



Disability Access and Inclusion Plan (DAIP) Progress Report 2025-2026

Reporting period: 1 July 2025 – 30 June 2026

The *Disability Services Act 1993* requires public authorities to:

- develop and implement a Disability Access and Inclusion Plan (DAIP).
- report annually on the progress made in achieving the seven DAIP outcomes.

Please submit your completed DAIP Progress Report 2025-2026 (in Word format only) to StateDisabilityStrategy@communities.wa.gov.au by **4.30pm, Wednesday 15 July 2026**.

PUBLIC AUTHORITY DETAILS

Public Authority Name	City of Karratha
Contact Person	Molly Atterton
Position Title	Community Development Officer
Email	Molly.atterton@karratha.wa.gov.au
Phone	08 9186 8590
Date DAIP lodged with Department of Communities	
Date DAIP published on public authority's website	
Website link for published DAIP	https://karratha.wa.gov.au/system/files/daip_final_0.pdf
Has your public authority taken all practical measures to ensure its DAIP is implemented by relevant agents and contractors?	Yes

Completing Sections 1-7

Sections 1-7 require public authorities to list the **actions** implemented against each of the seven DAIP outcomes. DAIPs can list strategies only, or both strategies and actions. Where your DAIP includes Strategies only, the DAIP actions will be in an implementation plan, action plan or other internal working document.

What is a Strategy and what is an Action?

A **strategy** is a broad direction or approach to be taken to achieve a desired outcome.

An **action** is the activity, project or program delivered to achieve a strategy. An action is not the individual tasks, checklists or steps to complete the action.

DAIP examples:

1. Strategies only: [City of Mandurah](#) and [Department of Treasury](#)
OR
2. Strategies and actions: [City of Perth](#) and [Child and Adolescent Health Service](#).

To complete the tables in Sections 1-7:

- Column 1 – Strategy Number
 - Enter the number of your DAIP Strategy (text is not required).
- Column 2 – DAIP Action
 - Copy and paste the action wording from your DAIP, internal working document, operational or implementation plan.
- Column 3 - SDS outcome:
 - select one State Disability Strategy outcome from 1 – 15. Refer to State Disability Strategy Outcomes Guide (provided with this template) to identify the most appropriate outcome.
- Progress status select from:
 - **To be commenced:** the action is not scheduled to start yet.
 - **In progress:** the action is underway or is incorporated into business as usual.
 - **Completed:** the action has been implemented and completed.
 - **Not progressed:** the action has been delayed or is discontinued.

SECTION 1: DAIP OUTCOME 1 – SERVICES AND EVENTS

People with disability have the same opportunities as other people to access the services and events of a public authority.

QUESTION			ANSWER
Did your authority organise events in 2025-2026 that positively impacted community attitudes towards people with disability? If yes, indicate the event: ☒ International Day of People with Disability ☒ Other: (list events here) • FeNaCING Festival Inclusion Day • Supported the Pilbara Disability Network to host a community event for International Day of People with Disability. Events that contribute to positive community attitude change are those that: • Raise the profile of people with disability. • Facilitate community interaction between the general public and people with disability. • Incorporate explicit disability awareness activities. For example: an Auslan choir, wheelchair basketball, sensory room.			Yes
DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS 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 • Events Teams have incorporated accessibility considerations into our major event plans, considering venue accessibility, carparking, toilets, age suitability, and sensory considerations. • We have not yet commenced investigating a symbol system for events and programs to clearly identify accessible options.	15. Information	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) • Live streaming now in place for Council Meetings.	15. Information	Completed

