

# Shire of Cue

## Disability Access and Inclusion Plan (DAIP) 2016 - 2020

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



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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 Mount Magnet. The town was established in the late 19<sup>th</sup> century and has retained the heritage-listed government and public buildings from this era.

The town is serviced by Cue Primary School with secondary students being bused to Mount Magnet, Nursing Post, one (1) hotel, one (1) bed & breakfast, supermarket with post office / fuel, general/liquor store, roadhouse with fuel, Tourist Park, airstrip and police station. Floodlit basketball and tennis courts are available for recreational activity.

Approximately 300 people permanently reside in the Shire (about 38 in the town of Cue) and Cue is also the base for up to 200 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.

**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 disability in the Shire of Cue**

The Australian Bureau of Statistics (ABS), National Regional Profile for the Shire of Cue, estimated the resident population at 298 persons (ending 30<sup>th</sup> June 2013). Of the total estimated residents within the Shire of Cue, 26.8% of the population are over the age of 60. The seasonal influx of tourists, including tourists with a disability, must also be considered.

Currently there is no data of persons with disability 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 disability 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 disability 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 and subsequent reviews, 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 disability, 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 disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

## **The Shire of Cue:**

- recognises that people with disability 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 disability, their families and carers should be supported to remain in the community;
- is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- will ensure 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 disability; and
- is committed to achieving the seven desired outcomes of its DAIP.

These are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
3. People with disability 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 disability receive the same level and quality of service from the staff of the relevant public authority.
5. People with disability have the same opportunities as other people to make complaints to the relevant public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a 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 the current Disability Access Inclusion Plan (DAIP) consulting with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the initial DAIP 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 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 and 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 May / June 2016 the community was informed through the Shire's website, and by advertisements on community notice boards and in the Geraldton Guardian newspaper that the Shire had reviewed the DAIP and requested community input to address any barriers or access issues for people with disability 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.

## **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 disability.
- Elements of the Shire's website require improvement to best meet the needs of people with disability.
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability.
- People with disability 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 disability**

With staff and Council input changes and additions were made to the DAIP. The DAIP was adopted by Council at the Ordinary Meeting held in the Council Chambers on Austin Street in Cue on Tuesday 21 June 2016. The community was informed that the DAIP for 2016-2020 is available to view on the Shire's website and in alternative formats upon request through newsletter The Dryblower.

## **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 2020. The report will outline what has been achieved under the Shire's DAIP 2016 - 2020.

## **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 seven desired outcomes; and
- the strategies used to inform agents and contractors of its DAIP which include through correspondence, in tender documentation, during induction process etc.

The Shire is also required to report on progress in the prescribed format to the Disability Services Commission by July 31 each year.

## Strategies to improve access and inclusion

The following overarching strategies have been developed to address each of the seven 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 disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

<b>Strategy</b>	<b>Timeline</b>
Ensure that people with disability are consulted on their needs for services and the accessibility of current services.	Ongoing
Monitor Shire services to ensure equitable access and inclusion.	Ongoing
Improve access to the information in the library.	Ongoing
Develop the links between the DAIP and other Shire plans and strategies.	Ongoing
Ensure that events, whether organised or funded, are accessible to people with disability.	Ongoing

**Outcome 2:** People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Timeline
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	Ongoing
Ensure that all new or redevelopment works provide access to people with disability, where practicable.	Ongoing
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	July 2017
Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues.	December 2016
Ensure that all recreational areas are accessible.	Ongoing

**Outcome 3:** People with disability 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.

Strategy	Timeline
Ensure that the community is aware that Shire information is available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to provide information in other formats.	Ongoing
Ensure that the Shire's website meets contemporary good practice.	Ongoing

**Outcome 4:** People with disability 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.

Strategy	Timeline
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.	Ongoing
Improve community awareness about disability and access issues.	Ongoing

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

Strategy	Timeline
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	Ongoing

**Outcome 6:** People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Strategy	Timeline
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	December 2016
Ensure that people with disability are aware of and can access other established consultative processes.	Ongoing

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

<b>Strategy</b>	<b>Timeline</b>
Ensure that people with disability are provided with employment information and forms in alternate formats when requested	July 2016
Ensure that all short-listed applicants are provided with the same fair and equitable selection process	Ongoing
Ensure that people with disability are able to access worksites and are provided with any necessary tools and equipment	As required

