

Access and Inclusion Plan

2023 – 2026



Acknowledgements

The formulation of this *Access and Inclusion Plan 2023-2026* (The Plan) was initiated by the Town of Port Hedland as an expression of commitment to the development of a vibrant, caring, connected and inclusive community.

The Town of Port Hedland would like to acknowledge the Kariyarra, Ngarla, and Nyamal people as the Traditional Custodians of the Town of Port Hedland lands. 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 Hedland community and recognise their rich cultures and continuing connection to land and waters.

Formulation of The Plan was undertaken by the Town of Port Hedland Community Development Team. We extend our thanks to the many residents, community groups and businesses of the Hedland community, as well as the Councillors and staff at the Town of Port Hedland who generously contributed their time, unique local wisdom and ideas.





Town of
Port Hedland

Disclaimer

While the information, opinions and advice for The Plan has been researched, collated and expressed in good faith, no guarantee can be given for total accuracy. Secondly, The Plan has been formulated on the belief that readers and users will exercise skill and a duty of care with respect to its interpretation and application. The contents do not necessarily account for all the factors, which may need to be considered before implementing the specific recommended actions of The Plan. Accordingly, The Plan should be used in conjunction with ongoing research, community consultation and professional technical assistance. Authors and sponsors of The Plan are not liable to any person or entity initiating or not instigating action based on any of its information, opinion or advice.

Feedback

If you would like to share your feedback and any corrections, please contact us via **08 9158 9300** or send us an email via **council@porthedland.wa.gov.au**

Making our Access and Inclusion Plan transparent, accurate and relevant is very important to us and we value your input.



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Message from the Mayor



The Town of Port Hedland (the Town) is committed to building an inclusive community where people of all ages, abilities and backgrounds can participate in and contribute to our diverse community. The review of the Town's Access and Inclusion Plan was launched with a period of extensive community engagement, connecting with people with disability, families and carers, peak bodies, service providers, businesses, and the broader community.

The feedback received by the Town identified current barriers to the participation and inclusion of people in our community. This information assisted in determining the priorities and future direction of the new Plan. Emerging priorities are the support for access to services and events, access to buildings and facilities, access to information, access to quality customer service, access to providing feedback, involvement in public consultation, equitable access to employment opportunities and advocacy for an increase in inclusion.

One of the recent methods used by the Town to engage with people in the community is under the banner '*Hedland Huddle*', hosting and facilitating a range of community conversation sessions engaging community members, businesses and organisations. The '*Hedland Huddle*' provided many opportunities for a diverse range of local community citizens and group to contribute, share and discuss ideas, aspirations and opinions about '*how we together as a community can build a stronger and more caring, connected and inclusive Hedland*'.

The Town's new Access and Inclusion Plan 2023-2026 outlines the actions for the next four years that will guide the Town in responding to the needs of people with disability and result in improved outcomes for all people in our community.

Peter Carter
Mayor



Contents

Message from the Mayor	4
Introduction	6
What is Disability, Access and Inclusion?	8
Our Town of Port Hedland	10
Our Community	11
Connection to Strategy	14
Community and Stakeholder Consultation.....	15
Community Vision and Guiding Principles	17
Our Access and Inclusion Plan 2023-2026: Outcomes and Strategies	18
Review of the Plan	19
Our Access and Inclusion Plan 2023-2026:	
Themes	20
Outcome 1 – Events and Services	20
Outcome 2 – Buildings and Facilities.....	22
Outcome 3 – Accessible Information.....	26
Outcome 4 – Quality of Service	28
Outcome 5 – Opportunities to Provide Feedback	29
Outcome 6 – Public Consultation	30
Outcome 7 – Employment Opportunities	31
Outcome 8 – Advocate for an Increase in Inclusion.....	32

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. This plan is our assurance to our community members with disabilities, their families and their carers ensuring that they have the same rights as other people to access services and facilities and that we promote positive inclusion within our community.

This plan will outline the key strategies that will be adopted by the Town to address each of the 'outcome' areas under the DAIP being:

- 1. Access to services and events**
- 2. Access to buildings and facilities**
- 3. Access to information**
- 4. Access to quality customer service**
- 5. Access to providing feedback**
- 6. Involvement in public consultation**
- 7. Equitable access to employment opportunities**
- 8. Advocacy for an increase in inclusion**

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 your input has been invaluable.



