

Draft Disability Access and Inclusion Plan 2026/27 – 2031/32

Our Commitment

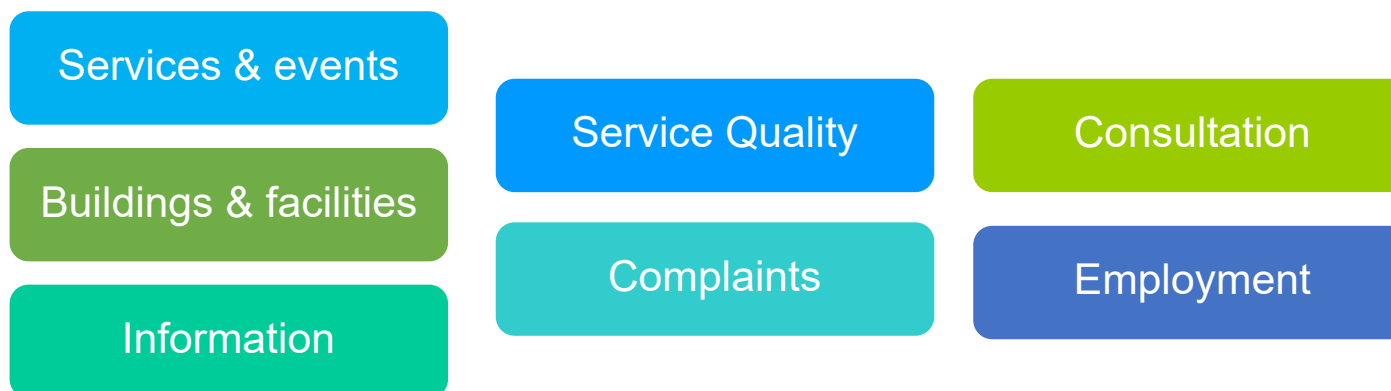
The City of Wanneroo is committed to creating a community where people with disability can participate fully, contribute meaningfully and feel a strong sense of belonging. We recognise that accessibility and inclusion benefit people of all ages, abilities and backgrounds. We recognise there is a high level of diversity among people living with disability and no two people's experience of disability will be the same.

Through this Disability Access and Inclusion Plan, the City commits to continually improving accessibility across its services, facilities, information, employment practices and community life. The City is committed to working alongside people with disability through engagement, consultation and co-design to ensure that lived experience informs planning, decision-making and service delivery.

As one of Western Australia's fastest growing local governments, with a large and growing population of children, young people and families, the City recognises the importance of creating communities where everyone can participate and thrive. Disability access and inclusion is not only important for people with disability, but also for parents, carers, siblings, grandparents and support networks who play an important role in community life. By removing barriers and creating opportunities for participation, connection and contribution, we aim to build a City where people with disability and their families feel welcomed, valued and included at every stage of life.

Disability access and inclusion planning

Under the *Disability Services Act 1993* and the *Disability Services Regulations 2004*, all public authorities and local governments in Western Australia are required to develop, implement and report on how they will ensure that people with disability have the same opportunities as other people across the following seven themes:



The City of Wanneroo is committed to ensuring that our staff and contractors deliver continual improvements in disability access and inclusion across all seven themes and beyond. The seven DAIP themes provide the foundation for disability access and inclusion planning. However, the City recognises that true inclusion extends beyond compliance alone. This Plan also includes actions that support social connection, participation and community belonging, reflecting our commitment to creating a welcoming and inclusive community where people with disability can participate in, contribute to and thrive within the community.

On the following page, we outline the legislated DAIP outcome areas in more detail and how our Strategic Priorities are aligned to these.

Alignment to DAIP Outcome Areas

The following table details the seven legislated DAIP Outcome Areas and shows where these are addressed within the City's Strategic Priorities.

DAIP Outcome Area	City of Wanneroo Strategic Priorities
1. <i>People with disability have the same opportunities as other people to access services and events.</i>	Strategic Priority 1 - City Services, Programs & Events Strategic Priority 5 - Connected & Inclusive Communities
2. <i>People with disability have the same opportunities as other people to access buildings and other facilities.</i>	Strategic Priority 2 - Buildings, Facilities, Public Spaces & Infrastructure
3. <i>People with disability receive information in a format that will enable them to access the information as readily as other people are able to access it.</i>	Strategic Priority 3 - Information, Communication and Engagement
4. <i>People with disability receive the same level and quality of service as other people receive from that authority.</i>	Strategic Priority 1 - City Services, Programs and Events
5. <i>People with disability have the same opportunities as other people to make complaints.</i>	Strategic Priority 3 - Information, Communication and Engagement
6. <i>People with disability have the same opportunities as other people to participate in any public consultation.</i>	Strategic Priority 3 - Information, Communication and Engagement
7. <i>People with disability have barriers reduced to help them obtain and maintain employment.</i>	Strategic Priority 4 - Employment, Volunteering and Procurement

Our Vision

A City where people with disability can access, participate in and contribute to community life on an equitable basis, and are welcomed, respected and included in all aspects of City life.

