



ACCESS AND INCLUSION PLAN

2007-2012

Compiled by Community Services

June 2007

This plan is available via the Shire of Broome website, or upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

First Edition November 1995: Disability Services Plan (DSP)
Revised 2003
Revised 2004

Revised 2006: Disability Access & Inclusion Plan
Revised 2007: Shire of Broome Access & Inclusion Plan
The Plan was adopted by the Shire of Broome on 30 August 2007

Acknowledgements

The Shire of Broome would like to thank all those people who participated in and contributed their services and information to successfully update the Shire of Broome Access and Inclusion Plan 2007 - 2012.

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FOREWORD

The Shire of Broome is committed to the goal of an accessible and inclusive community for people with disabilities, their carers and families.

Our vision of being an accessible and inclusive community means ensuring that all Council venues, services and facilities, both in-house and contracted, are accessible as much as practicable to people with disabilities.

Similarly, it is vital that the Shire recognises that people with disabilities have ample opportunity to participate in the local community in meaningful ways that have an impact on the social, cultural and economic life in the Shire of Broome.

To improve access and inclusion for people with disabilities, the Council aims to integrate this *Shire of Broome Access and Inclusion Plan* with its overall planning process. In a nutshell, the purpose of the Plan is to identify barriers to access and propose solutions to ensure that people with disabilities have equality of access to services and facilities. The Plan is reviewed annually via a range of consultation mechanisms, including by the Shire's Disability Services Advisory Committee.

In addition, the Plan assists the Shire to meet its obligation under the Western Australian Disability Services Act 1993 (as amended in 2004), Disability Discrimination Act (1992) and the Equal Opportunity Amendment Act Western Australia (1988).

The intent is to encompass the Shire of Broome Access and Inclusion Plan within all the Shires plans and strategies as part of an integrated planning approach.

Finally, I would like to acknowledge and thank the stakeholders, agencies and community members who are contributors to this Plan - we invite and look forward to your continuing involvement to ensure that our goals are inclusive of the needs of people with disabilities, as well as their carers and families.

Graeme Campbell
Shire President

1.0. BACKGROUND

1.1. Snapshot of the Shire of Broome

The Shire of Broome covers an area of 56,000 square kilometres including 900 kilometres of coastline, comprising the town of Broome, outlying communities and a large hinterland - the Indian Ocean provides its western boundary and the Shire extends some 150 kilometres east into the Great Sandy Desert.

The adjusted residential population of Broome in 2003 was approximately 14,000; however, at the height of the tourist season, the population of Broome can swell by several thousand. The people of Broome are from diverse cultural backgrounds. Broome is world famous for its cultured pearls, its beaches and its variety of natural and popular tourist attractions.

The Shire boasts an impressive array of recreational, leisure, cultural and community facilities which add to the natural attractions of the area, and provides a major part of the infrastructure required to meet the needs and expectations of people who choose to live and work as well as visit the Shire.

Government services, tourism, pastoral industries, aquaculture and retail are the major contributors to the economy. Exploration of offshore gas fields and the potential placement of on-shore gas facilities in the Shire may contribute to an increase in population and diversity of the economy.

The town of Broome is the largest urban development in the Shire. There are the five main Aboriginal communities namely Bidyadanga to the south, and Beagle Bay, Ardyaloon (One Arm Point or Bardi), Lombadina and Djarindjin on the Dampier Peninsula. In addition there are a number of pastoral properties and many small outstations of just a few households.

The breakdown of population based upon 2003 ABS adjusted residential population figures for the Shire is:

Broome township	10845
Bidyadanga	850
Djarindjin	250
Lombadina	50
Beagle Bay	300
Ardyaloon (Bardi or One Arm Point),	400
67 other locations (Including outstations, pastoral, etc)	1226
TOTAL	13921

The Shire of Broome has experienced rapid residential population growth since 1996. It had an estimated resident population of 9,505 people in 1996 compared to 13,921 in 2003, an increase of 46%.¹ In that same time, the Aboriginal population increased from 3,308 in 1996 to 4,157 in 2003, an increase of 25.6%. In 2003-04 ABS statistics Broome's estimated residential population increased by 370 people to 14,300.²

Growth reached an estimated peak of 7% in the year 2000 and tapered off to an estimated 2% growth in 2003. Between 1996 and 2003, residential population growth averaged 5.8% growth per year. Based upon the average per annum growth rate of 5.8%, the population can be expected to reach over 30,000 by the year 2021. Should growth average around 2% as per 2003 it would reach around 20,000 people by 2021.

The Shire of Broome is culturally diverse in terms of its heritage and population. A number of Aboriginal languages spoken within the Shire -these include: Bardi, Nyulnyul, Jabirrjabirr, Nimanburru, Ngambari, Jugan, Yawuru, and Karajarri. Overall the population of Broome who identified as Aboriginal has decreased in percentage terms from 34% in 1996 to 30% in 2003.

Broome has a population of people derived from mixed ancestry including Aboriginal, Chinese, Japanese, Malay, English, German, Afghan, Philippine etc. This mix of ancestry is not indicated within the current census demographic profile but is a reflection of migration to the Shire at the turn of the century during early pearling and mission days. Many local people still proudly acknowledge their mixed ancestry.

Tourism also brings many different nationalities from all over Australia and the world to the Shire. The *Shire of Broome Tourism Fact Sheet 2004*³ identifies that the 2003-2004 two-year average there were some 192,000 domestic visitors and 37,800 international visitors to the Shire.

