

# **Town of Port Hedland DAIP 2013 – 2017**

## **Implementation Plan**

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### Implementation Plan

**Outcome 1: People with disability have the same opportunities as other people to access services of, and any event organised by, the Town of Port Hedland.**

Strategy	Task	Timeline	Responsibility
Ensure all policies and management practices support equitable access to services by People with disability across Council	<ul style="list-style-type: none"> <li>• Develop an overarching Disability Access and Inclusion Policy to reflect current legislative requirements and the vision of the Town as a community that embraces diversity and strives for best practice in access and inclusion.</li> </ul>	<b>2013/14</b>	Community Development
	<ul style="list-style-type: none"> <li>• Ensure that all relevant Town’s policies and management practices support equitable access to services by People with disability throughout the various functions of Council (and are in Plain English).</li> </ul>	<b>2013 – 17 (ongoing as policies are reviewed or created)</b>	Governance
	<ul style="list-style-type: none"> <li>• Ensure the Plan is linked with the Town’s strategic plan and other Town strategies to embed inclusive practice across the organisation.</li> </ul>	<b>2013 – 17 (ongoing as plans are reviewed or created)</b>	Governance
	<ul style="list-style-type: none"> <li>• Become familiar with the expectations and opportunities in the State Government’s Count Me In – Disability Future Directions document to guide service development.</li> </ul>	<b>2013/14</b>	Community Development

Strategy	Task	Timeline	Responsibility
Ensure that all staff and agents and contractors are aware of the relevant requirements of the Disability Services Act and implement processes to ensure these are fulfilled.	<ul style="list-style-type: none"> <li>• Develop and insert required clause into contract documents and onto Tender Section of Webpage</li> <li>• Provide agents and contractors with link to information booklet and reporting proforma</li> <li>• Collate contractor reports and provide data to Management group</li> </ul>	<p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/2014</b></p>	Community Development and Infrastructure Development Managers Across all Departments
Monitor and gather feedback on progress in relation to DAIP outcomes across council and report as and when required to the Disability Services Commission.	<ul style="list-style-type: none"> <li>• Create a field in Interplan and a consistent process for reporting on DAIP implementation</li> <li>• Insert DAIP implementation as a standing item on Management Group agenda</li> <li>• Develop annual status reports, including contractor information, and lodge with Disability Services Commission by 31 July each year</li> <li>• Include annual status report in TOPH Annual report</li> </ul>	<p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>Annual, 2013 – 17</b></p> <p><b>Annual, 2013 - 17</b></p>	Governance/Community Development
Ensure staff and community have access to and know about appropriate resources to plan and run Accessible Events.	<ul style="list-style-type: none"> <li>• Make the Accessible Events guidelines and checklist available on the intranet and public web page</li> <li>• Promote to staff</li> <li>• Include information and a link to the Accessible Events resources on approvals to run a community event</li> </ul>	<p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p>	Marketing/Publicity  Community Development  Recreation
Develop and maintain strategic partnerships with key agencies, to maximise access to services for people with disabilities	<ul style="list-style-type: none"> <li>• Develop a simple framework for community partnership engagement</li> <li>• Ensure community partners are on information and invitation distribution lists</li> </ul>	<p><b>2014/15</b></p> <p><b>2013/14</b></p>	Community Development

<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Consider and implement community development activities, to enhance awareness and inclusion of people with disability e.g. festivals, information expos	<ul style="list-style-type: none"> <li>Review community development activities to identify ways of promoting awareness and inclusion</li> <li>Plan all activities and events to include components to enhance access and inclusion</li> </ul>	<b>2013/14</b>	Community Development
		<b>2013/14</b>	Internal Event Managers
Provide more inclusive recreation programs and school holiday programs.	<ul style="list-style-type: none"> <li>Review current programs to identify ways of including and supporting children and adults with disabilities</li> <li>Adapt current programs to be more accessible</li> <li>Seek feedback from People with disability to inform program development</li> </ul>	<b>2013/14</b>  <b>2013/14</b> <b>2013/14</b>	Facility Managers: Sport and Recreation, Community Development
Library services to provide adaptive technology to meet diverse needs	<ul style="list-style-type: none"> <li>Seek feedback from People with disability on hardware and software needs</li> <li>Investigate current technology</li> <li>Build a range of adaptive technology to meet diverse needs</li> </ul>	<b>2013/14 to enable budgeting in 2014/15</b>	Library Services
Advocate on behalf of people with disability to relevant organisations	<ul style="list-style-type: none"> <li>Continue to actively lobby to improve transport services</li> <li>Liaise with relevant government agencies regarding the lack of appropriate accommodation</li> <li>Liaise with relevant government agencies regarding the lack of respite services, especially on weekends</li> <li>Facilitate training on access and inclusion for sporting groups and associations</li> </ul>	<b>2013/14</b>	Office of the CEO
		<b>2013/14</b>	
		<b>2013/14</b>	
		<b>Immediate and Ongoing</b>	Sport and Recreation

**Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Port Hedland**

<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Improve access to existing buildings and facilities	<ul style="list-style-type: none"> <li>• Conduct an access audit of Town buildings and facilities, including emergency egress and signage,</li> <li>• Integrate all remedial works identified into the works schedule</li> <li>• Incorporate access for People with disability into the Asset Management Strategy</li> <li>• Investigate using the You're Welcome WA website to provide the community and tourists with useful information on accessibility derived from the access audit</li> </ul>	<b>2014/15</b>	Building Services
		<b>2015 – 2017</b>	
		<b>2014/15</b>	Technical Services
		<b>2014/15</b>	Community Development
Ensure all new developments are accessible	<ul style="list-style-type: none"> <li>• Develop a process to ensure access and inclusion is integral to all projects from planning to completion</li> <li>• Ensure that the advice of an appropriately experienced Access Consultant is sought where required when planning and designing any public facilities or undertaking major refurbishments.</li> <li>• Ensure that expert advice, including from people with disabilities, is part of planning and implementation of projects, in addition to professional expertise.</li> <li>• Ensure adequate accessible parking to meet the demand of people with disabilities, in terms of quantity and location.</li> </ul>	<b>2013/14</b>	Infrastructure Development
		<b>Immediate and Ongoing</b>	All Managers
		<b>Immediate and Ongoing</b>	All Managers
		<b>Immediate and Ongoing</b>	

	<ul style="list-style-type: none"> <li>Promote accessible housing, including the principles of The Liveable Homes Guidelines, for developments within the Town of Port Hedland.</li> </ul>	<b>Ongoing</b>	Planning Services
Provide accessible play opportunities for children, families and caregivers with disabilities	<ul style="list-style-type: none"> <li>Develop and implement an accessible play space policy modeled on contemporary best practice.</li> <li>Conduct an access audit of the Town's existing parks and play spaces, including supporting facilities such as parking and toilets.</li> <li>Schedule and implement improvements according to the new policy on accessible play spaces</li> </ul>	<b>2014/15</b> <b>2014/15</b> <b>2015 - 17</b>	Technical Services
Ensure continuous accessible paths of travel.	<ul style="list-style-type: none"> <li>Conduct an access audit of the Town's footpaths and develop a remedial works schedule, linked with budget planning</li> <li>Ensure all new footpaths are built to a high level of accessibility and comply to legislation</li> <li>Respond to requests for footpath installation or repairs as a matter of priority for people with disabilities</li> </ul>	<b>2014/15</b>  <b>Ongoing</b>  <b>Ongoing</b>	Technical Services
Enforce parking rules for easy access parking bays.	<ul style="list-style-type: none"> <li>Rangers to patrol bays and issue infringements</li> <li>Work with shopping centre management to minimise misuse of bays</li> </ul>	<b>2013/14</b> <b>2013/14</b>	Ranger Services
Educate the business community about accessibility	<ul style="list-style-type: none"> <li>Encourage and inform business owners regarding access to their premises and services – provide with information and have resources on the website</li> <li>Invite business people to take part in relevant staff disability training.</li> </ul>	<b>2014/15</b>  <b>2013/14</b>	Economic and Land Development Services