Principles

1. Accessibility - Remove barriers and create equitable access to opportunities.
2. Inclusion - Ensure people with disability feel welcomed, valued and able to belong.
3. Participation - Support meaningful involvement in decisions, activities and community life.
4. Equity - Promote fair access to opportunities, services and outcomes for all.
5. Respect – Respect for individual preferences, autonomy and self-determination.
6. Representation - Value lived experience and support leadership and diverse voices.
7. Collaboration - Work together with people with disability, carers, partners and the community.
8. Continuous Improvement - Listen, learn and build a more accessible and inclusive City over time.

The City of Wanneroo's vision and principles are aligned with the principles of the United Nations Convention on the Rights of People with Disability

Definitions

We have used the following terms in setting out what we will focus on over the course of this Plan.

- Strategic Priority = where we're heading
- Measure = what we're monitoring
- Target = what success looks like

About the City of Wanneroo

The City of Wanneroo is one of Australia's fastest growing local government areas, with 36 suburbs across 687 km². The City's diverse landscapes extend from established urban areas in the south to the rapidly growing northern corridor and coastal communities of Yanchep and Two Rocks, with semi-rural areas to the east that reflect a rich agricultural history. Significant urbanisation is occurring across the City's northern and eastern areas, with new residential developments and supporting infrastructure continuing to accommodate population growth. As of 2026, the City is the largest local government by population in Western Australia, with 257,893 residents, a figure forecast to increase to 438,190 by 2046. The population is diverse, with a significant proportion of young families choosing to make the City their home.

The City delivers a broad range of services, infrastructure and programs that support the wellbeing of the community. These include community development, libraries, recreation facilities, waste and environmental management, land use planning, building and development approvals, public health, community safety, transport planning and advocacy. Through its role as a service provider, planner, regulator and advocate, the City has an important responsibility to ensure people with disability can access information, facilities, services and opportunities on an equitable basis.

- 257,893 - 2026 population forecast¹
- 438,190 - 2046 population forecast²
- 35 - Median age of residents³
- 41% - People born overseas⁴

¹ Population and household forecasts, 2021 to 2046, National Forecasting Program, .id (informed decisions), September 2026

² Ibid

³ Australian Bureau of Statistics, Census of Population and Housing 2021

⁴ Ibid

People living with disability in the City of Wanneroo

The City of Wanneroo has a relatively young population with a high proportion of young families, children and youth as well as an increasing older population who want to age in place. Rapid population growth and increasing urbanisation are seeing new areas develop that will need increased services into the future. The City's role is to deliver those services within our remit as a local Council, and to advocate for those services that need to be delivered across all sectors of government to enable everyone in our community to thrive.

- 9,214 people (or 4.4% of the population) need help with daily activities due to a long-term health condition or disability⁵.
- For all age categories the City has a higher percentage of people needing help with daily activities than Greater Perth (although the overall total is slightly lower due to the City's relatively young population)⁵.
- 60,638 people (29%) have at least one long term health condition⁵.
- Nearly 1 in 10 people (9.8% of people aged 15 and over) are carers providing unpaid assistance to a person with a disability, long term illness or old age⁵.
- 6,287 residents with a NDIS plan⁶.
- Over 19.1% of the people living in WA have a disability⁷.
- An estimated over 49,000 people living with disability in the City⁸.

Disability in Australia

- Almost 90% of disabilities are 'invisible', such as chronic pain disorders, diabetes or depression.
- 1 in 10 people with disability reported experiencing discrimination.
- 52.3% of people aged 65 and over live with disability.
- 56.1% of people with disability were employed, compared with 82.3% without disability.
- Almost one-third avoided situations because of their disability.

Source: ABS, 2024, Survey of Disability, Ageing and Carers

⁵ City of Wanneroo Community Profile, 2021 Census, .id (informed decisions). Note the Census asks if people need help with self-care, mobility or communication to identify people that need help with daily activities. This identifies people that need personal support, rather than providing a count of all people with disability.

⁶ NDIS Public Data Quarter 4 2025/26 for the City of Wanneroo

⁷ Australian Bureau of Statistics, 2022, Survey of Disability, Ageing and Carers. The SDAC defines disability as a limitation, restriction or impairment restricting everyday activities and which has lasted, or is likely to last, for six months or more.

⁸ Based on 19.1% of the estimated resident population of the City of Wanneroo in 2026

Our achievements and progress over the past 5 years

Since 2021, the City has continued to improve access and inclusion through the delivery of accessible infrastructure, inclusive programs, improved communication practices and stronger engagement with people with disability. Working in partnership with community members, disability organisations and advisory groups, the City has embedded accessibility considerations across planning, service delivery and community development initiatives. Key achievements aligned to the seven DAIP Outcome Areas are outlined in the table below.

