

# Disability Access and Inclusion Plan

2023 - 2028



Photo credit: Ocean Heroes



Photo credit: Far North Community Services



# Contents

|   |    |
|---|----|
| Shire of Broome Overview                        | 3  |
| People with Disability in Broome                | 4  |
| Progress in access and inclusion since 2018     | 4  |
| Alignment of the DAIP                           | 7  |
| Stakeholder consultation for the DAIP 2023-2028 | 7  |
| DAIP Strategies 2023-2028                       | 12 |
| Governance                                      | 13 |

## Accessible Format

This Disability Access and Inclusion Plan (DAIP) document is available in alternative formats upon request including in large and standard print, electronically by email and on the Shire's website.

If you would like to receive an alternative format of this document, ask a question or give feedback please contact:



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# Shire of Broome Overview

The Shire of Broome is located in the Kimberley, covering approximately 56,000 square kilometres and with 900 kilometres of coastline.

The town of Broome is situated on the end of a peninsula, surrounded by ocean, and land-locked by distance, some 2,200 kilometres north of Perth. White sandy beaches are framed on one side by blue ocean waters and on the other by red pindan soils, providing a stunning backdrop for recreational, cultural and tourist activities.

Founded as a pearling port over a hundred years ago, Broome boasts a multicultural population with Koepanger, Malay, Chinese, Japanese, European and Aboriginal cultures all blended to create Broome's captivatingly friendly and flamboyant character. Around 28% of residents identify as Aboriginal or Torres Strait Islander. This is significantly higher than Western Australia (3.9%) and illustrates the central and significant position of Aboriginal people in the character and culture of the Broome community and economy. There are five Aboriginal communities, including the largest in Western Australia, and numerous Aboriginal outstations across the Shire.

Broome is the service and trade hub of the region, servicing agricultural, pastoral, mining, oil and gas production, and conservation jobs across the Kimberley. It also serves as the gateway for tourists and visitors to the Kimberley, including international visitors by cruise ship and aircraft.

The Shire of Broome is committed to ensuring that Broome is accessible and inclusive for everyone, including people with disability, their families and carers and other members of the community who have access considerations. The aim of this Disability Access and Inclusion Plan (DAIP) is to help the Shire with the coordination of planning and activities to ensure all community members have equal access to:

1. Services and events
2. Buildings and facilities
3. Information
4. Customer service
5. Complaints processes
6. Public consultations
7. Employment opportunities at the Shire



# People with Disability in Broome

The Western Australian Disability Services Act (1993) defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- Is permanent; and
- May or may not be episodic in nature.

Disability may result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible.

The Australian Bureau of Statistics conducts a survey of Disability, Ageing and Carers every five years. Data from the 2018 Survey estimated that **17.7%** of the Australian population (4.4 million), have a disability. If you add to that the estimated 2.65 million Australians who are carers, then disability impacts approximately one third of the population.<sup>1</sup>

The Shire of Broome was home to 16,907 people in 2019 so approximately 3,000 residents plus carers are likely to be impacted by disability. However, the seasonal population of Broome can at times far exceed its residential population. Accounting for tourism visitors, short-stay workers and business travellers and other workers and people from around the Kimberley and North West using Broome as a base, the population of Broome can fluctuate between 30,000 and 60,000 people on any given day so many more people would be impacted by disability.

## Progress in access and inclusion since 2018

**The Shire of Broome has implemented a number of initiatives over the years to improve access and inclusion. Some examples follow.**



### Improving access to services and events

- A Scanning Reader Pen was purchased for the library which is a device that converts printed text into speech.
- The event application form was amended to include a question requesting that the applicant outline what actions have been taken to ensure the event is accessible to people with a disability. The Disability Services Commission – Accessible Events Checklist is provided as an online link for easy reference.
- The Broome Recreation and Aquatic Centre (BRAC) installed an all-access refrigerated drink foundation.
- An International Day of People with Disability event was delivered in partnership by the Shire of Broome and Far North Community Services. The event raised awareness and celebrated the achievements of those living with disabilities in Broome.
- The library expanded its collection of Large Print books to ensure ongoing access to quality literature.
- When hosting events at the Shire, staff undertake a risk assessment that includes an additional review of the site and event to consider accessibility.
- The Shire adopted a new vision - A future for everyone, which ensures the organisation's commitment to representing and servicing all people. This commitment is reinforced within two of the six core values - For Everyone - inclusive and welcoming to all people, and Respectful of everyone.
- The Shire advocated to the Transport Minister Rita Saffioti on behalf of the community about the lack of wheelchair taxis. The Minister has since increased grant funding opportunities in regional areas as a result. The Shire has been promoting these grants to local taxi companies.

