Town of Port Hedland

Disability Access and Inclusion Plan 2017 - 2022

This document is available in alternative formats upon request including in standard and large print, in audio format on CD, electronically by email and on the Town's website.

Anyone can access the 2017 – 2022 Disability Access and Inclusion Plan (DAIP) on our website www.porthedland.wa.gov.au and on request from any Town facility.

The Town of Port Hedland would like to acknowledge the Kariyarra, Ngarla, and Nyamal people as the Traditional Custodians of Port Hedland. We recognise their strength and resilience and pay our respects to their Elders past and present.

We extend that respect to all Aboriginal & Torres Strait Islander people of the local community, and recognise their rich cultures and their continuing connection to land and waters.

The Town of Port Hedland would also like to thank all the community members who shared their experiences, feedback, and knowledge with us to help create this plan.

Town of
Port Hedland

Contents

Introduction	04
What We Do	05
Town of Port Hedland Profile	06
How the DAIP was Developed	08
Planned Outcomes 2017 - 2022	09
Outcome 1 – Services and Events	10
Outcome 2 – Buildings and Facilities	11
Outcome 3 – Information	12
Outcome 4 – Quality of Service	13
Outcome 5 – Complaints	13
Outcome 6 – Consultation Process	13
Outcome 7 – Employment	14
Responsibility for the DAIP	15
How will we tell people about the DAIP	15
Who to contact about the DAIP	15

Introduction

The Town of Port Hedland is dedicated to creating a unified community across our townships. We will provide safe and accessible community facilities, services, events and open spaces that connect people and neighbours.

All public authorities in Western Australia are required under the Disability Services Act (WA) 1993 (amended 2004) to develop, implement, review and report on a Disability Access and Inclusion Plan (DAIP).

While this DAIP sets out how the Town will meet those legislative requirements, the Town is committed to more than just compliance; our aim is to strive for excellence.

Our DAIP sets out the Town's commitment to creating a community that welcomes and includes people of all abilities. It outlines the strategies the Town will use to address barriers to access and promote inclusion for people with disability over the next five years.

The Town would like to thank everyone who took part in the creation of this plan including people with disability, their families and supporters, service providers, government representatives, Town staff and Elected Members. All of your input has been invaluable.

Wanangkura Stadium's accessible gym facilities

Mayor Camilo Blanco participating in the AFC Cup

What We Do

The Town of Port Hedland provides a wide range of services including:

- Services to Property
- Construction and maintenance of roads, shared paths and cycle facilities
- Land drainage and development
- Waste management
- Litter control and street cleaning
- Planting and caring for trees
- Numbering of buildings and lots
- Street lighting
- Emergency management including bush fire and cyclone preparedness, response and recovery procedures
- Leasing and property administration.

Services to the Community
Management and maintenance of;

- Boat ramps
- South Hedland Youth Space
- Port Hedland Skate Park
- Outdoor active and passive recreational facilities
- Parks
- South Hedland Cemetery
- Old Port Hedland Cemetery
- South Hedland Library
- Port Hedland Library
- JD Hardie Youth Zone
- Public ablutions.

Ownership and contract management of:

- Gratwick Aquatic Centre
- South Hedland Aquatic Centre
- Marquee Park
- Courthouse Arts Centre and Gallery
- Port Hedland Visitors Centre
- Wanangkura Stadium

Ownership of the Port Hedland Retirement Village:

- Service and program development
- Joint management of the Matt Dann Theatre and Cinema
- Delivery of annual civic events e.g. citizenship ceremonies
- Club development
- Delivery of annual events program
- Waste collection
- Emergency services.

Regulatory Services:

- Planning of road systems, sub-divisions and town planning scheme
- Building approval for any construction, addition or alteration to a building
- Ranger services
- Environmental health services
- Emergency services.

General Administration:

- The provision of general information to the public
- Lodging of complaints and feedback
- Payment and queries of rates
- Freedom of information requests processing
- Grants and sponsorships.

Processes of Government:

- Ordinary and Special Council and Committee meetings
- Electors meetings and Election of Council members
- Citizenship ceremonies.

Port Hedland from above

Town of Port Hedland Profile

Port Hedland is a dynamic town in Western Australia's Pilbara region and has grown to become the economic might of Australia on the back of an internationally significant resources industry. We are proud of our Aboriginal heritage, our vibrant multicultural community, our stunning landscapes and we are excited about the future and diversifying our economy.

Once a port for the fledgling pearling and pastoral industries, today Port Hedland is a thriving centre of the Pilbara region. From the modern state-of-the-art technology required to operate the giant resource company facilities, to the many and varied birds and wildlife that call the region home, Port Hedland is a unique blend of the resource industry and incredible natural wonders.

Development of the iron ore deposits resulted in major changes taking place. Port Hedland's massive development program took off in 1965 and the small town of some 1200 people was thrown into a frenzy of activity and expansion.

With a lack of timber for building, no roads and only a small quantity of drinkable water, few would have imagined that the initial tiny settlement would grow into one of the largest and busiest mineral ports in the world.

