

DISABILITY ACCESS AND INCLUSION

Purpose

The Disability Access and Inclusion Policy establishes the guiding principles for the delivery of all services, facilities, programs, events, and activities provided by the City of Karratha. These principles will take a practical and fiscally responsible approach to setting and achieving strategic and operational priorities, with the aim of improving the accessibility and inclusiveness of Infrastructure, services, and information over time.

Definitions

Access refers to the ability of people with Disability to approach, enter, and use buildings, facilities, services, and information in an equitable, dignified manner.

Alternative Formats refers to modified versions of printed and electronic materials that make information more accessible to individuals with disabilities, including braille, large print, accessible PDF, audio, and e-text.

The **Act** means the *Local Government Act 1995*.

Barrier refers to any factor that prevents or restricts Access to, or Inclusion in, community life.

Best Practice refers to a proactive, ongoing process of eliminating barriers to ensure people with disabilities have equitable opportunities to participate in all aspects of society. It shifts the focus from mere compliance by prioritising person-centred, evidence-based approaches, to create environments where everyone is included.

Council Member refers to a person who is currently serving a term of office as an Elected Member of the Council in accordance with the Act.

Disability refers to any condition that restricts a person's mental, sensory, or mobility functions, and is permanent or likely to be permanent, may be episodic in nature, and affects the person's capacity for social and economic participation.

Disability Access and Inclusion Plan (DAIP) refers to a strategic plan developed by local governments and public authorities under the Disability Services Act 1993 (WA) to ensure that people with Disability have equitable Access to facilities, services, and information.

Inclusion refers to the process whereby every person can fully participate, contribute, and feel a sense of belonging within the community. It involves actively creating environments where people have a choice, a voice in decisions, and equitable access to public spaces, Infrastructure, programs, services, and information.

Infrastructure refers to the physical buildings, utilities, and assets that provide an essential service to society.

Lived Experience refers to the unique knowledge, skills, and perspectives gained from directly experiencing a particular life event, such as living with a Disability or caring for a person with a Disability.

Universal Access refers to the ability of all people to have equitable opportunity and access to products, environments, programs, services, and Infrastructure from which they can benefit.

Universal Design refers to the design of products, environments, programs, services, and Infrastructure to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

The **Principles of Universal Design** refer to:

1. Equitable Use - The design is useful and marketable to people with diverse abilities.
2. Flexibility in Use - The design accommodates a wide range of individual preferences and abilities.
3. Simple and Intuitive to Use - Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
4. Perceptible Information - The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
5. Tolerance for Error - The design minimizes hazards and the adverse consequences of accidental or unintended actions.
6. Low Physical Effort - The design can be used efficiently and comfortably and with a minimum of fatigue.
7. Size and Space for Approach and Use - Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

The **Goals of Universal Design** refer to:

1. Body Fit – Accommodation of a wide range of sizes and abilities.
2. Comfort – Keeping demands within desirable limits of body function and perception.
3. Awareness – Ensuring that information for use is easily perceived.
4. Understanding – Making methods of operation and use intuitive, clear, and unambiguous.
5. Wellness – Contributing to health promotion, avoidance of disease, and protection from hazards.
6. Social integration – Treating all groups with dignity and respect.
7. Personalisation – Incorporating opportunities for choice and the expression of individual preferences.
8. Cultural appropriateness – Respecting and reinforcing cultural values and the social and environmental contexts of any design project.

Policy Statement

The City of Karratha is committed to ensuring that its community is accessible and inclusive for people living with Disability, their families, and carers. The City recognises that people with Disability have a right to quality services, facilities, programs, and events that enable them to live and fully participate in their communities, with the same opportunities, rights, and responsibilities enjoyed by people living without Disability in the city.

The policy applies to Council Members, employees, contractors, consultants, and temporary employees of the City of Karratha.

