

Disability Access and Inclusion Plan

2024-2029

Image caption: Two friends enjoying a festival ride at the FeNaCING Festival. The person on the left is holding up a peace sign with their fingers.



Acknowledgement of Country

Wayiba! Wanthiwa! Tharnardu!

The City of Karratha recognises the ancient and ongoing connection of the Ngarluma people as traditional custodians of this land and their deep historical and spiritual connection to the region's country, waterways, rivers, and seas. We acknowledge the significance of the traditional welcoming rituals of Aboriginal and Torres Strait Islander people and pay respect to the Ngarluma people and their Elders, past, present, and emerging. We also acknowledge that Indigenous Australians were the first inhabitants of Australia and have unique languages and spiritual relationships with the land. The name "Karratha" is derived from an Aboriginal word meaning "good country" or "soft earth."

Image caption: Indigenous art beautifully displayed on Red Rock.

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Image caption: A man enjoying his shopping trip on a mobility scooter, sharing a smile with the camera.



Image caption: A lady in a stylish black and white printed shirt with pink flowers admires vibrant textile art pieces, including a colorful textile on canvas, vase, and other unique objects by Artist Jamie-Lee Garner.

Message from the Mayor

The City of Karratha is committed to building a community that is accessible and inclusive for all, including those living with disability, their families, and carers. It is our belief that everyone, regardless of who they are or where they come from, deserves to feel valued, welcomed, and supported within our community. We understand the importance of ensuring that all people have access to necessary services and facilities in order to live their best lives in the community they call home.

In recognition that true progress can only be achieved by listening to the voices of those directly impacted, we are committed to engaging through open dialogue and meaningful partnerships. It is our goal to identify and effectively address barriers to access and inclusion.

We believe that an accessible and inclusive community is one where everyone has equal opportunities, rights, and responsibilities. This means ensuring that all our Council functions, facilities, and services are open and available to all residents. By providing equitable access, we empower individuals to participate fully in community life, enriching our social fabric with their perspectives and contributions.

Our commitment to inclusivity remains steadfast as we continue to work towards effectively implementing our Disability Access and Inclusion Plan (DAIP). By embracing our differences and supporting the inclusion of all, we create a more vibrant and resilient community for generations to come. Together, let us strive to create a future where accessibility is not just a goal, but a reality for all.



Daniel Scott
Mayor, City of Karratha

Introduction

The Disability Access and Inclusion Plan (DAIP) is a strategic document that outlines the actions that will be taken to improve access and inclusion throughout the City of Karratha.

This plan will help guide how services are provided and events are run, and will also inform the planning of new public spaces.

The City of Karratha is committed to furthering the principles and objectives of the Disability Services Act 1993 and its 2004 amendment, as well as working to meet the seven standards in the Disability Services Amendment Regulations 2013.

The DAIP 2024-2029 identifies the strategies, improvements and projects which will be undertaken over the next five years to continually improve access and inclusion for all communities within the City of Karratha.





Acknowledgements

The City of Karratha thanks and acknowledges the commitment and input of the many individuals and groups within the local community who worked with the City to develop the Disability Access and Inclusion Plan 2024-2029:

- › Members of the City of Karratha Disability Access and Inclusion Stakeholder Working Group
- › Specialist local health professionals
- › National Disability Insurance Scheme (NDIS) and community service and support providers
- › Northwest Multicultural Association
- › Broader local community contributors.

Image (left) caption: A lady speaking confidently into a microphone at a podium, proudly holding a certificate against a dark background.

Definition of terms - Disability, Access and Inclusion

Disability

"Persons with disabilities include those who have long term physical, mental, intellectual, or sensory impairments, which in interactions with various barriers may hinder their full and effective participation in society on an equal basis with others."

- *Australian Disability Network*

Access

The Disability Discrimination Act (DDA) requires that people with disability be able to access any building that the public is entitled to enter and use, and have access to any services and facilities provided in those buildings.