<sup>1</sup> Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics (abs.gov.au)



- The Shire continued to partner with Building Inclusive Communities WA (BICWA). The project focussed on supporting the Shire and local community organisations through capacity-building, mentoring and a range of practical supports to ensure all people, regardless of ability, race, ethnicity, gender, or sexual orientation, feel a sense of belonging, can actively participate in the community and play a valued role in their local community.
- The learnings from the BICA partnership culminated in the Broome Sport in Focus Conference which devoted one of its three streams to discussing inclusion with local sporting groups. The Shire partnered with Inclusion Solutions to discuss inclusion in sport, including a presentation from an athlete with a disability providing a firsthand account of his positive experiences.



### **Improving access to buildings and facilities**

- Consideration was given to providing accessible beach access as part of the Cable Beach Foreshore Masterplan.
- Significant upgrades during Stage 1 and Stage 2 of the Chinatown Revitalisation project in conjunction with disability consultants. A major focus was improving access throughout the CBD including a new ramp installed in Shekki Lane and improved access into Johnny Chi Lane from Dampier Terrace to allow for unassisted access to the shops along the laneway.
- The new playground at Solway Park includes footpath access to the play equipment and an accessible picnic table.
- The Shire reception has an all-access workstation, accessible toilet and signage that indicates that guide dogs are welcome.
- Successfully applied for \$170,000 from the Department of Communities to expand the network of changing places into the Cable Beach precinct.
- The town's new cemetery ablution block was designed and constructed incorporating universal access to toilets.
- New Beach Accessible Wheelchair purchased for Cable and Town Beach use.



### **Improving access to information**

- The Shire's website moved to an Opencities platform which is WCAG 2.0 compliant.
- The Shire's website has an Access and Inclusion section which includes links to the DAIP, facilities and services, disability services contacts, and information on the Beach and Aquatic wheelchairs.
- Important communication, marketing and advertising material is distributed through both radio and written communication methods (press releases, social media) to ensure that the content can be delivered to all members of the community. News and updates on major projects are increasingly being relayed to the community via videography and include subtitles.
- Promoted the alternative formats available.
- Revision of the Shire's Style Guide to incorporate accessible guidelines.
- Continued to ensure that all Shire documents/flyers had information noting availability of alternative formats.
- Provided promotion of disability services and events such as Parkinson's WA, Activ and Motor Neurone Society on Shire social media.
- A Corporate Communications and Engagement Strategy was endorsed and includes how best to communicate with, inform and engage with all members of the Broome community.



### Improving staff skills

- The Shire library coordinator participated in webinars including “Disability Programs and Services in libraries” and “Training for library staff to better understand and meet the needs of children and adults living with disability.”



### Improving access to complaints and consultation mechanisms

- Community Development Officers have commenced a review of the Community Engagement Policy and are developing a new Framework with accessible and inclusive engagement approaches to be included, developed through research and consultation with key stakeholders.
- Recognition of International Day of People with Disabilities with multiple stories shared on social media.
- Relationship formed with NDIS to work together on promoting services and events in Broome including International Day for People with Disabilities.
- Partnership established with Football Futures Foundation to support a disability soccer program in Broome and across the Kimberley
- An NDIS Information session held at the Shire in partnership with Nirrumbuk. The information session gave community members, community groups and service providers an opportunity to learn about the NDIS referral process, eligibility and the support that the Nirrumbuk Remote Community Connector’s team can offer.



### Improving access to employment

- The Shire has three volunteers with a disability. These people assist in the library and in the main administration area.