The Town of Port Hedland contributes significantly to the Western Australian and national economies, while delivering high quality facilities and services to our community. Rapid growth has brought many positive changes to our region and set us on the path to becoming a vibrant and attractive regional city. Yet this also carries the challenge of balancing economic and commercial development with the needs of the local community.

The Town of Port Hedland is located in the North West of Western Australia, approximately 1800km north of Perth, covering an area of 11,844 square kilometres. The Town of Port Hedland includes the traditional country of the Kariyarra, Ngarla and Nyamal people. Port Hedland has as its neighbours, the City of Karratha, the Shire of East Pilbara, the Shire of Ashburton and the Shire of Broome.

The 2016 Census shows that the Town of Port Hedland is home to 14,469 residents with a population density of approximately 0.9 persons/km2 compared to Australia's population density of 3.1 persons/km2.

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2009) 18.5% of Australians, or almost 1 in 5 people identify themselves as having some form of disability. From this information it could be estimated that there are 2677 people identifying as having a disability in Port Hedland.

In addition, according to the Australian Institute of Health and Welfare, the rate of disability in Aboriginal and Torres Strait Islander people is much higher than in the rest of the population across all age groups, with Aboriginal and Torres Strait Islander people 1.7 times as likely to have a disability and 1.5 times as likely for that disability to be profound core activity limitation. The 2016 Census tells us that Aboriginal and Torres Strait Islander people make up 16.7% of the Town of Port Hedland population (compared to 2.8% nationally). The Town must be aware and proactive in providing accessible and inclusive services for First Australian people.

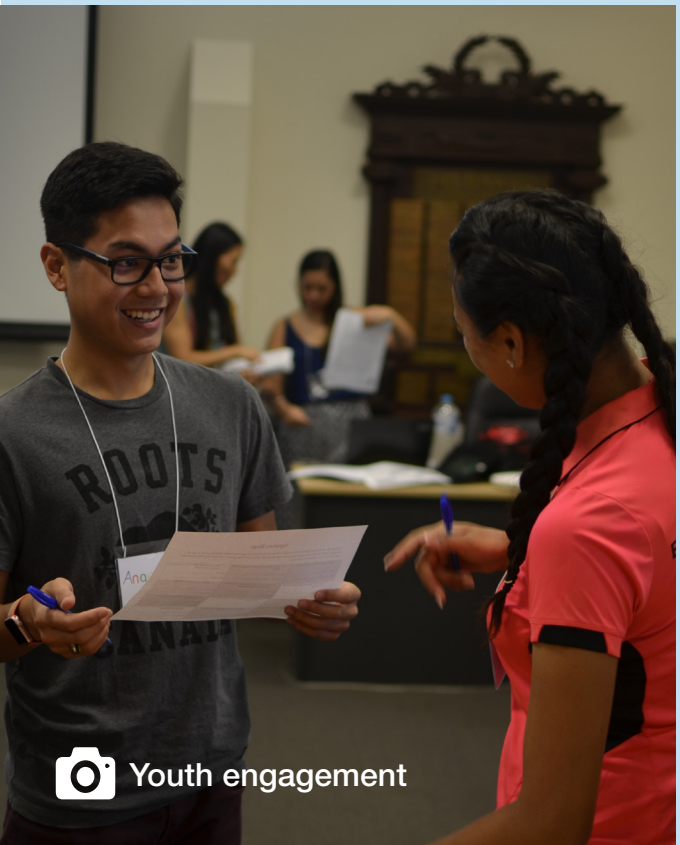
The Town knows that accessibility and inclusion is important to and affects the whole population and our visitors. Therefore all areas of our community should be considered.

The Town's Strategic Community Plan 2014 – 2024 highlights the importance of building a unified and vibrant community that is rich in diverse cultures. The Town will do this by;

- Ensuring all members of the community can access our services and facilities
- Providing safe and accessible community facilities, services, events and open spaces that connect people and neighbours

- Facilitating the provision of high-quality health services and facilities equal to those found in the metropolitan areas
- Delivering and supporting programs, events, facilities and services which attract and retain residents to increase our permanent population
- Celebrating our multiculturalism, Aboriginal culture, arts, and history
- Working with key agencies and our community to reduce antisocial behaviours and improve community safety

Community engagement



Youth engagement

How the DAIP was developed

The 2017 – 2022 DAIP was developed with consultation, feedback and information from across the organisation and community. The Town of Port Hedland DAIP Working Group created a consultation strategy that included both internal and external consultations. Consultation began with meeting with all internal business units and Elected Members to form draft strategies. These strategies were added to a draft DAIP and presented to the community.

We met with disability service providers, government agencies, individuals and community groups. We also created and promoted an online survey, and held two community sessions that were advertised through the local paper and Town of Port Hedland website and social media. We asked whether the community believed that the proposed strategies would help the Town create the planned outcome. Additionally we took feedback on tasks that would best address these strategies.