¹ ABS, 2004, *Regional Profile, Shire of Broome*, Commonwealth of Australia

² ABS 2003-04 Regional Population Growth, Australia and New Zealand, 3218.0 pp 26

³ Tourism Western Australia, 2005, *Shire of Broome Fact Sheet 2004*

1.2.Functions, Facilities and Services

The Shire of Broome (organisation) is responsible for a range of functions, facilities and both in-house and contracted services including:

Corporate Services

Provide support to the Shire in the areas of:

- Finance
- Human resource management
- Front line customer service
- Records management and the provision of information technology

Services to the public include:

- General information and referral service
- Processing and handling of enquiries
- Payment of Shire rates
- Civic receptions, public meetings, citizenship ceremonies, awards and presentations

Community Services

Provide strategic direction for the social and cultural development of the Shire, including:

- Community development
- Arts and cultural development
- Kimberley Inclusion and Professional Support Service
- Library and information services
- Emergency, Ranger and Beach services
- Disability Access and Inclusion
- Sport and recreation services
- Management of Broome Recreation and Aquatic Centre

Engineering Services

Responsible for the construction and maintenance of the Shire's physical infrastructure, including:

- Construction and maintenance of roads
- Footpaths and cycle facilities
- Land drainage and development
- Maintenance of parks and gardens
- Numbering of buildings and lots
- Street lighting
- Cyclone clean-up, tree lopping
- Provision and maintenance of playing areas and reserves.

Development Services

Development services oversee planning, building and environmental health including:

- **Planning services** including:

- strategic land use planning
- statutory planning development applications and clearances
- compliance
- principles of sustainability.

- **Building services** including:

- building inspections and control
- swimming pool inspections
- building applications and maintenance

- **Environmental health services** including:

- research and environmental health planning
- inspections
- management of waste facilities and town appearance
- provision of advice on development proposals

1.3. People with disabilities in the Shire of Broome

Broome population figures indicate that as at June 2004, the Local Government Area of Broome had an estimated resident population of 14, 300 people (ABS 2005 Cat. No.3218.0). This has grown from 13,905 people since 2003 (growth rate of 2.6%) and 11,582 people since 1999, which is an overall 4.3% increase in population growth. Notably, this population growth rate is one of the strongest in Australia.

Bureau of Statistics (ABS) survey of Disability, Ageing and Carers (2003) estimate that 20.6% of Australians, or more than 1 in 5 people, identify themselves as having some form of disability. Disability figures for the Shire of Broome indicate a total of 427 people with disabilities residing in the Shire of Broome. This figure includes 60 people at Bidadanga community, 5 people at One Arm Point, 5 people at Djarindjin and 5 people at Beagle Bay community.

Of these 427 disabled people, an estimated 75% of them are of Indigenous origin and are characterised as suffering from the following descending disabilities: psychiatric, muscular-skeletal, diabetes and heart conditions.

Approximately 120 people receive a full time carer's pension, providing support and care for Broome's disabled population.⁵

There are increasing numbers of older people visiting Broome, namely the 'baby boomer' generation. While the visiting rate amongst this cohort is strong, this group is not necessarily moving to Broome. Whilst the older population has increased over the past fourteen years, this increase has only been gradual and due to the natural process of ageing, not an increase in numbers *vis-à-vis* migration.

4 'Disability, Ageing and Carers, Australia' Summary of Findings, pp 1, Retrieved 18 November 2005 from <http://www.abs.gov.au/Ausstats/abs@nsf/lookupMF/C258C88A7>

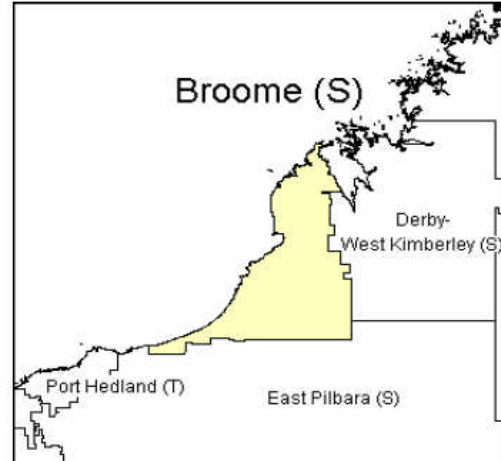
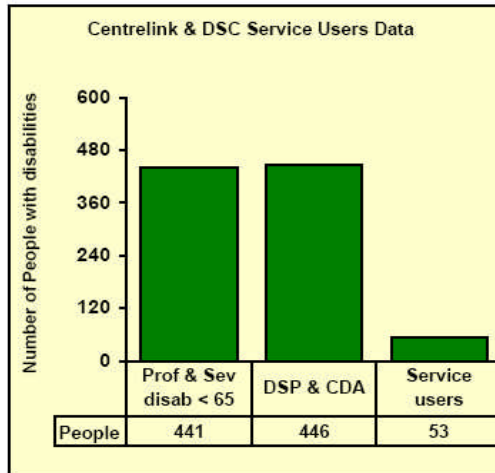
5 Information cited (Mrs. Jenny De Marchi, Centrelink Disability Officer), Broome, pers. comm.; 15 September 2005.



Profile of Disability



Shire of Broome (Kimberley)



Please refer to technical notes for definitions of terms.

Activity Restriction by Sex	Male	Female	Total
Total household pop	4,639	4,429	9,068
All with a disability	775	625	1,400
Profound/Severe	261	222	483
Moderate/Mild	321	253	574
Schooling/Employment	85	63	148
Other restriction	108	87	195

Degree of Restriction by Age	Age in Years						Total 0-64	65 +
	0-4	5-14	15-24	25-44	45-64			
Profound/Severe	27	98	44	169	103	441	42	
Moderate/Mild	8	21	47	231	185	492	82	
Schooling/Employment	2	15	20	76	33	146	2	
Other restriction	14	16	23	70	53	176	19	
Total	51	150	134	546	374	1,255	145	
Total household	662	1,287	1,144	2,883	2,115	8,091	977	

Main Disabling Condition by Age	Age in Years					Total 0-64	65 +	Total
	0-4	5-14	15-24	25-44	45-64			
Physical	42	84	89	364	268	847	109	956
Sensory	1	16	6	33	31	87	26	113
Acquired Brain Injury	2	3	6	12	7	30	4	34
Intellectual	1	17	1	12	3	34	1	35
Psychological	3	28	29	124	63	247	4	251

Need for Help	Count
Accommodation Support	379
Personal/Health care	543
Transport Assistance	217

Compiled by the Disability Services Commission based on ABS synthetic estimates.

