



**DISABILITY ACCESS &
INCLUSION PLAN
2014 - 2018**

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Foreword

The City of Karratha is committed to building inclusive and connected communities. Our Disability Access and Inclusion Plan demonstrates how we are working with the community to ensure all people have equal access to a range of services and facilities in our City.

The plan is part of an ongoing process of extensive community consultation which sees the City working with its communities towards the aspirational goal of universal inclusion and accessibility.

The City of Karratha thanks community members for their contributions to the development of this plan and welcomes your ongoing feedback and input into the delivery of the plan's strategies.

Chris Adams
Chief Executive Officer
City of Karratha

Acknowledgements

The City of Karratha acknowledges the input received from many individuals and groups within the community. Community advice and knowledge was invaluable in the preparation of our revised Disability Access and Inclusion Plan.

1.0. BACKGROUND

1.1 The City of Karratha

VISION

Our aspirations - A cohesive and vibrant community, celebrating diversity and working together to create a sense of place and a sustainable future

MISSION

Our purpose - To provide community leadership and excellent local government services in an innovative and efficient manner to enhance our City's social, cultural, economic and environmental well-being.

VALUES

We serve the community

We have a 'can do' attitude

We take pride in the way we work

We work together with honesty and respect

We take responsibility

We listen, learn and improve

We communicate effectively and support each other.

The City of Karratha is undergoing a transformation: A new strategic direction and commitment to drive positive change in the community has been signified by the inception of a 2009 – 2013 Strategic Plan, focusing on three key goals; Community, Services and Economy. This plan sets in place a series of objectives, initiatives and priorities to outline how each goal will be achieved. A set of four key enablers are also being created for the organisation including leadership and management, organisation structure, learning and development and managing performance.

In September 2009, The City of Karratha launched its new brand, elevating the status of Karratha as the City's regional centre and promoting the positioning 'Powerhouse of the Pilbara'. The natural resources of the Pilbara region are the powerhouse for the national economy and The City of Karratha and its people are the driving force behind the riches that these resources bring.

The City of Karratha is committed to being the driving force for change to produce a live-able, vibrant community. The City of Karratha is located approximately 1,535kms north of Perth and 850kms south of Broome on the North West Coastal Highway with a population of approximately 22,900 people.

The City controls an area of approximately 15,197 sq km and has its offices in the township of Karratha, a modern township that is now recognised as the administrative centre of the Pilbara. The City also encompasses another five town sites surrounding Karratha; the industry-based Dampier and Wickham, the historic towns of Roebourne and Cossack, the coastal retreat of Point Samson. All of these town sites are located within a 50 square kilometre radius.

1.2. Functions, Facilities and Services

The City of Karratha is responsible for a wide range of functions, facilities and services.

Services to property including: Airports; construction and maintenance of roads; footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; maintenance of parks and gardens; numbering of buildings and lots, street lighting; cyclone clean-up, tree lopping.

Services to the community including: provision and maintenance of playing areas and reserves; management of recreation centre and pools; library and information services; environmental health services; seniors; sporting; cultural and community services.

Regulatory services including: Planning, building, environmental health and ranger services.

General administration including: the provision of general information and referral service to the general public, processing and handling of enquiries, payment of rates and other charges.

Processes of government including: Ordinary and Special Council and Committee meetings, electors meetings and election of Council members and referendums.

Public services including: Civic receptions, public meetings, citizenship ceremonies, awards and presentations.

1.3. People with disability in The City of Karratha

The residential population of The City of Karratha is estimated at 14,652. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than 1 in 5 people identify themselves as having some form of disability. These figures may change upon release of the results of the 2011 Australian Bureau of Statistics, Census of Population.

Currently it is estimated that around 51% of people in Australia aged over 60 years have identified themselves as having a disability due to needing assistance to manage health conditions or cope with everyday activities (based on synthesised data from Disability, Ageing and Carers: Summary of Findings ABS 2003). Australia's ageing population is a key factor in the rapidly growing rate of disability however the aged population for the Pilbara has typically been low and this trend is expected to continue. The rate of disability therefore may be somewhat lower than in most other areas.

It is estimated that there are around 2,254 people with disability living in the City.

1.4 Planning for better access

It is a requirement of the WA Disability Services Act that all local 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 disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for Action Plans and therefore lodgement of the DAIP with the Commonwealth's Human Rights and Equal Opportunity Commission reduces the City's exposure to disability discrimination risk.