DAIP Outcome Area	Achievements and Progress
1. Services and Events	- Continued delivery of the Beach Wheelchair Program, improving access to coastal recreation opportunities. - Introduced sensory supports, quiet spaces, visual schedules and accommodation processes across museum, gallery, library and heritage programs. - Delivered disability awareness and communication training and neurodiversity training to frontline staff to increase their knowledge and skills in assisting all customers. - Supported opportunities for social participation through Community Funding, including disability sport, inclusive recreation and peer support initiatives. - Supported community-led initiatives celebrating inclusion and participation, including International Day of People with Disability activities and inclusive community events.
2. Buildings and Facilities	- Delivered the City's first Changing Places facility and progressed a strategic network of future facilities across Wanneroo, Kingsway, Clarkson, Alkimos and Yanchep. - Designed, delivered and opened Dordaak Kepup Library and Youth Innovation Hub in Landsdale, incorporating accessible and inclusive design features including a Changing Places facility and braille signage. The facility also features wide doorways, varied seating, quiet study zones and access to large print, audio and multilingual resources. - Delivered the award-winning Riverlinks All-Abilities Playground in Clarkson and inclusive upgrades to the Opportunity Playspace at Rotary Park in Wanneroo, including delivery of Communication Boards. - Improved accessibility across parks, community facilities and sporting precincts through upgrades to pathways, parking, seating, drink fountains, toilets, change facilities and hearing augmentation systems. - Progressed accessibility initiatives including mobility mapping, accessible streetscape planning and began planning delivery of a Universal Access Fishing Platform.

DAIP Outcome Area	Achievements and Progress
3. Information	• Introduced Social Stories for key City facilities and services including Wanneroo Library, Aquamotion, Riverlinks Playground and Wanneroo Festival. • Delivered website accessibility improvements and audits to support more inclusive digital access and progressed the design and development of a new City website with improved accessibility standards being delivered in late 2026. • Provide braille and tactile signage on room identification signs throughout identified City facilities to support people with vision impairment in independently navigating spaces. • Delivered the City's first interactive digital Mobility Map for the Wanneroo Town Centre. This tool helps residents using wheelchairs, mobility aids, or prams better plan their local travel throughout the town centre.
4. Service Quality	• Facilitated partnerships with disability organisations, service providers and neighbouring local governments through the Disability Interagency Network. • Improved the accessibility of City events, programs and activities through measures such as Auslan interpreters, sensory supports, quiet spaces, visual schedules and other reasonable accommodations. • Ensured awareness of the needs of customers with disabilities is addressed through the City's Customer Service Commitment Charter.
5. Complaints	• Reviewed the City's Customer and Information Services Customer Experience Policy to ensure accommodation of the communication needs of complainants, including those with disabilities or limited English proficiency. • Embedded prioritisation and prompt response to customer complaints relating to accessibility issues within seven days, ensuring barriers are identified, investigated, and addressed in a timely manner to improve equitable access to City services and facilities.
6. Consultation	• Ensured people with disability contributed to planning and decision-making through advisory groups, forums and consultation activities. • Continued to engage with the Disability Access and Inclusion Advisory Group (DAIAG) to seek feedback on City projects, policies, services and infrastructure planning. • Strengthened accessibility requirements within community engagement policies and frameworks. • Reviewed and updated the City's Community Engagement Framework to ensure it is inclusive, accessible, and responsive to the needs and experiences of people with disability. • Enhanced and promoted the 'Your Say' webpage as a platform for people with disabilities to provide feedback to the City.

DAIP Outcome Area	Achievements and Progress
	• Embedded consultation with people with disability into major plans, projects and infrastructure developments.
7. Employment	• Delivered disability awareness, neurodiversity and inclusive workplace training for leaders and employees to embed an inclusive workplace culture and inclusive leadership practices. • Expanded employee wellbeing supports to include neurodiversity-specific assistance and resources. • Introduced targeted initiatives to increase employment opportunities for people with disability, including neurodiverse employment pathways. • Strengthened organisational commitment to inclusive employment through workforce planning and Equal Employment Opportunity initiatives. • Introduced additional leave entitlements for City employees to accommodate people with disability and carers, including disability leave, family responsibility leave and reproductive health leave. • Developed and commenced implementation of an Equal Employment Opportunity and Diversity Plan which embeds the City's commitment equity, diversity and inclusion for a number of priority groups including people with disabilities, along with a number of concrete actions designed to deliver improved employment outcomes.

