Shire of Cue

Disability Access and Inclusion Plan (DAIP) 2011 - 2015

This plan is available in alternative formats such as large print, electronic format (disk or emailed) on request.
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Acknowledgements

The Shire of Cue acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access Inclusion Plan.

In particular, thanks are given to Shire staff and individual community members.
Background

The Shire of Cue

The Shire of Cue, at 13,716 square kilometres is a small regional Local Government, situated on the major haulage road, The Great Northern Highway. Cue is located 650kms north east of Perth and borders both Meekatharra and Mt Magnet. The town was established in the late 19th century and has retained the heritage-listed government and public buildings from this era.

The town is serviced by Cue Primary School also with secondary students being accommodated at the school with curriculum through SIDE (School of Isolated Distance Education), Nursing Post, one (1) hotel, one (1) bed & breakfast, supermarket with fuel, general/liquor store, roadhouse with fuel, Caravan Park, airstrip, post office and police station. Floodlit basketball and tennis courts are available for recreational activity.

Approximately 350 people permanently reside in the Shire (about 38 in the town of Cue) and Cue is also the base for up to 40 fly in – fly out mining and transport company personnel. Cue is experiencing growth due to the movement within the mining industry and the relocation of retirees and other mature-aged people to the area.

Iron ore, gold mining and pastoral pursuits, with seasonal tourism are the current economic mainstays of the Shire. The Shire of Cue is heavily engaged in maintaining over 873 kilometres of local roads to support these industries and the motoring public at large.

Cue generally experiences extremely hot, dry summers and temperate winters. During April to August the town receives an influx of tourists who travel to Cue for prospecting and fossicking. Other incentives for visitors to the area are the wildflower displays and the heritage of the town which make the Shire of Cue a popular destination.

Functions, facilities and services (both in-house and contracted) provided by the Shire of Cue

The Shire of Cue is responsible for a range of functions, facilities and services including:
Services to property: construction and maintenance of Shire-owned buildings, roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots; street lighting; and bush fire control.

Services to the community: provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups; management of recreation centre; public library and information services and community events.

Regulatory services: planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including dog control and the development, maintenance and control of parking.

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog licences.

Processes of government: ordinary and special Council and committee meetings; electors' meetings and election of Council Members; and community consultations.

People with disabilities in the Shire of Cue
The Australian Bureau of Statistics (ABS), National Regional Profile for the Shire of Cue, estimated the resident population at 302 persons (ending 30th June 2009). Of the total estimated residents within the Shire of Cue, 21.9% of the population are over the age of 60 and are identified as having some form of disability. The seasonal influx of tourists, including tourists with a disability, must also be considered. Currently there is no data of persons with disabilities residing in Cue.

Planning for better access
The Western Australia Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunity Act (1984) and the Commonwealth Disability Discrimination Act 1992 (DDA), both of which make discrimination on the basis of a person's disability unlawful.
Progress since 1995

The Shire of Cue is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information facilities and services. Towards this goal the Shire adopted its first Disability Service Plan (DSP) in 1995 to address the access barriers within the community.

Since the adoption of the initial DSP, the Shire has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.
Access and Inclusion Policy Statement

The Shire of Cue is committed to ensuring that the community is accessible for and inclusive of people with disabilities, their families and carers.

The Shire of Cue 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 as other people in the community.

The Shire of Cue:

- recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- 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;
- believes that people with disabilities, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disabilities, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- is committed to supporting local community groups and businesses to provide access and inclusion of people with disabilities; and
- is committed to achieving the six desired outcomes of its DAIP.
These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.

2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.

3. People with disabilities receive information from the relevant 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 the relevant public authority.

5. People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.

6. People with disabilities have the same opportunities as other people to participate in any public consultation by the relevant public authority.
Development of the Disability Access and Inclusion Plan

Responsibility for the planning process
The Chief Executive Officer has responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council and it is the responsibility of all officers to implement the relevant actions.