1.5 Progress

The City of Karratha has been committed to facilitating the inclusion of people with disability through the improvement of access to its facilities and services for many years. The City adopted its first Disabilities Service Plan (DSP) in December 1995 to address the barriers within the community for people with disability and to address its statutory requirements under the WA Disability Services Act (1993). A DAIP was developed for the period 2008 – 2011. Since then, the City has reported on its progress in its Annual Report, in accordance with the revised requirements.

The City has implemented many initiatives and made steady progress towards better access.

The following is a sample of the City's reported progress and achievements under the DAIP 2008 – 2011 around improving access for people with disability (taken directly from lodged Annual Progress Reports between 2008 - 2011).

- Karratha Swimming Pool: Designs for a removable ladder are currently being prepared to improve access to the pool for the elderly, arthritic, expectant mothers, young learners and anyone who is uncomfortable with vertical ladders.
- All the four libraries continued to purchase and have in stock a selection of large print material as well as a range of talking books (DVD format primarily). The libraries are also able to borrow material on inter library loan from other public libraries in WA if our library service cannot supply an item.
- Designs for two new City buildings (Pam Buchanan Family Centre and Frank Butler Community Centre) considered disability access throughout the design process. Community consultation and feedback has been incorporated in the designs for these buildings.
- Draft concept design for a new adventure play ground in Baynton West was viewed by Next Challenge (<http://www.nextchallenge.com.au/>) who provided 49 recommendations on disability access and inclusion principles. All comments were taken on board and incorporated where possible throughout the design.

- The City of Karratha's disabled portable toilet facility funding application to the Accessible Communities Grant was approved by the Disability Services Commission. The toilet is to be used for events where the venue doesn't have a universally accessible facility in particular for events at Cossack.
- The Companion Card program has been initiated in The City of Karratha, to promote the existing right of people with a disability to fair ticketing, and assist The City of Karratha to comply with existing legislation.
- Planning is well underway on the newly updated City of Karratha website to ensure increased usability for the various text to voice programs including ensuring alt text is provided in place of pictures, the ability to increase font size on the web text, links to screen reader software and the WC3 Web Accessibility Guidelines, as well as contact details for any users experiencing user difficulty on the site.
- A new events checklist has been designed to encourage event holders in The City of Karratha to encourage disability access and inclusion for their events.
- A new aquatic centre is to be opening in the next 24 months which will have complete access for people with disability. Draft concept designs for the Aquatic Centre have considered disability access in the design process. Community consultation and feedback has been incorporated in the designs of the centre.
- Community Development staff continued to advocate for the needs of the disabled and their carers. Both formal and informal meetings took place with the Disability Services Commission (DSC), Pilbara Individual Parent Support Group and with other individuals and organisations across the City to assist with future planning of infrastructure and improve access to events and services for the disabled.

2.0. ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITY, THEIR FAMILIES AND CARERS

The City of Karratha is committed to ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.

The City of Karratha believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice.

The City of Karratha is committed to consulting with these residents their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The City of Karratha 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 disability, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The City of Karratha recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The City of Karratha is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The City of Karratha is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to facilities and services in the community.

The City of Karratha is committed to achieving the desired outcomes of its DAIP.

3.0. DEVELOPMENT OF THE DAIP

3.1 Responsibility for the planning process

Responsibility for developing, monitoring, implementing, reviewing and amending the DAIP rests with the Community Development Office in communication with relevant key staff and community members. This includes the responsibility for ensuring that the plan is rolled out throughout the organisation with actions integrated into the corporate and strategic plans of relevant departments.

3.2 Community Consultation Process

In 2011 and 2012, the City undertook to review its DAIP, consulted with key stakeholders and drafted a revised DAIP to guide further improvements to access and inclusion.

Further review was undertaken in 2014, and the City consulted with stakeholders to revise the DAIP to meet the requirements of the Disability Services Commission introduction of Outcome 7. Outcome Seven (7) will assist in improving employment opportunities for people with disability and breaking down some of the many barriers that currently exist.

The DAIP is intended to not only meet the requirements of the amended WA Disability Services Act, but to also reflect the City's commitment to achieving best practice.

The consultation process included:

- examination of the City's initial DAIP and subsequent review reports to see what has been achieved and what still needs to be addressed
- investigation of contemporary trends and good practice in access and inclusion
- consultation with the DSC local area coordinators
- consultation with City staff
- consultation with the community

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority.

