

## Disability Access and Inclusion Plan 2024 - 2029 - Interim Progress Report

<b>Outcome 1 – Events and Services:</b> People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Karratha			
<b>Strategy 1.1:</b> Access and inclusion are considered as part of all the planning, delivery and evaluation of City events and services			
	Strategy	Responsible Directorate	Update
1.1.1	Review accessibility information that is provided for events delivered by the City, with a view to develop a standard suite of materials. Examples include but are not limited to: <ul style="list-style-type: none"> <li>Develop accessible maps for larger scale events</li> <li>Investigate symbol system for events and programs to clearly identify accessible options</li> <li>Event Checklists</li> </ul>	Community Experience	Accessibility considerations have been incorporated into major event plans and tools are being developed, such as detailed checklists and information capture systems to ensure inclusivity at all our events.
1.1.2	Advise on and deliver identified available technology options to improve inclusion (examples include, but are not limited to, live streaming, audio loops, translation apps)	Corporate and Commercial	Live streaming now in place for Council Meetings.
1.1.3	Build capacity of internal staff and educate contracted event planners about access and inclusion considerations	CEO's Office	Not yet commenced. 2025/26 Training and Development plan currently being scoped.
1.1.4	Provide more inclusive events: <ul style="list-style-type: none"> <li>Explore sensory hours at City events/programs</li> <li>Schedule movies that highlight Disability Access and Inclusion issues during the week of International Day for People with Disability</li> <li>Ensure external organisations delivering events and programs in the City do so with disability, access and inclusion factors considered wherever, and whenever, possible.</li> </ul>	Community Experience	Red Earth Arts Precinct (REAP) offer sensory movie screenings twice a month, and opportunities to include sensory hours at City-run events is considered during the planning of all events. AC&E are now sourcing sign language interpreters for signature events.

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 Disability Access and Inclusion Stakeholder Group to host a community event for International Day of People with Disability at the Tambrey Pavilion on 3 December 2024.
1.1.6	Provide opportunities for people living with disability to provide feedback and input on City services and events	Community Experience	The City receives feedback from people living with disability through Culture Count surveys and post-event surveys to improve our City services and events.
<b>Strategy 1.2: Ensure access and inclusion is incorporated into relevant City policies and procedures</b>			
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 and aligned to strategic and legislated outcomes, including those relating to access and inclusion.

<b>Outcome 2 – Buildings and Facilities:</b> People living with disability have the same opportunities as other people to access the buildings and other facilities of the City of Karratha			
<b>Strategy 2.1:</b> 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	Update
2.1.1	Seek feedback from those with lived experience when reviewing buildings and facilities to ensure a focus on implementing accessibility measures that meet community needs.	Community Experience	Not yet commenced. Planned for Q4 2024/25.
2.1.2	Include access and inclusion as an action point and consideration in all infrastructure project planning: <ul style="list-style-type: none"> <li>The Disability Access and Inclusion Officer will attend the Project Control Group (PCG) Meetings to provide advice and direction on access and inclusion measures.</li> <li>The Disability Access and Inclusion Officer will provide PCG with feedback gathered from the City's Disability Access and Inclusion Advisory Group</li> </ul>	Community Experience	The Disability Access & Inclusion Stakeholder Group attended parks across all townships on 16 January 2025 to provide guidance on the placement of communication boards.

2.1.3	Review accessible parking options at all City facilities to ensure they are fit for purpose and investigate the provision of extended bay lengths to facilitate rear wheelchair access vehicles.	Projects and Infrastructure	Not yet commenced. Proposed for Q 2 2025/26.
<b>Strategy 2.2: Review the City of Karratha's existing buildings and facilities and upgrade where possible to improve accessibility</b>			
2.2.1	Conduct an audit of all City facilities to identify accessibility improvements in collaboration with people with lived experience.	Community Experience	Not yet commenced. Planned for Q3 2025/26.
2.2.2	Provide residents and visitors with information about accessible and inclusive facilities across the City (examples include, but are not limited to, Facility Virtual Tour on City's website)	CEO's Office	<ul style="list-style-type: none"> <li>Accessibility icons have been included on the City's website, posters and print collateral to make it easier to identify accessible events. Alternative text (ALT text) has been added to the City's website images to be read by screen readers (or other assistive tech) to provide information about the image to the reader</li> </ul>

<b>Outcome 3 – Accessible Information:</b> 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			
<b>Strategy 3.1:</b> Review and improve City information methods and formats to address the diverse needs of people living with disability			
	Strategy	Responsible Team	Update
3.1.1	Provide all City documents in alternate formats upon request.	CEO's Office	Available upon request.
3.1.2	The use of common or universal infographics in documents, marketing material and social media where appropriate.	CEO's Office	Used across the website and on print collateral
3.1.3	Provide alternative communication tools/ techniques to support more inclusive customer service experiences (examples include, but are not limited to, facility-specific communication boards, simple signs, large print handouts, greater use of City website and online platforms.)	CEO's Office	Information is currently distributed through various formats for events and information including on the website, facility screens, print outs and posters.