Community consultation process
Prior to accepting this plan the Shire undertook a review of its Disability Service Plan (DSP) consulting with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

• examination of the initial DSP and subsequent progress reports to see what has been achieved and what still needs work;
• consultation with key staff; and
• consultation with the community.

The Disability Services Act Regulations (2004) set out the minimum consultation requirements for public authorities in relation to Disability Access and Inclusion Plans (DAIPs). Local Governments must call for submissions (either general or specific) by notice in a newspaper circulating in the Local Government area or on any website maintained by or on behalf of the Local Government. Other mechanisms may also be used.
The following consultation methods were used:

- In July 2011 the community was informed through the local newsletter The Dryblower, the Shire’s website and by advertisement on community notice boards that the Shire had developed the DAIP and requested community input to address any barriers or access issues for people with disabilities and their families. The community was invited to submit their opinions either in writing, by telephone or in person. No response in any form was received.

- A questionnaire was made available at the post office, nursing post, shire reception and on the Shire’s website in July 2011. This invited people to identify any barriers under each of the six desired outcomes for a DAIP. No questionnaires were received.
Findings of the consultation

The review found that most of the initial objectives in the first DSP had been achieved and that new plan was required to address access barriers. It should also reflect legislative and regulatory changes such as striving for inclusion and access beyond the minimum compliance of the standards.

Access Barriers

The following access barriers have been identified by shire staff;

• Shire policy to guide and inform access and inclusion activities may not reflect contemporary values and practice.
• Processes of the Shire may not be as accessible as possible.
• Events may not always be held in a manner and location that best facilitates the participation of people with disabilities.
• Elements of the Shire’s website require improvement to best meet the needs of people with disabilities.
• Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disabilities.
• People with disabilities may not be aware of consultation opportunities with the Shire.

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the Shire. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.
Communicating the plan to staff and people with disabilities

In August 2011 copies of the draft DAIP were sent to all employees so that they may contribute in the planning process. With staff and Council input changes and additions were made to the DAIP. The DAIP was adopted by Commissioner, Hon. Paul Omodei at the Ordinary Meeting held in the Council Chambers on Austin Street in Cue on Tuesday, 14th August 2011.

Review and evaluation mechanisms

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the Disability Services Commission. The Implementation Plan can be updated more frequently if desired.

Monitoring and Reviewing

The employee with responsibility for the DAIP will analyse progress in implementing the DAIP and provide a report to management and Council on progress and recommended changes to the implementation plan annually.

• The Shire’s DAIP will be reviewed and submitted to the Disability Services Commission in 2015. The report will outline what has been achieved under the Shire’s DAIP 2011 - 2015.

Evaluation

• An evaluation will occur as part of the five-yearly review of the DAIP.
• The community, staff and Elected Members will be consulted as per the endorsed consultation strategies, as part of any evaluation.
Reporting on the DAIP

The Disability Services Act requires the Shire to report on the implementation of its DAIP in its annual report outlining:

• progress towards the desired outcomes of its DAIP;
• progress of its agents and contractors towards meeting the six desired outcomes; and
• the strategies used to inform agents and contractors of its DAIP.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.
The following overarching strategies have been developed to address each of the six desired outcome areas of the Disability Services Act from feedback gained in the consultation process. These will form the basis of the Implementation Plan.

**Outcome 1:** People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that people with disabilities are consulted on their needs for services and the accessibility of current services.</td>
<td>October 2011</td>
</tr>
<tr>
<td>Monitor Shire services to ensure equitable access and inclusion.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Improve access to the information in the library.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Develop the links between the DAIP and other Shire plans and strategies.</td>
<td>July 2012</td>
</tr>
<tr>
<td>Ensure that events, whether organised or funded, are accessible to people with disabilities.</td>
<td>October 2011</td>
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</tbody>
</table>
Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

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<tr>
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<tr>
<td>Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.</td>
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<tr>
<td>Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.</td>
<td>October 2011</td>
</tr>
<tr>
<td>Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.</td>
<td>July 2012</td>
</tr>
<tr>
<td>Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.</td>
<td>December 2011</td>
</tr>
<tr>
<td>Ensure that all recreational areas are accessible.</td>
<td>July 2012</td>
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</tbody>
</table>

Outcome 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.