<http://www.dsc.wa.gov.au/cproot/411/2/KimberleyBroome.pdf> 1998

1.4 Planning for better access – role of Local Government

Under the Western Australian Disability Services Act 1993 (as amended in 2004), Local Governments are required to develop and implement a Disability Access and Inclusion Plan (DAIP) that identifies barriers to access and proposes solutions to ensure that people with disabilities have equality of access to services and facilities.

The Plan identifies how the Shire will take into account the needs of people with disabilities in the development and maintenance of community facilities and the provision of services. This constitutes the Shire's commitment to improving access for people with disabilities. The Plan has been developed with the assistance of the Shire of Broome Disability Advisory Committee and officers of the Shire.

The Plan addresses issues of access and inclusion as described below. The development and implementation of Disability Service Plans between 1995 and 2005 enabled councils to build on past achievements by planning systematically to make services and facilities as accessible as possible to people with disabilities. These included Councils' own services and facilities and those for which they had indirect responsibility, such as Shire funded services providing access and Shire funded activities being held at accessible venues.

A key responsibility of the Shire of Broome is ensuring that developers meet the mandatory access requirements of the Building Code of Australia. In addition, Council plays a crucial role in improving access for people with disabilities in their communities by liaising with developers to increase their awareness of access needs.

The amendments to the Disability Services Act in 2004 contain new requirements, which build upon the changes and achievements of the past decade. The Plan thus provides a planning, implementation and evaluation framework for the Shire of Broome to ensure continuous improvement in creating an accessible and inclusive community.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA).

1.5 Progress to date – current status and key achievements

At January 2007, the Shire of Broome is continuing to work towards the facilitation of services and access to public facilities for people with disabilities. The following are some of the key achievements. A number of initiatives have been implemented in the town centre; these include:

Parking

Car-parking bays have been set aside throughout the town centre as part of the upgrade of Dampier Terrace and Carnarvon Street. The bays are clearly marked with

blue paint and incorporate the international symbol of a wheelchair; they are also clearly signed. For maximum convenience, the bays are placed outside of key service areas such as the post office, shopping centre's and Shire amenities. All new Shire and private commercial car parks are now required to provide disabled bays as a matter of course.

Footpaths

A program plan of works has been implemented to upgrade footpaths throughout the town centre. This includes replacing paving, incorporating access ramps onto roads and pedestrian crossing areas and in some cases widening footpath areas. All new or upgrade works automatically include provision for access.

Access to commercial premises

Access into shops, cafes and other businesses has been considered and where possible has been incorporated into the works. Examples of this are at Blooms Café where the pavement now aligns with the property on the northern end and a ramp has been constructed to provide access into shops such as the Photo Hut. These works also apply to Shire buildings whenever upgrade works are carried out (eg: KRO upgrade).

Remedial works programme

Footpaths and kerb ramps have been systematically improved throughout the community of Broome. Examples of this can be seen throughout the town in Carnarvon Street and Dampier Terrace where footpaths have been levelled for pedestrian friendly and disabled access.

Construction of new toilet blocks with accessible toilets for people with disabilities and the alteration of existing public buildings which include providing access and sanitary facilities for people with disabilities. An example of facility upgrade are the toilet/change room facilities at Cable Beach reserve.

Building Audit

A building audit has been completed. The building audit and inspection has highlighted a number of buildings where the facilities are inadequate, non-existent or poorly maintained. These matters will now form part of the gradual upgrade of Shire of Broome buildings, as funds allow on a priority basis.

Priority Waste Removal: Collection of Household Waste

Garbage bins are wheeled to the kerbside by Council's refuse collection crews for people with a disability, as requested, then returned to their place of storage upon

service. Information on this service is available by contacting the Shire of Broome's Manager of Health Services.

Recreation and Community Services

People with a disability are invited to participate in recreation programs offered through the Broome Recreation and Aquatic Centre (BRAC). BRAC staff have recently (2007) participated in training via the WA Disabled Sports Association.

A wheelchair ramp into the pool is available, and a Beach Trekker wheelchair was acquired in 2006, which enables people to access Broome's superb beaches.

Furthermore, an audit was carried out in 2007 at BRAC to identify disability access and compliance issues: these are being addressed as funds allow on a priority basis.

Areas in which people with a disability have been involved include:

- School vacation programmes for children.
- Learn to swim programmes for children and adults.
- Senior Citizens' programme.

2007 community consultation feedback indicated a high level of satisfaction with BRAC services in terms of access, facilities and helpfulness of staff.

Municipal Elections

Alternate arrangements to using a voting booth are made for people with a disability to vote in municipal elections.

Information

All material provided by the Shire of Broome is available in alternative formats, upon request. Council minutes and other information can be made available in formats that accommodate the needs of people with disabilities, such as large print, audio etc.

Library Service

The Library possesses a range of material in alternative formats, including large print, audio and videocassette and on CD-Rom. The Library has wide aisles, access to study desks and book trolleys.

The Library conducts a number of services, providing inclusion for people with a disability. These services include: holiday programs, meet the author sessions, access to Braille library collection upon request, home delivery service and wheelchair friendly internet access facilities.

2007 community consultation feedback indicated a high level of satisfaction with library services in terms of access, facilities and helpfulness of staff.