Strategy 3.2: Increase promotion focused on access and inclusion.			
3.2.1	Cross promote relevant and appropriate accessible and inclusive events, programs and education opportunities taking place in the City	Community Experience CEO's Office	The City supported the promotion of International Day of People with Disability and the All-Abilities Sports and Wellbeing Day events via network emails and youth sector newsletters. Social media post on the 10 December 2024 promoting Mackenzie Cranes speech at the International Day of People with Disability community event
3.2.2	Actively promote to the public and relevant organisations that documents are available in alternative formats	CEO's Office	Not yet commenced. Proposed for Q1 2025/26.
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"> <li>• Sensory movie screenings</li> <li>• Set days for certain groups to access</li> <li>• Special opening times</li> </ul>	Community Experience CEO's Office	Accessible facilities and programs are regularly promoted, including sensory movie screenings twice a month and special group days, all highlighted in our flyers. Dedicated Inclusion session added to the City's annual FeNaCING festival.
3.2.4	Promote and support initiatives that raise the awareness of disability and inclusion in the community to reduce stigma and promote belonging	Community Experience CEO's Office	Provided Swan Districts Football Club with a small community grant of \$5,000 to deliver an 'All abilities sports and wellbeing day' on 25 September 2024, with a focus on accessible sports to promote diversity and inclusion Supported DFES to access a Disaster Ready Fund grant to run Disability Inclusive Emergency Preparedness workshops

<b>Outcome 4 – Quality of Service:</b> People living with disability receive the same level and quality of services from the staff of the City of Karratha as other people receive			
<b>Strategy 4.1:</b> Provide training and support to all staff on disability, access and inclusion			
	Strategy	Responsible Team	Update
4.1.1	Develop/source access and inclusion training package for staff to raise awareness of how to respond to, and interact with, people living with a disability	CEO's Office	Targeted training for internal staff will be added to training plan as it is developed for 2025/26

<b>Outcome 5 – Complaints Feedback:</b> People living with disability have the same opportunities as other people to make complaints to the City of Karratha			
<b>Strategy 5.1:</b> Strive to improve the City's customer feedback and complaints processes to ensure they are accessible and inclusive for everyone			
	Strategy	Responsible Team	Update
5.1.1	Review existing policies and tools for feedback management and ensure they consider, and acknowledge, access and inclusion	Corporate and Commercial	The City's complaints management policies and systems are under review and includes those persons who live with disabilities.
5.1.2	Ensure there is a range of options available for all community members to provide feedback (examples include, but are not limited to, online, phone/verbal, Report It app, hard copy, translations if requested)	Corporate and Commercial	New initiatives such as access to greater information and online tools are being rolled out by the City over the next 6 months as part of the CiA's Request Management System that will assist with the receipt of complaints. Training required for staff in this area.
5.1.3	Ensure all staff receive the necessary system training to efficiently and effectively manage and process complaints	CEO's Office	Targeted training for internal staff will be added to training plan as it is developed for 2025/26
<b>Strategy 5.2:</b> 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	Platform currently under development (Request module of CiA)

<b>Outcome 6 - Consultation:</b> People living with disability have the same opportunities as other people to participate in any public consultation by the City of Karratha			
<b>Strategy 6.1:</b> 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	Update
6.1.1	Develop partnerships with key disability organisations including local and state providers	Community Experience	Hosted quarterly Disability Access and Inclusion Stakeholder Group meetings. Exploring Disability Inclusion in Sport partnership opportunity with Sport4All.
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	Initiative to be delivered in 2025/26.
6.1.3	Ensure access and inclusion requirements are considered for any community engagement undertaken by the City and is reflected in the Community Engagement Framework	Community Experience	Community Engagement Framework is currently under development.
6.1.4	Improve the accessibility of Council meetings and opportunities for all people to be involved <ul style="list-style-type: none"> <li>promote alternate avenues and formats to submit questions</li> <li>explore live streaming of meetings</li> </ul>	CEO's Office	Live streaming of Council meetings has commenced.
6.1.5	Engage an Auslan interpreter (in person or virtual) to be present at larger City functions and events where available and appropriate	Community Experience	Arts Culture and Events team is actively enhancing accessibility at our events, having recently secured an Auslan interpreter for 'Are You Pulling My Leg?' Arts, Culture and Events are engaging Auslan interpreters, both in-person and virtually, at larger City functions when available and appropriate.

<b>Outcome 7 – Employment:</b> People living with disability have the same opportunities as other people to obtain, and maintain, employment with the City of Karratha			
<b>Strategy 7.1:</b> Create employment opportunities for people with disability			
	Strategy	Responsible Team	Update
7.1.1	Ensure recruitment policies, procedures, templates and language format are accessible to people living with disability	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.1.2	Identify internal roles and tasks that would be suited to people with all types of abilities	CEO's Office	The City received a Highly Commended award in the Employment category of Most Accessible Communities in WA awards. Additional work to commence in 2025/26.
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)	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.
<b>Strategy 7.2:</b> Create a supportive environment within the City that welcomes and embraces the employment of people with disability			
7.2.1	Provide appropriate training to staff and selection panels on interviewing people with disability	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.2.2	Provide City staff with access to training and/or resources to gain understanding, knowledge and skills to work with people living with disability	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.
7.2.3	Raise awareness of people with disability and the importance to consider disability access and inclusion in all city services, programs and projects by incorporating Disability Access and Inclusion training in the City's Corporate Induction program	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.

7.2.4	Disability Access and Inclusion annual refresher training will be mandatory for all staff	CEO's Office	Not yet commenced. Deferred to 2025/26 plan due to staff movements.
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