

CITY OF KALGOORLIE-BOULDER

# ACCESS AND INCLUSION PLAN

2021-26



City of  
Kalgoorlie  
Boulder



## **ACKNOWLEDGEMENT OF COUNTRY**

*In releasing the Access and Inclusion Plan 2021-26, the City of Kalgoorlie-Boulder acknowledges the Traditional Custodians of this land and pays its respects to its elders past, present and emerging.*

## **DEFINITIONS**

**Disability:** A disability is any continuing condition that restricts everyday activities.

**Access:** Access refers to an individual's physical ability to get to, into, and around facilities and services.

**Inclusion:** Inclusion refers to social inclusion, in that all people of diverse abilities and backgrounds have the opportunity to participate as fully as possible in programs and services provided by organisations, in an integrated and holistic manner, and in a welcoming community.

## **ALTERNATIVE FORMATS**

The Access and Inclusion Plan 2021-26 is available on the City of Kalgoorlie-Boulder's website at [ckb.wa.gov.au/DAIP](http://ckb.wa.gov.au/DAIP). This document is also available upon request in alternative formats including standard and large print, electronically by email, or audio format on compact disc. Please contact the City of Kalgoorlie-Boulder on (08) 9021 9600 or send an email to [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au) and include 'Access and Inclusion Plan' in the subject line of the email.

## **LANGUAGE ASSISTANCE**

If you do not speak or read English but would like information about this document, please ring the Translating and Interpreting Service (TIS) on 131 450 and ask them to contact the City of Kalgoorlie-Boulder on (08) 9021 9600.

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## MAYOR'S MESSAGE

Kalgoorlie-Boulder is a diverse community with a wide range of needs, and the City is committed to fostering independence for those of all abilities, ensuring everybody can engage in everyday services as well as actively participating in the fantastic opportunities the City offers.

The aim of this Access and Inclusion Plan is to ensure services and facilities can be made more open, inclusive and accessible for everyone, and we have reached out to all sectors of the community to make sure everyone has had the opportunity to provide meaningful input into the direction for the new Plan, which aims to incorporate contemporary practises that exceed minimum compliance requirements.

As a City, we aim to provide public spaces that facilitate a diverse range of activities and strengthen social bonds within the community, and deliver the community better connectivity with the rest of Australia and the world. This Plan will guide us on our way forward to delivering access and inclusion for all.

John Bowler,  
Mayor, City of Kalgoorlie-Boulder.

# 1.0 INTRODUCTION

## EXECUTIVE SUMMARY

The City of Kalgoorlie-Boulder (The City), recognises that many members of the community experience barriers to access and inclusion. These members include people with disability, their families and carers; people from culturally and linguistically diverse backgrounds, refugees, the elderly, and people who experience other access and inclusion barriers such as temporary illnesses, injuries, or parents with prams.

To ensure all of the City's facilities and services are accessible and inclusive for all community members, the City has developed an Access and Inclusion Plan (AIP). This Plan fulfils the requirements of the Western Australian Disability Services Act 1993 (amended 2004), that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure people with a disability have equal access to facilities and services.

Although there is currently no legislative requirement to expand the existing Plan, the City is committed to ensure its diverse community needs are addressed within the Access and Inclusion Plan 2021-26. Additional legislation underpinning the Plan is the *WA Equal Opportunity Act* and the *Commonwealth Disability Discrimination Act 1992*. This legislation can assist the City, and local businesses to become more accessible and inclusive.

## THE CITY'S ROLE

The City's Access and Inclusion Plan 2021-26 applies to the typical facilities and services provided by the City, including but not limited to:

- Community services;
- Community planning and development;
- Community infrastructure and asset management;
- Customer services;
- Recreation centres, sporting facilities and spaces;
- Planning and building services;
- Environmental health and public safety;
- Ranger services;
- Water services;
- Road maintenance and traffic management; and
- Waste management.

The development and implementation of this Plan aligns with the City's Strategic Community Plan 2020-30, particularly the Vision:

*Kalgoorlie-Boulder will be a city of opportunity and prosperity.*

*It will be a place its diversified people call home.*

*Connected to its community, resilient and smart, it will also be futuristic and strategic in its outlook.*

*It will be a city that listens first and then delivers on what it plans and promises.*

Outcomes identified in this Plan will be integrated into a number of the City's Business and Strategic Plans such as (but not limited to) the Corporate Business Plan, Strategic Community Plan, Reconciliation Action Plan, and Youth Strategic Action Plan.

The City will also collaborate with disability advocacy organisations and the Department of Communities to enhance services, facilities and infrastructure, to support access and inclusion across the City.

## **CITY PROFILE**

Kalgoorlie-Boulder is located in the Goldfields-Esperance region of Western Australia. In the heart of the Goldfields, Kalgoorlie-Boulder is the strategic link between the east-west and north-south infrastructure corridors, and our globally significant mining industry, supported by our vast mineral base of gold nickel, lithium and iron ore, continues to drive the economy.