# Alignment of the DAIP

The DAIP is a legislative requirement under the Western Australian Disability Services Act (1993) and supports a number of international and local legislative and good practice initiatives including:

- United Nations Convention on the Rights of Persons with Disabilities 2006.
- Australian Human Rights Commission Act 1986.
- Commonwealth Disability Discrimination Act 1992.
- Fair Work Act 2009.
- National Disability Insurance Scheme Act 2013.
- National Disability Strategy 2021 - 2031.
- State Disability Strategy 2020 - 2030.
- Public Sector employment requirements – People with disability: Action Plan to Improve WA. Public Sector Employment Outcomes 2020–2025.
- The Shire of Broome Strategic Community Plan 2021-2031, and Corporate Business Plan 2022-2026.

## Stakeholder consultation for the DAIP 2023-2028

### Methodology

A consultation was carried out with Shire of Broome staff and community members to identify barriers to access and inclusion as well as potential strategies to be incorporated into the new DAIP.

Staff and community members could have their say by:

- Completing an online or hard copy survey.
- Providing feedback on a postcard asking for feedback on disability access and inclusion.
- Attending an interview or meeting in person or online.
- Phoning or emailing feedback.
- Attending one of two community forums.

The promotion of the consultation included:

- Advertising on the Shire's website over February/March 2023.
- Advertising in the Broome Advertiser on 16 February 2023.
- Direct communications to stakeholders in the community with an interest in disability or potential staff or clients with disability.
- Social media posts.

The findings of the consultation were discussed with a staff working group for further input and suggestions on strategies for the new DAIP.



## Demographics of Respondents<sup>2</sup>

A total of 108 submissions were received during the consultation including:

- 32 community surveys
- 38 staff surveys
- Community forums x 13
- Staff working group x 23
- Other (email, interview) x 2

Demographic details were collected in the surveys. Eleven respondents to the community survey said they had a disability and fourteen said they were a family member or carer of a person with disability. Some respondents preferred not to answer these questions.

Three respondents to the staff survey said they had a disability and three said they were a family member or carer of a person with disability. Staff survey respondents came from work areas including:

- |                                 |                                 |
|---------------------------------|---------------------------------|
| • Administration                | • Special Projects              |
| • Community Engagement          | • Indoor                        |
| • Office of the CEO             | • Health, Emergency and Rangers |
| • Library                       | • Environmental health          |
| • Engineering                   | • Waste Management              |
| • Development Services          | • Corporate                     |
| • Facilities and programs       | • Development                   |
| • Place Activation & Engagement | • Infrastructure                |
| • Nursery                       | • Planning                      |

## Consultation Findings

The findings from the consultation are summarised under each of the seven mandated DAIP Outcomes.



Photo credit: Far North Community Services

<sup>2</sup> Not all survey respondents answered every question



# Outcome 1

People with disability have the same opportunities as other people to access the services of, and any event organised by, a public authority.

44% of community survey respondents and 53% of staff respondents said that they agreed or strongly agreed that the Shire of Broome is welcoming and inclusive of people with disability.

Suggestions to improve access and inclusion for people with disability to services and events included:

- Greater wheelchair access to services, events and taxis/transport.
- More accessible and inclusive programs and services e.g. men's shed, sports, options for various abilities and ages.
- Improve access and inclusion at events e.g. information, quiet spaces/chill zones, use of companion card, accessible venues, family friendly, dedicated accessible parking, transport, Auslan interpreters.
- Training for staff and volunteers about providing accessible and inclusive events.
- Promotion of accessible and inclusive options for events, accommodation, services etc to show Broome as an accessible destination.
- Create a register of vulnerable people including people with disability who need specific assistance in an emergency or disaster.

# Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Suggestions to improve access and inclusion for people with disability to buildings, facilities, outdoor environments and other public spaces included:

- Improve ACROD parking e.g. number of bays, policing of use.
- Improve footpaths.
- Provide more accessible play spaces and equipment.
- Provide more accessible facilities e.g. water fountains, shaded seating, toilets.
- Improve access to the beaches.
- Consult with people with disability and access consultants in the review of buildings and facilities.

## 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.

Suggestions to improve access and inclusion for people with disability to written/printed information included:

- Promote what accessible formats are available e.g. larger print, easy read etc, in a variety of ways e.g. signs, newsletter, social media, information at airport, via service providers.
- Improve community awareness of the needs of people with disability.
- Provide easy read options of bills and compliance notices.
- Improve the website e.g. easier to find the information about disability access and inclusion.

