



Disability Access & Inclusion Plan 2016 - 2021



Alternative Formats

The City of Kalgoorlie-Boulder is committed to facilitating the inclusion of people with disabilities through the improvement of access to its functions, facilities and services.

This plan is available in alternative formats on request. Please contact The City of Kalgoorlie-Boulder on (08) 9021 9600 for further details.

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Background

The City of Kalgoorlie-Boulder

The City of Kalgoorlie-Boulder is Australia's largest outback city, located in the heart of Western Australia's goldfields region. Kalgoorlie-Boulder is Australia's gold mining capital and with more than 30,000 people living in 95,000 square kilometres, the City of Kalgoorlie-Boulder offers a unique lifestyle for residents and an exciting destination for tourists.

Following a downturn in the mining industry, business and employment opportunities in Kalgoorlie-Boulder are once again increasing, and include opportunities in mining and related industries, hospitality, business, retail and manufacturing.

The City of Kalgoorlie-Boulder has a prosperous and fascinating history, which is reflected in the City of Kalgoorlie-Boulder's prominent heritage architecture.

Leisure activities play a vital role in the City of Kalgoorlie-Boulder and there are a multitude of quality sporting and recreational facilities - including parks, ovals, the Goldfields Oasis and the Kalgoorlie-Golf Course.

The City of Kalgoorlie-Boulder has a vibrant social atmosphere with entertainment venues including restaurants, cafés, the Goldfields Arts Centre and a modern cinema complex.

There are nine primary schools and four high schools conveniently located in Kalgoorlie-Boulder. The Western Australian School of Mines, operated by Curtin University, and the Goldfields Institute of Technology provide an additional dimension to educational opportunities.

The City of Kalgoorlie-Boulder's weather is exceptional throughout most of the year, which allows both residents and tourists plenty of opportunities to take advantage of the great outdoors.

Functions, Facilities and Services

The City of Kalgoorlie-Boulder provides a range of functions, facilities and services, both in-house and contracted, supported by the Chief Executive Office.

The Chief Operating Officer oversees the day to day operational responsibilities of the City of Kalgoorlie-Boulder. These include, but are not limited to:

Development services, including building, planning, sustainability and waste services and environmental health services including Ranger services;

Engineering services, including the operation and maintenance of City of Kalgoorlie-Boulder parks, reserves and sporting fields, mechanical maintenance and road maintenance;

Community services, including the William Grundt Memorial Library, Eastern Goldfields Community Centre, C.Y. O'Connor Men's Shed, Goldfields War Museum, Youth Services, Sports Coordination, Local History and Archive Services, Customer Service, Community Consultation and the coordination of Community Bookings and Events.

The Chief Financial Officer oversees the City of Kalgoorlie-Boulder's financial and reporting requirements of the City of Kalgoorlie-Boulder, as well as the City of Kalgoorlie-Boulder's major projects, tendering and assets; and the City of Kalgoorlie-Boulder's commercial and business units, including the Kalgoorlie-Boulder Airport and the Goldfields Oasis.

The Chief Executive Officer oversees the City of Kalgoorlie-Boulder as a whole, as well as taking the lead in areas such as performance management, the development of economic growth for the City of Kalgoorlie-Boulder, the governance of the City of Kalgoorlie-Boulder by the Council and internal and external communications.

People with Disabilities in the City of Kalgoorlie-Boulder

Four million people in Australia (18.5%) reported having a disability in 2009, according to the results of the Survey of Disability, Ageing and Carers (SDAC). For the purposes of SDAC, disability is defined as any limitation, restriction or impairment which restricts everyday activities and has lasted or is likely to last for at least six months. Examples range from loss of sight that is not corrected by glasses, to arthritis which causes difficulty dressing, to advanced dementia that requires constant support and supervision.

Based on the population estimate of around 30, 000 people and these findings, it is estimated that there are around 6,000 people with disabilities living within the City of Kalgoorlie-Boulder. Furthermore, access and inclusion for visitors with disabilities to Kalgoorlie-Boulder must be considered.