1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations	15. Information	To be commenced
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 disability, access and inclusion factors considered wherever, and whenever, possible. • City offers sensory movie screenings twice a month. These screenings are targeted at young children, however following community feedback, the team are also looking at screening a movie suitable for teens/adults. • 2/3 of the City of Karratha Libraries offer a quiet hour once a week. • Karratha FeNaCING Festival's Inclusion Day now an annual event, offering a quieter, sensory friendly festival experience. Due to demand at last year's event, we have increased the number of sessions from two to three. • Costa Georgiadis visited Karratha for the Ready Set Grow competition and hosted an event at the Karratha Senior High School Inclusive Learning Unit's sensory garden space.	7. Welcomed and accepted	In Progress
1.1.5	Partner with local service providers and organisations to celebrate and promote annual dates that acknowledge disability and inclusion • The City supported the Pilbara Disability Network to run an event for International Day of People with Disability. We also had a stand at the event promoting the City's all-terrain wheelchair.	8. Recreation, Social, Arts and Culture	In Progress
1.1.6	Provide opportunities for people living with disability to provide feedback and input on City services and events • A new Feedback Policy has been adopted which incorporates accessible and inclusive feedback avenues, as identified through the WA Ombudsman guidelines. The policy implementation plan includes interpreting services, support service referrals, City support to submit feedback, and web accessibility program.	13. Voices are heard	Completed

	- Feedback and advice will also be sought through the City's new Disability Access and Inclusion Advisory Group. - City facilities collect feedback from patrons through surveys.		
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) - Policies are regularly reviewed to ensure that they remain current. - Our policy templates have been updated to include '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. - Major updates recently made to our Feedback Policy, Disability Access and Inclusion Policy, and Engagement Policy to better reflect community needs.	13. Voices are heard	Completed

SECTION 2: DAIP OUTCOME 2 – BUILDINGS AND FACILITIES

People with disability have the same opportunities as other people to access the buildings and facilities of a public authority.

DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS 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. - The Pilbara Disability Network are regularly consulted on City projects. - City has established a Disability Access and Inclusion Advisory Group who will provide guidance and advice to the City on matters relating to disability.	13. Voices are heard	In Progress
2.1.2	Include access and inclusion as an action point and consideration in all infrastructure project planning: City has established a Disability Access and Inclusion Advisory Group who will provide guidance and advice to the City on matters relating to disability. Future infrastructure projects will be taken to this group for feedback.	5. Community Infrastructure	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. A Disability Access Audit of all City of Karratha facilities by a qualified consultant will commence in Q4 of FY 25/26. Audit will include review of accessible parking options and make recommendations for future upgrades.	5. Community Infrastruce	In Progress
2.2.1	Conduct an audit of all City facilities to identify accessibility improvements in collaboration with people with lived experience. As above.	5. Community Infrastruce	In Progress
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) The City is investigating options for a digital platform that communicates accessibility features of facilities through features such as AI wayfinding, virtual tours, audio guides, communication boards. Budget will be considered in FY 26/27.	15. Information	In Progress

SECTION 3: DAIP OUTCOME 3 – INFORMATION

People with disability receive information from a public authority in a format that enables them to access the information as readily as other people.

QUESTION			ANSWER
Does your authority have accessible formats of your Disability Access and Inclusion Plan? Accessible formats include: accessible word and pdf versions, audio, Easy Read. Only upon request.			NO
DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS STATUS
3.1.1	Provide all City documents in alternate formats upon request. Alternate formats available upon request. To date, we are unaware of any requests received.	15. Information	Completed

3.1.2	The use of common or universal infographics in documents, marketing material and social media where appropriate.	15. Information	To be commenced
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.) - 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. - Karratha Library recently introduced inclusive computer equipment, with a large print keyboard and large trackball mouse. New self-serve book stations also include accessibility 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 help deliver digital communications in more accessible formats. - Also see 2.2.2	15. Information	In Progress
3.2.1	Cross promote relevant and appropriate accessible and inclusive events, programs and education opportunities taking place in the City. - 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. - City ran an Accessible, Inclusive and Age-Friendly Business Workshop in October 2025	7. Welcomed and accepted	In Progress
3.2.2	Actively promote to the public and relevant organisations that documents are available in alternative formats. City website states - <i>We can provide all City documents in alternative formats, upon request.</i>	15. Information	Completed
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	7. Welcomed and accepted	In Progress