Kalgoorlie-Boulder is renowned for its beautiful turn of the century architecture and character buildings, and with its own unique heritage stemming from the gold rush of the 1890s. The city is a multicultural community, with people from over 48 different nationalities calling Kalgoorlie-Boulder home. With its relaxed atmosphere, stunning natural scenery and deep sense of community, the city offers an enviable quality of life for all. The City's arts and culture offerings ensure the city also remains a visitor destination.

A modern and thriving city, the City is focused to ensure that its community continues to be an inclusive catalyst to support our diverse a growing population. A community that recognises its diversity and supports the participation and inclusion for all its members, makes for a richer community life.

## **DEVELOPMENT OF THE PLAN**

Developing, implementing, reviewing and amending the Plan is a whole of organisation responsibility led by the City Living Officers. This includes the responsibility of ensuring the Plan is implemented throughout each department within the City.

The Plan has been informed by extensive community engagement, resulting in a comprehensive framework designed to support all members of the community to enjoy safe, healthy and connected lives.

Plan development initiatives occurred over a six (6) week period from 16 May to 26 June 2020, and included:

- Public notice's in The Kalgoorlie Miner on 16, 23, 30 May;
- Media release launching survey and responses 15 May 2020;
- Community survey undertaken over six (6) week period with 100 formal respondents (300% increase in participant responses, compared with completed review in 2016);
- Consultation with local organisations via phone, email and face to face meetings;
- Information displayed on City website, with hardcopies made available at City facilities;
- Digital marketing promotion on Facebook (messaging via video graphics); and
- Feedback on Draft Plan sought from Goldfields Individual Family Support Association Inc., Department of Communities, and Empowering People In Communities from 8 July to 20 July 2020;

- A Public Notice to be published in the Kalgoorlie Miner 31 August, launching the new Plan.
- The Plan will be publicly advertised, and also distributed to Contractors and Agents of the City, once endorsed to act in accordance with Plan objectives.

## 2.0 KEY ACHIEVEMENTS

Since the adoption of the City's Disability Access and Inclusion 2016-21, the City has implemented many initiatives and accomplished significant progress towards improving access and inclusion for all community members.

Key achievements include:

- As of June 2020, the City's Eastern Goldfields Community Centre is a registered National Disability Insurance Scheme provider;
- Waste Services: A new service providing bin collection from property and returned once emptied was introduced. This has now been advertised on the City website for local community members to apply;
- Customer Service Centre: Customers that are unable to order a bulk bin online, can now call the Customer Service Centre and request via phone;
- Adult Day Centre: Launched the "Get-Up Club", focussing on younger people with disabilities to participate in skills-based activities that are transferrable into the home;
- Events: New focus on assisting parents by establishing partnerships with Breastfeeding Associations and provision of change rooms to accommodate;
- Goldfields Oasis Recreation Centre: The facility completed a report into the level of disabled access into the Centre, which will soon move to a 24/7 access facility for patrons. Netball courts have also had telescopic poles installed that allow height adjustments making it more accessible for disabled sports;
- Parks and Gardens: Several playgrounds have now been changed to trafficable soft fall, and additional picnic tables have been installed at the wheelchair accessible parks;
- Restroom Facilities: An accessible bathroom has been installed at four playing fields. Audits have also been conducted of all City parks and reserves to measure disability access and recommendations of future requirements for improvements;
- Governance: The introduction of live streaming of Council meetings to allow access at public meetings;
- Communications: The City's website and digital marketing channels are now monitored to ensure they are in appropriate formats to be more accessible to persons with vision impairments;
- Parking: Parking bays at the William Grundt Memorial Library and Eastern Goldfields Community Centre have been remarked to ensure visibility;

- Compliance: The City upgraded 27 disabled parking bays across the City to ensure they are compliant with Australian standard requirements, including line marking, access spaces for wheelchair movement, and bollards;
- Training: City Officers across the workforce participated in workshops with Inclusions Solutions, focussing on awareness of how they can be more inclusive in how they operate and plan in the future; and
- Grant Funding: As part of the application process for Community Assistance Scheme, the City now requests information in relations to measures that applicants take to ensure events, projects and activities are accessible and inclusive.

### 3.0 KEY FINDINGS

The City's consultation depicted a satisfactory performance with regard to access and inclusion, which enables the organisation to act further on gap areas and recommendations, as per below:

- Access reviews to be undertaken at City Facilities, particularly The Men's Shed, Oasis and Sporting Facilities;
- Footpaths and access to retail businesses on Hannan Street to be reviewed;
- Restroom facility access to be improved throughout City business districts;
- Garden beds adjacent to footpaths to allow for wheelchair clearance i.e. shrubs with sharp ends to be cut back and/or placement reviewed;
- Increase distribution and advocacy for the City's Access and Inclusion Plan;
- Generally access to City Facilities had been satisfactory with recommendations to improve;
- City event access to be reviewed, although satisfactory, recommendations have been placed forward to improve;
- City documents to be adjusted for community members who have intellectual disabilities;
- The quantity and quality of Adult changing facilities to be reviewed;
- Access to lift facilities at the Town Halls to be reviewed;
- Sensory activities at Events to be available for children with a disability;
- Transcripts for video releases to be produced;
- Footpaths around the arboretum and cemetery to be reviewed;
- Pathway from Centennial Park to Park footpath to be established;
- The City to employ an access and inclusion officer;

- The City to review access to the Goldfields Oasis hoist; and
- The City to consider renaming the Adult Day Centre to align to other City amenities.