In September 2011, the community was informed through the local newspaper, the Pilbara Echo, on the City's website and via local community agencies and groups that the City was reviewing the Disability Access and Inclusion Plan to address the barriers that people with disability, their families and carers experience in accessing the City's functions, facilities and services. The community was advised that they could provide input into the development of the plan by taking part in a community consultation

during the stakeholder meeting in October 2011 or at any other stage throughout the process.

The various consultation methods offered included:

- Meetings with community members including:
 - Bi Annual Stakeholder Meetings
 - One on One session with parents, education support staff, DSC Local Area Coordinators, volunteers and child care workers
- Individual community members who had requested a meeting.
- One on one meetings with City staff in relation to awareness, access and inclusion and issues they were aware of.

3.3. Findings of the consultation

The consultation provided a variety of views on access and inclusion in The City of Karratha.

The City of Karratha's previous plans have provided a useful guide for staff and the City has made steady progress in improving access for people with disability across all DAIP Outcome areas since 1995.

The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. It must also keep abreast of ongoing legislative and regulatory changes.

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

3.3.1 Access barriers

While the review and consultation noted a great deal of achievement in improving access it also identified a range of barriers that require redress.

It should be noted that many of the access barriers identified in the consultation related to issues outside Council's direct jurisdiction and may reflect a lack of awareness shown by non-Council organisations in the community. Strategies and tasks of this plan have been developed in consideration of this.

Access and inclusion barriers identified included:

- Events may not always be held in a manner and location that best facilitates the participation of people with disability
- Inadequate access to businesses, shops and restaurants and the lack of awareness by business owners regarding access for people with disability
- Some current City services may not be fully accessible to people with disability
- Suitable parking for people with disability may not be meeting the needs of this growing demographic
- Community and cultural events to cater for all abilities
- Some buildings are not accessible to people with disability (the Karratha Entertainment Centre was mentioned by many people, as well as some Dampier library access issues)

- Other infrastructure such as outdoor environments, including playgrounds may not be accessible to people with disability
- Uncertainty as to which facilities are accessible – the need for a map of all accessible facilities in the City
- There is a need for ongoing consultation with the community on issues around disability, access and inclusion
- The City's recruitment and employment practices may not be optimising the employment of people with disability

The identification of these barriers helped to inform the development of strategies in the DAIP Implementation Plan.

3.4. 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 areas of council. Some actions in the Implementation Plan will apply to all areas of council while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

3.5 Communicating the plan to staff and people with disability

- In March 2012, The City of Karratha sent copies of the draft disability access and inclusion plan to all those who contributed to the planning process including council officers, people with disability, their families, carers, disability organisations and relevant community groups for feedback.
- The City of Karratha has advised, through the local newspaper, and on its website that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the council website.
- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

3.6 Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The City's DAIP will be reviewed at least every five (5) years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

3.6.1 Review and monitoring

- The Community Development Office will regularly review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- The Community Development Office will request of key stakeholders valuable and ongoing input to assist with the review and monitoring of the DAIP and provide ongoing strategic input regarding disability, access and inclusion.
- A report will be prepared each year on the implementation of the disability access and inclusion plan. A status report will be provided to the Chief Executive Officer.
- The City of Karratha will annually endorse any reports on the disability access and inclusion implementation process.
- Once a year (prior to 31 July) The City of Karratha will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform further implementation of the plan.
- A notice about the consultation process will be placed in the local newspaper, posted on the City's website and circulated to local disability service providers.
- The City of Karratha will offer a range of ways for people to provide feedback such as phone, face-to-face meetings, email and written feedback.
- City officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The amended Implementation Plan will be lodged with the Disability Services Commission.

4.0. REPORTING ON THE DAIP

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

The City of Karratha will report on the implementation of its DAIP through its annual report and also on the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

- Its progress towards the desired outcomes of its DAIP
- The progress of its agents and contractors towards meeting the six desired outcomes, and
- The strategies it used to inform its agents and contractors of its DAIP.

5.0. STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that The City of Karratha will undertake from 2012-2016 to improve access to its services, buildings and information. The desired outcomes provide a framework for improving access and inclusion for people with disability in The City of Karratha.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, The City of Karratha.

Strategy	Timeline
Ensure the City's Policy on Disability Access and other City policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act.	Ongoing
Ensure that the City's management and service provision practices meet legislative requirements and are consistent with the DAIP.	Ongoing
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with disability.	Ongoing
Support the development of services to meet the needs of people with disability, their families and carers.	Ongoing
Ensure that all events are organised so that they are accessible to people with disability.	Ongoing
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of The City of Karratha.