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<tr>
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<td>Ensure that the community is aware that Shire information is available in alternative formats upon request.</td>
<td>October 2011</td>
</tr>
<tr>
<td>Improve staff awareness of accessible information needs and how to provide information in other formats.</td>
<td>October 2011</td>
</tr>
<tr>
<td>Ensure that the Shire’s website meets contemporary good practice.</td>
<td>July 2012</td>
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</tbody>
</table>
**Outcome 4:** People with disabilities receive the same level and quality of service from the employees of a public authority as other people receive from the employees of that public authority.

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<tr>
<td>Ensure that all employees, existing and new, and Elected Members are aware of disability and access issues and have the skills to provide appropriate services.</td>
<td>July 2012</td>
</tr>
<tr>
<td>Improve community awareness about disability and access issues.</td>
<td>July 2012</td>
</tr>
</tbody>
</table>

**Outcome 5:** People with disabilities have the same opportunities as other people to make complaints to a public authority.

<table>
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<td>Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.</td>
<td>July 2012</td>
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**Outcome 6:** People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

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<tr>
<td>Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes.</td>
<td>December 2011</td>
</tr>
<tr>
<td>Ensure that people with disabilities are aware of and can access other established consultative processes.</td>
<td>March 2012</td>
</tr>
</tbody>
</table>
Appendix 1

Progress since 1995 under the Disability Service Plan

1. **Existing functions, facilities and services are adapted to meet the needs of people with disabilities.**
   - All public bathroom facilities have been built to provide better access to and use of, for disabled persons.

2. **Access to buildings and facilities has been improved.**
   - Pathways along the main street were upgraded to improve access into buildings and the quality of the footpath. The foot paths provide a continuous link between the majority of the town’s facilities.

3. **Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.**
   - Events have been promoted on large posters, via the internet, by letter drops and on the local radio station.
   - Community events are held at the Cue Shire Hall, community oval or Victoria Street park, as all areas are easily accessible and provide ample parking.

4. **Employee awareness of the needs of people with disabilities and skills in delivering services is improved.**
   - Employee awareness is part of the recruitment process.

6. **Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.**
   - Where possible consultation occurs at the Town Hall where disabled access is available.
Shire of Cue

Disability Access and Inclusion Plan
Implementation Plan 2011 - 2012
Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2011 – 2012 to progress the strategies of the DAIP.

It is intended that the Implementation Plan will be updated annually to progress the achievement of all the strategies over the duration of the five year plan.
### Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Shire of Cue.

<table>
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<tr>
<th>Strategy</th>
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<th>Responsibility</th>
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</table>
| Ensure that people with disabilities are consulted on their need for services and the accessibility of current services. | • Develop a feedback mechanism for use by all services, provided or funded.  
• Develop consultation guidelines for all future reviews of services. | February 2012 | Executive Officer, Customer Service Officer. |
| Monitor Shire services to ensure equitable access and inclusion. | • Conduct systematic reviews of the accessibility of services.  
• Rectify identified barriers and provide feedback to consumers. | March 2012 | Shire staff |
| Develop links between the DAIP and other Shire plans and strategies. | • Incorporate the objectives and strategies of the DAIP into the Shire’s existing planning processes, particularly the Strategic Plan. | June 2012 | All managers |
| Ensure that events, whether provided or funded, are accessible to people with disabilities. | • Ensure all events are planned using the Accessible Events checklist. | June 2012 | All managers |
| Improve access to the information in the library. | • Provide large print books for relevant community members | January 2013 | Customer Services Officer |
**Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Shire of Cue.**