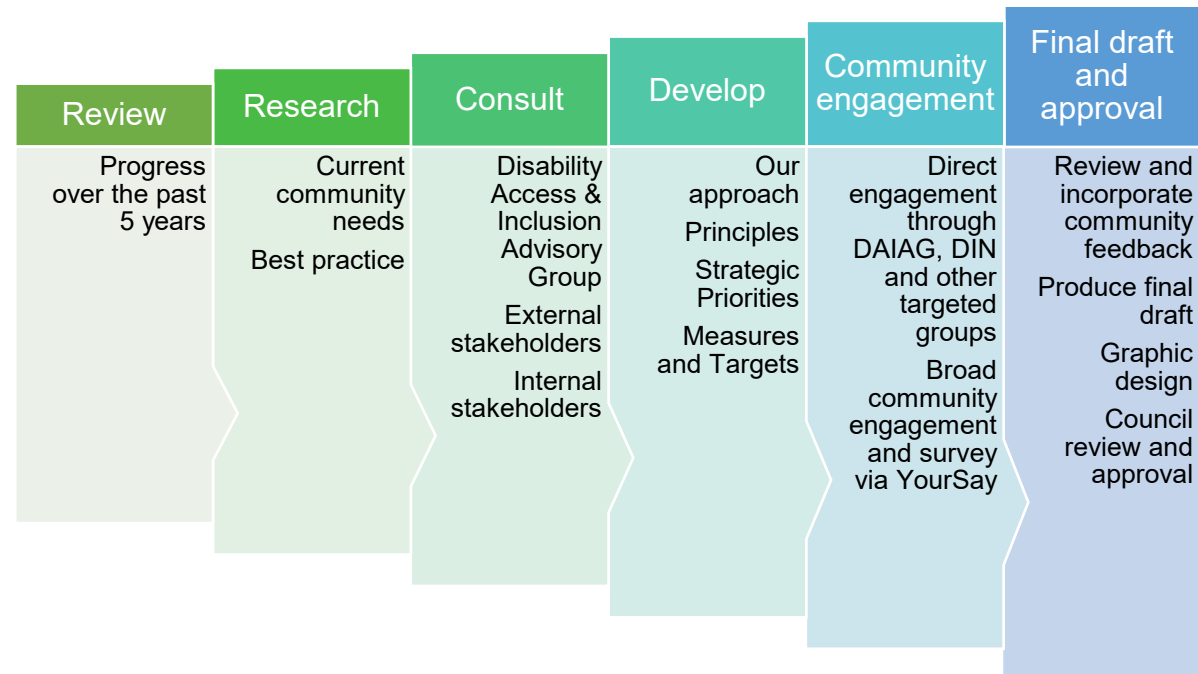
How we developed this Plan

Development of this Disability Access and Inclusion Plan was guided by:

- community engagement
- the needs of the City of Wanneroo community
- evidence of best practice in access and inclusion.

We reviewed progress and achievements made over the past five (5) years, researched current community needs and evidence around best practice approaches to access and inclusion and consulted with key stakeholders including our Disability Access and Inclusion Advisory Group and Disability Interagency Network (DIN).

Core elements of the Plan were advertised for public comment and feedback over a community engagement period which included direct engagement with key stakeholders as well as broad community engagement. Feedback from this engagement was incorporated prior to Council review and approval.



What we heard⁹

We listened to our community through direct engagement as well as review of some key community surveys including our Liveability Survey and Wellbeing Survey. Here is some of what we heard.

Areas of concern:

- Social isolation
- Anxiety, uncertainty, stigma
- Lack of information
- Life skills development
- Feeling supported and heard
- Sense of belonging and community connection

What is considered important:

- Social Stories, Mobility Mapping and other alternative ways of sharing information
- Visible representation
- Physical accessibility of buildings, facilities and open spaces
- Accountability within the City including how progress and outcomes are monitored and reported
- Access to family and community services and local education options
- Support for positive mental health
- Active participation and inclusion in community events



More inclusive
employment
opportunities locally for
those living with a
disability



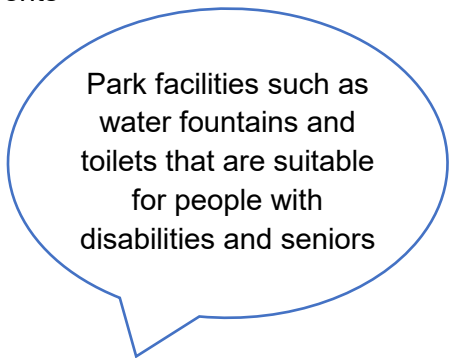
Create more informal
opportunities for
connection, support
volunteering and civic
participation, and
strengthen neighbourhood
connections.



Ensure that accessibility is
considered across all areas
including events and venues
and that wheelchair users
are able to access all areas
rather than being restricted
to designated spaces.



Paths to make it
easy for walking,
prams and
wheelchairs



Park facilities such as
water fountains and
toilets that are suitable
for people with
disabilities and seniors

⁹ Note this section will be added to following public consultation.

Our Strategic Priorities

The City has adopted a contemporary approach to disability access and inclusion that moves beyond compliance-focused planning. While the DAIP continues to address the legislated outcomes it also recognises that true inclusion involves participation, connection, representation and influence within community life. The following strategic priorities provide a framework for achieving both the statutory DAIP outcomes and the City's broader vision of an accessible and inclusive community.