The DDA gives guidance on:

- Making information accessible
- Making premises accessible
- Making Transport Accessible
- Access to premises and services for people who use assistance animals
- Access for people using mobility devices
- Making information and services accessible online
- Planning accessible events
- Communicating effectively with people with disability.

Inclusion

"Inclusion is the art of ensuring that all people feel welcome and celebrated for exactly who they are. This means that all differences are viewed as unique gifts that an individual can offer to a group or community"

- *Inclusion Solutions Australia*

The City of Karratha recognises that the more diverse and inclusive the community, the richer it will become. We also acknowledge that many people in the community will face access and inclusion challenges at some time in their lives. People living with disability may experience challenges to fully participate in community life. Not all disabilities are visible, 90% of people living with disabilities in Australia are living with what is known as an invisible disability, which may include:

- Chronic Pain
- Mental Health Conditions
- Autoimmune Disease
- Sensory Processing Conditions
- Hearing and Vision Impairments.



Image caption: A woman in a blue jumper smiles as she drives a bumper car at the FeNaCING Festival.

City of Karratha's Strategic Context

The Disability Access and Inclusion Plan sits amongst a broader framework of informing strategies in place across the City of Karratha.

We believe in planning for a bright future that fulfils the needs of current and future generations.

To ensure the best outcomes for our community at each stage of our journey to becoming Australia's most liveable regional city, we have developed strategies and plans for the short, medium and long term.

These plans are integrated, so when we are working on short-term projects we are also contributing to those long-term goals we have in place, ensuring the best use of resources in all of our activities.

Integrated Planning and Reporting Framework:

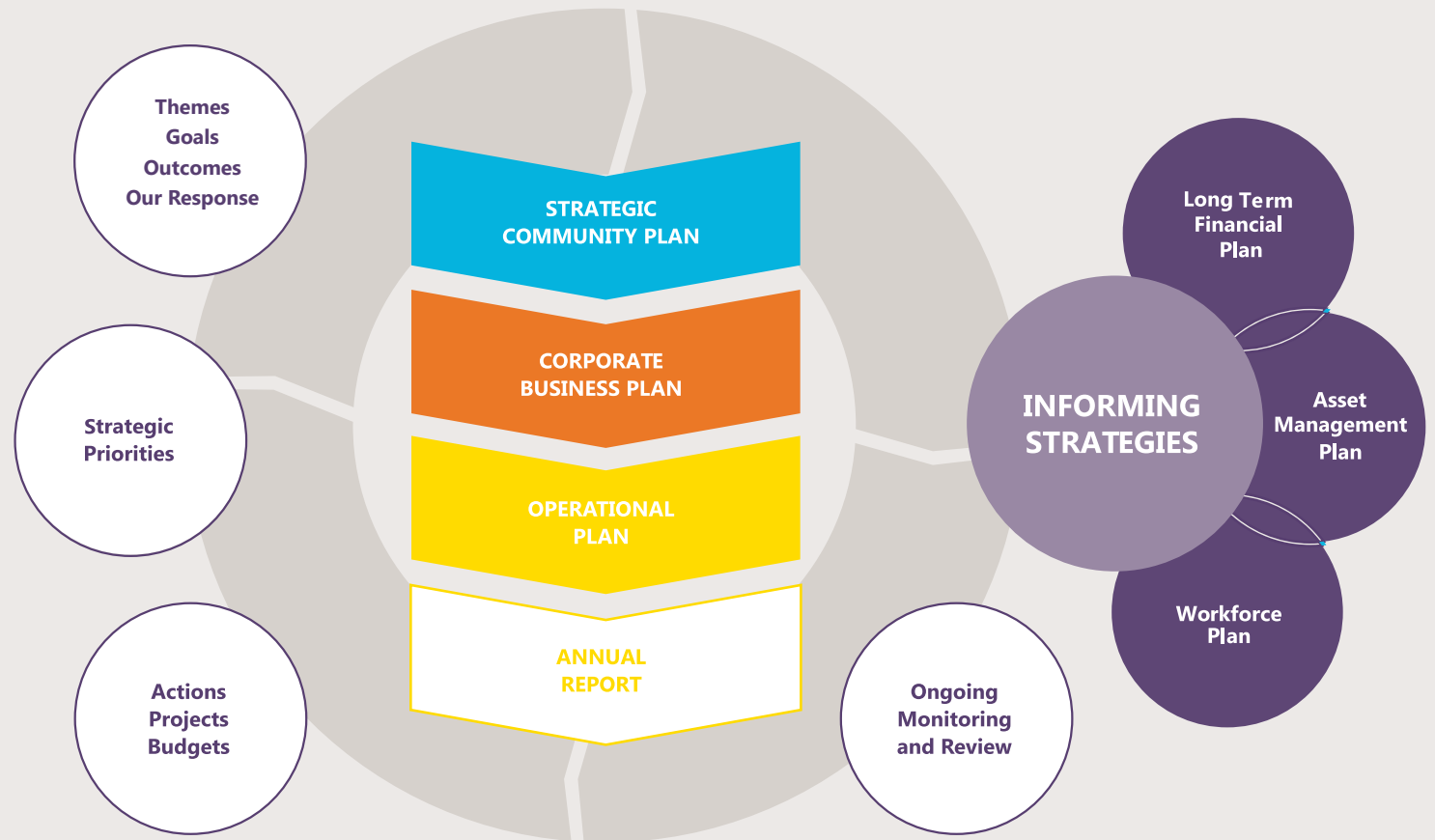


Image caption: A visual representation of the City's Integrated Planning and Reporting Framework illustrates a structured approach to planning and reporting. This framework includes the Strategic Community Plan, Corporate Business Plan, Operational Plan, and Annual Report. It is informed by long-term financial, asset management, and workforce plans to ensure that actions, projects, and budgets align with strategic priorities. The framework also incorporates ongoing monitoring and review to ensure continuous improvement.

Statement of Principles

This Disability Access and Inclusion Plan has been developed as part of an ongoing process of extensive community collaboration as we work with the community toward achieving the aspirational goal of universal inclusion and accessibility.

The following principles have been developed to guide this work:

- The City of Karratha is committed to building inclusive and connected communities.
- We are committed to ensuring that our community is accessible and inclusive for people living with disability, their families and carers.
- We believe people living with disability, their families and carers should be supported to remain a part of the community of their choice.
- We are committed to consulting with residents living with disability, their families and carers and where required, organisations within the disability service provision industry to ensure that barriers to access and inclusion are addressed appropriately.
- We interpret an accessible and inclusive community to be one in which all council functions, facilities and services are open, available and accessible to people living with disability, providing them the same opportunities, rights and responsibilities enjoyed by all other people in the community.
- We recognise that people living with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life.
- We believe that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life
- We are committed to working in partnership with local community groups and businesses to facilitate the inclusion of people living with disability through improved access to facilities and services in the community.
- The City of Karratha is committed to achieving the desired outcomes of its DAIP.



Image caption: A group of seniors sits around a rectangular table during a community engagement session. A City of Karratha employee is standing up and addressing the group.

Alignment to City of Karratha Strategic Community Plan

Strategic Community Plan Outcome		Desired Outcome	DAIP Outcome Alignment
Our Community: Inclusive and Engaged	1.a	Community Facilities <ul style="list-style-type: none"> Plan and develop quality new facilities and infrastructure to meet future community needs and industry best practice. 	Outcome 1 and 2
	1.a.2		
	1.c	Accessible Services <ul style="list-style-type: none"> Determine community needs through targeted engagement Establish partnerships to enhance the provision of services 	Outcome 4 and 6
	1.c.1		
	1.c.2		
	1.d	Healthy Residents <ul style="list-style-type: none"> Develop and promote programs and services that improve community wellbeing and health 	All outcomes
	1.d.1		
	1.e	Recognition of Diversity <ul style="list-style-type: none"> Embrace and celebrate diversity in the region Achieve recognition as a leader in engaging with and supporting diverse groups 	All outcomes
	1.e.1		
	1.e.2		
	1.f	Connected Communities <ul style="list-style-type: none"> Foster social interaction across the community Employ new technologies to connect communities Proactively engage and consult with the community 	All outcomes
	1.f.1		
	1.f.2		
	1.f.3		
Our Leadership: Proactive and accountable	4.e	Services that meet community needs <ul style="list-style-type: none"> Undertake regular reviews of service levels and standards Use evidence-based analysis to determine service levels 	All outcomes
	4.e.1		
	4.e.2		