Childcare Services

Kimberley Inclusion and Professional Support Service is funded through Family and Community Services and Indigenous Affairs (FACSI) and auspiced/coordinated by the Shire. This program supports children with additional needs to access mainstream childcare services across the Kimberley.

Youth

The Shire auspices and coordinates the Helping Young People Engage (HYPE) program. This program links often marginalised young people with key community service providers. Similarly, the Shire supports the Broome Youth Coordinating Network, which aims to enhance coordination and collaboration among local youth service providers.



2.0 Access and Inclusion Policy Statement

The Shire of Broome is committed to the goal of an accessible community for people with disabilities, their families and their carers.

The Shire of Broome interprets an accessible and inclusive community as one in which people with a disability can access and are welcome to participate in functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The Shire of Broome:

- Recognises that people with disabilities are valued members of the community who make a variety of contributions to local, social, cultural and economic life;
 - Believes that a community that recognises its diversity and supports the participation and inclusion of all its members makes for a richer community life;
 - Believes that people with disabilities, their families and carers should be supported to remain in the community;
 - Is committed to consulting with people with disabilities, their families and carers and disability organisations in addressing barriers to access and inclusion;
 - Will ensure that its contractors and agents work towards the desired outcomes of the Plan, as far as practicable;
 - Is committed to supporting local community groups and businesses to provide access and inclusion of people with disabilities; and
 - Is committed to achieving the six desired outcomes of the Plan. These are:
1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Shire of Broome.
 2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Broome.
 3. People with disabilities receive information from the Shire of Broome in a format that will enable them to access the information, as readily as other people are able to access it.
 4. People with disabilities receive the same level and quality of service from the staff of the Shire of Broome.
 5. People with disabilities have the same opportunities as other people to make complaints to the Shire of Broome.
 6. People with disabilities have the same opportunities as other people to participate in any public consultation conducted by the Shire of Broome.

3.0 DEVELOPMENT OF THE PLAN

3.1 Shire of Broome Planning Framework

In 2004, the Shire consulted widely with the community and set its directions until 2009. This resulted in the Shire of Broome Strategic Action Plan 2004 - 2009. This Plan identified two key strategies that supported the development of the Plan. They are:

- Prepare a Community Development Strategy; and
- Improve level of access to disability services and facilities and implement the Disability Access and Inclusion Plan.

The Plan is one component of the Community Development Strategy - other components which will be closely interrelated and which are under development are:

- Arts and Cultural Plan
- Sport and Recreation Plan
- Social Plan.

In 2007 the Council reviewed the Strategic Action Plan 2004 - 2009 and reaffirmed its commitments to the community. The result is the Plan for the Future 2007 – 2012, which provides the strategic focus for elected members and the community for the next five years.

The Plan for the Future reaffirms the Shire's vision as:

'A Sustainable Community that is inclusive, attractive, healthy and pleasant to live in, that uses our land so as to preserve our history and environment, respects the rights and equality of our citizens and manages our future growth wisely'.

3.2 Responsibility for the Planning Process

Responsibility for the developing, monitoring, implementing, reviewing and amending the Plan is a core function of the Community Services Directorate. This includes responsibility for ensuring the Plan is rolled out throughout the organisation and that actions are integrated into business Plans of relevant departments. Monitoring of this Plan will be a standard agenda item for meetings of the Disability Services Advisory Committee (DSAC).

3.3 Community Consultation Process

Community consultation is one of the key requirements underpinning this Plan, ensuring that it is relevant and responsive to the needs of customers.

In 2006, the Shire undertook to review its Disability Service Plan (DSP), consult with key stakeholders and draft a new Plan to guide further improvements to access and inclusion. This initiative continued into 2007 and the process included:

- Examination of the initial DSP and subsequent review to see what has been achieved and what still needs work;
- Consultation with key staff;
- Consultation with the community

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to the DAIP's. 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. Other mechanisms may also be used.

In April 2007 the community was informed through the local newspapers, radio and the Shire website that the Shire was developing a Disability Access and Inclusion Plan to address the barriers that people with disabilities and their families experience in accessing information, services and facilities and that they could provide input into the development of the Plan by taking part in a community consultation during May 2007.

The various consultation methods offered included:

- **A community survey form:** As one component of the community development strategy, Plan issues were represented in an overarching community satisfaction survey conducted by telephone in April 2007. Respondents were asked to identify any problems they had using services, accessing information, contributing to Council decision making processes, making complaints, physically accessing Council facilities, and generally getting around and being included in the community. A total of 260 residents were surveyed.
- **Face-to-face interviews / Personal Contacts:** This consultation method was chosen as it suited the local environment and to ensure adequate opportunity for feedback was provided at grassroots level. Several members of the Disability Services Advisory Committee (DSAC) work in key positions within the local Disability Services sector, and this provided an opportunity to access local people with disabilities, their families and/or carers who were willing to provide feedback in relation to the Plan. Individual Shire employees and DSAC members made contact with a number of people with disabilities whom they know through their work in the community to discuss barriers they experience in accessing services and activities.
- **Phone-In / Invitation for public comment:** the community was invited to contact Shire employees in May 2007 to discuss any difficulties they were experiencing in

accessing services or just getting around the community. Three calls were received.

- **Public Meeting:** As part of the public consultation process, a public meeting was held on 18 May 2007 attended by 13 people to discuss barriers to access and potential solutions to overcoming barriers and enhancing inclusion in the community. In an effort to maximize attendance, the event was publicized by a variety of means including notices in local newspaper and invitations to local people with disabilities, their families and carers directly via two mainstream service providers (i.e.: DSC & WKFSA). Those who attended included service providers, community representatives and Shire staff.