Strategic Priority	DAIP Outcome Area Alignment
1. Services and Events <i>People with disability have the same opportunities as other people to access, be included in and participate in City services, programs and events.</i>	Services and events Service quality
2. Buildings, Facilities and Public Spaces <i>People with disability have the same opportunities as other people to access and use the City's buildings, facilities and public spaces.</i>	Buildings and facilities
3. Information, Communication and Engagement <i>People with disability have the same opportunities as other people to access information, communicate with the City and have their views heard and considered.</i>	Information Complaints Consultation
4. Employment, Volunteering and Procurement <i>People with disability have the same opportunities as other people to gain employment, volunteer and contribute through opportunities provided by the City.</i>	Employment
5. Connected and Inclusive Communities <i>People with disability have the same opportunities as other people to participate in, contribute to and feel connected within their community.</i>	

Strategic Priority 1: City Services, Programs and Events

Vision: People with disability experience City services, programs and events as accessible, inclusive, welcoming and responsive to their needs.

Outcomes:

- People with disability can access and participate in City services, programs and events.
- People with disability have opportunities to provide feedback and influence the planning, delivery and improvement of City services, programs and events.
- People with disability experience positive, inclusive and responsive interactions with City employees and volunteers.

Measures		Targets	
1.1	Employee awareness and understanding of disability access and inclusion. <i>This measure addresses DAIP Outcome Area 4 – Service Quality</i>	1.1.1	90% of City staff complete formal access and inclusion training annually with this completed within 90 days of commencement for new starters.
		1.1.2	At least one organisation-wide learning or development opportunity relating to disability access and inclusion is provided annually.
1.2	Staff capability and confidence to deliver accessible and inclusive services, programs and events. <i>This measure addresses DAIP Outcome Area 4 – Service Quality</i>	1.2.1	Staff who participate in access and inclusion learning opportunities report increased capability and confidence to apply access and inclusion principles in their work with improvements demonstrated through learning evaluation measures.
1.3	Availability and use of tools to embed access and inclusion into service planning, delivery and review.	1.3.1	Guidance and tools for embedding access and inclusion into service planning, delivery and review, including approaches for measuring participation and customer experience and identifying improvement opportunities, are developed, implemented and promoted in Year 1 (2026/27) of the Plan.

Measures		Targets	
	<i>This measure addresses DAIP Outcome Area 1 – Services and Events</i>	1.3.2	A baseline measure of service units using access and inclusion planning guidance and tools is established by Year 2 (2027/28), with increased uptake demonstrated over the life of the Plan.
1.4	Participation and customer experience of people with disability with City programs and events. <i>This measure addresses DAIP Outcome Areas 1 – Services and Events and 4 – Service Quality</i>	1.4.1	Key City programs and events establish baseline measures of participation and customer experience of people with disability by Year 3 (2028/29), with findings used to inform and monitor continuous service improvement over the life of the Plan.
1.5	Customer experience feedback on accessibility and inclusion of City services. <i>This measure addresses DAIP Outcome Area 4 – Service Quality</i>	1.5.1	Mechanisms to improve how the City captures accessibility and inclusion-related customer feedback and organisational response are established in Year 2 (2027/28) and maintained throughout the life of the Plan.
		1.5.2	Examples of accessibility and inclusion improvements informed by customer feedback are reported annually.

Strategic Priority 2: Buildings, Facilities, Public Spaces and Infrastructure

Vision: People with disability can access and use City's buildings, facilities, public spaces and infrastructure safely, independently and with dignity.

Outcomes:

- People with disability can access and use City buildings and facilities.
- People with disability can move safely and independently through public space.
- Accessibility and inclusion are considered in the planning, design, renewal and delivery of City infrastructure and public spaces.
- People with disability have opportunities to provide feedback on accessibility within City buildings, facilities and public spaces.

All measures and targets listed below address DAIP Outcome Area 2 – Buildings and Facilities.

Measures		Targets	
2.1	Continuous improvement of accessibility and inclusion within City buildings, facilities, public spaces and infrastructure.	2.1.1	Accessibility barriers within City buildings, facilities and public spaces are progressively identified and addressed over the life of the Plan., with identified accessibility and inclusion improvement opportunities used to inform prioritisation, asset planning, renewal programs and capital works delivery.
		2.1.2	Progress towards implementing priority accessibility and inclusion improvements identified through accessibility audits is reported annually.
		2.1.3	Mobility mapping is completed for a minimum of three additional key City locations, and feasible high-priority recommendations are incorporated into future planning and improvement programs.
		2.1.4	Relevant City infrastructure design standards and standard drawings are reviewed by Year 2 of the Plan (2027/28), to align City standard drawings with IPWEA (Institute of Public Works Engineering Australasia) guidelines and support the consistent application of accessibility and universal design principles.