Planning for Better Disability Access and Inclusion

It is a requirement of the Disability Services Act that all government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to, and inclusion in, the functions, facilities and services offered.

There are seven outcomes that are required to be addressed in a DAIP for a local government authority. These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. People with disabilities 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.
4. People with disabilities 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.
5. People with disabilities have the same opportunities as other people to make complaints to a public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

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

Other legislation underpinning access and inclusion are the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act 1992 (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for an Action Plan.

Progress since 1995

The City of Kalgoorlie-Boulder is committed to facilitating the inclusion of people with disabilities through the improvement of access to its functions, facilities and services. Towards this goal the City of Kalgoorlie-Boulder adopted the first Disability Service Plan (DSP) in 1995 to address the barriers for people with disabilities wanting to access the City of Kalgoorlie-Boulder's functions, facilities and services. The DSP addressed both the statutory requirements under the WA Disability Services Act (1993) and the obligations under the Commonwealth Disability Discrimination Act (1992). The DSP had undergone one internal review since 1995, prior to the development of the 2006-2011 Disability Access and Inclusion Plan.

Since the adoption of the initial DSP and subsequent 2006-2011 Disability Access and Inclusion Plan (DAIP), the City of Kalgoorlie-Boulder has implemented many initiatives and made significant progress towards improved access and inclusion. These are reported on annually to the Disability Services Commission.

Disability Access and Inclusion Statement

- The City of Kalgoorlie-Boulder is determined to be an accessible and inclusive community for people with disabilities, their families and carers.
- The City of Kalgoorlie-Boulder interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all members of the community.
- The City of Kalgoorlie-Boulder recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life in the community and aim to support these residents to live in the community of their choice.
- The City of Kalgoorlie-Boulder is committed to consulting with people with disabilities, their families and carers. Where required they will also consult relevant community groups and organisations to ensure that barriers to access and inclusion are addressed appropriately.
- The City of Kalgoorlie-Boulder will endeavour to work in partnership with community groups and businesses towards achieving desirable outcomes for access and inclusion for people with disabilities.
- The City of Kalgoorlie-Boulder is committed to ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP.
- The City of Kalgoorlie-Boulder is committed to achieving the seven desired outcomes of the DAIP.

Development of the DAIP

Responsibility for the planning process

A Disability Access and Inclusion Planning Committee (DAIPC) was established in April 2011 to oversee the development of the City of Kalgoorlie-Boulder's Access and Inclusion Plan for the 2011-2016 period. This Committee was re-examined during the DAIP review period to include only City of Kalgoorlie-Boulder Officers. This is because City of Kalgoorlie-Boulder Officers are responsible for coordinating the implementation of the DAIP Current Action Items and new DAIP.

The DAIPC are well positioned to look at the community's requests and balance these against the other needs of the community during budget planning and forecasting as part of the City of Kalgoorlie-Boulder's Integrated Planning and Review (IP&R). The Goldfields Inclusion Group mentioned below will be the advisory group to ensure the City of Kalgoorlie-Boulder's DAIPC are aware of the community's needs, along with all other feedback received through the City of Kalgoorlie-Boulder's Customer Service and Feedback processes.

Community Consultation Process

The DAIPC undertook a consultation process that provided opportunities for people with disabilities, their families and carers, industry professionals in the Goldfields Inclusion group, as well as other community members to contribute towards the review of the City of Kalgoorlie-Boulder's DAIP for 2016-2021.

1. Advertising of DAIP Review

Five advertisements were placed in the Kalgoorlie Miner newspaper, 3 Wednesday, 1 Thursday and 1 Saturday advertisement. This advertisement advised the public that the City of Kalgoorlie-Boulder was reviewing their DAIP and were welcoming community feedback. The City of Kalgoorlie-Boulder's website and contact details were included.