	• Accessible and inclusive facilities, programs, and events are regularly promoted online, in flyers, and emailed to community groups. • 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.		
3.2.4	Promote and support initiatives that raise the awareness of disability and inclusion in the community to reduce stigma and promote belonging. • The Red Earth Arts Precinct is hosting multiple performances and shows that raise awareness of disability, including Lighting the Dark, Arco and The Pool. • Working in partnership with DFES on Disability Inclusive Emergency Preparedness workshops – both internal and external. • 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.	7. Welcomed and accepted	In Progress

SECTION 4: DAIP OUTCOME 4 – SERVICE QUALITY

People with disability receive the same level and quality of service from the staff of a public authority as other people receive.

QUESTION			ANSWER
Did your authority deliver training in 2025-2026 that improved staff capacity to respond positively to people with disability? If yes, what type of training was provided: ☒ Disability awareness ☐ Disability awareness refresher ☐ Other: (list training here) For Other: Examples include: disability confident recruiter, Auslan, Easy Read.			Yes
DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS 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 Online Inclusion Training was introduced for all City of Karratha permanent staff. Three modules, including Core Inclusion, Neurodiversity, and Disability Awareness, have been completed by staff across December 2025 – March 2026, raising awareness of how to respond to, and interact with, people living with a disability.	1. Education and training	Completed

SECTION 5: DAIP OUTCOME 5 – COMPLAINTS

People with disability have the same opportunities as other people to make complaints to a public authority.

DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS STATUS
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion. New Feedback Policy has been adopted which acknowledges inclusive and equitable access to resources and services within the City, fostering participation and belonging for all community members.	13. Voices are heard.	Completed
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) The new Feedback Policy outlines the multiple methods for submitting feedback to the City. The policy also	13. Voices are heard.	Completed

	outlines (under s2.2 Accessibility and Inclusion) that interpreting services and alternative formats are available upon request. Sitting alongside this policy is our Customer Service Charter, outlining the City's commitment to ensuring all customers can access services in a way that is appropriate to their needs and that staff are to support customers requiring assistance to submit any feedback.		
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints Implementation plan for the Feedback Policy will be rolled out organisation-wide next FY, providing training for staff in this area.	1. Education and training	To be commenced
5.2.1	Investigate and implement a suitable platform to process and streamline complaints management	13. Voices are heard	In Progress

SECTION 6: DAIP OUTCOME 6 – CONSULTATION

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

QUESTION			ANSWER
Does your authority have a DAIP advisory, reference or working group with members who have lived experience of disability? - DAIP Implementation Group – internal staff from across the organisation who champion access and inclusion and assist with implementing the DAIP in their working areas. - Disability Access and Inclusion Advisory Group – established in June 2026 with membership comprising of people living with disability, carers, and service providers. First meeting scheduled for July 2026. A DAIP advisory, reference or working group is one whose purpose is to: - Shape your public authority's access and inclusion initiatives. - Raise the profile of access and inclusion within your public authority. - Influence change in policy and practices relating to access and inclusion.			Yes
DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS STATUS
6.1.1	Develop partnerships with key disability organisations including local and state providers City staff connect with disability organisations through:	10. Disability Services	In Progress

	- o the Disability Access and Inclusion Advisory Group - o Pilbara Disability Network - o Regular State Disability workshops and webinars - o Other local events		
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 • Expressions of interest for the Advisory Group closed on 19 June 2026. Members are expected to have their first meeting in July 2026.	13. Voices are heard	Completed
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 • New Engagement Guidelines and Community and Stakeholder Engagement Policy CS24 have been adopted that address inclusive, equitable, and culturally respectful engagement. The City is committed to a principle-led, equity-centred approach—valuing lived experience, local knowledge and diverse perspectives, especially from people who may face barriers to being heard.	13. Voices are heard	Completed
6.1.4	Improve the accessibility of Council meetings and opportunities for all people to be involved • All Council Meetings are now live streamed.	15. Information	Completed
6.1.5	Engage an Auslan interpreter (in person or virtual) to be present at larger City functions and events where available and appropriate • 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.	15. Information	In Progress