The facilitator posed five questions developed around the Plan objectives, and participants were asked to identify:

1. What was currently done well
2. What needed improvement
3. New things needed

Questions included:

1. How accessible are Shire services / events?
2. How accessible are Shire buildings / facilities?
3. How accessible is Shire information?
4. Do people with disabilities, their families and carers have adequate opportunity to make complaints and participate in public consultation?
5. Do people with disabilities, their families and carers receive adequate service from Shire staff?

3.4 Findings of the Consultation Process

The consultation provided a variety of views on access and inclusion in the Shire of Broome. The Shire of Broome's previous Plans have provided a useful guide for staff and the Council has made steady progress in improving access for people with disabilities across outcome areas since 1995. However, the previous Plan does not fully comply with the requirements of the amended Disability Services Act and additional issues have been identified during recent consultation. Consequently, a new Plan is required in order to meet the new requirements and to ensure currency and relevance.

In addition to addressing current access barriers, the new Plan should also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards (in line with this philosophy, the current Plan has been renamed the Shire of Broome Access and Inclusion Plan). It must also keep abreast of ongoing legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the Internal Action Plan.

Table below summarises key points raised during the public meeting:

Currently done well	Improvement needed	New things needed
<p>Footpaths around town have been improved in recent past</p> <p>Library – positive feedback from clients with disabilities – friendly, helpful and knowledgeable staff.</p> <p>BRAC – good staff: supportive & helpful</p>	<p>Footpaths require further work</p> <p>During large Broome events, parking Plans need better Planning – cars on footpaths, limited view & parking Access needed close to events</p> <p>Better access & facilities in public gallery / question time in Council</p> <p>Staff training - better front counter access & customer service</p> <p>Playground access & equipment</p> <p>Information regarding how to raise complaints needed Also need mechanisms for raising issues without formal complaint</p> <p>Find ways to continually engage people with disabilities ie: publicise SoB’s Disability Services Planning Committee (DSPC) and encourage people to speak with members to achieve consultation & engagement that is continuous, accessible & focused.</p>	<p>Currently new buildings meet minimum standard only: how can we persuade/educate to exceed minimal standards? →public awareness & Education</p> <p>SoB Reception – provide keyboard & swivelling screen</p> <p>Differentiating without prejudice ie: special permits for Quad bikes on beach as not permitted vehicles</p> <p>“You’re Welcome” will provide on line access information →this will also be needed in formats accessible to indigenous or illiterate clients and those with no internet access/ability</p> <p>Partnerships with NGO’s ie: BRAC & WKFSA (BRAC has staff trained in special needs, additional carer funding required</p> <p>Funding sources are needed to upgrade buildings and facilities State legislation underpinning DAIP requirements currently not backed by funds → need to highlight this in the Plan</p> <p>Highlight economic potential to improve business by providing better access & inclusion: →invite the Chamber of Commerce to join DSP Committee →use marketing effectively to influence corporate & business</p>

Access Barriers

While the review and public consultation noted considerable achievement in improving access and inclusion, it also identified a range of barriers that require redress, including:

- Suitable parking for people with disabilities may not be meeting the needs of this growing demographic;
- Events may not always be held in a manner and location that best facilitates the participation of people with disabilities (i.e.: view, parking, toilets);
- Some buildings and other infrastructure such as outdoor environments (ie: playgrounds) may not be accessible to people with disabilities;
- The Shire's website may require improvement to best meet the needs of people with disabilities (ie: You're Welcome);
- There is a need for increased and ongoing consultation with the community on issues around disability, access and inclusion;
- Some staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities;
- Processes of Council may not be as accessible as possible;
- A central information point for people with disabilities is urgently needed in Broome
- (i.e. any existing services such as assistance with rubbish wheelie bins need to be adequately publicised)
- More resting facilities (ie: park benches etc.) are urgently needed throughout the Shire of Broome for people with disabilities and the elderly (i.e.: town centre, markets);
- Limited awareness demonstrated by many non-Council organisations in the community is reflected in the presence of many access barriers outside Shire's jurisdiction.

3.5 Responsibility for the implementation of the PLAN

It is a requirement of the Disability Services Act (1993) that public authorities must take all practical measures to ensure that the Plan is implemented by its officers, employees, agents and contractors.

Implementation of this Plan is the responsibility of all areas of the Shire (organisation). While some actions in the implementation Plan will apply to all areas of the Shire, others will be relevant to specific areas only. The Implementation Plan outlines who is responsible for each section.

3.6 Communicating the Plan to staff and people with disabilities

Following adoption, the Shire of Broome sent copies of the draft Shire of Broome Access and Inclusion Plan to all those who contributed to the Planning process including Shire officers, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback.

The community was advised through the local media (newspaper and radio) that copies of the Plan are available to the community upon request and in alternative formats if required, including in hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and the Shire's website.

As Plans are amended Shire employees and the community will be advised of the availability of updated Plans, using same methods.

3.7 Review and evaluation mechanisms

In line with the Disability Services Act requirements, the Plan will be reviewed at least every 5 years. The Plan implementation may be reviewed on a more regular basis to reflect progress and any access and inclusion issues that may arise. Whenever the Plan is amended, a copy will be lodged with the Disability Services Commission.

Disability Services Advisory Committee

The Disability Services Advisory Committee is an Advisory Committee of the Council as prescribed under the WA Local Government Act 1995. As such, the Committee provides advice to the Council on matters concerning access to services and facilities for people with a disability.

The Disability Services Advisory Committee will be consulted on the development, implementation and monitoring of the Plan. The Committee has a key role to play in providing advice to Council on behalf of people with disabilities, their families and carers.

The Committee at June 2007 is comprised of 1 elected member of Council, relevant Shire Officers, and representatives from Disability Services Commission, Kimberley Personnel, West Kimberley Family Support Association, Broome Hospital Services and Community Representatives.