# Appendix 1

## **Progress from 2011-2015 under the Disability Access and Inclusion Plan**

- 1. Existing functions, facilities and services are adapted to meet the needs of people with disability.**
  - 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 majorities of the town's facilities.
  - A 14 Year Pathway Program was adopted in 2013 to construct pathways in the residential areas which will enable better access around town.
  - During 2015 folding ramps were purchased for both the Council Chambers and the Old Municipal Chambers to enable access to these buildings.
  - In January 2016 a chairlift was installed in the Council Chambers to enable persons with a disability to attend functions and council meetings and also to view Council's extensive historical photograph collection.
  
- 3. Information about functions, facilities and services is provided in formats which meet the communication needs of people with disability.**
  - Events have been promoted on large posters, via the internet and by letter drops.
  - 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 disability and skills in delivering services is improved.**
  - Employee awareness is part of the recruitment process.

**6. Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision-making processes.**

- Community consultations / meetings are held in either the Town Hall or Council Administration Building where disabled access is available.
- The provision of a mobile ramp during 2015 and the installation of a chairlift in January 2016 at the Council Administration Building have ensured that this building can be accessed for meetings etc.

# Shire of Cue

## Disability Access and Inclusion Plan **Implementation Plan 2016 - 2020**

# Implementation Plan

The Implementation Plan details the task, timelines and responsibilities for each broad strategy to be implemented in 2016 – 2020 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.

<b>Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised, by the Shire of Cue.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are consulted on their need for services and the accessibility of current services.	<ul style="list-style-type: none"> <li>• Develop a feedback mechanism for use by all services, provided or funded.</li> <li>• Develop consultation guidelines for all future reviews of services.</li> </ul>	Ongoing	Manager Corporate & Community Services
Monitor Shire services to ensure equitable access and inclusion.	<ul style="list-style-type: none"> <li>• Conduct systematic reviews of the accessibility of services.</li> <li>• Rectify identified barriers and provide feedback to consumers.</li> </ul>	Ongoing  Ongoing	Shire staff
Develop links between the DAIP and other Shire plans and strategies.	<ul style="list-style-type: none"> <li>• Incorporate the objectives and strategies of the DAIP into the Shire's existing planning processes, particularly the Strategic Plan.</li> </ul>	Ongoing	All managers
Ensure that events, whether provided or funded, are accessible to people with disability.	<ul style="list-style-type: none"> <li>• Ensure all events are planned using the Accessible Events checklist.</li> </ul>	Ongoing	All managers
Improve access to the information in the library.	<ul style="list-style-type: none"> <li>• Provide large print books for relevant community members</li> </ul>	Ongoing	Manager Corporate & Community Services

<b>Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Shire of Cue.</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that all buildings and facilities meet the standards for access and any demonstrated additional need.	<ul style="list-style-type: none"> <li>• Identify access barriers to buildings and facilities.</li> <li>• Prioritise and make a submission to Council to rectify identified barriers.</li> </ul>	Ongoing  Ongoing	All managers
Ensure that all new or redevelopment works provide access to people with disabilities, where practicable.	<ul style="list-style-type: none"> <li>• Ensure that the legal requirements for access are met in all plans for new or redeveloped buildings and facilities.</li> <li>• Ensure that no development application is signed off without a declaration that it meets the legal requirements.</li> <li>• Ensure that key staff are trained and kept up to date with the legal requirements.</li> </ul>	Ongoing  Ongoing  December 2017	CEO, EHO
Ensure that ACROD parking meets the needs of people with disabilities in terms of quantity and location.	<ul style="list-style-type: none"> <li>• Undertake an audit of ACROD bays and implement a program to rectify any non- compliance.</li> <li>• Consider the need for additional bays at some locations.</li> </ul>	Ongoing  Ongoing	CEO, Manager Works & Services

Strategy	Task	Task Timeline	Responsibility
Advocate to local businesses and tourist venues the requirements for, and benefits flowing from, the provision of accessible venues.	<ul style="list-style-type: none"> <li>• Provide information (available on the DSC website), on the needs of people with disability and of legal requirements and best practice.</li> <li>• Promote access to business.</li> <li>• Make access information available on the Shire's website.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	Manager Corporate & Community Services
Ensure that all recreational areas are accessible.	<ul style="list-style-type: none"> <li>• Conduct audit of Cue Town Hall, community oval and playground.</li> <li>• Develop and implement a program of progressive upgrade.</li> </ul>	<p>Ongoing</p> <p>December 2017</p>	EHO and all managers

