
Access and Inclusion Plan


30 June 2006



RELEASE DETAILS

The following report has been released for distribution.

Directorate:	Corporate & Community Development
Audience:	Internal to the organisational – to be referenced by all staff
Effective Date:	
Reason for Release:	Draft for discussion
Responsible for Maintenance and Release:	Robyn Barrett Community Development Officer
Page information:	29 pages plus appendices

<p>Authorised:</p> <p>(Sponsor)</p> <p>Date</p>
<p>Endorsed:</p> <div style="text-align: center;">  </div> <p>(Chief Executive Officer)</p> <p>Date: 7/6/06</p>

Document Control Details

FILE: DIS1

DOC ID: CD100

Version	Changes	Author/Date
1a	Original Version	RB 20/02/2006
1b	MANEX feedback and suggestions	RB 12/06/2006
1c	Library staff feedback and suggestions	RB 26/06/2006

INDEX

Release Details	ii
Index	iii
Executive Summary	4
Overview	6
Functions, Facilities & Services	7
Strategic Linkages	8
Guiding Legislation & Strategic Linkages	9
Consultation Process	12
Identification of Barriers	13
Communication of the Plan	14
Evaluation and Review	15
Strategies & Timelines	16
Recommendations	22
Identified Works by Directorate and Timeline:	25
Community and Organisational Development Directorate	25
Community Infrastructure Directorate	26
Strategic Directorate	26
Information Systems Directorate	27
Lifestyle Development Directorate	27
Access and Inclusion Policy	28

For More Information

For further information on this report please contact the Community Development Officer of the Community and Organisational Development Directorate

Phone 08 9781 0496

Email robynb@busselton.wa.gov.au



EXECUTIVE SUMMARY

The Shire of Busselton is committed to facilitating and maintaining a high standard of services that encompass the inclusion of all people regardless of social, economic, cultural and physical backgrounds.

This plan sets the stage for responding to diversity. It looks at ways we can ensure that the disability, indigenous, culturally and linguistically diverse sectors are more aware, more involved, more responsive to one another and more included in the broader community by increased communication and engagement practices.

Diversity in this context is characterised by people who either reside in the area or are visiting from other ethnic and indigenous backgrounds, from different countries, speak different languages, have differing levels of physical and intellectual abilities.

This plan has been designed as a tool to assist Council to meet the requirements of the Western Australian Disability Services Act 1994 but has been expanded to encompass the needs of all members of the community. It has a particular focus on nurturing a community where diversity, difference and a sense of identity is respected and valued. These values are underpinned by a commitment to the creation of fair and equitable access for all residents and visitors to the shire.

The vision for an accessible and inclusive community will concentrate on six key areas:


1. Existing services
2. Access to buildings and facilities
3. Information and communication
4. Advice and services
5. Opportunities to make complaints
6. Opportunities to participate in any public consultation

The Shire of Busselton has grown at an average annual rate of 5% since 1981, with the current population (as of June 2005) estimated at 27,546 by the ABS. By 2011 it is expected to grow to approximately 35,000. The region as a whole is experiencing huge population, tourist and economic growth. This unprecedented growth rate creates great pressures on infrastructure development and community cohesion. Changes in age structure and cultural diversity of residents poses significant challenges in the management of current and future demand for quality lifestyles and managing growth in a sea change community.

The Disability Services Commission indicates that 22% people of the population experience a disability. Of these figures 75% of people with disabilities experience a physical disability and 12% experience a sensory disability (1998 Survey of Disability, Ageing and Carers: Disability Services Commission).

7% of the Shires population are overseas-born, Indigenous or speak a language other than English at home. The main languages other than English that are spoken in the home within the Shire are Italian, German and Indonesian (outlined by the Department of Immigration and Multicultural Affairs: 2001 Local Government Area Cultural Diversity Statistics).

Between 1999 and 2002, the Shire of Busselton had on average per year 586,100 overnight visitors. Of these visitors 4% were of international status, 87% were from within Western Australia and 8%



were of domestic interstate origin. (Tourism WA: Shire of Busselton Fact Sheet 2004). These figures confirm that our community makeup is rich in diversity and that an increased effort to deliver equitable services is essential.

The Access and Inclusion plan is designed not to be a static document but to be flexible and versatile to cater for the changing needs within the community as a whole.

The task of addressing the many important issues that affect our community may not be an easy one however, through ongoing conversations and involvement with the community, we will be able to identify many of these challenges and will continue working to achieve greater success in these areas.



OVERVIEW

People with disabilities and people from diverse cultural backgrounds form an important part of local communities and contribute to the vibrancy of our community and way of life.

In order for people with disabilities and people from culturally diverse backgrounds to have the same opportunities as others to participate in community life, it is important that the services and facilities provided to the community address universal access requirements.

The Shire of Busselton aims to ensure that the services it provides, meet varied individual needs and expectations of local people and that everyone has equal access to these services regardless of their race, heritage, gender, religious or non-religious belief, nationality, family background, age, disability or sexuality.