Measures		Targets	
2.2	Integration of accessibility and universal design into planning, design and renewal processes.	2.2.1	Accessibility and universal design outcomes are incorporated into relevant capital projects and infrastructure enhancement projects over the life of the Plan, with examples reported annually.
		2.2.2	Opportunities to strengthen engagement with people with disability at relevant stages of capital works projects are identified and embedded into relevant project documentation and processes through a review delivered by Year 2 of the Plan (2027/28).
2.3	Accessibility and inclusive design principles inform growth, place and public place planning.	2.3.1	Processes, guidance and tools to support the integration of accessibility, inclusion and inclusive design considerations into growth, place and strategic planning activities from project inception are reviewed and updated by Year 3 of the Plan (2028/29).
		2.3.2	Accessibility, inclusion and inclusive design considerations are reflected in relevant City advice, submissions and feedback provided to development partners and stakeholders in relation to growth areas and emerging communities.
		2.3.3	Opportunities to enhance accessibility, inclusion and universal design in relevant public space projects are identified, documented and considered during planning and design, and examples are reported annually.
DRAFT Spotlight Project: Quinns Rocks Accessible Fishing Platform The City will progress the design and construction of the Quinns Rocks Accessible Fishing Platform to improve opportunities for people with disability and reduced mobility to access and enjoy coastal recreation. The project will support more equitable participation in community life by creating a purpose-designed facility that enhances access to fishing and the coastline. Through the application of accessibility and inclusive design principles, the platform will contribute to the City's commitment to improving access to public infrastructure and creating welcoming public spaces that can be enjoyed by a broader range of community members.			

Strategic Priority 3: Information, Communication and Engagement

Vision: People with disability can access information, communicate with the City and have their views heard and considered.

Outcomes:

- People with disability experience can access information and communicate with the City in ways that meet their needs.
- People with disability can access clear, inclusive and accessible information about City services, programs, facilities and events.
- People with disability are meaningfully involved in engagement, consultation and decision-making processes that affect them.
- People with disability can provide feedback to the City, and their feedback informs continuous improvement.

Measures		Targets	
3.1	Integration of accessibility and inclusion into City communication practices and processes. <i>This measure addresses DAIP Outcome Area 3 – Information</i>	3.1.1	Practical guidance, resources and learning opportunities that support accessible and inclusive communications practices are implemented with examples of improvements and good practice reported on annually.
3.2	Availability and accessibility of information about City services, programs, facilities and events. <i>This measure addresses DAIP Outcome Area 3 – Information</i>	3.2.1	A baseline assessment of the accessibility of information provided through relevant City communications is completed by Year 2 (2027/28), with opportunities to improve information accessibility identified and implemented over the life of the Plan.
		3.2.2	The City's website is designed, developed and maintained to meet WCAG 2.2 Level AA accessibility requirements, with accessibility incorporated into ongoing website management, content management and improvement.
		3.2.3	Information about accessibility, participation and support requirements for City services, programs, facilities and events is reviewed and progressively improved

Measures		Targets	
			over the life of the Plan to enhance the availability, clarity and accessibility of information for people with disability.
3.3	Participation of people with disability in engagement, consultation and decision-making processes. <i>This measure addresses DAIP Outcome Area 5 – Consultation</i>	3.3.1	Inclusive engagement principles are embedded within the City's community engagement framework, tools and processes and applied in significant City consultation and engagement activities, with annual reporting on how feedback from people with disability has been considered and incorporated into City planning, projects, services and initiatives.
		3.3.2	The City engages people with disability, carers and representative organisations through the Disability Access and Inclusion Advisory Group (DAIAG) and other accessible engagement mechanisms to contribute lived experience and expertise that informs City planning, projects and services.
3.4	People with disability can provide feedback to the City, and their feedback informs continuous improvement. <i>This measure addresses DAIP Outcome Area 5 – Complaints</i>	3.4.1	Customer feedback and complaints processes consider accessibility and inclusion, with accessible information and a range of channels and formats available for people with disability to communicate with the City and provide feedback.
		3.4.2	Processes for identifying, recording and reporting disability access and inclusion-related complaints and feedback are reviewed and improved over the life of the Plan.
		3.4.3	Disability access and inclusion-related complaints, feedback and insights are reviewed and used to inform continuous improvement across the organisation.
DRAFT Spotlight Project: Access Connect – Information Without Barriers Access Connect – Information Without Barriers will review the City's disability access, inclusion and participation information to identify opportunities to improve the accessibility, consistency and navigation of information across website content, community directories, service information and customer information pathways. The project will help ensure people with disability can more easily find and access information about services, facilities, supports and participation opportunities, informing future improvements to digital content, information management systems and customer information resources.			

Strategic Priority 4: Employment, Volunteering and Procurement

Vision: People with disability experience employment, volunteering and participation opportunities with the City as accessible, inclusive and welcoming.

Outcomes:

- People with disability have opportunities to be employed with the City and experience their employment journey with the City as accessible, inclusive and welcoming.
- People with disability have opportunities to volunteer with the City and experience volunteer programs as accessible, inclusive and welcoming.
- City purchasing and procurement practices promote accessibility, inclusion and opportunities for people with disability.

