



**Disability Access and Inclusion Plan**  
**2018-2023**

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[www.broome.wa.gov.au](http://www.broome.wa.gov.au)



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## Introduction

The Shire of Broome is committed to the goal of an accessible and inclusive community for people with disability, 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 disability.

Similarly, it is vital that the Shire recognises that people with disability 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.

All public authorities in Western Australia are required under the Disability Services Act (WA) 1993 (amended 2004) to develop, implement, review and report on a Disability Access and Inclusion Plan (DAIP). The purpose of this DAIP is to set out strategies the Shire will undertake over the next five years to ensure that people with disability have equality of access to its services, facilities, information, and employment opportunities.

The DAIP will be incorporated into the Shire's Integrated Planning and Reporting Framework as an Informing Strategy, and Shire officers will report regularly on the how they are implementing the strategies within their work areas. Our aim is to embed the principles of access and inclusion into every service the Shire provides.

The Shire would like to thank everyone who took part in the creation of this plan including people with disability, their families and supporters, service providers, government representatives, Shire staff and Elected Members. All your input has been invaluable.



## Shire of Broome Overview

The Shire of Broome is located in the Kimberley region of Western Australia, approximately 2,200 km north of Perth. The Shire covers 56,000 km<sup>2</sup> of coastline, bushland and desert, and is currently home to over 17,000 people.

The Shire is a unique place in which to live and visit. Its environment, culture, history, and society have all contributed to a distinctive and active, multicultural, contemporary community.

The Shire has a strong and celebrated Aboriginal culture from many language groups, many thousands of years old. Approximately 28% of the Shire's population identifies as Aboriginal, which is substantially higher than the Western Australian average of 3.1%. In addition to the main urban centre of Broome, the Shire includes five large Aboriginal communities, including Ardyaloon (One Arm Point or Bardi), Beagle Bay, Bidyadanga, Djarindjin and Lombadina, as well as a number of smaller communities and outstations. Tribal dance, language, culture, and law are still actively practiced in many areas.

Influences from Japanese, Chinese, Malaysian, Thai and Filipino culture are also evident. 12% of the Shire's population currently speaks a

language other than English at home.

While the cattle and pearling industries were the main economic drivers in the past, more recently Broome has become a high-profile tourist destination, with many residents employed to share Broome's tourism experiences with the thousands of visitors that travel to the Kimberley during the high season.

Broome's other major industries include fishing, aquaculture, agriculture, horticulture, mining and exploration, and logistics, with the expansion of these sectors expected to generate economic growth for the region and offering greater employment opportunities into the future. It is also home to many government agencies which service the wider Kimberley region.

With education facilities, restaurants, shopping, medical centres and a regional hospital, together with the opportunity to relax, camp and fish in the Kimberley, Broome's lifestyle is a drawcard for travellers to settle permanently in the town. Between 2018 and 2031 the population of Broome is forecast to reach over 30,000 persons.



## Functions, Facilities and Services Provided by the Shire

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

### Office of the Chief Executive Officer

Manages Human Relations, special projects and media and promotions, including public relations, internal and external media, organisational development, recruitment, occupational health, safety and risk.

### Corporate Services

Coordinates Shire governance and administration, finance, digital services, and records management, including preparation of Council Agendas and Minutes, cemetery administration, rates, payroll and front-line customer service.



### Development and Community Services

Oversees the regulatory functions of the Shire, including building, town planning, environmental health, rangers and emergency services.

Contributes to community development through disability access and inclusion, the coordination of events and economic development, the provision of services for sport and recreation, youth, culture and the arts, and the management of the Broome Public Library, the Broome Civic Centre and the Broome Recreation and Aquatic Centre (BRAC).

### Infrastructure Services

Responsible for the Shire's technical services in the form of the construction and maintenance of physical infrastructure, including roads, footpaths, drainage, car parking, street lighting, street furniture, the treated wastewater re-use system, recreation reserves, parks and ovals, road verges, reticulation systems and bores, and the cemetery.