The City of Kalgoorlie-Boulder also widely advertised opportunities for members of the public to complete the DAIP questionnaire and/or attend consultation sessions. Three consultation sessions were offered, one for Industry professionals and two for the general public. Of the general public sessions, one was held in the Council Administration building, while the other was held at a local disability service provider to encourage and facilitate community feedback and attendance.

A Media Release was shared on 7 June 2016, providing details of the DAIP Survey and Community Consultation sessions, as well as advice on how to access the City of Kalgoorlie-Boulders current DAIP and other DAIP related information.

2. Goldfields Inclusion Group

The Goldfields Inclusion Group (GIG) members were emailed the DAIP Questionnaire and individually invited to attend a special consultation session, as advocates and professionals that work daily with people with disabilities, given their wealth of relevant work experiences and information to share on behalf of the clients they support and serve.

The GIG were also invited to attend the public community consultations if they couldn't attend their session and were encouraged to share the DAIP survey and community consultation session information with their clients, contacts and any other stakeholders.

The GIG's role in advising the City of Kalgoorlie-Boulder was discussed during the community consultation and it was suggested the DAIP become a standing agenda item at their meetings to stimulate the group to share any new concerns with DAIP issues and also provide a forum for the City of Kalgoorlie-Boulder to update the GIG on progress on existing Action Items.

3. Questionnaire

The City of Kalgoorlie-Boulder's DAIPC developed a questionnaire that provided opportunity for respondents to identify areas for consideration in the plan and resulting action item list. The questionnaire was available in various formats upon request.

This Questionnaire was made available on the City of Kalgoorlie-Boulder's Website www.ckb.wa.gov.au, via email from City of Kalgoorlie-Boulder Officers and was widely distributed through the Goldfields Inclusion Group and other relevant organisations.

The questionnaire was also made available in hard copy from the Eastern Goldfields Community Centre, the C.Y. O'Connor Men's Shed, the William Grundt Memorial Library, the Oasis Recreation Centre, the Council Administration Building, the Kalgoorlie Town Hall and the Kalgoorlie-Boulder Volunteer Reference Centre.

4. Community Consultation

Information on the community consultation sessions were shared via the City of Kalgoorlie-Boulder's website, the Kalgoorlie-Miner newspaper, posters advertising these around the City of Kalgoorlie-Boulder buildings in the same places as mentioned above for the questionnaire distribution.

There were two public community consultation opportunities provided, one in the City of Kalgoorlie-Boulder's Administration building and one externally at a Disability service provider to try and ensure access for all who would have liked to attend.

Thursday 9th June 2016
4.30pm – 5.30pm
City of Kalgoorlie-Boulder
Administration Building
Councillors Conference Room
577 Hannan Street, Kalgoorlie

Friday 10th June 2016
11.00am – 12.00pm
GIFSA Building
Meeting Room
23 Federal Road,
South Kalgoorlie

5. Information Updated

Information on the DAIP review was displayed on the City of Kalgoorlie-Boulder's website at www.ckb.wa.gov.au. Contact details of City of Kalgoorlie-Boulder Officers involved with the Disability Access and Inclusion Plan were made available on the website.

6. DAIP Review and Feedback on new Draft Plan

The information gained from the consultation process provided the foundation for the development of the City of Kalgoorlie-Boulder's Disability Access and Inclusion Plan 2011-2016.

After collating the information gained through the questionnaire, community consultation workshops and the Goldfields Inclusion Group consultation, the DAIPC developed a draft DAIP for July 2016-June 2021.

Each agency and respondent that requested further information, and provided contact details when completing the questionnaire, was provided with a copy of the draft DAIP for their review and feedback.

7. Findings of the consultation

The review and consultation process found that some of the initial objectives in the first DSP and subsequent 2011-2016 DAIP had been achieved; however a further refined plan was required due to the evolving nature of the City of Kalgoorlie-Boulder's functions, facilities and services. Also, it was identified that some strategies were somewhat duplicated and that there would be benefit to merging and simplifying these.