Under the Western Australia Disability Services Act (1994), Local Governments have been required to develop Access and Inclusion Plans to ensure people with disabilities can access council services and facilities. The Shire of Busselton has extended this plan so that it is reflective and inclusive of culturally diverse backgrounds and underpins the principals of equal opportunity and cultural heritage.

Access and Inclusion Plans provide a planned and systematic approach to progressively improve not only physical access but incorporate inclusion at a participatory and service level. Annual activities relating to the progress and implementation of the Access and Inclusion Plan are reported to state government at the end of each financial year in their annual report.

Access in this context refers to an individual's physical ability to get to, into, and around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.

Inclusion in this context refers to an individual's ability to participate as fully as possible in programs and services provided by organizations in an integrated and holistic manner that does not ostracise, embarrass or humiliate an individual.

The following outlines some of the recent achievements undertaken by the Shire of Busselton to reduce the barriers for people living with a disability in the region that were outlined in the original Disability Services Plan, upon which this Access and Inclusion Plan is based:

- Remodelled ablution block at Churchill Park.
- Ironman Western Australia Triathlon modified the run course to allow racing wheel chairs access.
- The Geographe Leisure Centre implements a carer card policy enabling free entry when accompanying a person with a disability. People with disability are also entitled to entry at a concession rate.
- Kerb ramps have been modified, and parking bays appropriately sign posted and marked. Numerous pathways have been upgraded to enhance mobility and also include tactile surfaces.
- Council also produced the 2006 version of the Need a Hand Directory, which lists' services and benefits for people with disabilities, seniors and carers.
- Provision of access to frail, aged and disabled homebound library clients.



FUNCTIONS, FACILITIES & SERVICES

The Shire of Busselton is responsible for a range of functions, facilities and services including:

Services to property: construction and maintenance of council owned buildings; construction and maintenance of 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 and pool; public library and information services; environmental health services; citizenship ceremonies and community events.

Regulatory services: planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; 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 licenses.

Processes of government: ordinary and special council and committee meetings; electors meetings and election of council members; ward meetings and community consultations.

The Shire of Busselton is a local government authority dedicated to meeting the challenges presented by being such a fast growing area and to offering a diverse range of services and facilities to the community.

STRATEGIC LINKAGES

The following principals guide the Shire of Busselton Strategic Plan 2006 – 2011:

- Our Environment: we will value our environment and when allowing for growth, we understand it differentiates our lifestyle and underpins our economic development.
- Our Lifestyle: We will maintain diversity and lifestyle choices and values through the enhancement of our coastal and rural environments, facilitating cultural and sporting experiences and support economic and business choices.
- Our Communities: We will strengthen our vibrant progressive community, valuing community vitality, cohesiveness and safety offering a range of lifestyle choices.
- Our Organisation: We will be a transparent, open organisation, which facilitates a culture that strives for the highest standards of governance and organisational performance.

The Access and Inclusion Plan aligns itself with the following Key Result Areas and Strategic Objectives:

KEY RESULT AREAS	STRATEGIC OBJECTIVES:
Community and Social Well Being	Foster vibrant cultural activities that celebrate diversity and a sense of community
	Facilitate and assist in the development of quality community facilities and services
	To work with the community to enhance safety and security in a healthy environment
Built and Physical (Infrastructure) Well Being	To develop and ensure the provision of universally accessible and socially inclusive services, facilities and functions for all people within the community
Business and Economic Well Being	To promote an environment that supports and encourages business that contributes to the community and is in keeping with the environmental and cultural aspiration of the region
	To promote the Shire of Busselton as the preferred destination within Western Australia for visitors seeking to experience food and wine, recreation, culture, heritage and nature based attractions



GUIDING LEGISLATION & STRATEGIC LINKAGES

Creating an accessible community in which information, services, facilities, programs, decision making processes and other activities are open and available to all residents that is guided by a number of key acts of parliament, advisory notes, standards and regulations. These include:

Local Government

Australian Local Government Association (ALGA)

ALGA has a Statement of Cultural Inclusiveness policy endorsed by the National General Assembly of Local Government 2001. The Statement affirms a local government commitment to the right of all Australians to enjoy equal rights and be treated with equal respect regardless of race, colour, creed or origin.

State

Western Australian Equal Opportunity Act (1984)

The Equal Opportunity Act recognises that people with disabilities require and are entitled to the same level of service as is available to other members of the community. This Act makes it unlawful for a person to discriminate against any person on the grounds of impairment.

Under the legislation, an action is regarded as being discriminatory if a person with impairment is treated less favourably than others in the same or similar circumstances. Impairment is defined as any condition existing at birth or from illness or injury. It also includes impairments that existed in the past and no longer exist.

The Western Australian Disability Services Act (1993)

The Disability Services Act states that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.

The Act includes a requirement that public authorities prepare and implement a Disability Access and Inclusion Plan that will further the principles of the Act. Each plan outlines how the public authority will ensure that people with difficulties, families and carers have access to their services and report annually to these plans.

