



# 2022-2027 Universal Access and Inclusion Plan



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This plan is available in alternative formats such as large print, electronic format (disk or emailed), audio or Braille, on request.

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# Outline of the Organisation

The Shire of Exmouth covers 6,261 square kilometres on the tip of the North West Cape in Western Australia. Geographically located halfway between Perth and Broome, the nearest ‘major’ town is Carnarvon, 365 kilometres to the south. According to 2020 estimate ABS data, 2,935 people live permanently in Exmouth, comprising of 52% males and 48% females. The bulk of the population is aged 15-64 years old (68%), with 19% 0-14 years old and 13% over 65 years old.

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The primary industries in Exmouth include tourism, fishing, prawning, pastoral, aquaculture, the Naval Communication Station Harold E. Holt, as well as being the gateway to gas and oil offshore mining. Cape Range National Park sits on the west side of the Cape, alongside the world-heritage listed Ningaloo Marine Park, attracting locals and visitors to hike, swim, snorkel, fish and dive in a pristine location.

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The Shire of Exmouth’s governance is represented by six elected Councillors, including the Shire President and Deputy Shire President, who normally meet monthly, except for January, for their Ordinary Council Meetings. These meetings are usually held in the Ningaloo Centre. The management of the Shire is divided into four directorates: Community and Economic Growth, Corporate Services, Infrastructure Services, and Executive Services.

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# Policy Statement

The Universal Access and Inclusion Plan (UAIP) helps to guide the Shire on how to improve access for all people in our community.



"We believe an accessible community is one in which all Shire functions, facilities and services are welcoming and inclusive to a diverse range of people, providing them with the same opportunities, rights and responsibilities as others."

- Darlene Allston, Shire President

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Disability access and inclusion plans are mandated for all local governments by the West Australian Disability Services Act (1993). The goal is to assist local governments in planning and implementing access and inclusion improvements across seven outcome areas (see UAIP strategies on page 9).

The beneficiaries of access and inclusion plans include All people, elderly people, people with prams and those from culturally and linguistically diverse backgrounds, amongst others. The Disability Services Act also requires the Shire to complete an annual Progress Report to the Department of Communities.

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# Policy Statement cont...

The Shire's Strategic Community Plan 'Exmouth 2030' values 'a safe and inclusive community, with strong community spirit, a family-friendly lifestyle in a world-class natural environment, both land and sea'. The Community Vision in the Exmouth 2030 plan wants Exmouth 'to be a prosperous, sustainable community living in harmony with our natural environment'.

## Economic

Within the Exmouth 2030 plan, economic goals include a diverse economy through business investment in new and existing industries, best practice and diverse initiatives within our key tourism industry, development of multiuse infrastructure, and improved coastal access and facilities.

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## Social

In terms of social goals, Exmouth 2030 aims to advocate for expand educational and vocational opportunities, community services, better health and medical support services, and affordable housing options for the aged sector and All people. Develop, implement and review facilities and public open spaces to ensure they meet the principles of colocation, multiuse and sustainability are also social goals in the plan.

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## Leadership

Exmouth 2030 seeks to provide leadership that is open, transparent and accountable, with enhanced open engagement with the community and improved professional development of staff and elected members as key priorities relating to this plan.

# Review of 2015-2020 Disability Access & Inclusion Plan

Review of the 2015-2020 Disability Access and Inclusion Plan (DAIP) took place in three parts; initial targeted community consultation session, survey available to the community and a staff consultation session.

The outcomes of the DAIP were converted into Easy English questions relating to each outcome to assess agreement, do not mind, disagree or do not know responses.



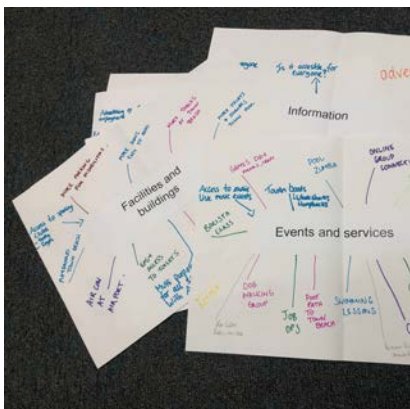
## Targeted community sessions

12 attendees provided feedback at a community consultation on the 19th of August 2021. Stakeholders, carers, people with a disability, and English as a second language were part of this session.



## Online survey

An online survey was available to the public for five weeks through September/October, 2021. 34 completed responses were received. Feedback was also provided separately by Snuggles mothers group and the Home and Community Care team from the Exmouth hospital.