Key findings have formed outcome strategies and will be actioned operationally by the City of Kalgoorlie-Boulder throughout the Plan Implementation.

## 4.0 PRIORITIES

### ACCESS AND INCLUSION STATEMENT

*The City of Kalgoorlie-Boulder is committed to building an accessible and inclusive community for people of all ages, abilities and backgrounds. The Plan will foster equality throughout the organisation and broader community.*

*The City's AIP complies with and expands on the seven required DAIP outcome areas under the Disability Services Act 1993. This document expands on each outcome, and can be downloaded from <http://www.disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/implementing-your-daip/>*

### OUTCOMES

The findings from the previous mentioned development initiatives, informed the seven (7) Outcomes the City strive to achieve between 2021-26.

**Outcome One:** City events, communications and services will be accessible to all community members.

- Communications to be delivered in alternative formats upon request;
- Programs to be built around practical access and inclusion;
- Buildings and restroom facilities to be continually reviewed to ensure disability access;
- Parks, amenities, garden gate access and footpaths to be monitored and reviewed to ensure they are wheelchair accessible;
- Explore innovative ways in delivering digital experiences to assist vulnerable community members with participation in arts and culture events remotely; and
- Events to accommodate sensory zones for children with a disability.

**Outcome Two:** City buildings and facilities will be accessible to all community members.

- Leisure facilities to continue to be monitored and reviewed for access and inclusion, and City Officers trained to support and provide assistance;
- Kal City Centre Project to accommodate a multipurpose changing places facility and parents room;
- City to review the Department of Local Government keyed access program; and
- Improve the accessibility of footpaths in and around the Central Business Districts and Community facilities.

**Outcome Three:** City information will be accessible to all community members.

- Ensure all information provided, complies with Local Government Guidelines, and is operable and robust;
- Ensure there is information available to assist people with a disability, their families and carers, to plan for program offerings and facility visitation; and
- Provide alternative format communication upon request.

**Outcome Four:** All community members to receive the same level and quality of service from the staff at the City

- Where suitable, City Officers to complete training and professional development on an annual basis, to ensure they have the knowledge and skills to provide quality services for people with a disability, their families and carers;
- Ensure facilities are welcoming and inviting, and that staff are in a position to assist with access when called upon to do so; and
- Customer service knowledge of the Plan.

**Outcome Five:** All community members will have the same opportunities to make complaints to the City.

- Ensure complaints can be received in various avenues and actioned appropriately, Complaints can be submitted via:
  - Snap send and solve;
  - Email to [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au);
  - Phone;
  - Fax; and/or
  - Letter/Post.
- Ensure concerns are reviewed with a compassionate manner and flexibility; and
- Complaints with regards to access to be referenced on an annual basis and monitored, reviewed and incorporated into the formalised actions.

**Outcome Six:** All community members have an opportunity to participate in all public consultation conducted by the City.

- Encourage diversity in all City represented committees and forums;
- Enforce and report on progress towards the outcomes depicted within the City's Equal Employment Opportunity and Diversity Management Plan;
- Ensure all community engagement and consultation is conducted in a safe, inclusive and accessible way; and
- Thereafter the Plan implementation, recommendations and areas of improvement to continually be built into organisational structure and priority areas.

**Outcome Seven:** All community members are encouraged to pursue employment opportunities within the City.

- Continuing to improve organisational culture that recognises access and inclusion issues, and encouraging diversity within the workforce;
- Focus on opportunities for improving access and inclusion during the annual business planning and budgeting cycles;
- Ensure recruitment practices are inclusive and encourage people with disability to apply for employment with the City; and
- Actively gauge external support and advocate for the City's Equal Opportunities and Diversity Plan.

## 5.0 REVIEW

### REVIEWING THE PLAN

Achieving the Outcomes set out within this Plan requires a holistic approach and involves key internal and external stakeholders. The Outcomes will be monitored and reviewed regularly, with an annual report being presented to the General Manager City Living, outlining the progress towards the Outcomes.

The City values feedback and encourages the local community to provide feedback and suggestions on the Plan, and ways in which the City can improve access and inclusion for all members of the community. City Officers can be contacted on (08) 9021 9600 or [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au).

### REPORTING OF THE PLAN

Under the *Disability Services Act 1993*, public authorities must include information surrounding the implementation and progress of an Access and Inclusion Plan, in their annual report. The City will also provide an annual progress report to the Department of Communities.



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