

Disability Access and Inclusion plan 2024 – 2029 Interim Progress Report

Outcome 1 – Events and Services: People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Karratha			
Strategy 1.1: Access and inclusion are considered as part of all the planning, delivery and evaluation of City events and services			
	Strategy	Responsible Directorate	Update
1.1.1	Review accessibility information that is provided for events delivered by the City, with a view to develop a standard suite of materials. Examples include but are not limited to: <ul style="list-style-type: none"> Develop accessible maps for larger scale events Investigate symbol system for events and programs to clearly identify accessible options Event Checklists 	Community Experience	<ul style="list-style-type: none"> Event planning continues to consider and incorporate accessible options in all major event plans. Detailed checklists and information capture systems have been developed to ensure inclusivity considerations are being incorporated at all events.
1.1.2	Advise on and deliver identified available technology options to improve inclusion (examples include, but are not limited to, live streaming, audio loops, translation apps)	Corporate and Commercial	<ul style="list-style-type: none"> Commenced reviewing all documents. Plain English is being used in the development of all new documents.
1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations	CEO's Office	<ul style="list-style-type: none"> Leadership Development Project currently being scoped and likely to include access and inclusion (A&I) considerations that acknowledge A&I learning opportunities. Targeted training for internal staff will be added to Development Plans and Training Calendar as it is developed for 2025/26.
1.1.4	Provide more inclusive events: <ul style="list-style-type: none"> Explore sensory hours at City events/programs Schedule movies that highlight Disability Access and Inclusion issues during the week of International Day for People with Disability 	Community Experience	<ul style="list-style-type: none"> REAP currently offer a sensory movie screening once a month to support inclusivity. Host 2x 1-hour sessions for a limited number of NDIS participants providing access to the FeNaCING Festival in an accessible environment.

	<ul style="list-style-type: none"> Ensure external organisations delivering events and programs in the City do so with disability, access and inclusion factors considered wherever, and whenever, possible. 		<ul style="list-style-type: none"> Introduced sensory hours and spaces for all future city events. A contract is in place with an AUSLAN interpreter to be present for all major city events.
1.1.5	Partner with local service providers and organisations to celebrate and promote annual dates that acknowledge disability and inclusion	Community Experience	<ul style="list-style-type: none"> City of Karratha supported Down Syndrome Western Australia to raise awareness by lighting the REAP up blue and yellow on 21st day of the third month in 2025.
1.1.6	Provide opportunities for people living with disability to provide feedback and input on City services and events	Community Experience	<ul style="list-style-type: none"> Gather feedback from people living with disability through Culture Count surveys and post-event surveys to improve our City services and events.
Strategy 1.2: Ensure access and inclusion is incorporated into relevant City policies and procedures			
1.2.1	Ensure the City's policies, plans and strategies reflect current legislative requirements (examples include, but are not limited to, Disability Services Act and the WA State Disability Strategy outcomes)	Corporate and Commercial	<ul style="list-style-type: none"> Policies are regularly reviewed to ensure that they remain current. Several policies are currently under review and will be presented to Council and ELT as part of the review process.