Officer representatives of each of the Shire Directorates are also members of the Committee and are responsible for the development and implementation of the Shire's Action Plan.

The Disability Service Planning Committee will meet quarterly, or on an as needs basis, to monitor progress on the implementation of the strategies identified in the Plan.

Evaluation

Council will endorse any status reports on the disability planning process to be used in seeking feedback from the community. Once a year, subsequent to consideration of the annual report from the Disability Services Advisory Committee, the Shire will consult with the community on the effectiveness of the Plan and the strategies that have been implemented. The Committee will consult with the Community by way of questionnaires, phone-ins and meetings with people with disabilities, disability organizations and service providers.

Elected members of Council and Shire Officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

The Plan will be amended based on the feedback received and copies will be available to the community in alternative formats if required, once endorsed by Council. Following Council endorsement, the amended Plan will be submitted to the Disability Services Commission prior to 31 July of each year for their approval.

Indicative Implementation Plan

(N.B. This is a guide only; to be updated as and when required by the Committee))

DATE	TASK	RESPONSIBILITY
March, June, Sept & Dec each year	Committee meeting dates	Disability Services Advisory Committee
Feb, May, August & Nov	Circularize all departments for progress updates for reporting to next meeting	Director Community Services

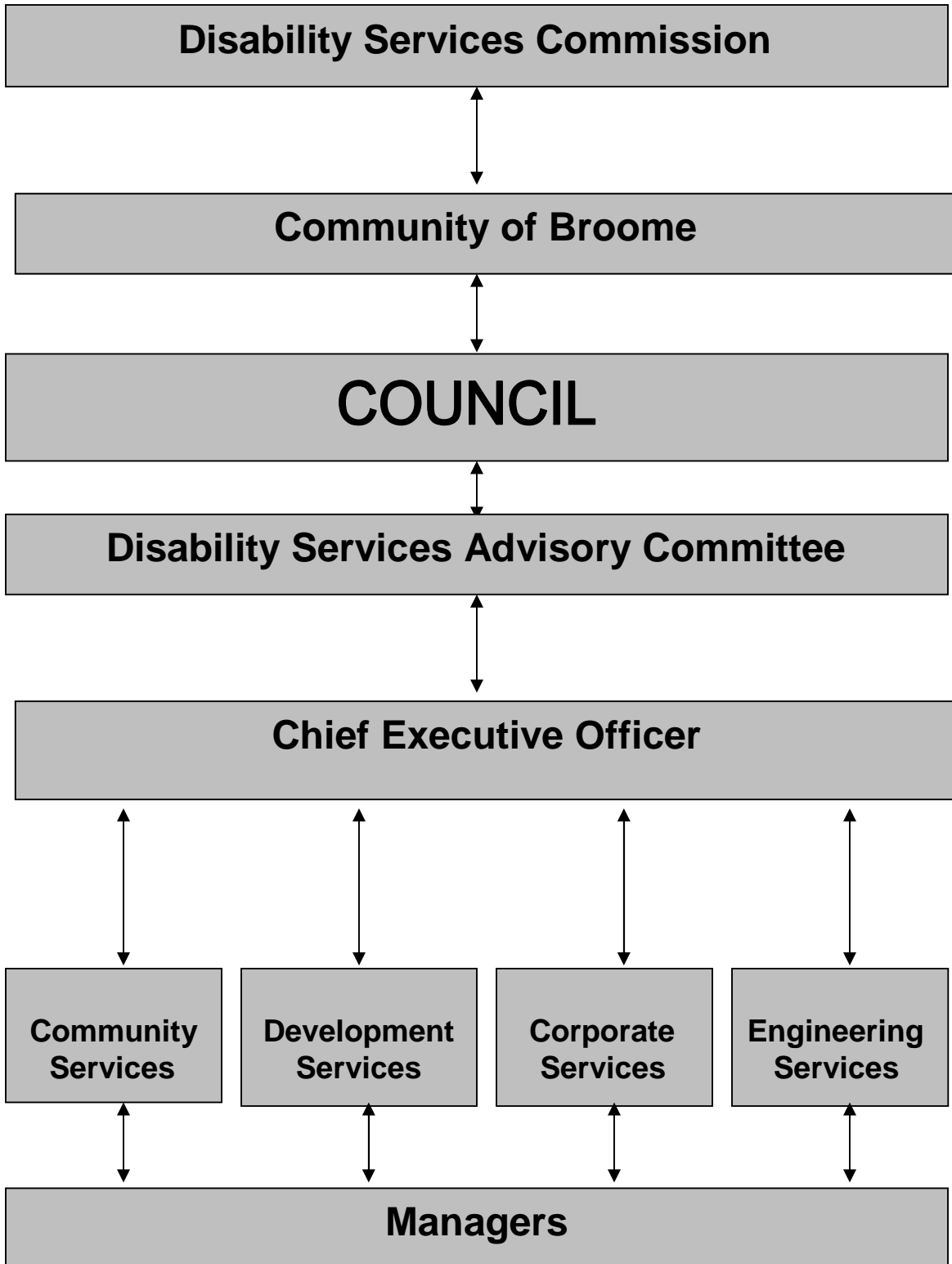
June	Annual Review of Plan (for submission to Council prior to reporting to DSC)	Disability Services Advisory Committee
To be determined by DSAC	Promotional Activities (e.g.: workshops, forums, public comment for changes etc)	Disability Services Advisory Committee

4.0 REPORTING ON THE PLAN

In line with the Disability Services Act requirements, the Broome Shire will report on the implementation of its Plan in its Annual Report before 31 July each year, outlining:

- Progress towards the desired outcomes of the Plan;
- The progress of its agents and contractors towards meeting the six desired outcomes; and
- The strategies used to inform agents and contractors of its Plan.

