mobility issues.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services Tourism &amp; Events</p>
<p><b>STRATEGY</b> Conduct reviews with community stakeholders on the accessibility of services.</p> <p><b>TASK</b> Improve communication with community stakeholders through the Interagency Network Meetings, and community group meetings as required, to discuss opportunities and barriers.</p>	<p>Quarterly</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Ensure that events whether provided or funded by the Shire are accessible for all people.</p> <p><b>TASK</b> Review and update accessibility criteria checklist for events and ensure that events are planned following the guidelines of the DAIP.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services Tourism &amp; Events</p>
<p><b>STRATEGY</b> Ensure that Shire staff and agents and contractors are aware of the relevant requirements of the Disability Services Act</p> <p><b>TASK</b> Provide the DAIP to all contractors and Shire agents.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>



## STRATEGIES & IMPLEMENTATION

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
<p><b>STRATEGY</b> Proactively seek feedback from people with disability regarding access to Shire buildings and facilities.</p> <p><b>TASK</b> Build community networks and stakeholder partnership to improve the opportunity for people living with disability to share their experiences and feedback.</p>	<p>Annually</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Ensure that all Shire buildings and facilities meet the standards for access and any demonstrated additional need.</p> <p><b>TASK</b> Use community consultation to inform priority areas in infrastructure improvements and budget allocation.</p>	<p>Continual Assessment</p> <p>Works &amp; Services</p>
<p><b>STRATEGY</b> Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.</p> <p><b>TASK</b> Ensure that parking requirements are taken into consideration during street redevelopment. Continue to monitor the need for additional disability parking bays at some locations.</p>	<p>Annual Audit</p> <p>Works &amp; Services</p>
<p><b>STRATEGY</b> Ensure that all recreational areas provided by the Shire are accessible.</p> <p><b>TASK</b> Implement a program of progressive upgrades through the Asset Management Plan and budget for improved upgrades to accessibility where practicable.</p>	<p>Annual Audit</p> <p>Works &amp; Services</p>
<p><b>STRATEGY</b> Promote to local businesses the requirements for and benefits of the provision of accessible venues.</p> <p><b>TASK</b> Raise awareness through education campaigns such as Business Workshops and promotion on local platforms.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>

## STRATEGIES &amp; IMPLEMENTATION

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 & TASK	TIMELINE & RESPONSIBILITY
<p><b>STRATEGY</b> Ensure that the community is aware that Shire information is available in alternative formats upon request.</p> <p><b>TASK</b> Ensure that all documents carry a notation that 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.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Ensure staff awareness of accessible information needs and how to provide information in alternative formats.</p> <p><b>TASK</b> Make State Government Access Guidelines for Information, Services and Facilities available to Shire employees. Staff professional development in providing accessible and inclusive services and information.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Budget for and provide communication supports to significant events on request.</p> <p><b>TASK</b> Make budget provision for communication supports and advertise the availability of the service.</p>	<p>Annual Budget Provision</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Ensure that the Shire's digital communication platforms are compliant.</p> <p><b>TASK</b> Annual review of website by service provider and monitoring of digital platforms to ensure best practice and that they are compliant with current legislation.</p>	<p>Annual Review</p> <p>Information and Technology</p>



## STRATEGIES & IMPLEMENTATION

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
<p><b>STRATEGY</b> Ensure that all employees, existing and new, and Elected Members are aware of disability and access barriers and have the skills to provide appropriate services.</p> <p><b>TASK</b> Determine development needs of employees and Elected Members. Provide training as required.</p>	<p>Professional Development as required</p> <p>CEO</p>
<p><b>STRATEGY</b> Improve community awareness about disability and access issues.</p> <p><b>TASK</b> Use the Shire News section in the Norseman Today Newspaper and other Shire Communication platforms to promote the importance of accessible and inclusive communities. Use the Community Wellbeing Plan to assist in education and promotion of accessibility and inclusion.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>

## STRATEGIES & IMPLEMENTATION

<b>People with disability have the same opportunities as other people to make complaints to the Shire of Dundas</b>	
STRATEGY & TASK	TIMELINE & RESPONSIBILITY
<b>STRATEGY</b> Ensure that grievance mechanisms are accessible for people with disability and are acted upon. <b>TASK</b> Review lodgment of grievance processes and implement recommendations. Promote complaints processes to the public, ensuring there are alternative formats available.	Annually  CEO
<b>STRATEGY</b> Ensure that the information relating to the Shire's complaints procedures is available in alternative formats upon request. <b>TASK</b> Ensure administration and reception staff are aware of the complaints process and availability for alternative formats.	Ongoing  Corporate & Community Services



## STRATEGIES &amp; IMPLEMENTATION

People with disability have the same opportunities as other people to participate in any public consultation.	
STRATEGY & TASK	TIMELINE & RESPONSIBILITY
<p><b>STRATEGY</b> Ensure and promote that Shire consultative processes are inclusive and address the requirements of people with disability to be involved.</p> <p><b>TASK</b> Build open and productive communication with community stakeholders meeting quarterly, or as required, to discuss opportunities and barriers. Promote consultation opportunities in the Norseman Today Newspaper and other Shire communication platforms.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.</p> <p><b>TASK</b> Provide open communication channels and opportunities for people living with disability and their families to provide feedback on a variety of community issues including the DAIP. Ensure that the community is informed of the different consultation formats available.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>
<p><b>STRATEGY</b> Make all Shire public consultation documentation is available in alternative formats upon request.</p> <p><b>TASK</b> Conduct annual review of consultation methods.</p>	<p>Ongoing</p> <p>Corporate &amp; Community Services</p>

## STRATEGIES & IMPLEMENTATION

<b>People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Dundas.</b>	
STRATEGY & TASK	TIMELINE
<b>STRATEGY</b> Approach recruitment processes with an attitude of continuous improvement by ensuring they are inclusive and promote diversity. <b>TASK</b> Review current procedures and implement recommendations	Ongoing  MANEX
<b>STRATEGY</b> Provide professional development and training to maintain a positive work culture of inclusivity. <b>TASK</b> Use staff meetings to discuss accessibility and inclusion. Provide opportunity for staff and elected members to hear from experts on inclusive practices. Use visual information such as posters to promote inclusive cultures in the workplace.	Ongoing  MANEX
<b>STRATEGY</b> Ensure staff members who live with disability have access to the appropriate supports by having expert assessment of their work environments. <b>TASK</b> Engage LGIS and other service providers to conduct workplace audits as required.	As required  CEO