**Outcome 3: 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.**

<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Ensure information is provided in alternative formats on request.	<ul style="list-style-type: none"> <li>• Ensure that all public documents include a statement that the document is available in alternative formats on request.</li> <li>• Ensure that staff are aware of how to provide information in alternative formats on request.</li> </ul>	<b>2013/14</b>	Governance
		<b>2013/14</b>	Community Development
Ensure people with hearing impairment are able to access information provided at events.	<ul style="list-style-type: none"> <li>• Investigate provision of Auslan interpreters for people who are deaf on request at all events.</li> <li>• Ensure an audio loop is available at key events and on request whenever amplified sound is used.</li> </ul>	<b>2014/15</b> <b>2015/16</b>	Community Development (events)
Ensure all informational materials produced by the Town meets a high level of accessibility.	<ul style="list-style-type: none"> <li>• Review the Town's Style Guide for documentation and promotional material and ensure it informs good practice in Accessible Information.</li> <li>• Promote the revised Style Guide to all staff.</li> </ul>	<b>2013/14</b>	Marketing
		<b>2013/14</b>	
Ensure web based information is accessible.	<ul style="list-style-type: none"> <li>• Review the website/intranet and ensure it complies with the W3C Accessibility Guidelines, including offering alternatives to PDFs.</li> </ul>	<b>2013/14</b>	Information Technology
Consider the use of contemporary technology and social networking for information distribution and gathering staff and community feedback.	<ul style="list-style-type: none"> <li>• Investigate available platforms for information distribution and gathering staff and community feedback.</li> <li>• Implement and monitor usage, benefits and concerns.</li> <li>• Utilise key stakeholders and agencies to disperse information through the creation of a</li> </ul>	<b>2013/14</b>	Marketing
		<b>2013/14</b>	
		<b>2013/14</b>	Community Development

	database.		
<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Ensure an adequate ongoing supply of alternative format resources in the libraries	<ul style="list-style-type: none"> <li>Library services to continue to grow its alternative format resources such as Large Print and Talking Book collections to meet community demand.</li> </ul>	<b>Ongoing</b>	Library Services

**Outcome 4: People with disability receive the same level and quality of service from the staff of the Town of Port Hedland as other people receive.**

<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Ensure staff and elected members receive training on disability access and inclusion	<ul style="list-style-type: none"> <li>Provide induction training on access and inclusion to new staff and elected members.</li> <li>Conduct training on access and inclusion for staff across all areas, at least every two years and provide training tailored to staff requirements in different areas of Council. Include the training requested by staff in the consultation and also training on way finding, barriers and signage for outside workers.</li> </ul>	<b>2013/14</b>  <b>2013/14</b>	Human Resources
Ensure the Customer Service Charter aligns with access and inclusion principles	<ul style="list-style-type: none"> <li>Review the Charter, and revise as required.</li> <li>Promote the Charter to all Town staff</li> </ul>	<b>2013/14</b>	Administration
Ensure staff have easy access to the resources they need to implement their DAIP obligations	<ul style="list-style-type: none"> <li>Make a range of access resources available on the intranet, such as links to the <i>Access Guidelines, Access Resource Kit, List of Access Consultants, Consumer Involvement resources</i> and other useful disability information.</li> <li>Promote these to staff.</li> </ul>	<b>2013/14</b>  <b>2013/14</b>	Community Development



**Outcome 5: People with disability have the same opportunities as other people to make complaints to the Town of Port Hedland**

Strategy	Task	Timeline	Responsibility
Ensure the Town's Complaints Policy and staff skills provide flexibility to accommodate people's access requirements	<ul style="list-style-type: none"> <li>Review the current Complaints Policy and develop a complaints mechanism to ensure that accessible processes to meet a variety of needs are implemented, supported by staff training.</li> <li>Include the accessible complaints process into the Customer Service Charter.</li> <li>Promote the Town's accessible complaints processes to staff and the community.</li> </ul>	2013/14	Marketing and Organisational Development

**Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation held by the Town of Port Hedland**

Strategy	Task	Timeline	Responsibility
Offer a range of ways, including the use of technology, to enable interested community members and staff to advise the Town on disability and access matters.	<ul style="list-style-type: none"> <li>Promote the opportunity for interested community and staff representatives to act as an informal advisory body to the Town on disability and access matters, on a as-needed or per-project basis</li> <li>Investigate different real and virtual ways of involving people – meetings, a list of “armchair advisors” or “Community Eyes in the Street” using social media such as Twitter or Facebook and smartphone Apps such as “Snap, Send, Solve”.</li> </ul>	2013/14  2014/15	Community Development
Ensure we provide accessible	<ul style="list-style-type: none"> <li>Use the Town's Community Engagement Strategy,</li> </ul>	Ongoing	Community

opportunities and support People with disability to take part in all consultations.	<p>and access guidelines and checklists on Events and Information to plan, promote and implement all consultations.</p> <ul style="list-style-type: none"> <li>Follow Consumer Involvement Principles to attract and support people with disabilities, their families and carers to take part in consultations.</li> </ul>	<b>Ongoing</b>	Development
Ensure that People with disability can attend and take part in Council meetings.	<ul style="list-style-type: none"> <li>Follow the Accessible Events and Accessible Information guidelines and checklists when planning and running Council meetings, including agendas, papers and minutes.</li> </ul>	<b>Ongoing</b>	Governance
Ensure that meetings and forums held as part of community consultations are planned and implemented according to best practice in accessible events.	<ul style="list-style-type: none"> <li>Follow the Accessible Events and Accessible Information guidelines and checklists when planning and running all consultations, including venue access, agendas, information and minutes.</li> </ul>	<b>2013/14</b>	Governance and Community Development

**Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Town of Port Hedland**

<b>Strategy</b>	<b>Task</b>	<b>Timeline</b>	<b>Responsibility</b>
Establish evidence base and policy to inform and support the employment of people with disabilities	<ul style="list-style-type: none"> <li>Collect diversity data to monitor and promote ongoing employment of employees with disabilities.</li> <li>Review EEO and other HR policies and procedures to ensure they do not discriminate against people with disability.</li> </ul>	<b>Ongoing</b>  <b>2013/14</b>	Human Resources and Organisational Development
HR staff to be expert resources in inclusive	<ul style="list-style-type: none"> <li>Provide training and support to develop knowledge and expertise.</li> </ul>	<b>2013/14</b>	Human Resources and Organisational

management practices.			Development
Ensure workplaces are accessible	<ul style="list-style-type: none"> <li>• Carry out an access audit of workplaces.</li> <li>• Ensure new council buildings or refurbishments meet the Access to Premises – Buildings Standard, and follow enhanced standards for fit out and other areas not covered by the BCA.</li> <li>• Ensure meetings are held in accessible rooms – as identified in the access audit.</li> </ul>	<p><b>2014/15</b></p> <p><b>2014/15</b></p> <p><b>2014/15</b></p>	<p>Infrastructure Development</p> <p>Occupational Health and Safety (Human Resources)</p>
Improve recruitment practices to enable more candidates with disabilities to enter employment with the Town.	<ul style="list-style-type: none"> <li>• Develop service agreements and advertise all positions with local DES providers.</li> <li>• Establish relationship with local NDRC to identify potential candidates and employment opportunities for people with disabilities.</li> <li>• Require agencies to ensure applicants with disabilities are forwarded to HR for consideration</li> <li>• Publish a guide on employing People with disability via DES providers.</li> <li>• Implement a guaranteed interview scheme where applicants with disabilities who meet the minimum criteria are interviewed.</li> <li>• Advertising to state that the Town is an inclusive workplace and does not discriminate on grounds of disability, age, gender and so on.</li> <li>• Ensure job information is available on request in alternative formats, including online.</li> <li>• Ensure interviews are held in accessible venues, and request if any information or supports are required.</li> <li>• Promote work experience, training to schools and encourage students with disabilities to apply.</li> </ul>	<p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2014/15</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p> <p><b>2013/14</b></p>	Human Resources
Improve retention of employees with a disability:	<ul style="list-style-type: none"> <li>• Promote an inclusive culture that supports and encourages employees with disabilities.</li> <li>• Promote and educate managers on the use of the</li> </ul>	<p><b>2013/14</b></p> <p><b>2013/14</b></p>	Organisational Development

	<p>Workplace Adjustment Tool to improve work options for employees with disabilities and educate managers on workplace adjustments.</p> <ul style="list-style-type: none"> <li>• Ensure employees have access to adaptive equipment.</li> <li>• Establish employment pathways for employees with disabilities to establish clear career development opportunities.</li> </ul>	<p><b>2013/14</b></p> <p><b>2014/15</b></p>	
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