What is disability, access and inclusion?

Disability

A disability may be defined as an ongoing condition that can impact on a person's lifestyle and/or everyday function. The *Disability Services Act 1993* defines disability as being:

- Attributed to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments
- Permanent, or likely to be permanent
- May or may not be of an episodic nature
- Results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

Access

The Town has strategies across all outcome areas which address physical access to the natural and built environment. This includes buildings, recreational and leisure facilities, parks, footpaths and

beaches, as well as access to the Town's services, events, information, communication channels and employment opportunities.

Inclusion

Strategies for inclusion aim to foster a sense of belonging where people of all abilities have the opportunity to participate and connect in a cohesive and holistic manner that does not ostracise, humiliate, or demean an individual.

Who is the plan for?

The Town of Port Hedland *Access and Inclusion Plan 2023-2026* (The Plan) is for all people living, working or visiting the Town of Port Hedland. The Plan aims to empower the community by being more inclusive and improving physical access not only for people with disability, their families and carers, but also:

- Parents with prams, who benefit from ramps and blended kerbs
- Older people, who may require slip-resistant, even surfaces for their mobility

- People from culturally and linguistically diverse backgrounds, who need access to information that is easy to understand
- Tourists and visitors, who require clear and visible signage
- Pregnant women, who may benefit from facilities such as handrails on stairs
- Young children, who may need access to family changerooms and toilets
- People experiencing sensory issues, who require access to information on services and support
- People experiencing mental illness, who require access to information on services and support
- People carrying heavy loads, who would benefit from ramps and automatic doors.



Our Town of Port Hedland

Port Hedland is steeped in 40,000+ years of Kariyarra lore and activity. Kariyarra people refer to the area as Marapikurrinya, which alludes to the hand-like formation of the coastal tidal creeks. The larger Pilbara region is what local custodians call Bilybarra, meaning *'dry country'*, an area that embodies many sacred sites and over 31 language groups. The Pilbara's Aboriginal culture continues to be inextricably connected to the patterns, processes and duties of traditional lore, which date back to the original creation of the distinctive land features that exist today.

Today, the Town of Port Hedland is a dynamic community in Western Australia's Pilbara region, located approximately 1,800 kilometres north of Perth. Covering 18,467 square kilometres, the Town of Port Hedland is home to nearly 16,000 people from diverse cultural backgrounds, with most of the

urban population living in the twin settlements of Port Hedland and South Hedland.

Physically, Port Hedland's town is dominated by its natural deep anchorage harbour. Included in the Town of Port Hedland area is the industrial precinct of Wedgefield and the remote communities of Strelley and Yandeyarra.

Although recognised for its significant port and resource industry contributions, Hedland also continues to be a vital part of the Pilbara region for arts and culture, ecology, sport, business, tourism and regional services.

Hedland is home to unique desert landscapes, a tropical savannah climate, internationally renowned nature reserves and a stunning coastal waterfront which continues to attract both residents and tourists.



Our Community

The Hedland community is one of many contrasts. There is great disparity of income and home ownership, and the substantial fly-in, fly-out workforce augments a residential population that has high levels of transience – approximately 20% of the resident population leaves every year, with new people joining the community. All these elements, along with the ability to come together as one community, is part of the area's appeal and acknowledged 'sense of heart'. The community has shown its resilience

through its industry and employment cycles of booms and bust. Always at its core is a committed resident population that is strong, passionate and focuses on building a family-friendly community.

The latest resident population estimate for the Town of Port Hedland is 15,984, with a population density of 0.84 persons per square km. The latest estimated forecast (2022) expects an 84% population growth to 27,085 by 2041.

The Town of Port Hedland's population and households are increasingly diverse. The Hedland population has the following overall key characteristics:

- **Gender** - Male: 52.5% (WA State average: 49.3%) and Female: 47.8% (WA State average: 50.7%).
- **Median age** - 32 years (WA State average: 38 years)
- **Most common age cohort** - 30-39 years – 21.8% of population.
- **Number and percentage of key population groupings**
 - Children 0-14 years – 3,880 and 24.7% (WA State average: 19.0%)
 - Youth 15-24 years – 1,664 and 10.6% (WA State average: 11.8%)
 - 25-44 years – 5,894 and 37.7% (WA State average: 28.3%)
 - 45-59 years – 2,977 and 19.0% (WA State average: 19.2%)
 - Seniors 60+ years – 1265 and 8.1% (WA State average: 23.1%)
 - There are 87 persons over 80 years, representing 0.5% of population.
- **Number of families** - 3,514. 49.7% were couple families with children (WA State average: 44.6%). 34.0% were couple families without children and 14.3% were one parent families (Total: 501 families). Average number of people in a household is 2.7 persons.