<table>
<thead>
<tr>
<th>Strategy</th>
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<th>Responsibility</th>
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</table>
| Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need. | • Identify access barriers to buildings and facilities.  
• Prioritise and make a submission to Council to commence work on rectifying identified barriers. | March 2012, April 2012 | All managers          |
| Ensure that all new or redevelopment works provide access to people with disabilities, where practicable. | • Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.  
• Ensure that no development application is signed off without a declaration that it meets the legal requirements.  
• Ensure that key staff are trained and kept up to date with the legal requirements. | June 2011, December 2011 | CEO, DCEO, EHO        |
| Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location. | • Undertake an audit of ACROD bays and implement a program to rectify any non compliance.  
• Consider the need for additional bays at some locations. | January 2012, June 2012 | CEO, Project Manager and Works Supervisor |
<table>
<thead>
<tr>
<th>Strategy</th>
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</table>
| Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues. | • Provide information (available on the DSC website), on the needs of people with disabilities and of legal requirements and best practice.  
• Promote access to business.  
• Make access information available on the Shire’s website.                                                        | March 2012      | Executive Officer       |
| Ensure that all recreational areas are accessible.                       | • Conduct audit of Cue shire hall, community oval and playground.  
• Develop and implement a program of progressive upgrade.                                                                    | March 2012      | EHO and all managers    |
|                                                                         |                                                                           | June 2012      |                          |
### Outcome 3: People with disabilities receive information from the Shire of Cue in a format that will enable them to access the information as readily as other people are able to access it.

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</table>
| Strategy Task Timeline Responsibility. Ensure that the community is aware that Shire information is available in alternative formats upon request. | • Ensure that all documents carry a notation that it is available in alternative formats.  
• Publicise the availability of other formats in the local newspaper. | July 2012      | Shire staff Executive Officer |
| Improve employee awareness of accessible information needs and how to provide information in other formats. | • Make State Government Access Guidelines for Information, Services and Facilities guidelines available.  
• Train employees in providing accessible information. | July 2011      | CEO, Executive Officer     |
|                                     |                                                                      | June 2012     |                          |
**Outcome 4:** People with disabilities receive the same level and quality of service from the employees of the Shire of Cue as other people receive.

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<tbody>
<tr>
<td>Ensure that Elected Members and employees are aware of access needs and</td>
<td>• Determine training needs of employees and conduct training as required</td>
<td>November 2011</td>
<td>All managers</td>
</tr>
<tr>
<td>can provide appropriate services.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Improve community awareness of disability and access issues.</td>
<td>• Develop strategies for inclusion in the 2013 Implementation Plan.</td>
<td>June 2012</td>
<td>Executive Officer</td>
</tr>
</tbody>
</table>
Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the Shire of Cue.

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<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>Barrier Action Task Timeline</td>
<td>• Review current grievance mechanisms and implement any recommendations.</td>
<td>March 2012</td>
<td>Executive Officer</td>
</tr>
<tr>
<td>Responsibility</td>
<td>• Develop other methods of making complaints, such as web-based forms.</td>
<td>May 2012</td>
<td></td>
</tr>
<tr>
<td>Ensure that grievance mechanisms are accessible for people with disabilities and are acted upon.</td>
<td>• Promote accessible complaints mechanisms to the community.</td>
<td>June 2012</td>
<td></td>
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</table>
**Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the Shire of Cue.**

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</table>
| Ensure that people with disabilities are actively consulted about the DAIP and any other significant planning processes. | • Consult people with disabilities in a range of different consultation mediums, eg focus group, interviews, surveys.  
• Develop a register of people to provide comment on access and inclusion issues. | November 2011  
November 2011 | Executive Officer |
| Ensure that people with disabilities are aware of and can access other established consultative processes. | • Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire’s website. | December 2011 | Executive Officer |