Legislation and Guiding Documents

In addition to the Strategic Community Plan 2020-2030, this Plan has also been informed by the State Disability Strategy 2020 – 2030 and the State Disability Action Plan 2020 – 2030.

Having a Disability Access and Inclusion Plan is a requirement for all Local Governments under the Western Australian Disability Services Act 1993 (amended 2004).

Other legislation:

- Commonwealth Disability Discrimination Act 1992 (DDA)
- Western Australian Equal Opportunity Act 1984
- Planning and Development Act and associated Regulations

Relevant documents and standards:

- Disability (Access to Premises Buildings) Standards 2010
- Australia's Disability Strategy 2021-2031
- United Nations Convention on the Rights of Persons with Disability 2007
- Building Code of Australia

Image (right) caption: A person in a green shirt, shorts, boots, gloves, and a cap pulls a recycle bin, smiling at the camera.



City of Karratha Disability and Carer Statistics



22,198

Total population

3,898

Residents with long term health conditions

397

NDIS participants living in the City of Karratha

2,594

Residents who identify as Aboriginal and/or Torres Strait Islander people

7,654

Residents born overseas



6,609

Residents that speak a language other than English at home:

420 Filipino

315 Yindjibarndi

154 Mandarin

147 Thai

1,214

Residents in paid disability carer roles

965

Residents in unpaid disability carer roles

1,298

Residents who need assistance due to disability

719

Residents over the age of 65

Western Australia Statistics

122,348 people reported needing help in their day to day lives due to disability in Western Australia in 2021. That's **4.6%** of the population in Western Australia.

National Disability Statistics

4.4 million people in Australia living with disability

17.7% of all Australian's living with disability

25% have a mental or behavioural disorder as their main condition

Approximately **12%** of people under 65 have some level of disability. This rate rises to one in two people aged 65 and over.