Current access and inclusion barriers to be addressed in the 2016-2021 DAIP will reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards required by legislative and regulatory changes.

8. Access Barriers Identified

The consultation process identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP. These have been captured in the City of Kalgoorlie-Boulder's DAIP Current Action Item List for review and prioritisation with the City of Kalgoorlie-Boulder's DAIPC and Executive Management Team.

Responsibility for implementing the DAIP

- It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.
- Implementation of the DAIP is the responsibility of all staff and departments of the City of Kalgoorlie-Boulder.
- Some actions in the DAIP Current Action Item list will apply to all areas of the City of Kalgoorlie-Boulder, while others may apply to a specific area or department. The DAIP Current Action Item List clarifies who is responsible for each action.

Communicating the DAIP

Staff

- A copy of the new Disability Access and Inclusion Plan July 2016 – June 2021 will be distributed to all City of Kalgoorlie-Boulder staff and elected members.
- The Executive Management Team will be briefed about the new DAIP and be provided with a copy of the new DAIP and DAIP Current Action Item list.

Community

- City of Kalgoorlie-Boulder will advise its community, through the local media and on their website, that copies of the plan are available to the community. It will also be

advised that the new DAIP will be made available in alternative formats upon request if required.

- Paper copies of the DAIP will be made available at the reception area of the City of Kalgoorlie-Boulder Administration building and at the William Grundt Memorial Library.
- As the DAIP Current Action Items are achieved, the community will be advised through the Goldfields Inclusion Group Monthly meetings, the City of Kalgoorlie-Boulder's website and media releases where appropriate.

Review and evaluation mechanisms

The Disability Services Act outlines the minimum review requirements for public authorities in relation to DAIPs. The City of Kalgoorlie-Boulder's current DAIP will be reviewed at least every five years, in accordance with the Act.

The DAIP Action Item List will be amended on a more regular basis to reflect progress and to action any access and inclusion issues as they arise.

Review and monitoring

- The DAIPC will meet every quarter (at a minimum) to review progress on the implementation of the strategies and DAIP Current Action Item List progress.
- The DAIP Current Action Items List will be followed up with the relevant Action Person monthly, any updates will be provided to the Manager Community Services for sharing with the Goldfields Inclusion Group, City of Kalgoorlie-Boulder's Website and any other communication mechanism deemed appropriate.
- The City of Kalgoorlie-Boulder's new 2016-2021 DAIP will be lodged with the Disability Services Commission and if updated and reviewed at any time, will be re-submitted.
- The DAIPC will monitor the progress of the DAIP. This monitoring role will be undertaken by the Manager Community Services, by the provision of comment on each outcome's strategies and actions successfully undertaken within the Disability Service Commission's DAIP Progress Report annually in June of each year.

Evaluation

- The City of Kalgoorlie-Boulder will annually endorse reports on the DAIP implementation process. It is a statutory requirement that the City of Kalgoorlie-Boulder submit this annual update report to the Disability Services Commission to be tabled in Parliament.
- Annually, prior to 31 July, the City of Kalgoorlie-Boulder will provide a community consultation opportunity to advise the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice regarding the consultation process will be placed in the Kalgoorlie Miner, posted on the City of Kalgoorlie-Boulder's website and circulated to Goldfields Inclusion Group members.
- In gaining feedback the DAIPC will also seek to identify any additional barriers that were not identified in the initial consultation.

- The DAPIC will use some of the consultation tools utilised during the initial DAIP review consultations, potentially including: online/paper questionnaires, meetings with people with disabilities and disability organisation phone-ins.
- City of Kalgoorlie-Boulder staff will be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Reporting of the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The City of Kalgoorlie-Boulder will report on the implementation of its DAIP through its annual report on the prescribed template to the Disability Services Commission by 31 July each year, outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the seven desired outcomes; and
- The strategies it used to inform its agents and contractors of its DAIP, where applicable.