Aboriginal Heritage Act 1972

The *Aboriginal Heritage Act* applies in relation to the protection of places and objects which may be of importance and significance to people of Aboriginal descent in Western Australia. In particular it applies to places and objects that may have sacred, ceremonial and ritual significance.


Volunteer (Protection of Liability) Act 2002

The intent of the *Volunteers (Protection from Liability) Act 2002* is to protect certain volunteers from liability and transfer that liability to community organisations, as defined. The Act provides protection for volunteers who work for a community organisation, defined to mean a body corporate, local government authority or State agency.

Commonwealth

The Commonwealth Disability Discrimination Act (DDA) 1992

The DDA is a Commonwealth Act that provides protection against discrimination based on any form of disability (i.e. Physical, Intellectual, Sensory, Psychiatric and Neurological) for everyone in Australia.



Under the Act it is unlawful to discriminate against a person or their associate (partner, carers, friend, family member or business partner), if they have a disability in the following areas of life:

- a) Work, accommodation, education, access to premises, clubs and sport; and
- b) The provision of goods, services, facilities and land; and
- c) The administration of Commonwealth laws and programs

Discrimination is defined as treating people with a disability less favourably than people without a disability would be treated under the same circumstances. The DDA applies to public and private sectors and allows people to complain to Human Rights and Equal Opportunity Commission if they encounter discrimination.

Australian Standards (AS)

The AS sets out requirements that must be referred to when making decisions that impact on people with disabilities:

- *Australian Standard 1428* – Design for Access and Mobility: prescribes the basic requirement for physical access which must be adhered to in the planning, development and construction of all buildings
- *Building Code of Australia (BCA)* - Applies to new buildings undergoing significant refurbishment or alteration. A comprehensive statement of the technical requirements relevant to the design and construction of buildings and other related structures

Racial Discrimination Act 1975, 1983

The *Racial Discrimination Act 1975* makes racial discrimination unlawful in Australia. The legislation covers all of Australia and can be used to ensure everyone is treated equally, regardless of their race, colour, descent, or national or ethnic origin. The RDA covers discrimination in areas such as employment, renting or buying property, the provision of goods and services, accessing public places and in advertising.

Commonwealth, State and Local Government Policy Frameworks: Charter of Public Service


The Commonwealth Governments Charter of Public Service in a Culturally Diverse Society was designed to provide a framework for governments and agencies to ensure that their services are available to all people of all backgrounds allowing them to fully participate in our society.

Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)

DIMIA key statement is: Multicultural Australia: A United in Diversity (May 2004)

There are four principals underpinning the Commonwealth Multicultural Policy:

- **Responsibilities of all:** All Australian have a civic duty to support those basic structures and principals of Australian Society which guarantee us our freedom and equality and enable diversity in our society to flourish;
- **Respect for each person** – subject to the law, all Australians have the right to express their own culture and belief and have reciprocal obligation to respect the right of others to do the same:
- **Fairness for each person** – All Australians are entitled to equality of treatment and opportunity. Social equity allows us all to contribute to the social, political and economic life of Australia, free from discrimination, including on the grounds of race, culture, religion, language, location, gender or place of birth

- 
- **Benefits for all** – All Australians benefit from productive diversity, that is, the significant cultural, social and economic dividends arising from the diversity of our population. Diversity works for all Australians.

The South West Development Commission Strategic Plan

This plan outlines three strategic themes: Investing in People; Investing in Infrastructure and Place; and Investing in Knowledge, Enterprise and Innovation. Through these themes the Commission aims to support the promotion and development of the region that values diversity within the population allowing people of all ages, genders, cultural backgrounds and of all abilities to participate and contribute to our community. It aims to support community volunteerism and leadership to help build social inclusiveness and new opportunities.

Western Australia State Sustainability Strategy

This plan recognises as part of the seven guiding principals that an environment needs to be created where all people can express their full potential and lead productive lives.

The Access and Inclusion plan compliments and reinforces the following Shire of Busselton plans:

- The Shire of Busselton Cultural Plan
- The Shire of Busselton Leisure Services Plan
- Structure plans for Vasse, Ambergate, Airport North, Dunsborough Lakes, Broadwater Structure Plan, Commonage Policy Area
- Environmental Strategy
- Busselton Urban Growth Strategy
- Communications Framework



CONSULTATION PROCESS

Throughout 2005 and 2006, the Shire of Busselton undertook to review its original Disability Services Plan (DSP) through consultation with key stakeholders. The review and consultation found that most of the initial objectives in the first DSP had been achieved and that a new plan was required, to ensure currency and relevance. Evolving through these initial discussion with key stakeholders in the community, was the need to focus not only on people with disabilities but people in general who were considered by either themselves or by other people: to be different.

As a result the Access and Inclusion Plan that has been currently presented focuses on difference and diversity and also reflects contemporary values and practices. To get to the point where the plan is now, the following processes have occurred:

- Examination of the 2001 Disability Services Plan and subsequent review reports to see what has been achieved and what still needs work;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with key staff; and
- Focus group consultations with the community.