- **Percentage of population identifying as Aboriginal and/or Torres Strait Islander** - 18.6% (Pilbara figure - 14%, WA State figure - 3.3%). Median age is 25 years (WA State average: 24 years).
- **Number of private dwellings** - 6,373.
- **Median house prices** - \$627,868 in Port Hedland and \$409,000 in South Hedland.
- **Median monthly mortgage payments** - \$3,035 in Port Hedland and \$2,600 in South Hedland.
- **Number of people attending educational institutions** - 263 persons in pre-primary, 1,565 persons in primary school, 864 persons in secondary school, 381 persons in vocational education and 231 in university or other higher education.
- **High school student attendance rates** - 63% for Aboriginal and Torres Strait Islander students and 77% for non-Aboriginal students.
- **Year 12 completion** - only 12.8% of students are completing Year 12 in Hedland compared to the State average of 16.0%. However, 6.7% more students have completed a Certificate III or IV.
- **Born in Australia** - 35.5% of people living in Port Hedland were born overseas. The most common countries of birth were New Zealand - 5.2%, Philippines - 2.9%, England - 2.0%, South Africa - 1.3% and India - 1.3%.
- **Most common occupations** - technicians and trades workers - 25.3%, machinery operators and drivers - 13.9%, professionals - 13.0%, clerical and administrative workers - 11.3%, and labourers - 10.8%.
- **Key employment sectors** - iron ore mining - 21.9%, road freight transport - 5.3%, hospitals - 3.2%, primary education - 3.0% and supermarket and grocery stores - 2.4%.
- **Labour force participation** - 84.4% for non-Aboriginal people and 50.4% for Aboriginal and Torres Strait Islander people. Labour force participation for Aboriginal and Torres Strait Islander women is only 43.7%.
- **Aboriginal unemployment** - Unemployment for Aboriginal and Torres Strait Islander people is 16.9% which is 13.1% higher than for non-Aboriginal people (3.8%).
- **Parents in couple families with both parents working either part or full time** - 54.8%. 32.6% of parents are working fulltime, which is 12.8% greater than WA State average.
- **Income** - the strength of the local mining and resource sector results in the town being one of the wealthiest communities in Australia, ranking as the 13th highest personal income amongst all Local Government Areas (LGAs), above every capital city. Average weekly household income is \$2,865, compared to a WA State average of \$1,815. 43.1% of households earn more

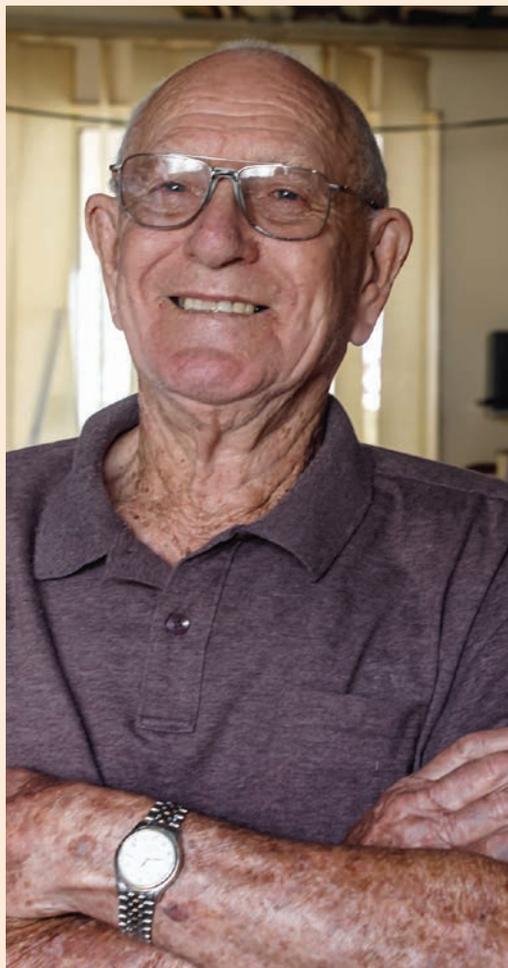
than \$3,000 weekly (gross), while there are still 7.5% of households who earn less than \$650.