Outcome 2 – Buildings and Facilities: People living with disability have the same opportunities as other people to access the buildings and other facilities of the City of Karratha			
Strategy 2.1: Ensure the accessibility of all City buildings and facilities in the planning, design and construction phases through meeting standards and considering universal co-design principles and practices			
	Strategy	Responsible Directorate	Update
2.1.1	Seek feedback from those with lived experience when reviewing buildings and facilities to ensure a focus on implementing accessibility measures that meet community needs.	Community Experience	<ul style="list-style-type: none"> Airport staff are meeting with stakeholders to discuss current upgrade requirements and seek advice regarding layout and seating.
2.1.2	Include access and inclusion as an action point and consideration in all infrastructure project planning: <ul style="list-style-type: none"> The Disability Access and Inclusion Officer will attend the Project Control Group (PCG) Meetings to provide advice and direction on access and inclusion measures. The Disability Access and Inclusion Officer will provide PCG with feedback gathered from the City's Disability Access and Inclusion Advisory Group 	Community Experience	<ul style="list-style-type: none"> People living with disability were invited to provide feedback on new bike parks that are currently at design stage.
2.1.3	Review accessible parking options at all City facilities to ensure they are fit for purpose and investigate the provision of extended bay lengths to facilitate rear wheelchair access vehicles.	Projects and Infrastructure	<ul style="list-style-type: none"> Review and rollout of upgrades to staff car parking and access is currently under way at all sites. New accessible parking bay has been installed at one City of Karratha staff facility.
Strategy 2.2: Review the City of Karratha's existing buildings and facilities and upgrade where possible to improve accessibility			
2.2.1	Conduct an audit of all City facilities to identify accessibility improvements in collaboration with people with lived experience.	Community Experience	<ul style="list-style-type: none"> City facilities audit to commence 25/26 to identify accessibility enhancements in collaboration with people with lived experience. Airport staff are meeting with stakeholders to discuss current upgrade requirements and seek advice regarding layout and seating.

2.2.2	Provide residents and visitors with information about accessible and inclusive facilities across the City (examples include, but are not limited to, Facility Virtual Tour on City's website)	CEO's Office	<ul style="list-style-type: none"> Currently working on accessibility icons for accessible events on posters and print collateral Some Accessibility icons are added to website events, working on featuring more with the website developer.
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Outcome 3 – Accessible Information: People living with disability receive information from the City of Karratha in a format that enables them to access the information as readily as other people			
Strategy 3.1: Review and improve City information methods and formats to address the diverse needs of people living with disability			
	Strategy	Responsible Directorate	Update
3.1.1	Provide all City documents in alternate formats upon request.	CEO's Office	<ul style="list-style-type: none"> Available upon request.
3.1.2	The use of common or universal infographics in documents, marketing material and social media where appropriate.	CEO's Office	<ul style="list-style-type: none"> The incorporation of universal infographics in documents, marketing material and social media is ongoing.
3.1.3	Provide alternative communication tools/ techniques to support more inclusive customer service experiences (examples include, but are not limited to, facility-specific communication boards, simple signs, large print handouts, greater use of City website and online platforms.)	CEO's Office	<ul style="list-style-type: none"> Working on icons to be featured on website events and supporting design collateral for accessibility details.
Strategy 3.2: Increase promotion focused on access and inclusion.			
3.2.1	Cross promote relevant and appropriate accessible and inclusive events, programs and education opportunities taking place in the City	Community Experience CEO's Office	<ul style="list-style-type: none"> Supporting the Pilbara Disability Network and Swans in the planning of International Day of People with Disability and the All-Abilities Sports and Wellbeing Day events to occur in Q1/Q2 2025/26.
3.2.2	Actively promote to the public and relevant organisations that documents are available in alternative formats	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Proposed for Q1 2025/26.

3.2.3	<p>City's facilities and programs that offer accessible and inclusivity features are promoted in a way that informs the community and increases public awareness.</p> <ul style="list-style-type: none"> • Sensory movie screenings • Set days for certain groups to access • Special opening times 	Community Experience CEO's Office	<ul style="list-style-type: none"> • Accessible facilities and programs are regularly promoted across all social media platforms, including sensory movie screenings and special group days.
3.2.4	Promote and support initiatives that raise the awareness of disability and inclusion in the community to reduce stigma and promote belonging	Community Experience CEO's Office	<ul style="list-style-type: none"> • Hosted events and performances that include actors and artists living with disability

Outcome 4 – Quality of Service: People living with disability receive the same level and quality of services from the staff of the City of Karratha as other people receive			
Strategy 4.1: Provide training and support to all staff on disability, access and inclusion			
	Strategy	Responsible Directorate	Update
4.1.1	Develop/source access and inclusion training package for staff to raise awareness of how to respond to, and interact with, people living with a disability	CEO's Office	<ul style="list-style-type: none"> Targeted training for internal staff will be added to training plan as it is developed for 2025/26

