

DAIP – Progress Report Q3-Q4

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 – Jan – June 2026	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: • Develop accessible maps for larger scale events. • Investigate symbol system for events and programs to clearly identify accessible options. • Event Checklists.	Community Experience	• Access and inclusion considerations incorporated in Master Event plans, considering venue accessibility, accessible carparking and toilets, age suitability, sensory considerations.	In progress
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	• The Karratha Library now provides inclusive computer equipment, with a large print keyboard and large trackball mouse. New self-serve book stations also include accessibility features.	Ongoing
1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations.	Corporate and Commercial	• Planned for 26/27 FY	Not yet progressed
1.1.4	Provide more inclusive events: • 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. • Ensure external organisations delivering events and programs in the City do so with	Community Experience	• Weekly Quiet Hours introduced at Dampier and Wickham Libraries. • Costa Georgiadis visited Karratha for our Ready Set Grow competition and hosted an event at the Karratha Senior High School Inclusive Learning Unit's sensory garden space. • Sensory spaces continue to be provided throughout the Events programs.	Ongoing

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	disability, access and inclusion factors considered wherever, and whenever, possible.		- The City is still looking for an AUSLAN Interpreter to present major shows. - Inclusion Day at FeNaCING Festival – 3 x 1 hour sessions for a limited number of community members, providing a more accessible and sensory friendly festival environment. This has increased from 2 sessions in 2025.	
1.1.5	Partner with local service providers and organisations to celebrate and promote annual dates that acknowledge disability and inclusion.	Community Experience	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	- Karratha Leisureplex collects feedback from members and visitors via front desk interactions and word-of-mouth channels. Formal survey mechanisms are currently being developed to improve structured feedback collection at the facility. - REAP collects feedback from patrons via culture count surveys. - Implementation of the Feedback Policy is currently underway which will see training delivered to staff in supporting customers to provide feedback, access to interpreting services and accessible formats.	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	- Policies are regularly reviewed to ensure that they remain current. - Our policy templates have been updated to include 'If the policy involves supply	Complete - BAU

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			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. Major updates recently made to our Feedback Policy, Disability Access and Inclusion Policy, and Engagement Policy to better reflect community needs.	
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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 – Jan – June 2026	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	- Disability Access Audit Request for Quote is being finalised for identified facilities with anticipated release to market in Q4 to engage a suitably qualified consultant to undertake audits in 1H of 26/27FY. Updates to and input from the Disability Advisory Group will be sought once established. - Updates made in 2026 to the Disability Access and Inclusion Policy, regarding Consultation processes: - the City will consult with the Disability Access and Inclusion Advisory Group during the design stage of relevant events, programs, and Infrastructure projects to	In progress

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			reduce Barriers to Access and Inclusion, and ensure these initiatives are informed by people with Lived Experience of Disability, and ○ the City will work in partnership with community members and organisations to identify Access and Inclusion Barriers or gaps in services and work collaboratively to develop solutions that enhance social Inclusion and promote equitable Access.	
2.1.2	Include access and inclusion as an action point and consideration in all infrastructure project planning: • 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	• Process has been modified so that departments across the organisation can bring agenda items to the Disability Access and Inclusion Advisory Group and the Internal Working Group, to seek their feedback and expertise.	Complete
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	• Disability Access Audit Request for Quote is being finalised for identified facilities with anticipated release to market in Q4 to engage a suitably qualified consultant to undertake audits in 1H of 26/27FY. Audit will include parking review at City facilities.	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 collaboration with people with lived experience.	Community Experience	• Disability Access Audit Request for Quote is being finalised for identified facilities with anticipated release to market in Q4 to engage a suitably qualified consultant to undertake audits in 1H of	In progress

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			26/27FY. Updates to and input from DAIAG will be sought once established.	
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	Investigating online options to communicate accessibility features and information of City facilities.	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 – Jan – June 2026	Status
3.1.1	Provide all City documents in alternate formats upon request.	Community Experience	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 actioned.	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	- What We Make It website can be accessed in 10 languages. - Refer to 2.2.2 - platform being investigated also includes AI wayfinding, communication boards, audio guides, translation, among other features. - The Engagement & Communications team and Community Development team attended training delivered by Centre for Accessibility Australia in 'Plain Language and Accessible Social Media', to	In progress