**Outcome 3: People with disability 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.**

Strategy	Task	Task Timeline	Responsibility
Ensure that the community is aware that Shire information is available in alternative formats upon request.	<ul style="list-style-type: none"> <li>• Ensure that all documents carry a notation that it is available in alternative formats.</li> <li>• Publicise the availability of other formats in the local newspaper.</li> </ul>	December 2016  Ongoing	Shire staff  Manager Corporate & Community Services
Improve employee awareness of accessible information needs and how to provide information in other formats.	<ul style="list-style-type: none"> <li>• Make State Government Access Guidelines for Information, Services and Facilities guidelines available.</li> <li>• Train employees in providing accessible information.</li> </ul>	December 2016  December 2016	CEO, Manager Corporate & Community Services

**Outcome 4: People with disability receive the same level and quality of service from the employees of the Shire of Cue as other people receive.**

Strategy	Task	Task Timeline	Responsibility
Ensure that Elected Members and employees are aware of access needs and can provide appropriate services.	<ul style="list-style-type: none"> <li>• Determine training needs of employees and conduct training as required</li> </ul>	December 2016	All managers
Improve community awareness of disability and access issues.	<ul style="list-style-type: none"> <li>• Develop strategies for inclusion in the Implementation Plan.</li> </ul>	Ongoing	Manager Corporate & Community Services

**Outcome 5: People with disability have the same opportunities as other people to make complaints to the Shire of Cue.**

Strategy	Task	Task Timeline	Responsibility
Ensure that grievance mechanisms are accessible for people with disability and are acted upon.	<ul style="list-style-type: none"> <li>• Review current grievance mechanisms and implement any recommendations.</li> <li>• Develop other methods of making complaints, such as web-based forms.</li> <li>• Promote accessible complaints mechanisms to the community.</li> </ul>	<p>December 2016</p> <p>December 2016</p> <p>December 2016</p>	<p>Manager Corporate &amp; Community Services</p>

**Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Shire of Cue.**

Strategy	Task	Task Timeline	Responsibility
Ensure that people with disability are actively consulted about the DAIP and any other significant planning processes.	<ul style="list-style-type: none"> <li>• Consult people with disability in a range of different consultation mediums, eg focus group, interviews, surveys.</li> <li>• Develop a register of people to provide comment on access and inclusion issues.</li> </ul>	<p>December 2016</p> <p>December 2016</p>	<p>Manager Corporate &amp; Community Services</p>
Ensure that people with disability are aware of and can access other established consultative processes.	<ul style="list-style-type: none"> <li>• Ensure agendas, minutes and other documents are available on request in alternative formats and are published on the Shire's website.</li> </ul>	<p>Ongoing</p>	<p>Manager Corporate &amp; Community Services</p>

<b>Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority</b>			
<b>Strategy</b>	<b>Task</b>	<b>Task Timeline</b>	<b>Responsibility</b>
Ensure that people with disability are provided with employment information and forms in alternate formats when requested	<ul style="list-style-type: none"> <li>• Ensure that documents relating to employment are available on request in alternative formats and are published on Shire’s website.</li> <li>• As positions become vacant, review the Position Descriptions to ensure they are accessible and use appropriate terminology.</li> </ul>	September 2016  Ongoing	Manager Corporate & Community Services
Ensure that all short-listed applicants are provided with the same fair and equitable selection process	<ul style="list-style-type: none"> <li>• Ensure that all applicants for positions are afforded the same process and that the selection of a successful candidate is based purely on merit and ability to perform the requirements of the position.</li> <li>• Ensure that all applicants are asked whether they have any individual requirements</li> <li>• Continue to consider the individual needs of applicants in the application process</li> </ul>	Ongoing  September 2016  Ongoing	Manager Corporate & Community Services
Ensure that people with disability are able to access worksites and are provided with any necessary tools and equipment	<ul style="list-style-type: none"> <li>• Provide suitable assess to worksites and the furniture, fittings and equipment needed to perform the requirements of the position</li> <li>• Make reasonable adjustments to the workplace and job design as required</li> </ul>	As required	Manager Corporate & Community Services