SECTION 7: DAIP OUTCOME 7 – EMPLOYMENT

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

QUESTION			ANSWER
Local Government: How many elected members disclose they have disability?			0
State Government: Does your authority have a government board/s? If yes, how many board members disclose they have disability?			Choose an item. Choose an item.
DAIP Strategy No.	DAIP ACTION	SDS OUTCOME	PROGRESS STATUS
7.1.1	Ensure recruitment policies, procedures, templates and language format are accessible to people living with disability	2. Employment and economic independence.	To be commenced
7.1.2	Identify internal roles and tasks that would be suited to people with all types of abilities	2. Employment and economic independence	To be commenced.
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)	2. Employment and economic independence	To be commenced
7.2.1	Provide appropriate training to staff and selection panels on interviewing people with disability Inclusive recruitment module is available to People and Culture staff and based on the feedback, the same training may be made available to staff who are involved in interview selection panels.	1. Education and training	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 - Online Inclusion Training has been introduced for all permanent staff. One module focuses on Disability Awareness and discusses what this looks like in the workplace. - City has engaged Spinal Life Australia to deliver their Realistic RACE Training annually to staff as part of our corporate training schedule, prioritising training for roles that directly engage with the community.	1. Education and training	Completed
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 As above, this training is now a mandatory part of staff inductions.	1. Education and training	Completed
7.2.4	Disability Access and Inclusion annual refresher training will be mandatory for all staff	1. Education and training	Not progressed

SECTION 8: ACHIEVEMENTS

- Select three achievements – the third must be an achievement from either DAIP Outcome 3, 4, 5, or 6.
- Limit the achievement description to 150 words maximum.
- Achievements must demonstrate at least one of the following:
 - ☐ Resulted in positive change: what happened and what changed.
 - ☐ Innovation: implemented or created something new to address a need, gap or solve a problem.
 - ☐ Improvement in disability access and inclusion practice. For example: building project progressing from minimum standards to application of universal design principles.
 - ☐ Outcomes: where change has been measured. For example: increased awareness, satisfaction, knowledge, confidence.

Photos

- Insert a maximum of two photos per achievement.
- Only submit photos where permission to publish the image has been obtained.
- Photos should be in jpeg format and be a minimum of 300 dpi.

ACHIEVEMENT 1 (maximum word count: 150)	Photos (max. 2)
Achievement is from DAIP Outcome: 3, Information	
Photos: ☐ Permission to publish confirmed ☐ Minimum 300 dpi	
Achievement:	
<u>Promote and support initiatives that raise the awareness of disability and inclusion in the community to reduce stigma and promote belonging.</u> The City's Community Grants Program supported a number of projects and initiatives in FY 25/26 targeting disability and inclusion, including: • A large community grant for Baynton West Primary School to upgrade their playground to be more accessible and inclusive. • A small community grant for Fishability to purchase a new trailer, helping establish the program in the region. • A large community grant for the Pilbara Disability Network to run an event for International Day of People with Disability. • A large community grant to Royal Life Saving WA to deliver one-on-one lessons for children with disabilities All of these projects demonstrate innovation within our community, creating more inclusive events, programs and environments, and actively promoting belonging for people living with disability.	