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			help deliver digital communications in more accessible formats. • ALT tags added to website imagery for screen readers to be able to describe images on our website. • 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.	
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	• The City promoted many events, programs and opportunities taking place in the City via social media channels and direct emails, including but not limited to: ◦ International Day of People with Disability ◦ Fishability – All Abilities Fishing Day ◦ Centre for Accessibility – Accessible Social Media workshop ◦ Theatre Productions • New <i>What's On</i> Events Website launching in July, which will allow local organisations to promote their own events and programs alongside the City's.	Ongoing - BAU
3.2.2	Actively promote to the public and relevant organisations that documents are available in alternative formats.	Community Experience	• Following line added to the Disability Access and Inclusion page on City website - <i>We can provide all City documents in alternative formats, upon request.</i>	Completed - BAU

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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. • Sensory movie screenings • Set days for certain groups to access • Special opening times	Community Experience	• 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	• The City's Community Grants Program has supported a number of locally led projects with a focus on access and inclusion, including: ○ A large grant to a local primary school to upgrade its playground with inclusive seating and an accessible swing. ○ A small grant to Fishability, a not-for-profit organisation dedicated to providing inclusive and accessible recreational fishing opportunities for people living with disability. The grant supported the purchase of a new trailer to help establish the program in the Pilbara region. ○ A venue grant to the Pilbara Disability Network to deliver the International Day of People with Disabilities event. ○ A large grant to Royal Life Saving WA to run a swim program for people with disability. • The City is hosting multiple theatre performances and shows in 2026 that raise awareness around	Ongoing - BAU

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			Access and Inclusion, including Lighting the Dark, Arco, and the Pool. - Working in partnership with DFES on Disability Inclusive Emergency Preparedness workshops – both internal and external. - City's Disability Access and Inclusion webpage has been updated to provide more information on events, facilities, and disability and carer resources.	
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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 - Jan – July 2026	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	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				

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	Strategy	Responsible Team	Updates – Jan – June 2026	Status
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion.	Community Experience	New Feedback Policy adopted by Council in March 2026, which directly acknowledges accessibility and inclusion.	Complete
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	New Feedback Policy adopted by Council in March 2026 directly identifies multiple methods for providing feedback and that staff are to support customers requiring assistance to submit any feedback.	Complete
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints.	Corporate and Commercial	Implementation plan for Feedback Policy will be rolled out organisation-wide, providing training for staff in this area.	In progress
Strategy 5.2 - 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	The identified system within the new Feedback Policy for recording complaints, and the procedure to support this, will serve as an interim improvement until the Customer at the Centre BTP is complete. The future Customer Experience Strategy will include a road map for improvements, which may incorporate additional improvements for complaint handling (if not captured in CIA).	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

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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 – Jan – June 2026	Status
6.1.1	Develop partnerships with key disability organisations including local and state providers.	Community Experience	- A City Officer attends: - Monthly Pilbara Disability Network meetings, connecting with local stakeholders - Regular State Disability workshops and webinars - Programs and events across the City, when appropriate.	Ongoing - BAU
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	Expressions of interest for the DAIAG closed on 19 June 2026. Members are expected to be appointed by end of July 2026.	Complete
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	New Engagement Guidelines and Community and Stakeholder Engagement Policy were adopted by Council in May 2026. Both documents address the City's commitment to undertaking engagement that is accessible and inclusive of all community members.	Complete
6.1.4	Improve the accessibility of Council meetings and opportunities for all people to be involved: - Promote alternate avenues and formats to submit questions - Explore live streaming of meetings	Community Experience	All Council Meetings are live streamed.	Complete

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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	No further updates. The City is looking for a new Auslan interpreter, as the interpreter we had booked for the next 12 month has terminated their services due to personal reasons.	In progress
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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 – Jan – June 2026	Status
7.1.1	Ensure recruitment policies, procedures, templates and language format are accessible to people living with disability.	Corporate and Commercial	No further updates	Not progressed yet
7.1.2	Identify internal roles and tasks that would be suited to people with all types of abilities.	Corporate and Commercial	No further updates	Not progressed yet
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	No further updates	Not progressed yet
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	No further updates. 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		Ongoing - BAU

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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	- Online Inclusion Training has been introduced for all City of Karratha permanent staff, effective 9 December. - ELT have approved the roll out of Spinal Life Australia's Realistic RACE Training across the organisation, prioritising roles that directly engage with the community. This training will now be part of the annual Corporate Training Schedule.	Not yet progressed
7.2.4	Disability Access and Inclusion annual refresher training will be mandatory for all staff.	Corporate and Commercial	Recently introduced Disability Access and Inclusion training is for new staff only and there is no annual refresher.	Not yet progressed