National Carers Statistics

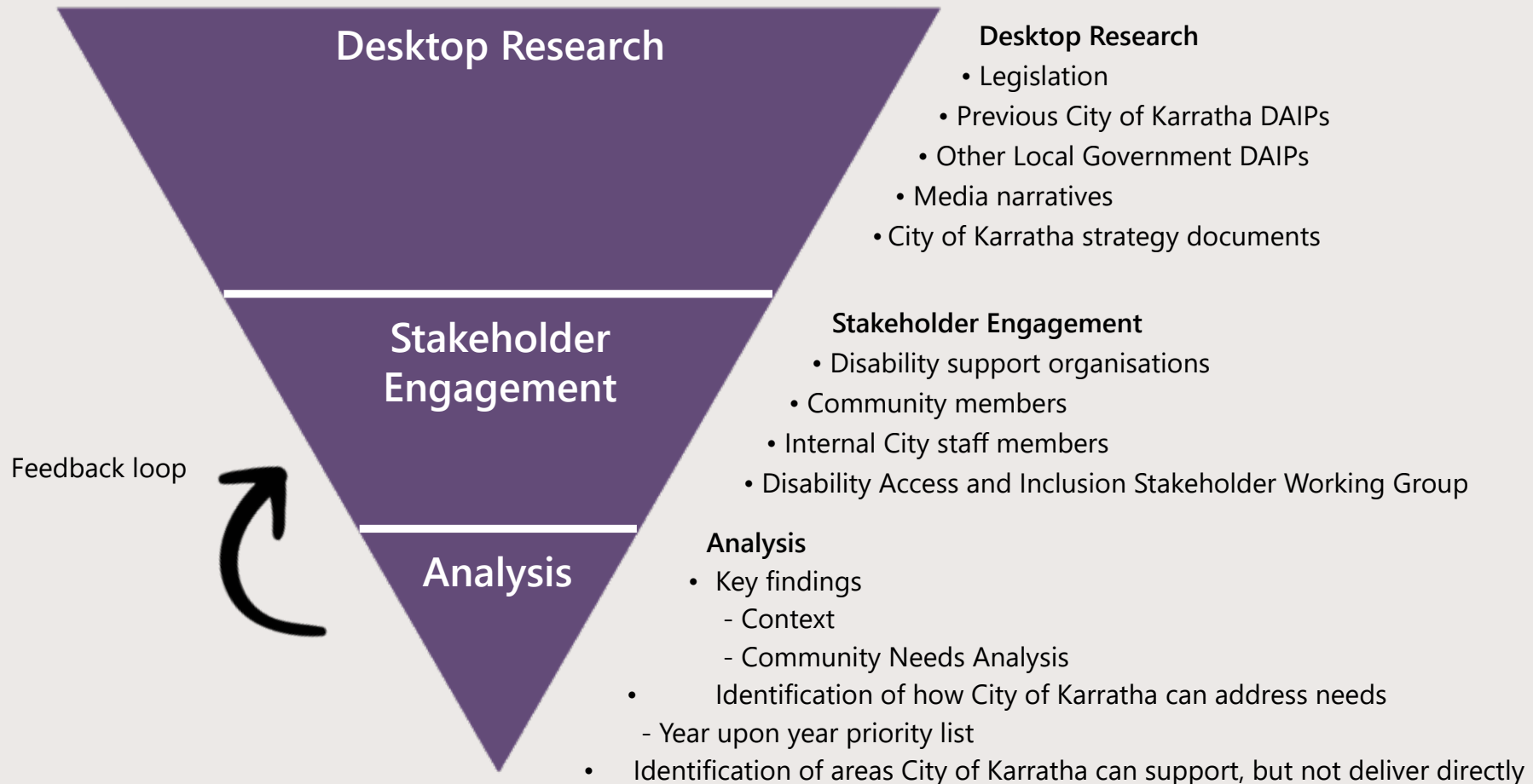
2.65 million carers in Australia

10.8% of Australians provide unpaid care to people living with disability and older Australians

Development of the Plan

An engagement strategy was developed to commence the 5-year review of our Disability Access and Inclusion Plan. The diagram below provides an overview of our Review Methodology:

Review Methodology:



Stakeholder Engagement and Feedback Loop

Feedback was sought from the community through a range of avenues to identify their views and ideas on how to make the City of Karratha more accessible and inclusive. This strategy included:

- Engaging directly with the community, including people with lived experience, their families, carers and disability service providers through surveys, community forums and via one-on-one discussions
- At the City's Disability Access and Inclusion Stakeholder Working Group meetings
- Hosting consultation sessions throughout the year at key local events including FeNaClNG, art exhibitions, International Day of People with Disability and Seniors activities
- Consulting with key City of Karratha employees through the Internal Disability Access and Inclusion Working Group
- Consulting with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

We promoted opportunities for engagement via our email networks, website, social media channels, word-of-mouth and the local Pilbara News newspaper.

Feedback we received from stakeholder and community consultation included:

- The community would like to be informed about what is happening across the City of Karratha
- The City should be a leader of change and improvements in Disability Access and Inclusion
- The City should consult people living with disability when making decisions that impact them
- Collaborate with the disability sector and people with lived experience on Disability Access and Inclusion specific projects
- Increase frequency of Disability Access and Inclusion Stakeholder Working Group to quarterly, with options to join remotely via an online platform
- Increase the availability of inclusive playground equipment in public parks, including the installation of communication boards
- Include sensory-friendly films at Red Earth Arts Precinct.