- **‘Population churn’ and transience** - extremely high rate with over 20% of the population leaving and arriving every year. Port Hedland had 27.8% of people who resided at a different address one year earlier and 60.3% who resided at a different address five years ago. This compares to the Shire of East Pilbara who had figures of 22% and 55.8% respectively.
- **Religious Beliefs** - Secular beliefs, other spiritual beliefs and no religious beliefs account for 52.5% of the population, with ‘no religious belief’ being 43.6%. 16.8%, 5.7% and 3.1% of persons identified as Catholic, Anglican and Islamic respectively.

- Approximately 16.74% per cent of the Town’s population (15,984) require assistance with the core activity areas of communication, mobility or self-care due to a disability.

The Town understands that accessibility and inclusion are important and affects the whole Hedland community, together with our visitors. As a result, all areas of our community are considered in The Plan.

Statistics sourced from the Australian Bureau of Statistics 2021 Census



Connection to Strategy

The review of the Town of Port Hedland's Access and Inclusion plan is a requirement of the *Western Australia Disability Services Act 1993* (amended 2004). The Plan also aligns with relevant legislation and strategies including:

- *Equal Opportunity Act 1984*
- *WA State Disability Strategy 2020-2030*
- *Commonwealth Disability Discrimination Act 1992*
- *The Disability (Access to Premises – Buildings) Standards 2010*
- United Nations Article 9 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) requires Australia, as a signatory, to take appropriate measures to enable persons with disability to live independently and participate fully in all aspects of life on an equal basis with others. This includes access to the physical environment, transportation, information and communications (including information and communications technologies and systems) and to other facilities and services open or provided to the public, both in urban and in rural areas.

The formulation of the Access and Inclusion Plan was undertaken simultaneously with the preparation of four other Town of Port Hedland plans:

- *Strategic Community Plan 2022-2032* – highlights the importance of building a unified and vibrant community that is rich in diverse cultures
- *Community Development Plan 2022-2027* – a vision and strategies to describe what the Hedland community aspires to become, without its current barriers, but tied to what it values as a community, with the intended outcome of the Plan being 'Together, we strengthen our community for a positive future that is vibrant, caring, connected and inclusive'
- *Youth Development Plan 2022-2025* – a vision and strategies to ensure Hedland is a place where young people feel included, empowered and inspired
- *Hedland Aboriginal and Torres Strait Islander Partnership Plan 2022-2027* – an agreement on how the Hedland community works together to increase recognition of



- the culture, history, challenges and achievements of Aboriginal people in Hedland, aligning our actions on issues affecting the community.
- *Local Planning Strategy (2021)*
- *Community Safety Plan (2020)*
- *South Hedland Place Plan (2021)*
- *Recreation Hubs' Master Plans (2020).*

Community and Stakeholder Consultation

The community consultation and engagement stage of The Plan utilised a wide range of integrated activities (formal and informal) in which community members and stakeholders exchanged ideas, opinions, information, knowledge and wisdom; sought common ground and weighed options through meaningful interactive conversations. It involved the following elements:

- Desktop research involving relevant reports, publications
- and websites. In particular, all recent council and community surveys and studies have been reviewed in terms of ideas and recommendations that are still relevant
- State wide network made up of professionals working in the Access and Inclusion sector
- Under the banner, '*Hedland Huddle*', hosting and facilitation of a range of community conversation sessions engaging community members, businesses and organisations. The Huddle provided many opportunities for a diverse range of local community citizens and groups to contribute,



share and discuss ideas, aspirations and opinions about *'how we together as a community can build a stronger and more caring, connected and inclusive Hedland'*. These conversations involved one-on-one dialogues as well as creating a presence at a series of community and sporting events and creation of interactive spaces to both share information and generate local ideas. The conversation focus was on what community members and groups personally and collectively *'cared about and were willing to act upon'*, and their priorities for the future of the community in terms of what needed to be *'Retained – Changed – Introduced'*

- Use of a variety of *'My Big Idea'* cards to elicit ideas and opinions and how community members could contribute to make it happen
- Administration of an online and print 2021 Community Perception Survey to ascertain residents', rate payers' and community members' opinions
- Collaboration with the South Hedland Place Plan consultation process to elicit specific ideas around South Hedland Town Square
- Targeted workshops with services who support those living with or supporting those with a disability
- Development of various draft and final Plans.