Relationship of Disability Services Commission and Disability Services Advisory Committee to Shire of Broome.



5.0 STRATEGIES TO IMPROVE ACCESS & INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Shire of Broome will undertake from 2007-2012 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the Shire of Broome.

Outcome 1: Access to Services

People with disabilities have the same opportunities as other people to access the range of affordable and sustainable services and events provided by the Shire of Broome that promote quality lifestyle as described in the Shire of Broome's Plan for the Future 2007 – 2012.

Strategy
Develop and monitor Shire services to ensure equitable access and inclusion.
Convene a Disability Services Advisory Committee to guide the implementation of Plan activities and facilitate advocacy on behalf of people with disabilities.
Ensure that people with disabilities are provided with an opportunity to comment on access and inclusion to services and infrastructure.
Develop the links between this Plan and other Shire Plans and strategies.
Ensure that Shire events, both organised and funded, are accessible to people with disabilities (as far as practicable).
Continue to ensure that library services are accessible and inclusive.
Continue to ensure that sport and leisure services are accessible and inclusive.
Develop strategic partnerships with key agencies to maximise access and inclusion to services for people with disabilities eg DSC "You're Welcome" Program.

Outcome 2: Built Infrastructure

People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Broome.

Strategy
Ensure that all Shire buildings, facilities and infrastructure meet or exceed access standards (as far as practicable).
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.
Ensure that Shire staff, agents and contractors are aware of the relevant statutory requirements.
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues (i.e. by attaching DSC's Access Information checklists).

Outcome 3: Communications

The Shire of Broome provides people with disabilities information in a format that is as readily accessible as it is to others, so that they can effectively participate in the Shire's active consultation, collaboration and communication processes as described in the Shire of Broome's Plan for the Future 2007 – 2012.

Strategy
Improve community awareness that Shire information can be made available in alternative formats upon request.
Improve staff awareness of accessible information needs and how to obtain information in other formats.
Develop and provide information regarding services, facilities and customer feedback in appropriate formats using clear and concise language.
Ensure that the Shire's website meets contemporary good practice in terms of access.

Outcome 4: Staff

The staff of the Shire of Broome treat people with disabilities with respect and provide the same level of quality services as others while recognising their individual and unique requirements as described in the Shire of Broome's Plan for the Future 2007 – 2012.

Strategy
Ensure that staff are aware of disability access and inclusion requirements and are skilled / trained to provide a good service to people with disabilities.
Improve the awareness of new employees and new Councillors about disability access and inclusion requirements.
Identify and utilise existing staff skills and competencies to enhance customer service to people with disabilities.

Outcome 5: Complaints

The openness and accountability described in the Shire of Broome's Plan for the Future 2007 - 2012, is equally accessible to people with disabilities and will give them the same opportunities as others to make complaints.

Strategy
Ensure that complaints mechanisms are accessible for people with disabilities.
Improve staff knowledge so they can receive complaints from people with a disability.
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.

Outcome 6: Public consultation

The Shire of Broome engages people with disabilities in an effective way so that they can effectively participate in the Shire's active consultation processes and collaboration processes as described in the Shire of Broome's Plan for the Future 2007 – 2012.

Strategy
Improve community awareness about consultation processes in place.
Ensure ongoing monitoring of the Plan to facilitate implementation and satisfactory outcomes.
Review the Shire's community participation processes to ensure equal opportunities and support for access and participation by people with disabilities, their families and carers.

BROOME ACCESS AND INCLUSION PLAN 2007

Part 3

Shire of Broome Internal Action Plan



Outcome 1: Access to Services and Events

People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Broome.

Strategy	Task	Task Timeline & Status	Responsibility Directorate / Section
Develop and monitor Shire services and events to ensure equitable access and inclusion.	<ul style="list-style-type: none"> • Conduct systematic reviews of the accessibility of services. • Rectify identified barriers and provide feedback to consumers. 	December 2007 Ongoing	All Directors All Section Managers & Disability Services Advisory Committee (DSAC)
Convene a Disability Services Advisory Committee to guide the implementation of the Plan and facilitate advocacy on behalf of people with disabilities.	<ul style="list-style-type: none"> • Convene the Disability Services Advisory Committee, seek comment on draft Plan and 'You're Welcome' project • Publicise the committee and call for community members to participate. 	December 2007	Director Community Services DSAC
Ensure that people with disabilities are provided with an opportunity to comment on access and inclusion to services and infrastructure.	<ul style="list-style-type: none"> • Develop a feedback mechanism for use by all services, provided or funded. • Develop consultation guidelines for all future reviews of services. 	December 2007 June 2008	Director Community Services All relevant Section Managers.
Develop links between the Plan and other Shire Plans and strategies.	<ul style="list-style-type: none"> • Incorporate the objectives and strategies of the Plan into the Shire's strategic business Planning and budgeting processes. 	Reviewed annually	All Directors
Ensure that events, both organised and funded, are accessible to people with disabilities (as far as practicable).	<ul style="list-style-type: none"> • Ensure all events are Planned using the Accessible Events checklist. • Make the Accessible Events Checklist available to staff on the Intranet 	Ongoing	All Directors IT Manager
Continue to ensure that library	<ul style="list-style-type: none"> • Create accessible entry points and toilet 	<i>Achieved</i>	

services are accessible and inclusive.	<p>facilities at the BRAC and Library.</p> <ul style="list-style-type: none"> • Library to provide large print books for relevant community members. 	<i>Achieved</i>	
Continue to ensure that sport and leisure services are accessible and inclusive.	<ul style="list-style-type: none"> • Identify appropriate park, seek funding and provide specialist playground equipment (i.e.: swing) suitable for children with disabilities. • Seek funding for beach access wheelchair. 	<p>March 2008</p> <p><i>Achieved</i></p>	<p>Director Community Services</p> <p>Manager Recreation Services Manager Engineering</p>
Develop strategic partnerships with key agencies to maximise access to services for people with disabilities	<ul style="list-style-type: none"> • Implement the “You’re Welcome” Project. • Collaborate with relevant agencies (i.e.: DSC.) 	<p>December 2008</p> <p>Ongoing</p>	<p>Director Community Services</p> <p>“You’re Welcome” Project Officer</p> <p>Disability Services Advisory Committee</p>