Strategy	Timeline
Ensure all buildings and facilities are accessible to people with disability and meet Australian Standards for access.	Ongoing
Ensure adequate ACROD parking to meet the demand of people with disability in terms of quantity and location.	Ongoing
Ensure that staff and agents and contractors are aware of the relevant statutory requirements.	Ongoing
Ensure that parks, reserves and shoreline areas are accessible and inclusive.	Ongoing
Increase the number of playgrounds that are accessible and inclusive.	Ongoing
Ensure all sporting and leisure facilities are accessible.	Ongoing
Ensure disabled facilities and services are clearly indicated and accessible	Ongoing
Develop and maintain a pool of people able to carry out access	Ongoing

Strategy	Timeline
audits	
Promote disability access and inclusion in all developments.	As required

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

Strategy	Timeline
Provide all documentation regarding services, facilities and customer feedback in clear and concise language, and make available in alternative formats on request.	Ongoing
Promote the availability of alternative format information to the community.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing
Facilitate access to meetings and information for people with hearing impairments.	Ongoing
Ensure that the City's website meets contemporary good practice.	Ongoing
Continue to ensure the provision of accessible library services, collections and technology.	Ongoing

Outcome 4: People with disability receive the same level and quality of service from City of Karratha staff as any other person.

Strategy	Timeline
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disability.	Ongoing
Improve the awareness of new staff about disability access and inclusion issues.	Ongoing
Identify and utilise existing staff skills and competencies to enhance customer service to people with disability.	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to The City of Karratha.

Strategy	Timeline
Ensure the City's complaints mechanisms are accessible for people with disability.	Ongoing
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	Ongoing
Promote the City's accessible complaints mechanisms to the community.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by The City of Karratha.

Strategy	Timeline
Ensure community based advice and strategic input into the implementation, monitoring and review of the City's DAIP.	Ongoing
Ensure people with disability, their families and carers have improved access to the established consultative processes of Council.	Ongoing
Ensure the City's community consultation and participation processes enable equal opportunities and support access for participation by people with disability, their families and carers	Ongoing

Outcome 7: People with disability have the same opportunities as other people to access employment at The City of Karratha.

Strategy	Timeline
Ensure an inclusive and welcoming workplace: Central to the success of this strategy is the need to create workplaces where people with disability feel valued and are encouraged to pursue a career in the public sector.	Ongoing
Attract, appoint, retain and develop people with disability: Traditional public sector recruitment practices can unintentionally act as barriers to employing people with disability.	Ongoing
Celebrate successes and progress.	Ongoing
Be accountable: Public sector agencies will be required to report on initiatives designed to <u>increase the employment</u> of people with disability.	Annual Reporting

RESOURCES

Profile of Disability – Perth Statistical Division – City of Karratha

Convention on the Rights of Persons with Disability (United Nations 2006)

Count Me In: Disability Future Directions (Disabilities Services Commission 2009)

National Disability Agreement (Commonwealth of Australia 2011)

National Disability Strategy (Commonwealth of Australia 2019)

Principles to be furthered in Disability Access and Inclusion Plans developed under the Disability Services Act 1993 (amended 2004)

Objectives to be met in Disability Access and Inclusion Plans developed under the Disability Services Act 1993 (amended 2004)

Australian Standards relevant to Access

State Government Access Guidelines for Information, Services and Facilities

Principles of Universal Design

City of Karratha
Disability Access and Inclusion Plan
IMPLEMENTATION PLAN
2014 – 2018

Implementation Plan

The Implementation Plan itemises what The City of Karratha will be undertaking in 2014 -2018 to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline:

- DAIP Outcome area being addressed
- the broad strategy that the individual tasks are supporting
- individual tasks being undertaken
- a timeline for completion of the individual tasks
- the officer position or section of the City with responsibility for completing the individual tasks; and

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, The City of Karratha.