Foundations to Build On

Through this plan, the City is committed to initiatives and programs that support people living with disability to increase participation within the community. These initiatives will build on work we have undertaken so far, a sample of which has included:

Accessible Community Events



Sensory Sensitive Movie Screenings

The City introduced regular sensory sensitive movie screenings at the Red Earth Arts Precinct (REAP), with average ticket sales over 500 annually for these sessions.



Caption: Left: Group of four, including one person using a wheelchair, posing for a photo. Right: Four adults, including one using a wheelchair, and two children smiling together.

ACCESS ABILITY Art Exhibition

A new multidisciplinary art exhibition was launched at the Red Earth Arts Precinct in March 2024, which shone the spotlight on talented artists from all walks of life. The focus of this exhibition was to highlight the stigma and bias surrounding differences. The evening was a resounding success with many people of all abilities coming together to enjoy an evening of art appreciation.



Caption: Top left: 2 people smiling while driving a go-kart. Top right: 2 ladies enjoying a ride. Bottom: group waiting at a stall.

FeNaCING Festival – Soft Openings

The City implemented soft openings of the festival prior to officially opening. These offer sensory sensitive and inclusive festival sessions for local disability services, clients, and their families. Rides and attractions are free and give attendees the opportunity to enjoy the festival without large crowds.



Caption: A City of Karratha employee sitting at a reception desk, smiling warmly.

Introduction of Quiet Spaces/Places

The City's Events Team is working closely with people living with disability and allied health practitioners to provide quiet and calming areas for community members during programs and events. Feedback around the inclusion of such a space at the 2024 Red Earth Arts Festival program was very positive. Parents spoke to staff and said "how amazing" it was to have this available at the library. Families were able to access the space and utilise sensory toys to reduce sensory overload.

Accessible Community Facilities and Infrastructure



Caption: A footpath winding through a grassy area near the road.

City of Karratha's 10-year Footpath Strategy
Commencing in 2018 this strategy continues to be implemented across all towns in the City of Karratha with approximately 10km of new footpath having been installed so far. In December 2021, a 1.9km footpath was finished from Karratha Golf Club to the Searipple Lookout. Featuring four bridges and one culvert, this path is designed for multi-use and is clearly marked with lanes, directional markers, and wayfinding signage.



Caption: 'Quiet area' sign in an airport.

All Terrain Wheelchair

The City purchased an All-Terrain Wheelchair through a grant funding program in 2022. The All-Terrain Wheelchair is located at the Karratha Leisureplex and available for the public to hire free of charge.



Caption: Two images of a lady navigating with ease in an all-terrain wheelchair.

Karratha Airport

Karratha Airport includes a quiet area. This area is designed to be a place offering reduced sensory stimulation, enabling people a more relaxing experience at what can be a busy, noisy, and active space.

Lived Experience Advocacy and Engagement



Caption: A lady holding a certificate and plaque stands next to a man, both smiling happily.

Annual City of Karratha Sports Awards

The annual City of Karratha Community Sports Awards acknowledge and celebrate the efforts and achievements of the City's community sporting groups, recognising volunteers, players, officials and coaches. In 2023 this evening event saw the introduction of the inaugural 'Inclusion Award' with the local Hockey Association recognised as the winning Club in the City of Karratha.

Disability Access and Inclusion Stakeholder Working Group

The City has established a Disability Access and Inclusion Stakeholder Working Group with representation from local disability services, carers, support workers and people with lived experience. Meetings are held quarterly to provide guidance on improvements and new projects that support increased access and inclusion of people living with disability in community life.



Caption: Five people smiling for the camera. Two are seated at a small round table, while three stand behind them.

International Day of People with Disability - Annual Celebrations

Celebrated in December each year with a variety of events delivered in collaboration with local organisations.

Activities have included:

- Community BBQ
- Presentation from Disability Advocate Luke Whatley
- Disability Expo
- Free sensory moving screening of Finding Nemo.