Oversees management of the Shire's assets, reactive maintenance, commercial and residential property and leasing, the waste management facility, depot and nursery.



## People with Disability

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Aging and Carers (2015), 4.3 million people in Australia, or 18.3% of the total population, identify themselves as living with some form of disability. This translates to almost one in five Australians.

For the purposes of the DAIP, 'disability' is defined as 'any continuing condition that restricts everyday activities.' Disabilities can be sensory, neurological, physical, intellectual, cognitive, or psychiatric, or a combination of those impairments. According to the ABS, a physical disability is the most common (73%), followed by the intellectual/psychiatric (17%), and sensory (10%).

The 2016 Census identified that 2.2% of the Shire of Broome's population identifies as needing assistance with core activities. This is equivalent to approximately 373 persons. It is likely that the number of people with disability is much higher, however, as the Census data further indicates that 902 people within the Shire received a Disability Support

Pension in 2016. Additionally, 137 people were listed as receiving a Carer's Payment, and 7.2% of the total population above 15 years (893 persons) stated that they provide unpaid assistance to a person with a disability.

In addition to people with disability, DAIPs provide an effective framework for meeting the needs of many other people in the community, including parents with young children and prams, the elderly, and people from culturally and linguistically diverse backgrounds.

The Shire of Broome has a high proportion of young people aged 0-14 years, who comprise 23.9% of the total population, in comparison to the Western Australian average of 19%. With respect to older Australians, the Shire has fewer residents aged 65 and above (6.6%) compared to the State average of 14%. However, Broome's popularity as a tourist destination, particularly among the 'grey nomads', ensures that a broad range of people require equitable access to the Shire's buildings, facilities, services and information.

