



City of
Kalgoorlie
Boulder

Access and Inclusion Plan 2021-2026



Photo: 2022 Pop-Up Project Sensory Session

ACKNOWLEDGMENT OF COUNTRY

The City of Kalgoorlie-Boulder acknowledges the Traditional Custodians of this land and pays its respect to elders past and present.



DEFINITIONS

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

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

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

ALTERNATIVE FORMATS

The Access and Inclusion Plan 2021-26 is available on the City of Kalgoorlie-Boulder's website at **ckb.wa.gov.au**. This document is also available upon request in alternative formats including standard and large print, or electronically by email.

Please contact the City of Kalgoorlie-Boulder on (08) 9021 9600 or send an email to mailbag@ckb.wa.gov.au

LANGUAGE ASSISTANCE

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

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Message from the Mayor



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

The aim of this Access and Inclusion Plan is to ensure services and facilities are open, inclusive and accessible for everyone. We have reached out to all sectors of the community to ensure everyone provided meaningful input into the direction for the new Plan.

As a City, we aim to provide public spaces that facilitate a diverse range of activities, strengthen social bonds and ensure a connected community.

This Plan will guide us on our way forward to delivering access and inclusion for all.

John Bowler

Mayor, City of Kalgoorlie-Boulder

Message from the CEO



The City of Kalgoorlie-Boulder is committed to establishing best practice in access and inclusion across all aspects of our service delivery.

Our aim is to play a role in removing barriers which may limit a person's ability to fully participate in our community; making Kalgoorlie-Boulder a place where everyone can enjoy the same experiences and opportunities, and have equitable access to all City offerings.

We will continue to work with community members, business stakeholders and other tiers of government to deliver on this Plan.

I would like to extend my thanks to everyone involved in the development of this plan – our community, local organisations, Councillors and City staff.

Andrew Brien

CEO, City of Kalgoorlie-Boulder

1.0 Introduction

1.1 Executive Summary

An Access and Inclusion Plan helps local governments plan and ensure appropriate access and inclusion in their communities.

The Plan not only supports people with disabilities, but also others in our community who experience access and inclusion barriers such as, the elderly, parents with prams, people from culturally and linguistically diverse backgrounds, people who identify as Aboriginal or Torres Strait Islander, and people who identify as part of the LGBTQIA+ community.

This Plan fulfils the requirements of the Western Australian Disability Services Act 1993 (amended 2004), that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure people with a disability have equal access to facilities and services.

Additional legislation underpinning the Plan is the *WA Equal Opportunity Act* and the *Commonwealth Disability Discrimination Act 1992*.

1.2 The City's Role

The aim of this Access and Inclusion Plan is to guide the City with the coordination of services and activities to ensure all community members have equal access to:

1. Services and events
2. Facilities and buildings
3. Information
4. Customer service
5. Complaints processes
6. Public consultations
7. Employment opportunities at the City

1.3 Alignment to the Strategic Community Plan 2020 to 2030

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

- Kalgoorlie-Boulder will be a city of opportunity and prosperity.
- It will be a place its diversified people call home.
- Connected to its community, resilient and smart, it will also be futuristic and strategic in its outlook.
- It will be a city that listens first and then *delivers on what it plans and promises*.

The following are examples of how the Access and Inclusion Plan aligns links to the objectives outlined in the Strategic Community Plan.

Connected – Providing public spaces that facilitate a diverse range of activities and strengthens social bonds within the community.

Capable – We will have the resources to contribute to our community and economy.

Safe – Delivering a safe and activated community that can be used day and night, supporting families and youth.

1.4 Integrated Planning and Reporting Framework

The City of Kalgoorlie-Boulder has a number of planning and reporting documents that guide its strategy and operations including the Access and Inclusion Plan. The flow chart below demonstrates how the Plan links to the Community Strategic Plan and other City documents.





2.0 Access and Inclusion

The City of Kalgoorlie-Boulder is committed to building an accessible and inclusive community for people of all ages, abilities and backgrounds.

The City's Access and Inclusion Plan complies with and expands on the seven required Disability Access and Inclusion Plan outcome areas under the Disability Services Act 1993. This can be downloaded from <http://www.disability.wa.gov.au>

2.1 Demographics

According to the Australian Bureau of Statistics, Census 2021, there are an estimated:



1,620 (7.1%)

People who provide unpaid assistance to someone with a disability in the City of Kalgoorlie-Boulder.



6,337 (27.8%)

People in the City of Kalgoorlie-Boulder who provide unpaid childcare (parenting).



2,244 (7.7%)

Of the population identify as Aboriginal and/or Torres Strait Islander people



9,825 (33.5%)

Of the population were born overseas



1,698 (17%)

Of the population speak a language other than English at home



The median age of people in the City of Kalgoorlie-Boulder was 34 years, with 22% of the population aged newborn to 14 and 9.1% aged 65 years and over.