Following this screening, a patron thanked the City for allowing her to take her grandson to his very first cinema experience due to his sensory needs.



Caption: A City of Karratha employee who uses a wheelchair, outside the movie theatre door at the Red Earth Art Precinct.



Caption: Person sitting on a red chair, reaching for a book while looking at the camera.

Improving employment outcomes for people living with disability

Currently the City has several young people living with disability who are part of the teams at the Red Earth Arts Precinct. These teams deliver events, exhibitions, movies, live shows and library programs. Since beginning work and volunteer commitments in this facility, these young people have grown in confidence and are eager to take on additional responsibilities.

Strategies to improve Access and Inclusion outcomes

Outcome	Strategy
<p>Outcome 1: Events and Services</p> <p>People living with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Karratha</p>	<p>1.1 Ensure access and inclusion is considered as part of all planning, delivery and evaluation of City events and services</p> <p>1.2 Ensure access and inclusion is incorporated into relevant City policies and procedures</p>
<p>Outcome 2: Buildings and Facilities</p> <p>People living with disability have the same opportunities as other people to access the buildings and other facilities of the City of Karratha</p>	<p>2.1 Ensure the accessibility of all City buildings and facilities in the planning, design and construction phases meets standards and considers universal co-design principles and practices</p> <p>2.2 Review the City of Karratha's existing buildings and facilities and upgrade where possible to improve accessibility</p>
<p>Outcome 3: Access to Information</p> <p>People living with disability receive information from the City of Karratha in a format that is accessible</p>	<p>3.1 Review and improve City information methods and formats to address the diverse needs of people living with disability, low literacy levels, English as a Second Language and limited computer skills and/or access</p> <p>3.2 Increase promotion focused on access and inclusion</p>
<p>Outcome 4: Quality of Service</p> <p>People living with disability receive the same level and quality of service from City of Karratha staff as other members of the public</p>	<p>4.1 Provide training and support to all staff on disability and diversity, access and inclusion</p>
<p>Outcome 5: Feedback</p> <p>People living with disability have the same opportunities as other people to make complaints to the City of Karratha</p>	<p>5.1 Improve the City's customer feedback and complaints processes to ensure they are accessible and inclusive for everyone</p> <p>5.2 Develop a streamlined complaints management system for matters relating to access and inclusion.</p>

Outcome	Strategy
<p>Outcome 6: Consultation</p> <p>People living with disability have the same opportunities as other people to participate in any public consultation by the City of Karratha</p>	<p>6.1 Where possible and appropriate ensure engagement with people who have relevant lived experience to develop and improve City services and infrastructure</p>
<p>Outcome 7: Employment</p> <p>People living with disability have the same opportunities as other people to obtain and maintain employment at the City of Karratha</p>	<p>7.1 Create employment opportunities for people with disability and from diverse backgrounds</p> <p>7.2 Create a supportive environment within the City that welcomes the employment of people of all ages, cultures, genders, sexual orientations, religions and abilities to pursue a career with the City of Karratha</p>


















Caption: Young child reaching out to a flurry of bubbles.

Outcome 1: Events and Services

Services and Events 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.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>		Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate	
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 	Deliver						Community Experience
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)	Deliver						Corporate and Commercial
1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations	Deliver Facilitate						CEO Office

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
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 • Ensure external organisations delivering events and programs in the City do so with disability, access and inclusion factors considered wherever, and whenever, possible. 	Deliver Facilitate Partner						Community Experience
1.1.5	Partner with local service providers and organisations to celebrate and promote annual dates that acknowledge disability and inclusion	Partner Advocate						Community Experience
1.1.6	Provide opportunities for people living with disability to provide feedback and input on City services and events.	Deliver						Community Experience

Outcome 1: Events and Services continued.

Services and Events 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 1.2

Ensure access and inclusion is incorporated into relevant City policies and procedures.






Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
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)	Deliver						Corporate and Commercial








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

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
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.	Deliver						Community Experience







Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
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 	Deliver						Community Experience
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.	Deliver Facilitate						Community Experience

Outcome 2: Buildings and Facilities continued.