IDENTIFICATION OF BARRIERS

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

- A lack of council policy to guide and inform access and inclusion activities;
- Shire processes may not be as accessible as possible such as consultation and communication activities;
- Some events are not always held in a manner and location that best facilitates the participation of people with disabilities;
- Consultation with all sectors of the community are not comprehensive or far reaching;
- Shire staff required more hands on training and exposure to access design and planning elements; and
- That access modifications are not high priority of Council when setting the shire budget due to lack of long term works plan.

The identification of these barriers has contributed to the development of strategies for the Access and Inclusion Plan. The barriers have been prioritised in order of importance by a year period, which assists setting timeframes for the completion of strategies to overcome those access barriers.

The Communications Framework contains actions and strategies designed to communicate, consult and engage with our communities in recognition of their importance, for them to know what we do for them and help us shape our future together.



COMMUNICATION OF THE PLAN

- In March 2006, copies of the Access and Inclusion Plan were sent to all those who contributed to the planning process including council officers, people with disabilities, their families, carers, disability organisations, culturally diverse and linguistically diverse individual and groups and relevant community groups for feedback.
- When the plan is endorsed Council will advise the local media – newspaper and radio, that copies of the plan are available to the community upon request, including hard copy in standard and large print, electronic format, on 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

- A core value underpinning this plan is ongoing two way communication between staff and the Community Development Unit that is the custodians of this plan.



EVALUATION AND REVIEW

Legislation outlines that the Access and Inclusion Plan will be reviewed at least every 3 years. The Access and Inclusion Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise. Whenever the Access and Inclusion Plan is amended, a copy of the amended plan will be lodged with the Disability Services Commission and endorsed internally through the Senior Managers Group: MANEX.

Review and monitoring

- The Disability Access and Inclusion Planning Committee will meet every quarter in the first year and as required thereafter to provide direction, set priorities and review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- The committee will prepare a report each year on the implementation of the Access and Inclusion plan. A status report will be provided in the annual general report.
- Internal staff will be aware of the process to communicate activities that may not be included to the Community Development Officer.

Evaluation

Every year in March, the Access and Inclusion steering committee will provide notification to the community in a variety of formats, regarding the Access and Inclusion Plan to:

- Seek feedback on the effectiveness of implemented strategies;
- Seek feedback on additional barriers not identified in the initial consultation; and
- Identify additional strategies for consideration.

Elected members of council and council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

STRATEGIES & TIMELINES

It must be stated that the following strategies and key actions are subject to being incorporated in forecasted financial year budget plans. It is essential that the custodians of each of the strategies , must be proactive in providing the relevant staff member up to date information on actions that have occurred, are newly planned or are not being implemented.

This is a good news document, that on a stand alone basis communicates what the Shire is achieving therefore it is essential that all projects are accurately reflected in this plan and that communication with the Community Development unit underpins all strategies.

Colour coding links have been made with the Shire of Busselton 5 year Corporate Plan:

Indicates responsibility of the Community and Organisational Development Directorate
Indicates responsibility of the Lifestyle Development Directorate
Indicates responsibility of the Systems & Information Directorate
Indicates responsibility of the Strategic Directorate
Indicates responsibility of the Community Infrastructure Directorate
Indicates responsibility of the Access and Inclusion Committee

OUTCOME 1

PEOPLE FROM DIVERSE AND DIFFERENT BACKGROUNDS HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS THE SERVICES OF, AND ANY EVENTS ORGANISED BY, A PUBLIC AUTHORITY			
Strategy	Responsible Business Unit	Key Actions	Timeline
Development of a Community Access and Inclusion Committee to guide the implementation of the Access and Inclusion Plan activities comprising a representative from each directorate meeting on a quarterly basis	Community Development	Approval from senior management	Annual
Provide training to staff and Councillors on disability and cultural issues	Human Resources	Apply for external funding to undertake training	06 / 07
		Outlined in HR training plan	07 / 08 08 / 09