Strategies to improve Disability Access and Inclusion

As a result of the consultation process and a review of the July 2011- June 2016 DAIP the following overarching strategies will guide tasks, reflected in the DAIP Current Action List, that the City of Kalgoorlie-Boulder will undertake from July 2016 – June 2021 to improve access and inclusion in the City of Kalgoorlie-Boulder’s functions, facilities and services. The seven desired outcomes and their updated strategies will provide a framework for improving access and inclusion for people with disabilities.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Kalgoorlie-Boulder.

Strategies
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Create awareness to the public and community of the services and events offered to people with disabilities. e.g. wheelchair symbol on advertising where appropriate.
4. Ensure that services and events are accessible and have appropriate support provisions to people with disabilities. e.g. checklist to be created for events ensuring accessible parking, toilets, allocated viewing area at concerts etc. as required.
5. Ensure that people with disabilities are provided with an ongoing opportunity to comment on access to services through an ongoing community consultation model.
6. Continue to enhance accessibility of William Grundt Memorial Library Services.
7. Incorporate DAIP outcomes, strategies and action items into the City of Kalgoorlie-Boulder’s strategic Integrated Planning and Review (IP&R) documents.

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Kalgoorlie-Boulder.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Work towards all buildings and facilities being physically accessible to people with disabilities.
4. Advocate to local businesses and organisations the requirements for and benefits flowing from the provision of accessible venues.
5. Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.
6. Increase the accessibility of parks, reserves and playgrounds.
7. Ensure all thoroughfares and roads are accessible.
8. Advocate to ACROD to help ensure adequate ACROD parking permits are available to meet the demand of people with disabilities to park in available car spaces.
9. Ensure that public toilets meet the associated accessibility standards.
10. Ensure there is required parking to support people with disabilities accessing buildings and other facilities.

Outcome 3: People with disabilities receive information from the City of Kalgoorlie-Boulder in a format that will enable them to access the information as readily as other people are able to access it.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Improve staff awareness of the various potential accessible information needs of people with disabilities and how to obtain information in other formats.
4. Ensure that the City of Kalgoorlie-Boulder's website meets contemporary good practice for access by people with disabilities.
5. Improve marketing of feedback mechanisms available e.g. Snap, Send, Solve App.
6. Improve community awareness that City of Kalgoorlie-Boulder information can be made available in alternative formats upon request.
7. Develop documentation regarding frequently asked for information in various disability friendly formats in preparation for requests.

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the City of Kalgoorlie-Boulder as other people receive from the staff of the City of Kalgoorlie-Boulder.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Improve Staff, Contractors and Councilors awareness of disability, access and inclusion issues through improved induction and training.
4. Improve customer service to people with disabilities by training staff in customer service skills with some disability sensitivity and context.

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the City of Kalgoorlie-Boulder.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Ensure that current grievance mechanisms are accessible to people with disabilities.
4. Improve staff customer service skills so they can better facilitate the receipt of complaints from people with a disability.

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Kalgoorlie-Boulder.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Through the City of Kalgoorlie-Boulder's Communication's Team, improve community awareness about consultation opportunities where they are available.
4. Annual Community Consultation to be undertaken as part of the Annual DAIP review process, prior to July each year for accurate Disability Service Commission reporting.

Outcome 7: People with disabilities have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy
1. The DAIPC to meet quarterly and review the DAIP Current Action Item List and follow up with respective City of Kalgoorlie-Boulder Officers responsible for action.
2. The GIG and City of Kalgoorlie-Boulder Officers to share disability, access and inclusion information under the GIG Meeting DAIP standing agenda item.
3. Use inclusive recruitment practices, ensuring: <ul style="list-style-type: none"> • All advertisements regarding employment opportunities make it clear that the City of Kalgoorlie-Boulder is an Equal Opportunity Employer. • Interviews are to be held in a disability accessible venue. • Position Descriptions and other information relevant to the recruitment process are available in alternative formats when requested.
4. Provide support and training to Human Resource department's staff.