The overall community engagement activities ultimately involved:

835 community members conversations

1,055 Community Perception Survey responses

130+ structured one-on-one and group conversations

6,120 contributed ideas

Community Vision and Guiding Principles

A vision statement outlines what a community aspires to become, without its current barriers, and is tied to what it values as a community.

The statement below is the intended outcome of our *Strategic Community Plan 2022-2032*:

“Together, we create a thriving, resilient and inclusive future for our diverse community”

As summarised above, the ‘Hedland Huddle’ dialogue process clearly identified 9 themes that relate specifically to Access and Inclusion, and that Hedland residents and groups care about, namely:

- Keeping the friendly, welcoming and supportive nature of the community
- Ensuring community social inclusion and connection
- Reducing alcohol and other drugs, bullying and online harassment
- Strengthening Aboriginal cultures, traditions, engagement and connection
- Encouraging effective collaboration, coordination and networking among service providers
- Building capacity of place-based volunteer groups
- Maintaining and expanding recreational and self-development opportunities for children and young people
- Creating greater options and support to age well in Hedland
- Fostering more family friendly spaces and events.

These articulated themes provide the basis for the Access and Inclusion Plan 2023-2026 vision statement and guiding principles stated below.





Our Access and Inclusion Plan 2023-2026: Outcomes and Strategies

Based on the Town’s extensive community consultation process, the following strategies have been developed to meet identified community needs and deliver positive actions in each of the eight outcome areas.

1 Events and Services

The Town of Port Hedland will provide events and services that are planned to maximise physical accessibility and social inclusivity.

2 Building and Facilities

The Town of Port Hedland will provide buildings and facilities that maximise physical accessibility and social inclusivity.

3 Accessible Information

The information that the Town of Port Hedland provides publicly will be accessible to all community members.

4 Quality of Service

All community members will receive the same level and quality of service from the staff of the Town of Port Hedland.

5 Opportunities to Provide Feedback

All community members will have the same opportunities to provide feedback and lodge complaints to the Town of Port Hedland.

6 Public Consultation

Community consultation processes and tools will be designed to be accessible and inclusive.

7 Employment Opportunities

All community members will have the same opportunities to provide feedback and lodge complaints to the Town of Port Hedland.

8 Advocate for an Increase in Inclusion

The Town of Port Hedland will provide opportunities and advocate for an increase in inclusion.

Review of the Plan

The *Disability Services Act 1993* (amended 2004) states that public authorities must review their Access and Inclusion Plans at a minimum of every five years over the seven outcome areas. As a result of the community consultation, The Town of Port Hedland has included an eight-outcome area in relation to community capacity building. It was identified that the Town needs to increase awareness in the community of access and inclusion.

The Plan is the strategic guiding document that contributes to a more

inclusive and accessible Town. An annual Action Plan is used by the Town's business units to ensure we are meeting our responsibilities as outlined in The Plan. The Action Plan is reviewed annually, and a report submitted to the Department of Communities. Information on the implementation of the Access and Inclusion Plan is also included in the Town of Port Hedland's Annual Report. The Town takes measures to ensure contractors that interact with the public on its behalf are aware of and work towards the outcomes of the Access and Inclusion Plan.



Our Access and Inclusion Plan 2023-2026: Themes

Outcome 1: Events and Services

Outcomes		Our Strategic Responses	Performance measure	Roles of the Town
1.1	Events offered by the Town are planned to maximise physical accessibility and social inclusivity.	1.1.1 General and specific physical access issues are considered and catered for at Town events.	85% of items on the Access Institute General and Specific Access Issues Checklist for events are met. Advice on specific and general access requirements of events is sought from the Senior Community Development Officer.	Provider Funder Facilitator Regulator
		1.1.2 Make provision for additional accessible parking and alternative at events.	Where practical, at least 5% of parking bays at major Town events will be accessible parking bays. Provide alternatives to parking Town events such as pick up and drop off areas.	Provider Facilitator Regulator



The Town of Port Hedland will provide events and services that are planned to maximise physical accessibility and social inclusivity.