People living with disability have the same opportunities as other people to access the buildings and other facilities of the City of Karratha.

Strategy 2.2

Review the City of Karratha's existing buildings and facilities and upgrade where possible to improve accessibility.








Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
2.2.1	Conduct an audit of all City facilities to identify accessibility improvements in collaboration with people with lived experience.	Deliver						Community Experience
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)	Deliver						CEO Office






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.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
3.1.1	Provide all City City documents in alternate formats upon request.	Deliver						CEO Office
3.1.2	The use of common or universal info-graphics in documents, marketing material and social media where appropriate	Deliver						CEO Office

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.)	Deliver						Corporate and Commercial
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Strategy 3.2
Increase promotion focused on access and inclusion.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>	Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate	
3.2.1 Cross promote relevant and appropriate accessible and inclusive events, programs and education opportunities taking place in the City	Deliver Facilitate Advocate Partner						CEO Office
3.2.2 Actively promote to the public and relevant organisations that documents are available in alternative formats	Deliver Facilitate						CEO Office
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	Deliver Facilitate						CEO Office
3.2.4 Promote and support initiatives that raise the awareness of disability and inclusion in the community to reduce stigma and promote belonging.	Advocate						CEO Office

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.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
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	Deliver						CEO Office

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.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion	Deliver						Corporate and Commercial
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)	Deliver						Corporate and Commercial
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints	Deliver						CEO Office

Strategy 5.2

Develop streamlined complaints management systems to matters relating to disability, access and inclusion.

State Disability Strategy (SDS) Alignment

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
5.2.1	Investigate and implement a suitable platform to process and streamline complaints management	Deliver						CEO Office

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.

Actions and the City of Karratha's role <i>Deliver, Facilitate, Advocate, Partner</i>			Year 24/25	Year 25/26	Year 26/27	Year 27/28	Year 28/29	Lead Directorate
6.1.1	Develop partnerships with key disability organisations including local and state providers	Deliver						Community Experience
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.	Deliver Facilitate						Community Experience
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	Deliver						Community Experience

Monitoring and reporting

The City of Karratha's Disability Access and Inclusion Plan is reviewed at least every five (5) years, in accordance with the Act.

In addition, the City prepares a Disability Access and Inclusion Implementation Plan, and reports on that plan annually. This includes:

- Quarterly reporting of the progress of the Implementation Plan provided to the City's Disability Access and Inclusion Stakeholder Working Group
- The City will establish an internal technical working group consisting of representatives from all business areas within the City with identified actions, to monitor and report on progress.
- Annual reporting to Department of Communities - Disability Services in accordance with Disability Services Act 1993 (amended 2004)
- Biannual reporting to Council.
- Implementation plan will be reviewed every 2 years as part of continuous improvement towards achieving the outcomes within the 5 year plan.

These reporting mechanisms will assist the City to identify:

- What outcomes have been achieved
- Outstanding actions that are yet to be met
- Strengths and opportunities for improved implementation across service delivery
- Strengths of the 2024-2029 DAIP structure, and opportunities for improvement.

Informing our community

The Disability Access and Inclusion Plan is available in alternative formats as requested.



Caption: group of people at the shoreline of a beach with a hill in the background.

References

- › A Western Australia for Everyone State Disability Strategy 2020 - 2030
<https://www.wa.gov.au/system/files/2021-05/State-Disability-Strategy-2020-2030.pdf>
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- › The Disability Services Act (1993)
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- › World Health Organization
International classification of functioning, disability and health. Geneva:2001, WHO. Pg. 214
- › Australian Bureau of Statistics
2021 Karratha, Census All persons QuickStats / Australian Bureau of Statistics (abs.gov.au)
- › Disability, Aging and Carers, Australia: Summary of Findings, 2018 | Australian Bureau Of Statistics (abs.gov.au)
- › Definition of Inclusion
Inclusionsolutions.org.au



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