Measures and targets listed below at 4.1, 4.2 and 4.3 all address DAIP Outcome Area 7 - Employment.

Measures		Targets	
4.1	Recruitment, representation and retention of employees with disability	4.1.1	A voluntary employee self-identification process is implemented by Year 2 of the Plan (2027/28) to establish a baseline understanding of the number and percentage of employees with disability within the City workforce.
		4.1.2	Disability-related actions within the City's Equal Employment Opportunity and Diversity Plan 2025-2029 are implemented, monitored and reported annually over the life of the Plan.
		4.1.3	An increase in the percentage of employees voluntarily identifying as having disability is demonstrated over the life of the Plan.
4.2	Inclusive workplace culture and employee experience for employees with disability.	4.2.1	Mechanisms to understand the representation and experiences of employees with disability are established and reviewed over the life of the Plan.
		4.2.2	Workforce diversity data, employee feedback and other relevant workforce indicators relating to disability inclusion are reviewed and used to inform continuous improvement throughout the life of the Plan.

Measures		Targets	
4.3	Accessibility of workplace environments, systems and supports.	4.3.1	Processes that support workplace adjustments, accessibility-related supports and flexible work arrangements for employees with disability are implemented, reviewed and reported on annually throughout the life of the Plan.
		4.3.2	Processes are implemented and maintained to identify and provide workplace and system adjustments for employees with disability, including prior to commencement where required.
4.4	Participation of people with disability in the City’s Volunteer Programs.	4.4.1	Accessibility and inclusion considerations are incorporated into relevant volunteer program documentation, recruitment processes and participation practices, and reviewed annually.
		4.4.2	A baseline understanding of the number and percentage of people with disability volunteering within the City’s volunteer programs is established by Year 2 of the Plan (2027/28).
		4.4.3	Opportunities to increase participation of people with disability within City volunteer programs are identified and implemented over the life of the Plan.
4.5	Purchasing and procurement practices that support opportunities for people with disability.	4.5.1	Accessibility and inclusion considerations are incorporated, where relevant, into relevant procurement policies, templates, evaluation criteria and purchasing processes and are reviewed periodically over the life of the Plan.
		4.5.2	Opportunities to strengthen access and inclusion considerations within procurement policies, guidelines, templates and processes are identified and progressed where feasible, over the life of the Plan.
DRAFT Spotlight Project: Disability Employment Pathways The City will investigate opportunities to strengthen its approach to disability employment through research, engagement and exploration of contemporary inclusive employment practices. Findings will inform future initiatives that support accessible recruitment, workforce participation and employment opportunities for people with disability, helping to position the City as an inclusive employer and workplace.			

Strategic Priority 5: Connected and Inclusive Communities

Vision: People with disability participate in, contribute to and experience a sense of belonging within their community.

Outcomes:

- People with disability experience a sense of belonging and connection within the community.
- Community attitudes support and promote disability inclusion.
- People with disability are visible, represented and active in community leadership and decision-making.
- Partnerships strengthen opportunities for participation, inclusion and contribution in community life.

Measures		Targets	
5.1	Opportunities for participation, contribution and community connection of people with disability.	5.1.1	Community development initiatives, partnerships and place-based approaches are used to identify and reduce barriers to participation, contribution and community connection experienced by people with disability.
		5.1.2	Opportunities to strengthen participation, inclusion and social connection for people with disability are identified and progressed over the life of the Plan, with at least one initiative, partnership, innovation or service improvement implemented or expanded annually.
5.2	Promotion of positive community attitudes towards disability and inclusion.	5.2.1	The City supports or delivers at least one meaningful initiative annually that promotes awareness, understanding and positive attitudes towards disability, inclusion and participation.
		5.2.2	People with disability are authentically and positively represented in City communications, promotional materials, community storytelling and recognition activities, with examples reported annually.
5.3	Leadership, representation and contribution of lived	5.3.1	A baseline of participation by people with disability in City working groups, advisory groups and leadership opportunities is established by Year 2 of the Plan (2027/28), with improvement opportunities identified and implemented where feasible.

Measures		Targets	
	experience, by people with disability.	5.3.2	Examples of how lived experience and disability leadership have informed City decisions, projects or initiatives are reported annually.
5.4	Partnerships that support inclusion, participation and community connection for people with disability.	5.4.1	The City maintains and strengthens strategic partnerships with disability, community, government and other organisations over the life of the Plan and reports annually on partnership activities and outcomes.
		5.4.2	A minimum of one meaningful partnership activity, project or initiative is delivered annually to support participation, inclusion, connection and contribution by people with disability within the community.
DRAFT Spotlight Project: Inclusive Sporting Clubs and Community Participation The City will work with local sporting clubs, community organisations and disability sector partners to strengthen inclusive participation in community sport and recreation. Through initiatives such as Sport4All, the City will support the development of inclusive practices, increase opportunities for people with disability to participate and contribute, and build the capacity of clubs and community groups to create welcoming and accessible environments. This work will help inform future approaches to fostering belonging, community connection and participation opportunities for people with disability across the City.			