## Staff consultation

13 staff members reflected on the achievements of the DAIP in a session on the 14th of October 2021. Reviews were made of the outcome areas as well as the community feedback received.

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# Development of 2022-2027 Universal Access & Inclusion Plan

Along with reviewing the existing plan, respondents to the survey and attendees at the targeted community sessions and staff consultation provided discussion and ideas for the development of the new plan.

Hard copies of the survey were made available at the Library and Shire of Exmouth Customer Service Desk, and promotion for the survey was included on electronic noticeboards, community noticeboards, newsletter e-mail outs, Shire President's email, Facebook posts and in Exmouth District High School's newsletter on 20th of September.

Feedback from the community guided the consultation with staff, where all ideas were grouped into the seven key outcome areas, and presented to staff for discussion. Themes were recognised, and possible strategies and actions were discussed to overcome the challenges felt by the community. These ideas were then summarised into the strategies and actions that make up this plan.

A follow-up community session was held on 3rd of November 2021 to further prioritise the strategies and to discuss how to measure achievement. One participant was able to attend this session and supported the ideas and progress of the draft plan.

Throughout the consultation a mix of people provided feedback, including people with a physical disability, people with an intellectual disability, carers, parents with prams, stakeholders, home and community care recipients, family members of those with a disability and also people who have limited English. Residents were highly represented, with only a couple of responses from outside Exmouth.

It was interesting to note that footpaths (as well as cemetery access and disabled toilets) were specifically excluded from the previous DAIP (2015-2020). Despite receiving positive support in the DAIP review, Shire owned buildings and facilities (footpaths in particular) were the most common recommendation for improvement in the UAIP. This indicates the level of importance of these facilities to the community.

# Development cont...

Other recurring themes from the consultation included the need for:

- improved communication with the community
- increased information of accessible features and services in town
- provision of accessible activities
- improved beach access
- accessible transport options
- accessible toilets and parking were important to survey respondents
- improved access (opening times and physical access) to the swimming pool
- information for all should include less reliance on electronic information
- public consultation for this plan development was appreciated, and regular follow up/review sessions for the life of the UAIP plan was requested
- volunteer opportunities and job promotion to disability service agents
- promotion of the benefits of employing All people and case studies of success stories

It was noted in the staff consultation session that some of the key themes from the survey already had actions happening, and that perhaps increased communication of the achievements could help improve awareness of existing Shire projects.

A public notice was issued and displayed in the Pilbara News, on the Shire's website, in the Community Services newsletter, on Shire noticeboards at the Ningaloo Centre, in the Library and at the Exmouth Town site to announce the opening of the survey. Another public notice was issued and similarly distributed for public comment following the presentation to Council of the Draft 2022-2027 Universal Access and Inclusion Plan.



# Outcomes

Schedule 3 of the Disability Services Regulations (2004) outlines the desired outcomes of disability access and inclusion plans. Outcomes cover the areas of services and events, buildings and facilities, information, quality of services.



## Outcome 1

All people have the same opportunities as other people to access the services of, and any events organised by the Shire of Exmouth



## Outcome 2

All people have the same opportunities as other people to access the buildings and other facilities of the Shire of Exmouth



## Outcome 3

All people receive information from the Shire of Exmouth in a format that will enable them to access the information as readily as other people are able to access it



## Outcome 4

All people receive the same level and quality of service from staff as other people receive from the staff at the Shire of Exmouth



## Outcome 5

All people have the same opportunities as other people to make complaints to the Shire of Exmouth



## Outcome 6

All people have the same opportunities as other people to participate in public consultation by the Shire of Exmouth



## Outcome 7

All people have the same opportunities as other people to obtain and maintain employment with the Shire of Exmouth

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# Implementation

The 2022-2027 Universal Access and Inclusion Plan (UAIP) will be communicated by sharing with registered interested parties, as well as via public notices and community promotion.

Shire of Exmouth staff will contribute to the delivery of the UAIP regarding their core business area. An annual report to the Department of Communities will reflect on activities relevant to each Department's objectives. The Shire also provides a progress report in the Shire of Exmouth Annual Report.

One of the actions in the plan is to develop an Access Advisory Network which comprises interested stakeholders, which will be a point of contact for the implementation process.

Agents and contractors for the Shire of Exmouth will be provided with access to the UAIP as part of the Shire's contract and tendering process. All agents and contractors will include how they will address their responsibilities to the UAIP in their tender submissions.

The Implementation Plan includes suggested actions, measurements and personnel to achieve the strategies of the plan. Strategy 1.2 provides for commitment to the ongoing monitoring of the UAIP, as well as Strategy 6.3 provides for an access advisory network to support the implementation of the UAIP.