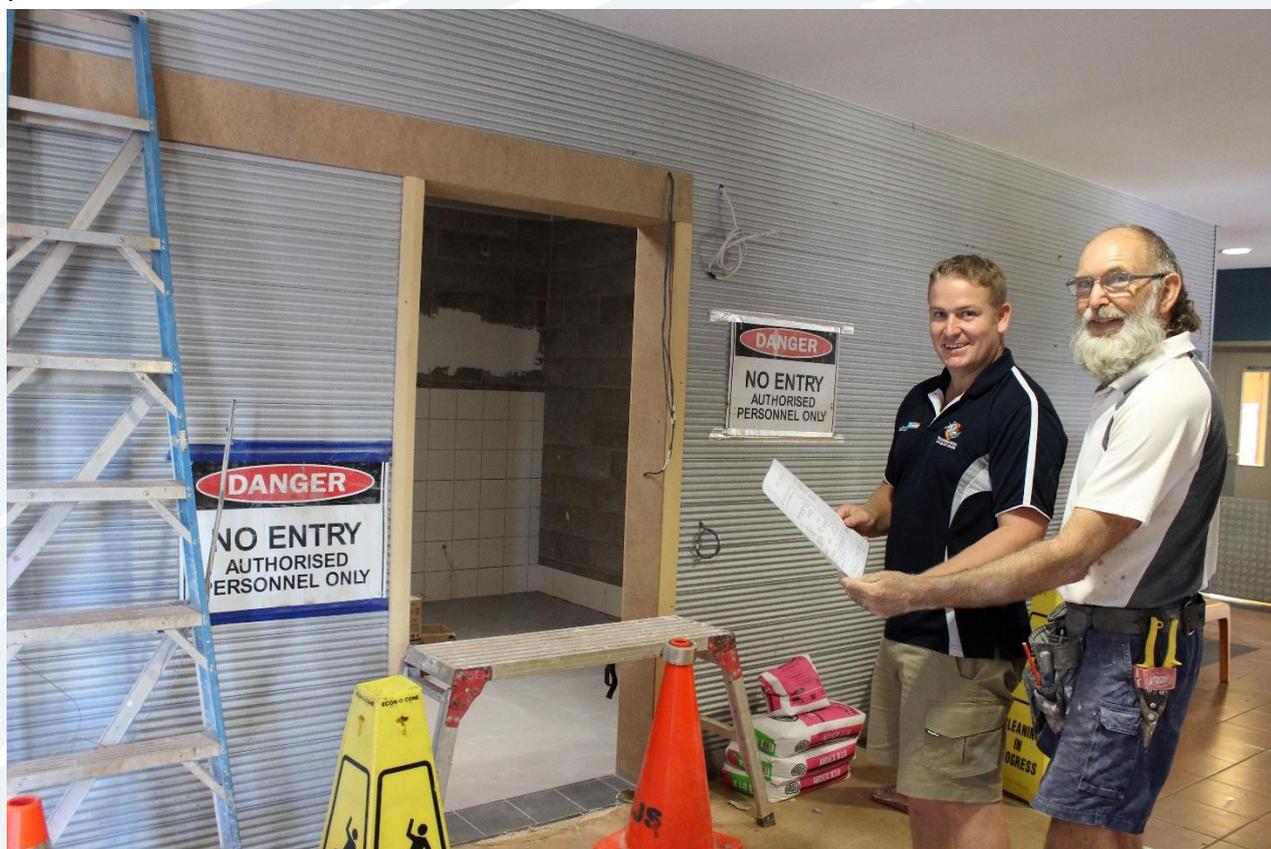
## Planning for Access

It is a requirement of the Disability Services Act (WA) 1993 (amended 2004) that all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) which identifies barriers to access and inclusion and proposes solutions to ensure that people with a disability have equality of access to the organisation's facilities and services.

Other legislation underpinning access and inclusion includes the Western Australian Equal Opportunities Act 1984 (amended 1988), Commonwealth Disability Discrimination (DDA) Act 1992 and the United Nations Convention on the Rights of Persons with a Disability (2007).

Additional legislation and policy relating to disability when planning for access and inclusion include:

- The Building Code of Australia (BCA) that provides a set of minimum requirements for new buildings and renovations;
- The Access to Premises Standards that became effective for any buildings or major redevelopments commencing after May 2011; and
- Count Me In – Disability Future Directions, the state government's long-term plan based on its vision that, 'All people live in welcoming communities that facilitate friendship, mutual support and a fair go for everyone.'



## Achievements of the Disability Access and Inclusion Plan 2012 - 2017

During the period of the previous DAIP, the Shire of Broome made a number of achievements in our community and organisation to improve access and inclusion, including:

- A comprehensive Disability Access Audit (Audit) was undertaken, which assessed the accessibility of key Shire owned buildings and the Shire's major entertainment and recreation precincts, including Cable Beach, Town Beach, and Chinatown.
- Based on the outcomes of the Audit, a number of remedial works have been undertaken, including:
  - Installation of a new accessible parking bay in Dampier Terrace;
  - Upgrades to accessible parking bays and footpaths at Cable Beach and the construction of a universally accessible ramp at the main pedestrian entry;
  - Ramp upgrade to address drop off due to change in pavement level in Chinatown;
  - Repairs to paving at the Broome Public Library;
  - Installation of power assisted door closers at BRAC;
  - Upgrades to and installation of lighting of the accessible bays for the Broome Civic Centre and Shire Administration Building for use at night; and
  - Rectification of trip hazards at the Broome Visitors' Centre.
- A major aquatic upgrade was undertaken at BRAC which included the following:
  - Purchase of a chair lift to assist with entry into lap lanes for patrons that have limited mobility;
  - Additional handrails for entry to the pool via stairs at the shallow end and retention of contrasting coloured steps into the water;