Implementation

In implementing this Plan, the City will work with people with disability to ensure that lived experience informs delivery of our strategic priorities. This Plan will be shared widely with the community and supported by an internal implementation and action plan.

Communicating the Plan

- This Plan will be made available to the public in both digital and hard copy versions, via our website with hard copies available at City libraries and the Civic Centre and is available to be posted to residents on request.
- An Easy Read version will be made available with other accessible formats available on request.
- The Plan will be promoted via our website, social media and print media including the What's Happening City newsletter and direct mailing lists.
- We will provide and promote this Plan through our networks, advisory groups and to external stakeholders such as government agencies, community organisations, schools, associations, community groups and clubs.

Implementing the Plan

- An internal implementation and action plan will guide implementation, monitoring and reporting.
- Actions specific to teams within the City will be detailed within Service Unit Plans which are updated annually in line with the City's planning and budget cycle.
- The City will work with people with disability, families and carers through engagement, consultation and co-design to inform delivery of projects, programs and other activities delivered under this Plan.
- We will also consult, collaborate and work with others including Commonwealth and State government, our advisory groups, peak bodies, services providers and other agencies.
- Information on activities and initiatives we undertake to implement the Plan will be shared publicly via the City's annual reports and ongoing City communications including via our website, social media, our hard copy newsletter What's Happening, e-newsletters and via our networks.
- The City will continue to explore emerging technologies, innovative solutions and leading practices that improve accessibility and inclusion.

Roles and responsibilities

- Council provides leadership and oversight.
- CEO and Executive provide organisational accountability.
- Managers incorporate actions into service planning.
- Employees embed access and inclusion in day-to-day work.
- Community members and partners contribute expertise and lived experience.

Measuring and reporting on success

Our approach

We will evaluate our progress in implementing this Plan through a social impact measurement approach, using a theory of change and logic model that responds to community needs across the seven DAIP outcome areas. The Measures and Targets developed across our five Strategic Priorities provide a clear roadmap to what we need to focus on measuring.

A theory of change has three aspects:

What are the issues and community needs we are trying to address or the opportunities we want to build on?

What activities will we deliver to respond to the community needs, issues or opportunities?

What outcomes are to be expected based on the best available evidence of what works

This is used to build a simple logic model to map:

- the inputs needed
- activities to be undertaken
- the tangible outputs produced through the activities
- the outcomes which can then logically be expected over the short, medium and long-term based on the available evidence.

Implementing our approach

In implementing this Plan, we will extend the logic model by adding:

- Indicators that help to indicate if we are achieving the intended outcomes
- Data sources that tell us where to find the data we need to measure these indicators.

Reporting

Progress in implementing the DAIP and the outcomes being delivered will be collected quarterly and reported annually to the Department of Communities. Key achievements will also be included in the City's Annual Report.

What success looks like:

- More people with disability participating in community and civic life.
- Improved accessibility of City facilities and public spaces.
- More accessible information and communication.
- Strong engagement of people with disability with the City and greater representation in decision-making.
- Increased employment, volunteering and other opportunities.
- Stronger community connection and belonging.

Disability Access and Inclusion Logic Model

Inputs	Activities	Outputs	Outcomes	
			Short-medium term	Long term / Impact
Council and Executive support Staffing resources Budget allocation and funding Disability Access & Inclusion Advisory Group (DAIAG), Disability Interagency Network (DIN) Partner organisations State and Federal Legislation, Plans and Policy	Community engagement via DAIAG, DIN & other mechanisms Develop and deliver City services, programs & events Infrastructure planning, review, delivery and maintenance City planning & place-making Deliver communications via website and a wide range of hard copy & e-formats Staff training and professional development Advocacy and awareness building Creating relevant policies and practices	Lived experience representation and advice, community feedback Accessible and inclusive services, programs & events Accessible design and infrastructure delivery, accessibility audits, infrastructure improvements Inclusive and accessible communications Staff awareness, knowledge and application of knowledge Community & stakeholder awareness and knowledge of disability, access and inclusion Inclusive employment, volunteering and procurement practices	Improved delivery of access and inclusion across City business More inclusive and accessible opportunities for social & civic participation Improved access to services and events Improved access to local infrastructure, amenities and places More accessible information & support Staff increasingly apply A&I principles, knowledge & skills Positive community attitudes and awareness of disability, access and inclusion Accessible and inclusive workplace culture, increasing employment, volunteering & contracting opportunities with the City	People with disability have equitable access to services, programs, events and information People with disability can easily access the infrastructure, amenities and places they want to People with disability, carers and families experience improved physical, social, economic and psychological wellbeing People with disability feel more connected to community and have a strong sense of belonging