## Outcome 4

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

47% of staff agreed or strongly agreed with the statement "Shire of Broome staff have the skill and knowledge to welcome and include people with disability". 24% of staff disagreed or strongly disagreed with this statement.

Suggestions for improvement included:

- Raise staff awareness about what access and inclusion means for people with all different types of disabilities, not just physical; and the services and supports available for people with disability.
- Improve staff skills in communicating with a variety of community members including people who are deaf or hearing impaired and people who are not English speakers.
- Provide resources to support staff e.g. a specialist staff member, guidelines, details of disability service providers.
- Include disability access and inclusion as part of everyday business e.g. a standing agenda item for meetings; good news stories in Shire newsletters/communications.



# Outcome 5

People with disability have the same opportunities as others to provide feedback to a public authority.

AND

# Outcome 6

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

Suggestions to improve access and inclusion for people with disability to opportunities to provide feedback or make complaints included:

- Seek regular input from people with disability and service providers e.g. a DAIP reference group.
- Partner with disability services to build connections with people with disability.
- Ensure consultations and feedback mechanisms are accessible e.g. multiple feedback options, support to provide feedback.

# Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Suggestions to improve access for people with disability to employment opportunities in Shire of Broome workplaces included:

- Improve accessibility of Shire's workspaces.
- Create opportunities to employ more diverse people including people with disability e.g. redesign roles, traineeships, flexible conditions.
- Build relationships with disability employment providers and schools.
- Review recruitment process so attract people with disability.

# DAIP Strategies 2023-2028

The following strategies address the outcomes mandated in the WA Disability Services Act (1993) amended in 2004 and 2014. They are not in order of priority, and all are equally important.

**Outcome 1: People with disability have the same opportunities as other people to access the services of, and any event organised by, the Shire of Broome.**

## Strategies

1. Provide greater access for people with disability to events.
2. Advocate for or provide more accessible programs, services and equipment.
3. Ensure people with disability are considered in emergency and disaster planning.

**Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Broome as other people.**

## Strategies

1. Continue to audit buildings, facilities and pedestrian networks and prioritise improvement works.
2. Provide more accessible play spaces and equipment.
3. Incorporate best practice in access and inclusion when upgrading buildings and facilities.

**Outcome 3: People with disability 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.**

## Strategies

1. Improve the accessibility of the Shire website.
2. Provide training and support for staff on providing accessible information.
3. Promote Broome as an accessible destination.

**Outcome 4: People with disability receive the same level and quality of service from the staff of the Shire of Broome as other people receive from the staff of the Shire of Broome.**

## Strategies

1. Ensure that Shire staff have the appropriate level of awareness and training to provide a high level of customer service to people with disability.
2. Provide useful information about disability access and inclusion on the intranet to support staff to provide quality customer service.

**Outcome 5: People with disability have the same opportunities as others to provide feedback to the Shire of Broome.**

AND

**Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Broome.**

## Strategies

1. Establish an informal DAIP working group for regular input in DAIP initiatives.
2. Partner with disability services to build connections with people with disability.
3. Promote commitment to a future for everyone and welcome feedback from all.

**Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Shire of Broome.**

## Strategies

1. Review the recruitment process to attract people with disability.
2. Provide training for HR and hiring staff on employing people with disability.



# Governance

## Implementation

An internal implementation plan has been developed for delivery by all of the Shire's business units. It will be reviewed quarterly by the Shire to track the progress and achievements of the DAIP and assist with the annual reporting to the Department of Communities. Updates on DAIP progress will be posted on the Shire's website.

## Resourcing

The DAIP is to be resourced through normal operational funding. Opportunities to secure external incomes such as grants will also be sought.

## Promotion

The Shire of Broome will promote the availability of the new DAIP by:

- Notice in the Broome Advertiser newspaper.
- On the Shire of Broome website.
- To all staff via email and intranet notification.

Agents and contractors used by the Shire will be advised about the DAIP through procurement documentation.

## Reporting

The DAIP will be lodged with the Department of Communities, reported on annually and reviewed at least every five years.



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