Facilitate the acknowledgement of historic influences within the Shire at significant sites	Cultural Planning	<p>Assist St Tropez working group with appropriate details / actions as required</p> <p>Incorporate where possible cultural / historic signposts, interpretative materials and acknowledgment of diversity in the Shire and / or in major land developments:</p> <ul style="list-style-type: none"> • Dunsborough Entry Statement • Provence Development • Vasse Development • Dunsborough Lake Development • Ambergate <p>Catalogue Shire Art Collection</p> <p>Establishment of Urban Art through Percent for Art</p>	<p>06 / 07</p> <p>06 / 07</p> <p>06 / 07</p> <p>06 / 07</p> <p>06 / 07</p> <p>08 / 09</p> <p>08 / 09</p>
Support significant cultural celebrations, events & achievements	Community Development in partnership with community groups	<p>Development of 5 year Community Development Plan</p> <p>Specific cultural celebrations, events & achievements outlined in Community Development Plan: Ironman</p>	<p>06 / 07</p> <p>07 / 08</p> <p>08 / 09</p> <p>06 - 10</p>
Monitor the Shire's Access and Inclusion policy to ensure it supports equitable access to services throughout the various functions of the Council	Access and Inclusion Committee	Annual Items incorporated into annual financial and works budget	Annual
Investigate opportunities to make using technology available through the public library as accessible as possible	Library Staff	<p>Review content of web site</p> <p>Undertake physical assessment of libraries to ensure ease of access</p> <p>Provide aids to make use of appropriate technology</p>	<p>06 / 07</p> <p>07 / 08</p> <p>Annual</p>
Provide access to the resources available through the state-wide public library network for people with English as a second language	Library Staff	Advertise the collection / services in appropriate languages	Annual
Provide access to the resources available through the state-wide public library, network for people with literacy challenges or people who are visually impaired	Library Staff	Advertise the collection services in appropriate manners and to organisation who support these community members	Annual
Provide access to frail, ages and disabled homebound library clients	Library Staff	Continue to provide library services to community members who are homebound	Annual

OUTCOME 2

ENSURE THAT PEOPLE OF DIVERSE AND DIFFERENT BACKGROUNDS HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO ACCESS PUBLIC BUILDINGS AND FACILITIES OF A PUBLIC AUTHORITY			
Strategy	Responsible Business Unit	Key Actions	Timeline
Develop Community Audit group that undertakes annual audits to identify barriers to access in community and high used public areas	Design Team	Audit informed by the works programs for roads and pathways being planned for the following new financial year	Annually Jan / Feb each year
Work towards ensuring, where appropriate, all existing buildings and facilities are physically accessible to people with disabilities	Infrastructure Planning Development Control Unit	Rural Hall Ramps Widening Finger Jetty Quindalup Review public libraries to ensure ease of access	05 / 06 06 / 07 07 / 08
Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable	Infrastructure Planning	Courthouse Beachfront toilets Undertake existing buildings audit (subject to external funding) by external consultant to develop 5 year Building Access plan Future Shire Admin facility 5 year Building Access Action plan that aligns itself with the 5 year Building Maintenance Program	05 / 06 06 / 07 06 / 07 08 / 09 07 / 08 08 / 09 09 / 10
Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable	Building	All new buildings, additions and alterations comply with Building Code of Australia	Ongoing
Provide for adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location	Community Infrastructure Design and Development Team	Measured against building standards	Ongoing

Maintain public spaces and pedestrian walkways to ensure accessibility	Infrastructure Services Development Control Unit	Audit informed by the works programs for roads and pathways being planned for the following new financial year Widening Finger Jetty Quindalup	Annually Jan / Feb each year 06 / 07
Increase the number of accessible playgrounds	Infrastructure Services (Parks and Gardens)	Researching and applying for grants	Ongoing
That public toilets meet the associated accessibility standards	Infrastructure Planning	Beachfront toilets	06 / 07

OUTCOME 3

<i>PEOPLE FROM DIVERSE AND DIFFERENT BACKGROUNDS RECEIVE THE SAME LEVEL AND QUALITY OF SERVICE FROM STAFF OF A PUBLIC AUTHORITY AS OTHER PEOPLE RECEIVED FROM THE STAFF OF A PUBLIC AUTHORITY</i>			
Strategy	Responsible Business Unit	Key Actions	Timeline
Ensure accessible public facilities and key tourist attractions are actively promoted through Cape to Cape Access Project	Community Development	Development of partnership with Geographe Bay Tourist Association and the local Disability Services Commission with identifiable stages of the project outlined Seek funding through appropriate sources	06 / 07
Introduction of Compic and Auslan signs (symbols designed for easy comprehension with an intellectual disability) in council publications, facilities and events	Access and Inclusion committee	Source external funding to identify facilities and services that require Compic and Auslan signage Where practical incorporate findings into access and inclusion plan implementation finances or external funding	07 / 08
Ensure information is given about the access and inclusion plan to all contractors, consultants and external organisations that provide services on behalf of the Shire	Contracts and Tenders Community Development	Development of a user friendly brochure outlining this plan	06 / 07

Introduction of quarterly access and inclusion awards scheme to motivate and encourage local business and community groups to provide accessible facilities and services	Community Development	Develop partnership with Chamber of Commerce	07 / 08
		Develop criteria, application and assessment processes	08 / 09
Improve staff awareness of accessible information needs and how to obtain information in other formats	Community Development in conjunction with customer service	Development of a user friendly brochure outlining this plan	06 / 07
		Information on access on internal intranet and induction	

OUTCOME 4

INFORMATION ABOUT SERVICES AND PROGRAMS IS PROVIDED IN FORMATS THAT ENHANCE THE COMMUNICATION NEEDS OF PEOPLE FROM DIVERSE AND DIFFERENT BACKGROUNDS			
Strategy	Responsible Business Unit	Key Actions	Timeline
Redevelopment of the Need a Hand Directory that outlines information about supports groups, services and businesses available to the disability, seniors and carers sector and to be reviewed and updated on a bi -annual basis	Community Development	Establishment of a community project team	07 / 08
Develop a policy for provision of Shires publications and information in alternative formats and increase community awareness about the facility	Governance	Research costing of alternative formats	06 / 07
		Development of policy	06 / 07
Implement actions contained within the Shires Communication Framework which increases access to Council Services and information for all members of our community	Communications Coordinator Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing

OUTCOME 5

OPPORTUNITIES ARE PROVIDED FOR PEOPLE FROM DIVERSE AND DIFFERENT BACKGROUNDS TO MAKE COMPLAINTS TO A PUBLIC AUTHORITY			
Strategy	Responsible Business Unit	Key Actions	Timeline
Ensure current and future grievance mechanism process and feedback surveys are available in formats upon request	Customer Service	Review grievance mechanism processes	07 / 08
Implement actions contained within the Communications Framework related to communications with residents and ratepayers	Communications Coordinator Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing

OUTCOME 6

PEOPLE FROM DIVERSE AND DIFFERENT BACKGROUNDS HAVE THE SAME OPPORTUNITIES AS OTHER PEOPLE TO PARTICIPATE IN ANY PUBLIC CONSULTATION BY A PUBLIC AUTHORITY			
Strategy	Responsible Business Unit	Key Actions	Timeline
Implement actions contained within the Communications Framework related to consultation and engagement	Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing
Seek a broad range of views on access issues from the local community and develop feedback into relevant internal department plan	Community Development	Development of a feedback and consultation process Key contact advertised to community and to staff	Ongoing Annual

RECOMMENDATIONS

The following is a list of recommendations for delivery of initiatives on an annual basis:

1. Establishment of an Access and Inclusion Planning Committee that meets quarterly. Internal staff representation is comprised of the following (Community Development):

Directorate	Staff Position
Community & Organisational Development	Community Development Officer (Convener and administrator)
	Recreation Officer
Community Infrastructure	Design Team
	Infrastructure Planning
Lifestyle Development	Town Planning
Information System	Library
	Customer Service
Strategic Directorate	Policy Officer

2. Community members and representatives from the community services sector are included on the Access and Inclusion Planning Committee comprised of the following members (Community Development) :
 - Disability Services Commission;
 - Indigenous Sector;
 - Migrant Sector; and
 - Senior / Aged Services.
3. Key contact advertised to community and to staff in the Shire of Busselton Directory, Website, intranet and staff newsletter (Communications in collaboration with Community Development Officer).
4. The Access and Inclusion Planning Committee ensures that priority work and projects are included in the annual financial planning process in February each year (Access and Inclusion Planning Committee).
5. Review of appropriate aids by Library staff (Library Staff).
6. Advertisement of the Shires Library collection in appropriate languages through development of a brochure. This brochure distributed to cultural and migrant support groups (Library Staff).
7. Advertisement that the Shire services include a homebound delivery service (Library Staff).
8. A Community Audit group undertakes audit of identify barriers to access in areas identified by the design team in January / February each year. Selected outcomes incorporated into following financial year works programs for roads and pathways (Design Team in collaboration with Community Development).



The group will be comprised of:

- Design Team;
- Infrastructure Planning;
- Community Development Officer;
- People with varying disabilities sourced through Disability Services Commission; and
- The Blind Association.

The following list is recommendations for delivery if initiatives that are implemented on an ongoing and as required basis:

1. Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable (Building).
2. Research and apply for grants that will assist in delivery of initiatives and improving existing services and equipment (Community Development).
3. Delivery of actions in the Communications Framework Plan (Manager Corporate Relations).
4. Relevant information in contracts and tenders (Contract and Tendering Officer).
5. All directorates communicate good news stories and any work not identified in the plan to Community Development for record purposes.

The following is a list of recommendations for delivery of new initiatives to be delivered in 2006 / 2007:

1. Apply for external funding to develop and undertake cultural awareness and diversity training (Human Resources in collaboration with Community Development).
2. Working with St Tropez working group include acknowledgement of historic influences within the Shire and new land developments where practicable (Cultural Planning).
3. Identification and implementation of significant cultural celebrations, events and achievements included in the 5 year Community Development Plan (Community Development).
4. Attract external funding to undertake existing building audit to develop 5 year Building Access Plan and incorporate findings into financial planning processes (Infrastructure Planning in collaboration with Community Development).
5. Development of the Cape-to-Cape Access Project and attraction of external funding (Community Development).
6. Development of user-friendly Access and Inclusion brochure for all staff, customers and contractors as required (Community Development).
7. Development of alternative format policy (Governance).
8. Undertake research and costing of alternative formats and make available to customer service (Community Development).



The following is a list of recommendations for delivery of new initiatives to be delivered in 2007 / 2008:

1. Delivery of cultural awareness and diversity training outlined in development of HR training plan (human Resources).
2. Delivery of 5 year Building Access Action plan (Infrastructure Planning).
3. Development and implementation of quarterly access and inclusion awards (Community Development).
4. Update and reprint of the Need A Hand Directory (Community Development).
5. Review of grievance mechanism processes (Customer Service).