- Retention of the zero depth entry and installation of hand rails at the lagoon end of the pool to ensure suitability for ease of walking entry and use of pool wheelchair; and
- Creation of a smooth and obstacle free concourse with correct drainage and an even, flat surface.
- A new storage shed was constructed at Town Beach to improve access to the Town Beach aquatic wheelchair.
- A disability concession rate was introduced at BRAC.
- The Shire's Strategic Community Plan and Corporate Business Plan were reviewed and included reportable actions regarding the monitoring and implementation of the DAIP.
- Accessible information guidelines were considered in the development of a new website for the Broome Civic Centre.
- The Library continues to provide a range of materials in alternative formats, including large print, audio, DVD, CD-ROM and electronic resources in audio and E-book format. E-books can be presented in alternative fonts and sizes including the dyslexic font. E-books can be 'read' by patrons on their device by converting text to electronic voice.
- Staff and Councillors participated in National Disability Awareness Week activities.
- The Shire ensured that events it organised and funded were accessible to people with disability.
- People with disability were provided the opportunity to comment on the development of Shire services and infrastructure in accordance with the Shire's Community Engagement Framework.
- The Shire received funding from the Lighthouse Project to implement Disability Awareness training, which was completed by all staff.

- Brochures were developed for the beach and aquatic wheelchairs.
- Shire staff had the opportunity to participate in psychological health awareness, cultural awareness and resilience training.
- The 'Creating Accessible Events Checklist' was included on the Shire website to ensure it is available to all event organisers.
- The DAIP is provided to all new staff and Councillors as part of the induction process.
- The Shire developed and implemented a Customer Service Charter which promotes accessible complaints mechanisms to the community.
- A dedicated accessible parking area was identified for Shire run events and promoted in marketing material.
- The Shire's Recruitment Business Operating Procedure was updated to include access and inclusion.
- The Shire's Equal Employment Opportunity Management Plan is updated annually.



## Access and Inclusion Policy Statement

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

The Shire of Broome interprets an accessible and inclusive community as one in which people with 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 disability 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 disability, their families and carers should be supported to remain in and connected to the community;
- Is committed to consulting with people with disability, 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 disability; and
- Is committed to achieving the seven desired outcomes of the DAIP, as set out in the 'Strategies to Improve Access and Inclusion' section.

## Development of the DAIP

### Responsibility for the DAIP

Responsibility for the development, monitoring, reviewing, reporting on and amending of the DAIP is a core function of the Development and Community Services Directorate. Every officer at the Shire, however, is responsible to ensure that the strategies relating to their role and contained in this DAIP are implemented.

The Shire will ensure that all staff, agents, and contractors are aware of the relevant requirements of the Disability Services Act (WA) 1993 (amended 2004) and implement processes to ensure these are fulfilled.

The Shire will report progress to the Department of Communities, Disability Services annually and document its progress in its Annual Report.

### Community Engagement

#### Community Survey Outcomes

The Shire continually collects feedback from the community on the services it provides, and undertakes a broad scale community survey on a biennial basis. The most recent community survey (2015) contained a question on how satisfied respondents were with the current level of access to services and facilities for people with disability. 43% of respondents reported they were either very or somewhat satisfied, 21% were neutral, and 36% reported they were dissatisfied. Older residents more regularly reported being satisfied, and those with young children more regularly reported being dissatisfied. Overall, services for people with disability were classified as a lower priority for the community as a whole, mentioned by less than 5% of respondents. The community survey data provides a good baseline which can be revisited over time to track the progress of the DAIP and the deepening of community awareness about the principles of access and

inclusion.

#### DAIP Community Engagement Plan

In accordance with the Shire's Community Engagement Policy and Framework, a Community Engagement Plan (CEP) was prepared to guide public consultation on the DAIP. The level of Engagement for the project was set at 'Consult' and a two-phase engagement program was developed to ensure this occurred.

#### *Phase 1*

Phase 1 consisted of various methods of information gathering, the intent of which was to gather feedback on how the existing DAIP has performed, gaps in the existing DAIP, and suggestions for new strategies to be incorporated into the new DAIP.

