

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 Team	Updates - July – Dec 2025	Status
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"> The use of icons on marketing materials has been considered to help improve accessibility and provide quick information, such as venue accessibility, age suitability, sensory considerations or other event details. This has not yet been formally implemented. Access and inclusion considerations incorporated into all Major Event plans. 	In progress Complete - Event Checklists
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)	Information Technology	<ul style="list-style-type: none"> Initial research has commenced into a platform to communicate accessibility features of facilities, including translation into different languages. This will be explored further during Q3-Q4. 	In progress
1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations	Corporate and Commercial		Not yet progressed
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 offer sensory screenings twice a month to support inclusivity. These screenings are usually targeted at young children, however following community feedback, the team are also looking at screening a movie suitable for teens/adults. The City will be hosting 3x 1-hour inclusion sessions at FeNaCING Festival for a limited number of community members, providing a more accessible 	Ongoing

	<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. 		<p>and sensory friendly festival environment. This has increased from 2 sessions in 2025.</p> <ul style="list-style-type: none"> Sensory hours and spaces introduced for all future city events. The City is looking for an AUSLAN Interpreter to present major shows. 	
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"> The City supported the Pilbara Disability Network to run an event at REAP for International Day of People with Disability. We also had a stand at the event promoting the City's all-terrain wheelchair. 	Ongoing
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"> New Feedback Policy created and going to Council in March 26. The policy incorporates accessible and inclusive feedback avenues as identified through the WA Ombudsman guidelines. Implementation plan includes interpreting services, support service referrals, City support to submit feedback, and web accessibility program. Feedback will also be sought through the Disability Access and Inclusion Advisory Group once established. 	In progress
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"> Council policy templates have been updated to reference 'If the policy involves supply to/engagement with members of the public, outline any alignment to the City's Disability Access and Inclusion Plan (DAIP)'. This aims to encourage thought around how community-focused policies are considering access and inclusion. 	Complete - BAU

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 Team	Updates - July – Dec 2025	Status
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"> Pilbara Disability Network was consulted on the proposed location for the Changing Places facility at their September 2025 meeting. Disability Access Audit to commence in Q4. 	In progress
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"> The Disability Access and Inclusion Advisory Group (DAIAG) is in the process of being set up. Once functioning, infrastructure projects will be taken to the group for feedback. Until this group is active, the Pilbara Disability Network is being consulted for feedback. 	In progress
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.	Community Experience Projects and Infrastructure	<ul style="list-style-type: none"> Accessible parking at City facilities will be reviewed through the Disability Access Audit, scheduled to commence Q4 25/26. 	In progress
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	Community Experience	<ul style="list-style-type: none"> Planning is underway for the Disability Access Audit. Draft Project Plan and Draft Request for Quotation 	In progress

	collaboration with people with lived experience.		will be circulated to internal project working group for review in Q3.	
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)	Community Experience	<ul style="list-style-type: none"> Initial research has commenced into a platform we can use to communicate accessibility features of City facilities. Budget to be allocated in 26/27 FY. 	In progress

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 Team	Updates - July – Dec 2025	Status
3.1.1	Provide all City documents in alternate formats upon request.	Community Experience	<ul style="list-style-type: none"> Alternate formats available upon request. To date, we are unaware of any requests received. 	Complete
3.1.2	The use of common or universal infographics in documents, marketing material and social media where appropriate.	Community Experience		Not yet progressed
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.)	Community Experience	<ul style="list-style-type: none"> Initial discussions have been had regarding a website redevelopment to incorporate a number of accessibility improvements, supporting a wider range of users than our current website – outcome still pending. Initial research has commenced into a platform we can use to communicate accessibility features of City facilities, which includes communication boards, keyword sign boards, and visual/sensory stories. 	In progress
Strategy 3.2: Increase promotion focused on access and inclusion.				
3.2.1	Cross promote relevant and appropriate accessible and inclusive events, programs	Community Experience	<ul style="list-style-type: none"> The City promoted the International Day of People with Disability in December 2025. 	Ongoing