The following is a list of recommendations for delivery of new initiatives to be delivered in 2008 / 2009:

1. Undertake and development of catalogue of Shire Art Collection (Cultural Planning).
2. Establishment of Urban Art through Percent for Art scheme (Cultural Planning).

IDENTIFIED WORKS BY DIRECTORATE AND TIMELINE:

Community and Organisational Development Directorate			
Strategy	Responsible Business Unit	Key Actions	Timeline
Seek a broad range of views on access issues from the local community and develop feedback into relevant internal department plan	Community Development	Development of a feedback and consultation process Key contact advertised to community and to staff	Ongoing Annual
Development of a Community Access and Inclusion Committee to guide the implementation of the Access and Inclusion Plan activities comprising a representative from each directorate meeting on a quarterly basis	Community Development	Approval from senior management	Annual
Ensure information is given about the access and inclusion plan to all contractors, consultants and external organisations that provide services on behalf of the Shire	Contracts and Tenders Community Development	Development of a user friendly brochure outlining this plan	06 / 07
Ensure accessible public facilities and key tourist attractions are actively promoted through Cape to Cape Access Project	Community Development	Development of partnership with Geographe Bay Tourist Association and the local Disability Services Commission with identifiable stages of the project outlined Seek funding through appropriate sources	06 / 07
Improve staff awareness of accessible information needs and how to obtain information in other formats	Community Development in conjunction with customer service	Development of a user friendly brochure outlining this plan Information on access on internal intranet and induction	06 / 07
Support significant cultural celebrations, events & achievements	Community Development in partnership with community groups	Develop partnership with Chamber of Commerce	06 / 07
Provide training to staff and Councillors on disability and cultural issues	Human Resources	Apply for external funding to undertake training	06 / 07
Redevelopment of the Need a Hand Directory that outlines information about supports groups, services and businesses available to the disability, seniors and carers sector and to be reviewed and updated on a bi -annual basis	Community Development	Establishment of a community project team	07 / 08
Introduction of Compic and Auslan signs (symbols designed for easy comprehension with an intellectual disability) in council publications, facilities and events	Access and Inclusion committee		07 / 08
Introduction of quarterly access and inclusion awards scheme to motivate and encourage local business and community groups to provide accessible facilities and services	Community Development	Develop partnership with Chamber of Commerce	07 / 08
Support significant cultural celebrations, events & achievements	Community Development in partnership with community groups	Specific cultural celebrations, events & achievements outlined in Community Development Plan	07 / 08 08 / 09
Provide training to staff and Councillors on disability and cultural issues	Human Resources	Outlined in HR training plan	07 / 08 08 / 09



Community Infrastructure Directorate			
Strategy	Responsible Business Unit	Key Actions	Timeline
Develop Community Audit group that undertakes annual audits to identify barriers to access in community and high used public areas	Design Team	Audit informed by the works programs for roads and pathways being planned for the following new financial year	Annually Jan / Feb each year
Increase the number of accessible playgrounds	Infrastructure Services (Parks and Gardens)	Researching and applying for grants	Ongoing
Provide for adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location	Community Infrastructure Design and Development Team	Measured against building standards	Ongoing
That public toilets meet the associated accessibility standards	Infrastructure Planning	Beachfront toilets	Ongoing
Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable	Infrastructure Planning	Undertake existing buildings audit (subject to external funding) by external consultant to develop 5 year Building Access plan	06 / 07
Work towards ensuring, where appropriate, all existing buildings and facilities are physically accessible to people with disabilities	Infrastructure Planning Development Control Unit	Rural Hall Ramps Widening Finger Jetty Quindalup	05 / 06 06 / 07
		Review public libraries to ensure ease of access	07 / 08
Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable	Infrastructure Planning	Courthouse Beachfront toilets	05 / 06 06 / 07
		Future Shire Admin facility	08 / 09
		5 year Building Access Action plan that aligns itself with the 5 year Building Maintenance Program	07 / 08 08 / 09 09 / 10
Maintain public spaces and pedestrian walkways to ensure accessibility	Infrastructure Services Development Control Unit	Audit informed by the works programs for roads and pathways being planned for the following new financial year	Annually Jan / Feb each year
		Widening Finger Jetty Quindalup	06 / 07
That public toilets meet the associated accessibility standards	Infrastructure Planning	Beachfront toilets	Ongoing

Strategic Directorate			
Strategy	Responsible Business Unit	Key Actions	Timeline
Develop a policy for provision of Shires publications and information in alternative formats and increase community awareness about the facility	Governance	Research costing of alternative formats	06 / 07
		Development of policy	06 / 07