Outcomes	Our Strategic Responses	Performance measure	Roles of the Town
	<p>1.1.3 Town events include sensory-friendly opportunities.</p>	<p>Social Stories (part of creating a sensory-friendly environment) are available on the Town’s website to a minimum of four events annually.</p> <p>Consideration of Inclusion of sensory-friendly zones at all community events and programs.</p>	<p>Provider Funder Facilitator</p>
	<p>1.1.4 Programming at Town events considers the social inclusion needs of people with different abilities.</p>	<p>The Town will enhance access and inclusion when planning services and programs.</p>	<p>Provider Facilitator</p>
	<p>1.1.5 Youth Programs accommodate young people with disability.</p>	<p>The Town will advocate to improve access and inclusion at events held by the Town and others at Town facilities and venues.</p>	<p>Advocator Regulator Facilitator</p>

Outcome 2: Buildings and Facilities

The Town of Port Hedland will provide buildings and facilities that maximise physical accessibility and social inclusivity.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
2.1	New and redevelopment works provide access to people of all abilities.	2.1.1 Where relevant and practical, consideration is given to redevelopments and new buildings exceeding the minimum accessibility requirements.	When building new facilities or refurbishing existing facilities, access will be ensured, and enhancement of access will be explored.	Advocator Provider Funder Facilitator Partner
		2.1.2 Install additional accessible seating in parks and along walking trails.	Improved access, amenity and liveability.	Provider Funder
		2.1.3 Consider the provision of more than the minimum required number of accessible parking bays at Town facilities where relevant and practical.	Improved access, amenity and liveability.	Provider Funder
		2.1.4 Consider provision of appropriate ACROD parking bays to accommodate rear loading vehicles where practical.	Improved access, amenity and liveability.	Provider Funder Facilitator



Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
		<p>2.1.5 Consult with Community Development Team, or, if appropriate, an external access consultant, is consulted for access advice during the design and planning of 100% of new or redeveloped buildings.</p>	<p>When building new facilities or refurbishing existing facilities, access will be ensured, and enhancement of access will be explored.</p>	<p>Provider Funder Facilitator</p>
		<p>2.1.6 Investigate improving access to the coast with the accessibility of beaches and foreshore environments.</p>	<p>Investigate accessible beach infrastructure options.</p> <p>Seek State Government Grant Funding or plan and budget for the addition of one beach wheelchair.</p> <p>Participate as an active partner in the Accessible Beaches for All Working Group.</p>	<p>Provider Funder Facilitator Partner</p>

Outcome 2: Buildings and Facilities

CONTINUED

Outcomes	Our Strategic Responses	Performance Measure	Roles of the Town	
		<p>2.1.7 Where practical and relevant, include accessible features (such as continuous accessible paths of travel to major equipment/ facilities, tables (to fit wheelchairs) signage, accessible toilets, drinking fountains (height access), shade, accessible and sensory play equipment in new or refurbished park and public open spaces.</p>	<p>Investigate and identify beach and foreshore locations that may benefit from upgrades to pathways, toilets and accessible parking and other features which impact accessibility.</p>	<p>Provider Funder Facilitator</p>
		<p>2.1.8 Investigate an access upgrade to the parking and entry of Port Hedland and South Hedland Libraries.</p>	<p>Investigation undertaken to improve Library access in Port and South Hedland.</p>	<p>Provider</p>
		<p>2.1.9 Improved amenity and recreational infrastructure for improved social inclusivity.</p>	<p>Improved amenity and liveability.</p>	<p>Provider Funder Facilitator Partner</p>



Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
		<p>2.1.10 Promote physical accessibility and social inclusion with increased people coming to the community with disabilities.</p>	The Town will provide meaningful information and promote the accessibility of our facilities and venues.	Provider Funder Facilitator Partner
2.2	Provide accessible streetscapes	<p>2.2.1 Pathways are monitored for obstruction by vehicles. Accessible parking bays are monitored for misuse.</p>	Reduction in complaints for misuse. Improved accessibility and inclusion within the community.	Provider Funder Facilitator Partner
		<p>2.2.2 Ensure maintenance, repair and upgrades of pathways and kerb ramps.</p>	Reductions in community complaints due to annual works program being implemented and monitored.	Provider Funder Facilitator Partner
2.3	Increased care facilities	<p>2.3.1 Increased care facilities for more children in need of support services.</p>	Advocate for private allied health service providers to come to the Pilbara improving the service offering in the community.	Advocate Facilitator Partner