Strategy	Task	Timeline	Responsibility
Ensure the City's Policy on Disability Access and other City policies, plans and strategies reflect current legislative requirements and the Principles and Objectives of the Disability Services Act.	<ul style="list-style-type: none"> Ensure all City management plans and strategies are consistent with and reference the DAIP and consider access and inclusion. 	Ongoing	All Managers
Ensure that the City's management and service provision practices meet legislative requirements and are consistent with the DAIP.	<ul style="list-style-type: none"> Ensure all E-business initiatives are accessible. Review the City's sport and recreation services, facilities and programs regarding access and inclusion for people with disability. 	Ongoing Annually	Manager Information Technology Recreation Facilities Coordinator/ Manager Community Facilities
Develop and maintain strategic partnerships with key agencies to maximise access to services for people with disability.	<ul style="list-style-type: none"> Liase with DSC Local Area Coordinators and other agencies and individuals to identify ways of enhancing community inclusion by holding regular networking meetings and working towards agreed projects and outcomes. Promote the Companion Card scheme, and waive carer admission fees. Bi-annual stakeholder meeting 	Ongoing Ongoing Bi-annual	Community Development Officer Community Development Officer / Recreation Facilities Coordinator Community Development

Strategy	Task	Timeline	Responsibility
Support the development of services to meet the needs of people with disability, their families and carers.	<ul style="list-style-type: none"> Refer access issues that are not the responsibility of the City to the relevant parties. 	As required	Community Development Officer
	<ul style="list-style-type: none"> Investigate road safety issues and advocate to Main Roads if appropriate. 	As required	Community Development Officer
Ensure that all events are organised so that they are accessible to people with disability.	<ul style="list-style-type: none"> Develop marketing tools and products for event promotion which will meet broad community needs (Keep in mind language, literacy, vision distance and location). 	As required	Community Development Officer /Event Staff
	<ul style="list-style-type: none"> Ensure all <i>events</i> organised by the City are planned using the <i>Accessible Events Checklist</i>. 	Ongoing	All Managers
Ensure that Council staff and agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> Design all briefs and selection processes for contractors to ensure they comply with legislative requirements. 	Ongoing	Executive Management Team

Outcome 2: People with disability have the same opportunities as other people to access the buildings and facilities of The City of Karratha.

Strategy	Task	Timeline	Responsibility
Ensure all buildings and facilities are accessible to people with disability.	<ul style="list-style-type: none"> Ensure that all new or redevelopment works provide a high level of access. Ensure that appropriate expert advice (DAIWP/Access consultant) is sought when planning or designing any new City buildings or undertaking significant refurbishments as part of architectural considerations. 	Ongoing As required	Manager Building Services / Manager Strategic Projects / Corporate Compliance Officer Manager Building Services / Manager Strategic Projects / Director Development and Regulatory Services
Ensure adequate ACROD parking to meet the demand of people with disability in terms of quantity and location.	<ul style="list-style-type: none"> Continue to include the requirement for all new developments to comply with Australian Standards on Parking for People with disability as a footnote on Planning Approvals. Continue to actively police the use of ACROD bays. 	Ongoing Ongoing	Manager Strategic Planning / Manager Building Services / Director Development and Regulatory Services Senior Ranger
Ensure that City staff and agents and contractors are aware of the relevant statutory requirements.	<ul style="list-style-type: none"> Design all briefs and selection processes and develop guidelines for contractors to ensure they comply with legislative requirements. 	Ongoing	Manager Building Services
Work towards sporting and leisure facilities becoming more accessible.	<ul style="list-style-type: none"> Ensure pools have appropriate hoists with a spare available. 	COMPLETE	Recreation Facilities Coordinator

Ensure disabled facilities and services are clearly indicated and accessible.	<ul style="list-style-type: none"> Upgrade signage to disabled facilities and services, including toilets, parking and fishing platform. 	Ongoing	Corporate Compliance Officer
	<ul style="list-style-type: none"> Ongoing upgrade of footpaths and ramps leading to disabled facilities and service. 	Ongoing	Executive Manager Technical Services

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

Strategy	Task	Timeline	Responsibility
Provide all documentation regarding services, facilities and customer feedback in clear and concise language, and make available in alternative formats on request.	<ul style="list-style-type: none"> Continue to provide information in alternative formats on request. 	Ongoing	Community Development Officer /All staff
Promote the availability of alternative format information to the community.	<ul style="list-style-type: none"> Promote alternative formats via the website. 	Ongoing	Manager Information Technology
Improve staff awareness of accessible information needs and how to obtain information in other formats.	<ul style="list-style-type: none"> Make the State Government Accessible Information Guidelines available on the intranet. 	2012 & ongoing	Manager Information Technology
Facilitate access to meetings and information for people with hearing impairments.	<ul style="list-style-type: none"> Arrange AUSLAN interpreters as required 	As required	Community Development Officer
Ensure that the City's website meets contemporary good practice.	<ul style="list-style-type: none"> Ensure all documents on the website are available in accessible formats (offer alternatives to PDF). 	Ongoing	Manager Information Technology
Continue to ensure the provision of accessible library services, collections and technology.	<ul style="list-style-type: none"> Continue to build on alternative format collections such as large print and audio format. 	Ongoing	Manager Community Services/Coord Library Services

Outcome 4: People with disability receive the same level and quality of service from the staff of The City of Karratha as other people receive from the staff.