2.2 Legislation

The Disability Services Act 1993 (amended 2004) requires all local governments to have and implement a Disability Access and Inclusion Plan (DAIP), which must be reviewed at least every five years.

The Act adopts consistent definitions and assurances as outlined in other related Acts and Conventions, including:

- Western Australian Equal Opportunity Act 1984 (amended 1988)
- Commonwealth Disability Discrimination Act 1992
- United Nations Convention of the Right of Persons with a Disability

The Act defines disability as that which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent, or likely to be permanent;
- may or may not be of a chronic or episodic nature; results in;
- substantially reduced capacity of the person for communication, social interaction, learning or mobility; and a need for continuing support services.
- The Act further requires that:
- All practicable measures must be undertaken to ensure the AIP is implemented by the City and its contractors
- Public consultation must be undertaken with key stakeholders and advertised
- The AIP must be made available in alternative formats on request
- The AIP must be lodged with the Disability Services Commission
- The AIP must be available via the City's website
- Progress of the AIP must be reported annually to the Department of Communities (Disability Services)
- The AIP progress is to be reported in the City's Annual Report.



The City acknowledges the environment plays a substantial role in determining the extent to which a person experiences disability and recognises it has an important role to play in creating accessible and welcoming communities (including but not limited to physical, digital and social environments), as this can assist in reducing the impact of disability amongst community members.

The City of Kalgoorlie-Boulder also recognises the AIP has relevance for many other community members who may experience access difficulties, including:

- Families with young children
- Seniors
- People with temporary disability through injury or illness
- People with language barriers



MOST ACCESSIBLE COMMUNITY AWARDS WA



2022 Category Winner Digital / Technology

In recognition of outstanding service to the community by a Local Government



2.3 Consultation

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

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

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

- Public notices in The Kalgoorlie Miner on 16, 23, 30 May 2020;
- Media release launching survey and responses 15 May 2020;
- Community survey undertaken over six (6) week period with 100 formal respondents (300% increase in participant responses, compared with completed review in 2016);
- Consultation with local organisations via phone, email and face to face meetings;
- Information displayed on City website, with hardcopies made available at City facilities;
- Digital marketing promotion on Facebook (messaging via video graphics); and
- Feedback on the Draft Plan sought from Goldfields Individual Family Support Association Inc., Department of Communities, and Empowering People In Communities from 8 July to 20 July 2020;
- A Public Notice published in the Kalgoorlie Miner 31 August 2020, launching the new Plan.
- The Plan has been publicly advertised, and distributed to contractors and agents of the City, in accordance with Plan objectives.

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

- Access reviews to be undertaken at City Facilities, particularly The Men's Shed, Oasis and Sporting Facilities;
- Footpaths and access to retail businesses on Hannan Street to be reviewed;
- Restroom facility access to be improved throughout City business districts;
- Garden beds adjacent to footpaths to allow for wheelchair clearance i.e. shrubs with sharp ends to be cut back and/or placement reviewed;
- Increase distribution and advocacy for the City's Access and Inclusion Plan;
- General access to City Facilities had been satisfactory with some recommendations for improvement;
- City event access to be reviewed, although satisfactory, recommendations for improvement to be reviewed;

- City documents to be adjusted for community members who have intellectual disabilities;
- The quantity and quality of adult changing facilities to be reviewed;
- Access to lift facilities at the Town Halls to be reviewed;
- Sensory activities at events to be available for children with a disability;
- Transcripts for video releases to be produced;
- Footpaths around the arboretum and cemetery to be reviewed;
- Pathway from Centennial Park to park footpath to be established;
- The City to review access to the Goldfields Oasis hoist; and
- The City to consider renaming the Adult Day Centre to align to other City amenities.

Key findings have formed outcome deliverables and will be actioned operationally by the City of Kalgoorlie-Boulder throughout the Plan's implementation.



3.0 Achievements to Date

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

Key achievements include:

- **Waste Services:** A new service providing bin collection from property and returned once emptied was introduced. This has now been advertised on the City's website for local community members to apply;
- **Customer Service Centre:** Customers that are unable to order a bulk bin online, can now call the Customer Service Centre and request via phone;
- **Adult Day Centre:** Launched the "Get-Up Club", focussing on younger people with disabilities to participate in skills-based activities that are transferrable into the home;
- **Events:** New focus on assisting parents by establishing partnerships with Breastfeeding Associations and provision of change rooms to accommodate;
- **Goldfields Oasis Recreation Centre:** The facility completed a report into the level of disabled access into the Centre, which will soon move to a 24/7 access facility for patrons. Netball courts have also had telescopic poles installed that allow height adjustments making it more accessible for disabled sports;
- **Parks and Gardens:** Several playgrounds have now been changed to trafficable soft fall, and additional picnic tables have been installed at the wheelchair accessible parks;
- **Restroom Facilities:** An accessible bathroom has been installed at four playing fields. Audits have also been conducted of all City parks and reserves to measure disability access and recommendations of future requirements for improvements;
- **Governance:** The introduction of live streaming of Council meetings to allow access at public meetings;
- **Communications:** The City's website and digital marketing channels are now monitored to ensure they are in appropriate formats to be more accessible to persons with vision impairments;
- **Parking:** Parking bays at the William Grundt Memorial Library and Eastern Goldfields Community Centre have been remarked to ensure visibility;
- **Compliance:** The City upgraded 27 disabled parking bays across the City to ensure they are compliant with Australian standard requirements, including line marking, access spaces for wheelchair movement, and bollards;
- **Training:** City Officers across the workforce participated in workshops with Inclusions Solutions, focussing on awareness of how they can be more inclusive in how they operate and plan in the future; and
- **Grant Funding:** As part of the application process for Community Assistance Scheme, the City now requests information in relations to measures that applicants take to ensure events, projects and activities are accessible and inclusive.

4.0 Deliverables

Goal 1 - City events, communications and services will be accessible to all community members

Deliverables

- 1.1 Communications available upon request in alternative formats including standard and large print, electronically by email, or audio format;
- 1.2 Develop accessible resources, including a City of Kalgoorlie-Boulder specific program and event checklist for staff;
- 1.3 Consider digital enhancement opportunities at events and services;
- 1.4 Consider transport needs and ease of access when planning events and delivery of services, including clear communication of options; and
- 1.5 Include requirement for community groups to meet Access and Inclusion Goals in City grants, donations, and sponsorships.

Goal 2 - City buildings and facilities will be accessible to all community members

Deliverables

- 2.1 Leisure facilities to continue to be monitored and reviewed for access and inclusion, and City Officers trained to support and provide assistance;
- 2.2 Kal City Centre project to accommodate universal accessibility and parents room;
- 2.3 New buildings and facilities, including significant upgrades, will adhere to minimum disability access requirements;
- 2.4 Buildings and restroom facilities to be continually reviewed to ensure disability access;
- 2.5 Parks, amenities, garden gate access and footpaths to be monitored and reviewed to ensure they are wheelchair accessible; and
- 2.6 Incorporate Access and Inclusion considerations into all levels of services.

Goal 3 - City information will be accessible to all community members

Deliverables

- 3.1 Aim to maintain and achieve WCAG 2.0 AA compliance of City websites and other digital platforms, through continuous improvement; and

- 3.2 Ensure marketing material and information produced by the City considers accessibility and inclusion.

Goal 4 - All community members to receive the same level and quality of service from the staff at the City

Deliverables

- 4.1 Conduct a regular training needs survey of all staff and volunteers to identify and address training needs around access and inclusion;

- 4.2 Develop the skills of relevant staff regarding universal access, inclusion , industry regulations and best practice; and

- 4.3 As part of the induction process, staff are provided access to the Access and Inclusion Plan and provided training.

Goal 5 - All community members will have the same opportunities to make complaints to the City

Deliverables

- 5.1 Review the complaints process considering accessibility of information, requirements of people with disability or English as their second language, and the supports and resources available;

- 5.2 Ensure relevant staff are able to provide quality customer service responding to complaints, considering communication needs of all; and

- 5.3 Ensure staff and contractors involved in community engagement are aware of alternative communication strategies.

Goal 6 - All community members have an opportunity to participate in all public consultation conducted by the City

Deliverables

- 6.1 Encourage diversity in all City represented committees and forums;

- 6.2 Promote community engagement using a range of media, considering the needs of people with disability; and


- 6.3 Ensure staff and contractors involved in community engagement are aware of alternative communication strategies.

Goal 7 - All community members are encouraged to pursue employment opportunities within the City

Deliverables

- 7.1 Ensure that organisational practices are in place to facilitate the needs of people with access and inclusion barriers;

 - 7.2 Ensure recruitment practices are inclusive and encourage people with disability to apply for employment with the City; and

 - 7.3 Actively gauge external support and advocate for the City's Equal Opportunities and Diversity Plan.
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5.0 Review

5.1 Reviewing the Plan

Achieving the Goals set out within this Plan requires a holistic approach and involves key internal and external stakeholders. The Goals will be monitored and reviewed regularly, with an annual report being presented to the Chief Executive Officer, outlining the progress towards the Goals.

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

5.2 Reporting the Plan

It is a requirement of the WA Disability Services Act (1993) amended in 2004 and 2014, that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services. The DAIP must be lodged with the Department of Communities (Disability Services, formerly Disability Services Commission), reported on annually by 30 June each year and reviewed at least every five years.

References

2021 Census QuickStats: Kalgoorlie/Boulder (C) (abs.gov.au)

<https://abs.gov.au/census/find-census-data/quickstats/2021/LGA54280>



City of
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Boulder**

Contact us

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