Outcome 3: Accessible Information

The information that the Town of Port Hedland provides publicly will be accessible to all community members.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
3.1	All Town websites are accessible and user-friendly.	3.1.1 The Town website meets Level A level as a mandatory minimum, preferably with level AA level features where reasonable, practical, and aspiring to the Level AAA of the Web Content Accessibility Guidelines 2.0.	Undertake an audit of Town's Websites. Implement recommendations of audit in Town media platforms where identified. Corporate website is reviewed every two years to ensure accessibility.	Provider Funder Facilitator Regulator
3.2	People with disability have access to information through social media and publications.	3.2.1 When providing information across social media platforms the Town will use best practice to ensure the information is as accessible as possible.	Guidelines for accessibility of published material are implemented. Readily provide information in a format that is accessible on request.	Provider Regulator
		3.2.2 Town publications are designed in line with the Town's guidelines for accessibility of printed material.	Guidelines for accessibility of published material are reviewed and updated.	Provider Regulator



Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
		<p>3.2.3 Ensure the statement 'Available in alternative formats and languages upon request' is printed on relevant Town publications.</p>	Town publications are designed in line with the Town's Guidelines for accessibility of printed material.	Provider Regulator
3.3	Improve community awareness of the accessibility of Town of Port Hedland services and events.	<p>3.3.1 Produce a publication or marketing campaign for staff and the community which outlines the Town's accessible services and events.</p>	Develop an Accessible and Inclusive Communities for Everyone communications campaign and implement.	Provider Funder Facilitator
3.4	Improve community awareness on social and cultural inclusion.	<p>3.4.1 Produce communications materials that encourage the community to connect with each other.</p>	Develop an annual Social and Cultural communications plan and implement.	Provider Funder Facilitator
		<p>3.4.2 Improve community awareness and understanding of disability needs.</p>	Develop material regarding access and inclusion and implement this through communication channels to promote community awareness and understanding.	Provider Funder Facilitator

Outcome 4: Quality of Service

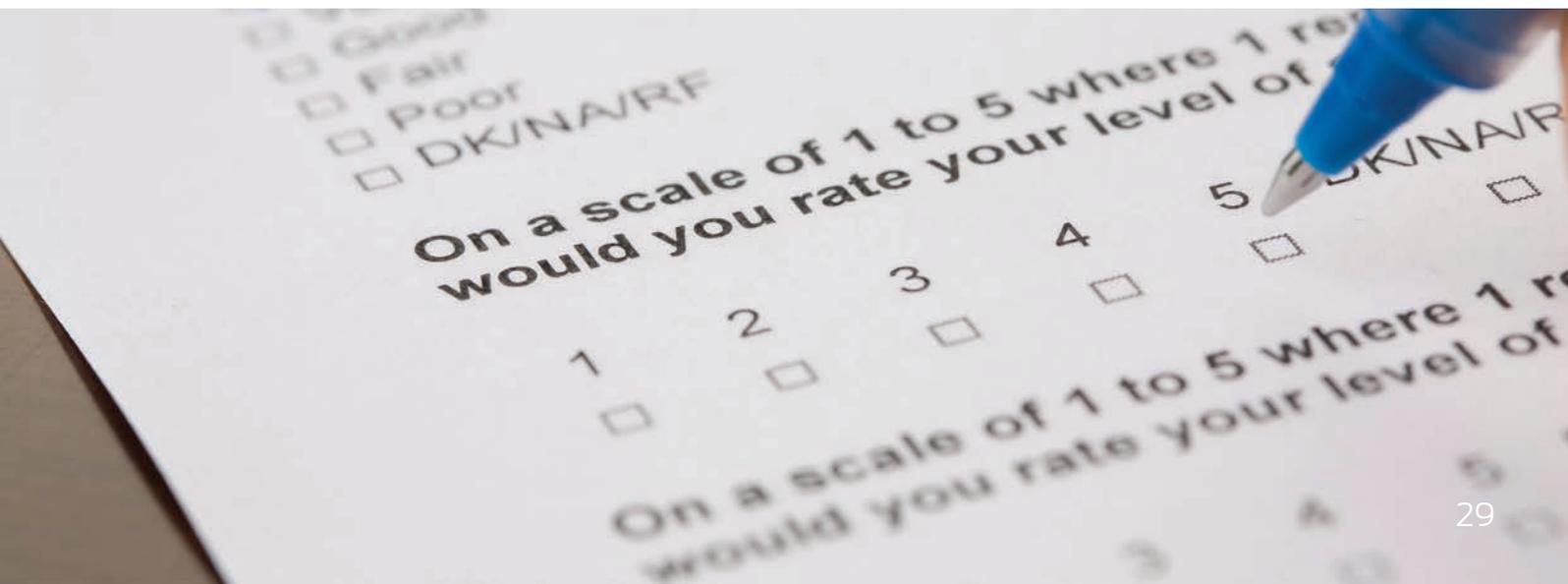
All community members will receive the same level and quality of service from the staff of the Town of Port Hedland.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
4.1	Improve and sustain staff and Elected Member awareness of access and inclusion issues and improve skills to provide good service to people of all abilities.	4.1.1 Staff to attend mandatory training on access and inclusion.	All employees participate in access and inclusion training over the four-year life of The Plan, enhancing customer service for people with disability.	Provider Funder Facilitator Regulator
		4.1.2 Develop staff awareness of supports and services available to promote a greater level of service is provided to people with disability.	The Town will continue to seek feedback and improve the customer service provided to people with disability.	Provider Funder Facilitator Regulator
		4.1.3 Provide training for Elected Members on access and inclusion.	All Elected Members are offered access and inclusion training as part of their induction process.	Provider Funder Facilitator Regulator