During Phase 1, officers met one-on-one with Shire Managers and front-line staff and representatives of key stakeholder organisations. An online survey (with alternate formats available) was also prepared and distributed to staff and key stakeholder networks, as well as made available to the broader public. The survey was open for a period of three weeks and was publicised through a stakeholder email, media release, and the Shire's website and Facebook page.

#### *Outcomes of Phase 1*

In general, the DAIP survey indicated that the Shire is doing reasonably well in providing an accessible and inclusive environment, as the majority of respondents in 5 out of 7 outcome areas rated the Shire as 'excellent' or 'good.' The strongest rating was provided for the Shire's quality of service, with 72% of respondents rating the overall quality of service provided to people with disability as 'excellent' or 'good.' The outcome areas where the greatest need for improvement was identified were access to information (42.45% rated 'excellent' or 'good') and employment

opportunities (33% rated 'excellent' or 'good').

Respondents also had the opportunity to identify barriers to achieving the various outcomes and these were considered in drafting the strategies that were included in the draft DAIP.

### *Phase 2*

Phase 2 commenced further to adoption of the Consultation Draft DAIP by Council in March 2018. Phase 2 included:

- A public notice in the Broome Advertiser calling for submissions on the Consultation

Draft.

- Public display of the Consultation Draft in the Shire Administration Office, the Broome Public Library, and on the Shire website;
- Advertising the Consultation Draft through the Shire's media channels; and
- E-mail referral of the Consultation Draft to the stakeholder database and survey participants who have requested further information on the process.

These actions ensured the Shire met its consultation requirements under the Disability Services Regulations (2013).



## Strategies to Improve Access and Inclusion

### Outcome 1: Access to Services and Events

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

| Strategy   | Timeframe |
|--|-----------|
| 1. Develop and implement a process to ensure Shire of Broome events are accessible and inclusive.  | Year 1    |
| 2. Develop and implement processes to ensure programs at Shire of Broome facilities are accessible and inclusive, including continued affiliation with the Companion Card program.           | Year 1    |
| 3. Develop a program or event as part of the annual Disability Awareness Week to increase community awareness of accessible and inclusive opportunities within the Shire of Broome services. | Years 1-4 |
| 4. Advocate for greater accessibility to sport, recreation and community programs.   | Year 1    |
| 5. Provide information and resources to external stakeholders on accessible and inclusive events, projects and services.   | Year 1    |



## Outcome 2: Access to Buildings and Facilities

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

| Strategy  | Timeframe |
|---|-----------|
| 1. Develop and implement a process to ensure an independent access auditor is used for all significant facility, precinct or public open space development or upgrade projects undertaken by the Shire of Broome which exceed \$1,000,000 in total value. | Year 1    |
| 2. Incorporate access improvements and standards in redesign and upgrades of existing buildings and facilities.   | Year 1    |
| 3. Continue to implement the recommendations of the Shire of Broome Disability Access Audit (2014) within the annual capital works program, and update the plan as required.  | Years 1-4 |
| 4. Develop and implement a process to ensure public open space upgrades (including playgrounds) are accessible and inclusive.   | Year 1    |
| 5. Advocate for greater accessibility in facilities, buildings and public spaces throughout the community.  | Year 1    |



### Outcome 3: Access to Information

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.

| Strategy  | Timeframe |
|---|-----------|
| 1. Develop and implement a process to ensure Shire of Broome communication, marketing, and advertising is accessible and inclusive. | Year 1    |
| 2. Ensure the Shire of Broome digital services are accessible and inclusive.  | Year 1    |
| 3. Develop and implement a process to ensure Shire documents are available in alternative formats upon request.                     | Year 1    |

### Outcome 4: Quality of Service

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

| Strategy   | Timeframe |
|--|-----------|
| 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. | Year 1    |
| 2. Continue to seek feedback and identify relevant improvements on the level of customer service to people with disability.                            | Year 1    |
| 3. Actively identify opportunities to acknowledge and promote the Shire's achievements and progress in the area of access and inclusion.               | Year 1    |