Baynton West P & C May 6 · 🌐 ... 🌟 BIG NEWS for our school community! 🌟 Late last year, the BWPS P&C proudly applied for a \$50,000 Large Community Grant through the City of Karratha — and we are absolutely thrilled to share that we were successful! 🎉 This was a highly competitive round with so many deserving projects, so we are incredibly grateful for the City's generous support of our vision for an All Abilities Playground Upgrade 🤝 We were lucky enough to capture a special moment with Mayor Dan Scott, CEO Virginia Miltrup, and Acting Director of Community Experience Ang McDonald — alongside the real VIPs of this project... 🌟 many members of our amazing student consultation team! 🌟 At the heart of this project is a powerful guiding principle: "Nothing about us, without us." This funding means we can bring to life what our students asked for — accessible, inclusive and engaging playground spaces where every child, regardless of ability, can play safely and joyfully alongside their peers 🌈 Thanks to this grant, we're kicking things off with some fantastic new additions, including: ✓ Conrod Tables ✓ An accessible hard-back support swing ✓ Djembes to launch our high auditory regulation zone ...and this is just the beginning! With a growing wishlist already in place, there's so much more to come 🌟 We want to take a moment to acknowledge and celebrate everyone who made this possible: 👉 Our incredible students, whose resilience and honesty guide everything we do — thank you for trusting us with your voice 👉 Our families, who contributed through surveys and consultation sessions 👉 Our school, for championing and supporting this vision 👉 The City of Karratha, for backing our community and helping make inclusion a reality 👉 We also extend our thanks to Pilbara Therapy Services for generously donating their time and expertise to support this project — your guidance has been invaluable in helping us create truly inclusive spaces This project sends a powerful message to our students living with disability - you are seen, you are heard, and you are deeply valued 🤝 We cannot wait to share the journey as these exciting upgrades come to life! City of Karratha 🧡 See less	
ACHIEVEMENT 2 (maximum word count: 150)	Photos (max. 2)
Achievement is from DAIP Outcome: 5. Complaints	
Photos: ☐ Permission to publish confirmed ☐ Minimum 300 dpi	

Achievement: <u>Strive to improve the City's customer feedback and complaints processes to ensure they are accessible and inclusive for everyone.</u> The City of Karratha adopted a new Feedback Policy which acknowledges inclusive and equitable access to resources and services, fostering participation and belonging for all community members. The new policy outlines the ways members of the community can submit feedback to the City, and that interpreting services and alternative formats are available upon request. Sitting alongside this policy is our Customer Service Charter, outlining the City's commitment to ensuring all customers can access services in a way that is appropriate to their needs. This action has resulted in improved disability access and inclusion practices.		
ACHIEVEMENT 3 (maximum word count: 150)		Photos (insert max. 2)
Achievement is from DAIP Outcome: 4. Service Quality		
Photos: ☐ Permission to publish confirmed ☐ Minimum 300 dpi		
Achievement: <u>Provide training and support to all staff on disability, access and inclusion.</u> The City of Karratha increased the knowledge and confidence of their staff in access and inclusion by introducing mandatory online Disability & Inclusion training. The training forms part of the City's commitment to building a respectful, diverse, and inclusive workplace, and supports our DAIP. Three modules, including Core Inclusion, Neurodiversity, and Disability Awareness, were completed by all permanent staff between December 2025 – March 2026, and this training is now a part of all new staff inductions. This training has led to enhanced customer service through more consistent, respectful and confident communication across our facilities, as well as a more positive working environment.		

SECTION 9: DAIP ACTIONS IN DIGITAL FORM

If your public authority produced video or social media clips to promote and demonstrate the impact of any of your DAIP actions or activities – please include hyperlinks below.

DAIP stories in digital form

Did your authority produce video or social media clips on any DAIP actions/activities in 2025-2026?

NO

If yes, please provide hyperlinks to digital content if publicly available online.

Hyperlink 1:

Hyperlink 2:

Hyperlink 3:

Please submit your completed Disability Access and Inclusion Plan (DAIP) Progress Report 2025-2026 to: StateDisabilityStrategy@communities.wa.gov.au **by 4.30pm, Wednesday 15 July 2026.**