There are no direct up-front financial implications as the UAIP will be implemented within existing service area budgets according to responsible officers. Any major tasks will need to be planned and costed through the long-term financial plan and annual budgeting processes.

At the Ordinary Council Meeting of February 24, 2022, Councillors authorised the Shire of Exmouth Draft 2022-2027 Universal Access & Inclusion Plan to be made available for public comment. Following the period of public comment leading up to May 6, 2022, Council adopted the plan at the Ordinary Council Meeting of **26 May, 2022**.

# Strategies

**Outcome 1:** All people have the same opportunities as other people to access the services of, and any events organised by the Shire of Exmouth.

- 1.1 Increase availability of accessible and inclusive activities and events
- 1.2 Incorporate the outcomes of the UAIP into the Shire of Exmouth's strategic business planning, budgeting processes and other relevant plans and strategies
- 1.3 Improve information on accessible features for locals and tourists
- 1.4 Ensure the provision of accessible transport options within standard transport services

**Outcome 2:** All people have the same opportunities as other people to access the buildings and facilities of the Shire of Exmouth

- 2.1 Ensure universal access is provided to all Shire owned buildings and facilities
- 2.2 Advocate for improved access and inclusion within the Shire of Exmouth community
- 2.3 Improve universal access to beaches
- 2.4 Ensure all contractors to Shire of Exmouth meet their requirements under the UAIP

**Outcome 3:** All people receive information from the Shire of Exmouth in a format that will enable them to access the information as readily as other people are able to access it

- 3.1 Ensure information is readily available in alternative formats
- 3.2 Ensure electronic technology is provided in an accessible manner

**Outcome 4:** All people receive the same level and quality of service from staff as other people receive from the staff at the Shire of Exmouth

- 4.1 Shire of Exmouth staff are competent and confident dealing with people from diverse backgrounds
- 4.2 Ensure the safety of all members of the community

**Outcome 5:** All people have the same opportunities as other people to make complaints to the Shire of Exmouth

- 5.1 Provide grievance procedures that are accessible to all

**Outcome 6:** All people have the same opportunities as other people to participate in public consultation by the Shire of Exmouth

- 6.1 Ensure inclusive communication strategies are included in all Shire consultations
- 6.2 Consider the needs of people with disability are taken into consideration for Council decisions
- 6.3 Provide for regular consultation pathways with diverse communities via an Access Advisory Network

**Outcome 7:** All people have the same opportunities as other people to obtain and maintain employment with the Shire of Exmouth

- 7.1 Ensure inclusive recruitment processes
- 7.2 Encourage people with disability to be employed at Shire of Exmouth

# Implementation Plan

*Outcome 1: All people have the same opportunities as other people to access the services of, and any events organised by the Shire of Exmouth.*

*Strategy 1.1 Increase availability of accessible and inclusive activities and events.*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Localise the Accessible Events checklist to be used as part of the Public Event Application Package and shared with promoters and event organisers.</i>	<i>Checklist is available and completed for all events</i>	<i>June 2022</i>	<i>Community &amp; Economic Growth / Infrastructure Services</i>
<i>Promote inclusivity, mental health and diversity awareness sessions for community organisations, event planners, and service providers.</i>	<i>Training options available to community</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth</i>
<i>Advocate for design changes and upgrades to ensure performance spaces are inclusive.</i>	<i>Seek to ensure performance spaces are inclusive</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth / Infrastructure Services</i>

*Strategy 1.2 Incorporate the outcomes of the Universal Access & Inclusion Plan (UAIP) into the Shire of Exmouth's strategic business planning, budgeting processes and other relevant plans and strategies.*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Use the UAIP as a resource document in the development of other Shire of Exmouth plans and strategies</i>	<i>UAIP is referenced in other Shire plans</i>	<i>Ongoing</i>	<i>Executive Services</i>
<i>Improved reporting of yearly outcomes and achievements to the Department of Communities within the required timeframe.</i>	<i>Annual report is submitted to Dept. of Communities</i>	<i>June Annually</i>	<i>Community &amp; Economic Growth</i>