Achievements of the 2013 – 2017 DAIP

Between 2013 – 2017 the Town of Port Hedland made a number of achievements in our community and organisation to improve access and inclusion including:

- Expansion of inclusive programs in partnership with community organisations.
- Town of Port Hedland building audit completed.
- A guide on employing people with disability developed.
- Utilisation of an all of organization online reporting tool.
- Increase of the adaptive technology available at our libraries.
- Improved accessible parking throughout the town.
- Increased patrol of accessible parking bays by Rangers.
- Improvement of recruitment practices to enable more candidates with disability to enter employment with the Town.
- Increased consultation with the Advisory Group.
- Targeted training provided for JD Hardie Youth Zone staff.
- Successful Disability Awareness Week events.
- Engagement with access consultants for a number of projects including the Old Port Hedland Cemetery Interpretive Signage and Marapikurrinya Playground.
- Grant funding received for a Changing Room.
- Improvements of the Customer Charter.
- New accessible complaints procedure and policy.
- Accessible events guidelines developed.
- The Town now collects diversity data to promote ongoing employment of people with disability.
- All staff training now completing Disability Awareness every two years.
- New policy development to reflect current legislative requirements and best practice commitment of the Town of Port Hedland.
- A new access ramp into the Civic Centre.

Accessible parking at the Civic Centre

Planned Outcomes 2017 – 2022

Outcome 1 – Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by the Town of Port Hedland

- The Town will enhance access and inclusion when planning services and programs.
- The Town will follow best practice when holding community events to enhance access and inclusion.
- The Town will advocate to improve access and inclusion at events held by others at Town facilities and venues.
- The Town will advocate for accessible and inclusive services in Port Hedland.
- When the Town or its contractors provide, or offer, transportation this transport will be accessible.

North West Festival 2017

Accessible entrance at the Civic Centre

Outcome 2 – Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Port Hedland.

- When building new facilities or refurbishing existing facilities access will be ensured and enhancement of access will be explored.
- The Town will provide meaningful information and promote the accessibility of our facilities and venues.
- The Town will investigate and improve access in play areas and in our parks and gardens.
- The Town's senior management and Elected Members will advocate for greater accessibility in buildings and facilities throughout the community.
- The Town will seek feedback from the community on projects to ensure that all needs are met.

Outcome 3 – Information

People with disability receive information from the Town of Port Hedland in a format that will enable them to access the information as readily as other people are able to access it. The Town will conduct an annual review of the way we communicate with people with disability in our community.

- When providing information across social media platforms we will use best practice to ensure that the information is as accessible as possible.
- The Town will enhance the way we provide information on the processes of government.
- The Town will monitor and enhance the accessibility of our website and intranet.

Outcome 4 – Quality of Service

People with disability receive the same level and quality of service from staff as other people receive from the staff at the Town of Port Hedland.

- We will continue to seek feedback and improve how the Town provides customer service to people with disability.

- Provide training and advice to guide enhanced customer service for people with disability.

Outcome 5 – Complaints

People with disability have the same opportunities as other people to make complaints to the Town of Port Hedland.

- The Town will review and maintain our accessible complaints procedure to ensure that it meets the needs of people with disability and that all feedback is heard.

Outcome 6 – Consultation Process

People with disability have the same opportunities as other people to participate in any public consultation by the Town of Port Hedland.

- The Town will ensure best practice is followed when holding consultations to enhance accessibility and inclusion.

- The Town will consult people with disability on new projects and for strategic planning to ensure the Town's services are meeting the needs of the community.

Accessible lookout at Cemetery Beach

Outcome 7 – Employment

People with disability have the same opportunities as other people to obtain and maintain employment with the Town of Port Hedland.

- Adaptive technology will be offered/ investigated for employees.
- The Town will increase opportunities for volunteerism.
- The Town will promote, update, and review the employment strategies of the Town to ensure they improve the attraction and retention of employees with disability.
- The Town will provide training to increase the knowledge and skills of Town employees on access and inclusion.

Town of Port Hedland staff

Responsibility for the DAIP

Every officer of the Town is responsible to ensure that the strategies relating to their role and contained in this DAIP are implemented. We will ensure that all staff, agents, and contractors are aware of the relevant requirements of the Disability Services Act (WA) 1993 (amended 2004) and implement processes to ensure these are fulfilled.

The Town's DAIP Working Group will meet regularly to monitor progress towards the DAIP and to provide feedback and information to the organisation.

The Town will report progress to the Department of Communities, Disability Services annually and report our progress in our Annual Report.

How will we tell people about the DAIP

The DAIP 2017-2022 was endorsed by the Town of Port Hedland Executive Leadership Team on 5 December 2017 and lodged with the Department of Communities in December 2017.

The Town of Port Hedland informed the Port Hedland community of the new DAIP by:

- A community notice
- On social media
- Through local media
- On our website
- At our facilities.

Anyone can access the DAIP on our website www.porthedland.wa.gov.au and on request from any Town facility. The DAIP can be made available in a preferred format which may include large print, braille, audio, or accessible electronic format.

Who to contact about the DAIP

If you would like to receive an alternative format of the plan, ask a question or to give feedback about the plan, please contact:

The Town of Port Hedland
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McGregor Street
Port Hedland
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9158 9300

E: council@porthedland.wa.gov.au
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Accessible lookout at Cemetery Beach

Town of Port Hedland