Outcome 5 – Complaints Feedback: People living with disability have the same opportunities as other people to make complaints to the City of Karratha			
Strategy 5.1: Strive to improve the City's customer feedback and complaints processes to ensure they are accessible and inclusive for everyone			
	Strategy	Responsible Directorate	Update
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion	Corporate and Commercial	<ul style="list-style-type: none"> The City's complaints management policies and systems are under review and includes improvements for people living with disability.
5.1.2	Ensure there is a range of options available for all community members to provide feedback (examples include, but are not limited to, online, phone/verbal, Report It app, hard copy, translations if requested)	Corporate and Commercial	<ul style="list-style-type: none"> New initiatives such as access to greater information and online tools are being rolled out.
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints	CEO's Office	<ul style="list-style-type: none"> Targeted training for internal staff will be added to training plan as it is developed for 2025/26
Strategy 5.2: Develop streamlined complaints management systems to matters relating to disability, access and inclusion			
5.2.1	Investigate and implement a suitable platform to process and streamline complaints management	Corporate and Commercial	<ul style="list-style-type: none"> Platform currently under development

Outcome 6 - Consultation: People living with disability have the same opportunities as other people to participate in any public consultation by the City of Karratha			
Strategy 6.1: Where possible, and appropriate, embed co-design with people who have lived experience to develop and improve access to City services and infrastructure			

	Strategy	Responsible Directorate	Update
6.1.1	Develop partnerships with key disability organisations including local and state providers	Community Experience	<ul style="list-style-type: none"> Hosted quarterly Disability Access and Inclusion Stakeholder meetings.
6.1.2	Establish a Disability Access and Inclusion Advisory Group (DAIAG) with membership consisting of residents with lived experience, carers, disability support services, City staff, and Councillor representation	Community Experience	<ul style="list-style-type: none"> Establishment of a Disability Access and Inclusion Advisory Group (DAIAG) with membership consisting of residents with lived experience, carers, disability support services, City staff, and Councillor representation will be finalised 25/26.
6.1.3	Ensure access and inclusion requirements are considered for any community engagement undertaken by the City and is reflected in the Community Engagement Framework	Community Experience	<ul style="list-style-type: none"> Community Engagement Framework is currently under development.
6.1.4	Improve the accessibility of Council meetings and opportunities for all people to be involved <ul style="list-style-type: none"> promote alternate avenues and formats to submit questions explore live streaming of meetings 	CEO's Office	<ul style="list-style-type: none"> Live streaming of Council meetings has commenced.
6.1.5	Engage an Auslan interpreter (in person or virtual) to be present at larger City functions and events where available and appropriate	Community Experience	<ul style="list-style-type: none"> Arts, Culture and Events provide AUSLAN interpreters, both in-person and virtually, at larger City functions when available and appropriate.
Outcome 7 – Employment: People living with disability have the same opportunities as other people to obtain, and maintain, employment with the City of Karratha			
Strategy 7.1: Create employment opportunities for people with disability			
	Strategy	Responsible Directorate	Update
7.1.1	Ensure recruitment policies, procedures, templates and language format are accessible to people living with disability	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.1.2	Identify internal roles and tasks that would be suited to people with all types of abilities	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.1.3	Explore relationships with external Disability Services and Employment organisations to fill vacancies (the	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.

	City's workforce should be reflective of the community demographics including people living with disability)		
Strategy 7.2: Create a supportive environment within the City that welcomes and embraces the employment of people with disability			
7.2.1	Provide appropriate training to staff and selection panels on interviewing people with disability	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.2.2	Provide City staff with access to training and/or resources to gain understanding, knowledge and skills to work with people living with disability	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.2.3	Raise awareness of people with disability and the importance to consider disability access and inclusion in all city services, programs and projects by incorporating Disability Access and Inclusion training in the City's Corporate Induction program	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.2.4	Disability Access and Inclusion annual refresher training will be mandatory for all staff	CEO's Office	<ul style="list-style-type: none"> Not yet commenced. Deferred to 2025/26 plan due to staff movements.