# Implementation Plan

## Strategy 1.3 *Improve information on accessible features for locals and tourists*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Review existing tourism maps, information and publications to ensure accessible information is included</i>	<i>Accessible information is available</i>	<i>September 2022</i>	<i>Community &amp; Economic Growth</i>
<i>Shire publications include accessible information relating to the sporting groups and community organisations</i>	<i>Access information is available to anyone interested in joining a club</i>	<i>June 2022</i>	<i>Community &amp; Economic Growth</i>
<i>Work with sporting groups and community organisations to be more accessible inclusive</i>	<i>All people are included in groups and organisations</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth</i>
<i>Develop a Facilities Matrix detailing accessible features at all Shire owned facilities and public spaces</i>	<i>Facilities matrix developed</i>	<i>December 2022</i>	<i>Infrastructure Services</i>
<i>Update, review and maintain accessible information on the Shire of Exmouth and Ningaloo Visitor Centre websites</i>	<i>Accessible information is available on the websites</i>	<i>Annually</i>	<i>Executive Services</i>

## Strategy 1.4 *Ensure the provision of accessible transport options within standard transport services*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Audit existing accessible public transport options available</i>	<i>Audit is complete</i>	<i>June 2022</i>	<i>Community &amp; Economic Growth</i>
<i>Promote availability of accessible transport options</i>	<i>Accessible transport information is available</i>	<i>Dec 2022</i>	<i>Community &amp; Economic Growth</i>
<i>Advocate for improvements to public transport options based on the outcomes of the audit</i>	<i>Accessible transport options increase</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth</i>

# Implementation Plan

*Outcome 2: All people have the same opportunities as other people to access the buildings and other facilities of the Shire of Exmouth.*

*Strategy 2.1 Ensure universal access is provided to all Shire owned buildings and facilities*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Develop a footpath strategy which includes an understanding of accessible requirements</i>	<i>A footpath policy is adopted by Council</i>	<i>June 2023</i>	<i>Infrastructure Services</i>
<i>Complete access audits on buildings and facilities</i>	<i>Access audits completed.</i>	<i>December 2022</i>	<i>Infrastructure Services</i>
<i>Where required, use audit outcomes to develop asset improvement plans on buildings and facilities, including public toilets, availability of change tables, and access to potable drinking water</i>	<i>Improvement plans adopted</i>	<i>December 2022</i>	<i>Infrastructure Services</i>
<i>Complete asset improvement plans</i>	<i>Asset improvement plans completed</i>	<i>December 2024</i>	<i>Infrastructure Services</i>
<i>Audit accessible parking options to ensure they meet the current regulations and needs of All people in terms of quantity and location</i>	<i>ACROD database exists and annually audited</i>	<i>September 2022</i>	<i>Infrastructure Services</i>
<i>Advocate for funding to supplement the proposed swimming pool upgrade to possibly include accessible changerooms, sloped pool entrance, and/or chair lifts</i>	<i>Pool has dignified and equal access for all</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth</i>

*Strategy 2.2 Advocate for improved access and inclusion within the Shire of Exmouth community*

Possible Actions	Measuring Success	Timeline	Responsible Department
<i>Encourage developers to ensure improved access outcomes for public and private developments, considering accessible paths of travel, transport options, public infrastructure and Aging in Place principles</i>	<i>Developments reflect the need of a diverse community</i>	<i>Ongoing</i>	<i>Infrastructure Services</i>

# Implementation Plan

<i>Support businesses and tourism providers to improve access by providing information, resources, and checklists for improved universal access and inclusion</i>	<i>Accessible information is shared with business community</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth</i>
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## Strategy 2.3 Improve universal access to beaches

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Review existing beach access information in conjunction with Dept. Parks &amp; Wildlife and create a central place for accessible beach information</i>	<i>Beach access information is available</i>	<i>June 2023</i>	<i>Community Services</i>
<i>Advocate for improved beach access features through grant applications, maintenance requests and facility improvements</i>	<i>Actions undertaken</i>	<i>Ongoing</i>	<i>Community &amp; Economic Growth / Infrastructure Services</i>
<i>Advocate for funding for more all-terrain/beach access type of wheelchair availability</i>	<i>More options for all-terrain/beach wheelchair availability</i>	<i>Ongoing</i>	<i>Community Services</i>

## Strategy 2.4 Ensure all contractors to Shire of Exmouth meet their requirements under the UAIP

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>All contractors read and understand the UAIP</i>	<i>All contractors have indicated in writing that they have read and understood the UAIP</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Tender document templates include response to UAIP commitment</i>	<i>Contractors respond to UAIP commitments in tender application</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Provide an internal contact point for technical advice on universal access principles and regulations</i>	<i>Technical information is available</i>	<i>June 2022</i>	<i>Infrastructure Services</i>

# Implementation Plan

*Outcome 3: All people receive information from the Shire of Exmouth in a format that will enable them to access the information as readily as other people are able to access it.*