### Outcome 5: Complaints

People with disability have the same opportunity as other people to make complaints to the Shire of Broome.

| Strategy   | Timeframe |
|--|-----------|
| 1. Monitor the current complaints mechanisms to ensure they are effective in capturing and responding to feedback. | Year 1    |

## Outcome 6: Participation in Public Consultation

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

| Strategy  | Timeframe |
|---|-----------|
| 1. Ensure that the Shire's approach to community engagement is accessible and inclusive.  | Year 2    |
| 2. Identify and develop partnerships with key stakeholders in the disability services sector to ensure effective community engagement on a per project basis. | Year 1    |

## Outcome 7: Employment

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

| Strategy   | Timeframe |
|--|-----------|
| 1. Investigate and offer adaptive technology for employees.  | Year 1    |
| 2. Ensure that the Shire's recruitment, traineeship and volunteerism policies, procedures and practices actively encourage and include people with a disability. | Year 2    |
| 3. Promote working arrangements (including adaptive technology) that support people with disability within the workplace.  | Year 2    |

## Plan for Communicating the DAIP

### Staff

Shire of Broome staff have been engaged and involved throughout the development of the DAIP. At the commencement of the process, all staff received information about the DAIP and the link to the community survey via email. Briefings about the DAIP were given at the Shire's Management Coordination Group and Executive Management Group Meetings, and individual meetings were held with departmental managers and front-line staff. These actions were undertaken to ensure that the strategies included in the DAIP will be achievable, effective, and supported from the top down. Further, the process gave staff ownership of the strategies they will implement over the next five years, and offered them the opportunity to innovate and share their ideas on how the DAIP could be improved.

Once the final DAIP is endorsed by Council and the Department of Communities – Disability, it will be made available on the Shire's website and Intranet, and will be included in induction packs for new staff. It will also be presented at one of the CEO 15 monthly events.

### Public

Throughout the consultation process a stakeholder database has been developed, and once the DAIP has been adopted an electronic copy will be sent to those on the database. The wider community will be notified of the DAIP's adoption through a newspaper advertisement and promotion through the Shire's media channels. The DAIP will be available on the Shire's website and in alternative formats on request.

### Implementation, Monitoring and Evaluation

The Disability Services Act (WA) 1993 (amended 2004) sets out the minimum review requirements for public authorities in relation to DAIPs. The Shire's DAIP will be reviewed at

least every five years, in accordance with the Act. Should the DAIP be amended, a copy of the amended plan will be lodged with the Department of Communities – Disability.

The Shire has developed an internal implementation plan for the DAIP which allocates each strategy to a team or teams within the Shire. Whilst the responsible team(s) will be charged with overseeing and reporting on the implementation of the strategies, the success of the DAIP will require a whole of organisation approach, as many of the strategies have application across multiple service areas. The implementation plan may be amended on a more regular basis to reflect progress.

The Disability Services Act (WA) 1993 (amended 2004) sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Shire will report on the implementation of its DAIP through its Annual Report and to the Department of Communities – Disability in the prescribed progress report template by 30 June each year, outlining:

- Progress toward the desired outcomes of the DAIP;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and
- the strategies used to inform its agents and contractors of its DAIP.

Within the Shire, staff charged with overseeing DAIP strategies through the implementation plan will provide quarterly progress updates to their Directors which will be tabled at the Shire's Executive Management Group. The Community Development team will be responsible for following up with relevant staff to ensure reporting is timely, and that any issues that may arise are addressed effectively.

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



**Shire of Broome**

**Phone:** (08) 9191 3456

**Email:** [shire@broome.wa.gov.au](mailto:shire@broome.wa.gov.au)

**Web:** [www.broome.wa.gov.au](http://www.broome.wa.gov.au)