Strategy	Task	Timeline	Responsibility
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disability.	<ul style="list-style-type: none"> Identify ongoing training needs and develop and offer disability related training across appropriate departments of Council. Ensure the final DAIP is on the intranet. 	Ongoing COMPLETE	Manager Human Resources Community Development Officer/ Manager Information Technology /Corporate Compliance Officer
Improve the awareness of new staff and new Councillors about disability access and inclusion issues.	<ul style="list-style-type: none"> Provide disability awareness information at induction, including where to find intranet resources and who to contact for advice. 	2013 & ongoing	Manager Human Resources
Identify and utilise existing staff skills and competencies to enhance customer service to people with disability.	<ul style="list-style-type: none"> Develop a staff skills register, for example staff who understand sign language or have other disability and inclusion expertise. 	2012 & ongoing	Manager Human Resources

Outcome 5: People with disability have the same opportunities as other people to make complaints to The City of Karratha.

Strategy	Task	Timeline	Responsibility
Ensure the City's complaints mechanisms are accessible for people with disability.	<ul style="list-style-type: none"> Develop accessible and transparent complaint mechanisms which offer a variety of options to suit the needs of people with disability. 	2012	Community Development Officer/ Manager Information Technology
Improve staff knowledge and skills so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> Provide training to staff on how to follow the complaints mechanisms and support people with disability. 	2013	Manager Human Resources

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation performed by or for The City of Karratha.

Strategy	Task	Timeline	Responsibility
Ensure community based advice and strategic input into the implementation, monitoring and review of the City's DAIP.	<ul style="list-style-type: none"> Community to meet regularly to monitor, guide and report on the implementation of DAIP activities and provide ongoing strategic input regarding disability, access and inclusion. 	Ongoing	Community Development Officer
Ensure people with disability, their families and carers have improved access to the established consultative processes of Council.	<ul style="list-style-type: none"> Ensure the Council Chamber is fully accessible. 	Ongoing	Manager Building Services
	<ul style="list-style-type: none"> Ensure all documentation is available in other formats. 	Ongoing	Manager Information Technology /Community Development Officer
Ensure the City's community consultation and participation processes enable equal opportunities and support access and participation by people with disability, their families and carers	<ul style="list-style-type: none"> Ensure meetings and forums held as part of community consultations comply with Accessible Events guidelines. 	Ongoing	Exec Management Team
	<ul style="list-style-type: none"> Consult with and via disability organisations and networks as required. 	As required	Community Development Officer
	<ul style="list-style-type: none"> Ensure that the access needs of people with disability are considered in all community consultations and not just those relating to access. 	Ongoing	Exec Management Team

Outcome 7: People with disability have the same opportunities as other people to access employment with The City of Karratha.

Strategy	Task	Timeline	Responsibility
Ensure an inclusive and welcoming workplace: Central to the success of this strategy is the need to create workplaces where people with disability feel valued and are encouraged to pursue a career in the public sector.	Include equal opportunity information in induction processes, including information about disability	Ongoing	Human Resources
	All staff to undertake online disability training	Ongoing	Human Resources
Attract, appoint, retain and develop people with disability: Traditional public sector recruitment practices can unintentionally act as barriers to employing people with disability.	Review job descriptions and adverts to ensure inclusive and non-discriminatory language is used	Ongoing	Human Resources and Managers
	Provide information on working for The City of Karratha in a variety of accessible formats	Ongoing	Human Resources
	Managers and Directors to meet Disability Discrimination Act, Occupational Health Safety and Equal Employment Opportunities policy requirements when supervising a person with disability	Ongoing	Human Resources
Celebrate successes and progress.	Participate in forums and reference groups	As required	Community Development Officer
	Share success stories across the public sector and the community	As required	Community Development Officer
Be accountable: Public sector agencies will be required to report on initiatives designed to <u>increase</u> the employment of people with disability.	Aim to attract and employ people with disability as part of developing a workforce that is representative of the community.	Ongoing	Human Resources
	Ensure data collection methods accurately capture information related to the employment of people with disability	Ongoing	Human Resources