Information Systems Directorate			
Strategy	Responsible Business Unit	Key Actions	Timeline
Implement actions contained within the Communications Framework related to communications with residents and ratepayers	Communications Coordinator Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing
Implement actions contained within the Communications Framework related to consultation and engagement	Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing
Implement actions contained within the Shires Communication Framework which increases access to Council Services and information for all members of our community	Communications Coordinator Manager Corporate Relations	Implement actions as per timeframes indicated in the plan	Ongoing
Investigate opportunities to make using technology available through the public library as accessible as possible	Library Staff	Provide aids to make use of appropriate technology	Annual
Provide access to the resources available through the state-wide public library network for people with English as a second language	Library Staff	Advertise the collection / services in appropriate languages	Annual
Provide access to the resources available through the state-wide public library, network for people with literacy challenges or people who are visually impaired	Library Staff	Advertise the collection services in appropriate manners and to organisation who support these community members	Annual
Provide access to frail, ages and disabled homebound library clients	Library Staff	Continue to provide library services to community members who are homebound	Annual
Investigate opportunities to make using technology available through the public library as accessible as possible	Library Staff	Review content of web site	06 / 07
Ensure current and future grievance mechanism process and feedback surveys are available in formats upon request	Customer Service	Review grievance mechanism processes	07 / 08
Investigate opportunities to make using technology available through the public library as accessible as possible	Library Staff	Undertake physical assessment of libraries to ensure ease of access	07 / 08

Lifestyle Development Directorate			
Strategy	Responsible Business Unit	Key Actions	Timeline
Work towards ensuring, where appropriate that all new or redevelopment works provide access to people with disabilities, where practicable	Building	All new buildings, additions and alterations comply with Building Code of Australia	Ongoing
Facilitate the acknowledgement of historic influences within the Shire at significant sites	Cultural Planning	Assist St Tropez working group with appropriate details / actions as required	06 / 07
		Incorporate where possible cultural / historic signposts, interpretative materials and acknowledgment of diversity in the Shire and / or in major land developments:	
		<ul style="list-style-type: none"> • Dunsborough Entry Statement • Provence Development • Vasse Development • Dunsborough Lake Development • Ambergate 	06 / 07 06 / 07 06 / 07 06 / 07 06 / 07
		Catalogue Shire Art Collection	08 / 09
		Establishment of Urban Art through Percent for Art	08 / 09



ACCESS AND INCLUSION POLICY

PURPOSE

"The Shire of Busselton is committed towards creating and encouraging universally accessible and socially inclusive services, facilities and functions for all people within the community"

The purpose of this policy is to recognise that people from diverse backgrounds are equally valued members of society and make a unique and valuable contribution to community well being, community vibrancy and way of life.

SCOPE

This Policy applies to all activities undertaken within the Shire of Busselton and sets the stage for responding to diversity and looks at ways we can ensure that both the disability, indigenous and culturally and linguistically diverse sectors are more aware, more involved, more responsive to one another and more included in the broader community by increased communication and engagement practices.

POLICY CONTENT

Diversity in this context is characterised by people who either reside or are visiting from ethnic and indigenous backgrounds, from different countries, speak different languages, have differing levels of physical and intellectual abilities.

This Policy will be realised through the Shire of Busselton Access and Inclusion Plan, a legislative requirement of the Western Australia Disability Services Act (1994).


The Shire of Busselton has extended this plan in conjunction with extensive community consultation so that it is reflective and inclusive of culturally diverse backgrounds and underpins the principals of equal opportunity and cultural heritage.

Access in this context refers to an individual's physical ability to get to, into, and around facilities. This access is created by removing structural barriers and including mechanisms to enable structural access.

Inclusion in this context refers to an individual's ability to participate as fully as possible in programs and services provided by organizations in an integrated and holistic manner that does not ostracise, embarrass or humiliate an individual.

The vision for an accessible and inclusive community will concentrate on six key areas:

1. Existing services
2. Access to buildings and facilities
3. Information and communication
4. Advice and services
5. Opportunities to make complaints
6. Opportunities to participate in any public consultation



The underpinning principals and values of this policy are:

- A commitment to access and inclusion for all citizens in the delivery of services through leadership by adapting, changing and proactively seeking new opportunities
- A commitment to the progressive removal of physical and emotional barriers to access and inclusion in the following areas: physical access, communication, service provision and participation achieved through partnerships and communication
- A commitment to being accountable and in touch with relevant community matters by consulting and engaging people with differing physical and intellectual abilities, carers, advocacy groups, culturally and linguistically diverse groups and services providing agencies in the community

Policy Background

Owner Unit	Community and Organisational Development
Originator	Community Development
Policy approved by	Council
Date Created	28 June 2006
File No.	DIS1

Review Frequency

This policy will be formally reviewed in accordance with the Access and Inclusion Plan requirements on an annual basis.

Related Documents

Access and Inclusion Plan
The Shire of Busselton Cultural Plan
The Shire of Busselton Leisure Services Plan
The Community Survey
Structure plans for new land development areas
Environmental Strategy
Busselton Urban Growth Strategy
Anticipated Tourism and Commercial Strategy
Anticipated Local Planning Strategy
Anticipated Coastal Facilities Strategy
Communications Framework