Strategy	Task	Task Timeline	Responsibility
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> • Ensure that the legal 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 eg: building applications	Directors Development & Engineering Manager Engineering Services Manager Building Services
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> • Undertake an audit of ACROD bays and implement a program to rectify any non compliance. • Consider the need for additional bays at some locations. 	<i>Achieved</i> June 2007	Directors Development & Engineering Manager Engineering Services Manager Planning Services
Ensure that Shire staff, agents and contractors are aware of the relevant statutory requirements.	<ul style="list-style-type: none"> • Ensure that key staff are trained and kept up to date with the legal requirements. 	Annual updates Ongoing as required	All Directors Manager Building/Engineering/Community Services All relevant Section Managers
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	<ul style="list-style-type: none"> • Provide DSC's Access Information Checklists. • Utilise the "You're Welcome" Project to disseminate information 	December 2007	Directors Community & Development Services "You're Welcome" Project Officer

Outcome 3: Communications

People with disabilities receive information from the Shire of Broome in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	Task Timeline	Responsibility
Improve community awareness that Shire information can be made available in alternative formats upon request.	<ul style="list-style-type: none">• Ensure that all documents carry a notation that it is available in alternative formats.• Publicise the availability of other formats in the local newspaper.	September 2007 June 2007	Director Community Services All Managers Media & Promo Officer
Improve staff awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none">• Make State Government Access Guidelines for Information, Services and Facilities available on the Shire employee intranet site.• Train employees in providing accessible information.	June 2008 June 2008	Director Community Services Manager Admin Services Manager HR
Develop and provide information regarding services, facilities and customer feedback in appropriate formats using clear and concise language.	<ul style="list-style-type: none">• Make State Government Access Guidelines for Information, Services and Facilities available on the Shire employee Intranet site.• Train relevant employees in providing accessible information	September 2007	Director Community Services Manager Admin Services Manager HR

Outcome 4: Staff

People with disabilities receive the same level and quality of service from the employees of the Shire of Broome as other people receive.

Strategy	Task	Task Timeline	Responsibility
Ensure that staff are aware of disability access and inclusion requirements and ensure that staff are skilled to provide a good service to people with disabilities.	<ul style="list-style-type: none">• Determine training needs of employees and conduct training as required	June 2007	Director Corporate Services Manager Human Resources
Improve the awareness of new employees and new Councillors about disability access and inclusion issues.	<ul style="list-style-type: none">• Prepare information and Plan the establishment of training as part of induction of new employees and new Councillors.	December 2007	Director Corporate Services Manager Human Resources
Identify and utilise existing staff skills and competencies to enhance customer service to people with disabilities.	<ul style="list-style-type: none">• Determine what expertise exists among existing staff and investigate the possibility of utilising this knowledge base as part of internal staff training or mentoring arrangements.	December 2007	Director Corporate Services Manager Human Resources

Outcome 5: Complaints			
<i>People with disabilities have the same opportunities as other people to make complaints to the Shire of Broome.</i>			
Strategy	Task	Task Timeline	Responsibility
Ensure that current complaints mechanisms are accessible for people with disabilities.	<ul style="list-style-type: none"> • Review current grievance mechanisms and implement any recommendations. • Promote accessible complaints mechanisms to the community. 	July 2007 & ongoing	Director Corporate Services Manager Admin Services
Improve staff knowledge so they can receive complaints from people with a disability.	<ul style="list-style-type: none"> • Incorporate good practice in handling complaints from people with disabilities into induction and disability awareness training. 	July 2007 & Ongoing	Director Corporate Services Manager Human Resources
Ensure that grievance mechanism processes and satisfaction survey forms are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> • Provide grievance and satisfaction forms in alternative formats upon request. • Undertake research to identify and further develop alternative means of providing grievance feedback. 	July 2007 July 2008	Director Corporate Services Manager Human Resources Manager Admin

Outcome 6: Public Consultation

People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Broome.

Strategy	Task	Task Timeline	Responsibility
Improve community awareness about consultation processes in place.	<ul style="list-style-type: none"> Promote the existence, role and activities of the Shire's Disability Services Advisory Committee to the community. Disability Services Advisory Committee to meet regularly to provide strategic advice to the Shire, with support from Shire employees. Ensure that media releases go to both print and electronic media, including information radio and key disability groups and are promoted on the website. 	<p>July 2007 & ongoing</p> <p>Ongoing</p>	<p>Director Community Services</p> <p>Disability Services Advisory Committee</p>
Ensure ongoing monitoring of the Plan to ensure implementation and satisfactory outcomes.	<ul style="list-style-type: none"> Consult people with disabilities in a range of different consultation mediums: eg focus group, interviews, and surveys. Disability Services Advisory Committee to regularly monitor the progress of the Plan and be involved in all reviews. 	<p>July 2007, & ongoing</p> <p>Ongoing</p>	<p>Director Community Services</p> <p>Disability Services Advisory Committee</p>
Review the Shire's community participation processes to ensure equal opportunities and support for access and participation by people with disabilities, their families and carers.	<ul style="list-style-type: none"> Review current processes and implement changes as required to ensure accessibility. 	<p>December 2007</p> <p>& Annually</p>	<p>Director Community Services</p> <p>All Managers</p>