*Strategy 3.1 Ensure information is readily available in alternative formats*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Review processes relating to community information availability in alternative formats</i>	<i>Review complete</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Publications and communications are provided in a variety of formats</i>	<i>Publications and communications are regularly available in a variety of formats</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Create a register with permission, of community members who require information in alternative formats</i>	<i>Register created</i>	<i>June 2022</i>	<i>Executive Services</i>

*Strategy 3.2 Ensure electronic technology is provided in an accessible manner*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Ensure that the Shire of Exmouth and Ningaloo Visitor Centre websites meet and maintain contemporary good practice</i>	<i>Websites meet accessible standards</i>	<i>Ongoing</i>	<i>Executive Services</i>

*Outcome 4: All people receive the same level and quality of service from staff as other people receive from the staff at the Shire of Exmouth.*

*Strategy 4.1 Shire of Exmouth staff are competent and confident dealing with people from diverse backgrounds*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Provide diversity awareness training (DAT) for all staff as part of the standard induction process/on an annual or biannual basis</i>	<i>All staff completed DAT</i>	<i>September 2022</i>	<i>Executive Services</i>



# Implementation Plan

## Strategy 4.2 *Ensure the safety of all members of the community*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Investigate, then take action to review/develop a Vulnerable Persons Register</i>	<i>Register available</i>	<i>June 2022</i>	<i>Infrastructure Services</i>
<i>Create a central hub for information and services available for people of diverse needs</i>	<i>Central brochure/ information available</i>	<i>June 2022</i>	<i>Governance/ Community Services</i>

*Outcome 5: All people have the same opportunities as other people to make complaints to the Shire of Exmouth.*

## Strategy 5.1 *Provide grievance procedures that are accessible to all*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Audit grievance procedures to ensure they are accessible to everyone</i>	<i>Accessible grievance procedure</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Monitor registered grievances to ensure those relating to universal access are dealt with in a timely manner</i>	<i>Complaints regarding access are dealt with in line with current customer protocols</i>	<i>Ongoing</i>	<i>Corporate services</i>
<i>Investigate the provision of a Customer Service Policy which considers the diverse needs of people</i>	<i>Customer Service Policy developed</i>	<i>Ongoing</i>	<i>Corporate services</i>

# Implementation Plan

*Outcome 6: All people have the same opportunities as other people to participate in public consultation by the Shire of Exmouth.*

*Strategy 6.1 Ensure inclusive communication strategies are included in all Shire consultations*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Consider the range of consultation processes in place to ensure inclusive consultation practices</i>	<i>Diverse communities are able to provide feedback in Shire consultations</i>	<i>June 2022</i>	<i>Executive Services</i>

*Strategy 6.2 Consider the needs of all people are taken into consideration for Council decisions*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Seek specialist and/or advisory committee feedback for developments/programs/events as required</i>	<i>Specialist advice is provided where required in decision making</i>	<i>Ongoing</i>	<i>Executive Services</i>

*Strategy 6.3 Provide for regular consultation pathways with diverse communities via an Access Advisory Network*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Develop an Access Advisory Network which comprises of interested stakeholders</i>	<i>Access Advisory network is created</i>	<i>June/ September 2022</i>	<i>Executive Services</i>

# Implementation Plan

*Outcome 7: All people have the same opportunities as other people to obtain and maintain employment with the Shire of Exmouth.*

## *Strategy 7.1 Ensure inclusive recruitment processes*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Review existing employment recruitment processes to ensure practices are inclusive</i>	<i>Review completed</i>	<i>June 2022</i>	<i>Executive Services</i>
<i>Seek to improve diversity in the workplace</i>	<i>Workplace is reflective of the community</i>	<i>Ongoing</i>	<i>Executive Services</i>

## *Strategy 7.2 Encourage all people to be employed at Shire of Exmouth*

Possible Actions	Measuring Success	Timelines	Responsible Department
<i>Promote job and volunteer opportunities at the Shire of Exmouth with key access &amp; inclusion employment support providers</i>	<i>Shire of Exmouth is a diverse employer</i>	<i>Ongoing</i>	<i>Executive Services</i>

# Acknowledgements

The Shire of Exmouth respectfully acknowledges the Baiyangu, Thalanyji and Yinikurtura people as the traditional custodians of the land and water on which the Shire conducts its business and pays respect to Elders past, present and emerging.

Thanks to the community of Exmouth, who provided input into the development of this plan.

Thanks also to the Shire of Exmouth leadership and staff who workshopped solutions and possible actions to achieve the outcomes of this plan.

We thank you for your continued support in our efforts to provide better access and inclusion for all people in the Shire of Exmouth.

## Contact

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