Social Inclusion

1. The City recognises Karratha as a place where people of all abilities should feel valued, respected, and included, and proactively fosters a welcoming and safe environment in its buildings, facilities, and services, and
2. the City will collaborate with community members, service providers, and stakeholders to create welcoming environments where everyone can belong, contribute, and thrive.

Physical Access

The City will take a ~~B~~best ~~P~~practice approach to the incorporation of physical access standards in all new construction projects and where practicable, building works undertaken on existing facilities, seeking to

exceed the minimum requirements stipulated in National Construction Code and associated Australian Standards.

Access to Information

The City will:

1. upon request, make information and communications available in Alternative Formats,
2. accommodate reasonable requests to provide access to an interpreter so to ensure community members have access to City services, and
3. ensure that it builds the capacity of its customer-facing staff to utilise and direct people to the Translating and Interpreting Service (TIS National).

Project Management and City Projects

The City will:

1. integrate the principals and goals of Universal Design into project management processes, ensuring that Barriers to Access and Inclusion are appropriately identified, analysed, and addressed, and
2. apply ~~B~~est ~~P~~ractice Universal Access and Universal Design approaches in all City projects, ensuring that Access and Inclusion are embedded from planning through to delivery.

Civic Participation

1. The City recognises the importance of equity in civic participation and takes reasonable actions to ensure community members who experience Barriers to participation are included in events, programs, services, and decision-making that affect them, and
2. the City will maintain a Disability Access and Inclusion Advisory Group to provide advice on matters related to Access and Inclusion relevant to the City.

Learning and Development

The City will provide training opportunities to staff on an annual basis, prioritising roles that directly engage with the community, while also supporting broader staff awareness of Access and Inclusion.

Recruitment and Orientation

1. City recruitment processes and materials will facilitate equitable access to employment and volunteering opportunities for people of all abilities,
2. the City will ensure that new staff, volunteers, and Council Members who require accessible equipment and technology to undertake their roles are provided these prior to their commencement at the City, and
3. leaders involved in recruiting staff and volunteers will view diversity as an important asset within teams and strive for recruitment that represents the broad diversity of the City's community profile.

Community Engagement & Consultation

1. The City is committed to a principle-led, equity-centred approach to community engagement, as outlined in the Community and Stakeholder Engagement Policy. We value Lived Experience, local knowledge and diverse perspectives, especially from people who may face Barriers to being heard,

and will promote culturally safe and accessible engagement processes to ensure that everyone in the community can have a voice on matters of concern to them,

2. the City will consult with the Disability Access and Inclusion Advisory Group during the design stage of relevant events, programs, and Infrastructure projects to identify and reduce Barriers to Access and Inclusion, ~~and ensure these initiatives are informed by people with Lived Experience of Disability~~ This consultation will ensure that initiatives are informed by person-centred, evidence-based approaches, and
3. the City will work in partnership with community members and ~~community~~ organisations, ensuring diverse perspectives are meaningfully represented, to identify Access and Inclusion Barriers or gaps in services and ~~work~~ collaboratively ~~to~~ develop solutions that enhance social Inclusion and promote equitable Access.

Related Documents

Legislation & Local Laws	Disability Discrimination Act 1992 Local Government Act 1995 Disability Services Act 1993 Building Act 2011
Relevant Delegations	
Strategies & Plans	City of Karratha Council Plan 2025-2035 Disability Access and Inclusion Plan 2024-2029
Related Council Policies	CG08 Significant Decision Making Policy CG15 Customer Service Charter CH02 Equal Opportunity Employment in the Workplace CS24 Community & Stakeholder Engagement
Procedures, Documents & Forms	Disability Access and Inclusion Webpage

Policy Owner

Directorate	Community Experience
Department	Community Development & Youth Services

Review Management

Next review due:	January 2031
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Version Management

Version	Date	Council Resolution #	Description
1.0	Oct 2007	14225	
2.0	Jun 2012	152090	
3.0	Aug 2018	154135	

4.0	Jan 2021	154738	
5.0	July 2026		