Outcome 5: Opportunities to Provide Feedback

All community members will receive the same opportunities to provide feedback and lodge complaints to the Town of Port Hedland.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
5.1	Ensure that current feedback mechanisms are accessible to people of all abilities.	5.1.1 Ensure a variety of ways are available for customers to lodge a compliment or complaint with the Town.	The Town will review and maintain our accessible complaints procedure to ensure it meets the needs of people with disability and that all feedback is heard.	Provider Funder
		5.1.2 Improve collaboration between Hedland and the broader Pilbara region DAIP network in working together.	Re-establishment of Hedland Health and Disability Interest Group	Advocator Facilitator Partner



Outcome 6: Public Consultation

Community consultation processes and tools will be designed to be accessible and inclusive.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
6.1	Improve community awareness about consultation processes in place.	6.1.1 Provide alternative engagement feedback methods when appropriate.	As part of the engagement processes the Town will ensure best practice is followed when holding consultation to enhance accessibility and inclusion.	Provider Facilitator Partner
		6.1.2 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.	The Town will ensure feedback methods include consideration for those experiencing disabilities and/ or social isolation.	Provider Funder Facilitator



Outcome 7: Employment Opportunities

Community consultation processes and tools will be designed to be accessible and inclusive.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
7.1	Review the recruitment policies and practices.	7.1.1 Develop and implement guidelines which facilitate greater interview opportunities for people with disability, people from CaLD backgrounds and Aboriginal and Torres Strait Islander people.	Adaptive technology will be investigated/ offered for employees. 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.	Provider Funder Facilitator Partner
		7.1.2 Develop a recruitment Diversity Statement that reflects the Town's commitment to workplace diversity.	100% of vacancies advertised include the Diversity Statement.	Provider Regulator
		7.1.3 The Town will increase opportunities for sector relevant staff volunteerism.	Establishment of partnerships with service providers to facilitate staff volunteer opportunities.	Facilitator Partner

Outcome 8: Advocate for an Increase in Inclusion

The Town of Port Hedland will provide opportunities and advocate for an increase in inclusion.

Outcomes		Our Strategic Responses	Performance Measure	Roles of the Town
8.1	Investigate and implement ways of encouraging and supporting access and inclusion in the community.	8.1.1 Town officers to play an advocacy role in relation to access and inclusion issues for matters of broader community impact.	Access and inclusion issues brought to the Town's attention are investigated and responded to with advocacy, referral or support.	Advocate Facilitator
		8.1.2 People with lived experience are given the opportunity to collaborate directly with the Town on matters of access and inclusion.	Establishment of an Inclusion Working Group/s which may include Town officers, local service providers and community members with lived experience. Meetings are held by Town officers with local service providers and community members to consult on matters of access and inclusion as required.	Advocate Facilitator Partner





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Town of
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