	and education opportunities taking place in the City.			
3.2.2	Actively promote to the public and relevant organisations that documents are available in alternative formats.	Community Experience		Not yet progressed
3.2.3	City's facilities and programs that offer accessible and inclusivity features are promoted in a way that informs the community and increases public awareness. <ul style="list-style-type: none"> Sensory movie screenings Set days for certain groups to access Special opening times 	Community Experience	<ul style="list-style-type: none"> Accessible facilities and programs are regularly promoted online and in flyers, including sensory movie screenings twice a month and special group days. Dedicated Inclusion sessions are now a part of the City's annual FeNaCING Festival. Due to demand at last year's event, we have increased the number of sessions to three. 	Complete - BAU
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	<ul style="list-style-type: none"> The City is hosting multiple performances and shows that raise awareness around Access and Inclusion, including Lighting the Dark, Arco, and the Pool in 2026. 	Ongoing

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 Team	Updates - July – Dec 2025	Status
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	Corporate and Commercial	<ul style="list-style-type: none"> Online Inclusion Training has been introduced for all City of Karratha permanent staff, effective 9 December 2025. Three modules, including Core Inclusion, Neurodiversity, and Disability Awareness, have been completed by staff across December 2025 – March 2026. 	Complete

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 Team	Updates - July – Dec 2025	Status
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion	Community Experience	<ul style="list-style-type: none"> A new Feedback Policy has been created and is going to Council in March 2026. 	In progress
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)	Community Experience	<ul style="list-style-type: none"> The new Feedback Policy outlines the ways members of the community can submit feedback to the City. The policy also outlines (under s2.2 Accessibility and Inclusion) that interpreting services and alternative formats are available upon request. 	In progress
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints	Corporate and Commercial		Not yet progressed
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 Community Experience	<ul style="list-style-type: none"> A new Feedback Policy has been created and is going to Council in March 2026. Synergy Customer Requests will serve as the current system with a streamlined process, until Customer at the Centre Review & CiA Request Management review are conducted. 	In progress

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 Team	Updates - July – Dec 2025	Status
6.1.1	Develop partnerships with key disability organisations including local and state providers	Community Experience	<ul style="list-style-type: none"> A City Officer attends <ul style="list-style-type: none"> Monthly Pilbara Disability Network meetings and provides an update for the City. Regular State Disability workshops and webinars. 	Ongoing
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"> Report going to Council in May for permission to establish the DAIAG. If endorsed, expressions of interest will open to the public as soon as possible. 	In progress
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"> New Engagement Guidelines have been drafted, along with the Community and Stakeholder Engagement Policy CS24. Both documents will be uploaded to What We Make It in March 2026 for community feedback, prior to endorsement. 	In progress
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 	Community Experience		Not yet progressed
6.1.5	Engage an Auslan interpreter (in person or virtual) to be present at	Community Experience	<ul style="list-style-type: none"> The City is looking for a new Auslan interpreter, as the interpreter we had booked for the next 12 	In progress

	larger City functions and events where available and appropriate		month has terminated their services due to personal reasons.	
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 Team	Updates - July – Dec 2025	Status
7.1.1	Ensure recruitment policies, procedures, templates and language format are accessible to people living with disability	Corporate and Commercial		Not yet progressed
7.1.2	Identify internal roles and tasks that would be suited to people with all types of abilities	Corporate and Commercial		Not yet progressed
7.1.3	Explore relationships with external Disability Services and Employment organisations to fill vacancies (the City's workforce should be reflective of the community demographics including people living with disability)	Corporate and Commercial		Not yet progressed
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	Corporate and Commercial	<ul style="list-style-type: none"> Inclusive recruitment module is available to People and Culture staff on Velpic and, based on the feedback, the same training may be made available to staff who are involved in interview selection panels. 	In progress
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	Corporate and Commercial	<ul style="list-style-type: none"> Online Inclusion Training has been introduced for all City of Karratha permanent staff, effective 9 December. 	Ongoing

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	Corporate and Commercial		Not yet progressed
7.2.4	Disability Access and Inclusion annual refresher training will be mandatory for all staff	Corporate and Commercial		Not yet progressed