

Disability Access and Inclusion Plan

2023 - 2028





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Alternative Formats

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Introduction

The Disability Services Act 1993 (WA) and its 2004 amendments, require that all state and local government authorities implement a Disability, Access and Inclusion Plan (DAIP). The purpose is for the relevant authority to ensure that people with disability have equal access to its facilities and services.

The City of Bunbury recognises that the more diverse and inclusive the community, the richer it will become. It also acknowledges that with an ageing population, most of the community will face access and inclusion challenges at some time in their lives.

Access and inclusion may present challenges for:

- People with physical, sensory, psychiatric and intellectual disabilities
- People from diverse cultural backgrounds
- People of all ages
- Residents and visitors

The City of Bunbury is committed to furthering the principles and objectives of the Disability Services Act 1993 and its 2004 amendment as well as meeting the seven standards in the Disability Services regulations 2013.

The City of Bunbury has developed its DAIP 2023-2028 to identify the strategies, improvements and projects which will be undertaken over the next five years to continually improve accessibility and inclusion across Bunbury for people with disability.

The City of Bunbury would like to thank everyone who collaborated with us to develop the DAIP 2023-2028:

- The local community
- Members of the City of Bunbury Disability, Access and Inclusion Committee (DAIC)
- Members of the City of Bunbury Co-Design Access Panel (CoDAP)
- National Disability Insurance Scheme (NDIS) service providers, community support services and education supports
- Local carer support groups
- Local peer support groups



Acknowledgement of Country

The City of Bunbury acknowledges the traditional owners of the land, the Wardandi Noongar people, and pays respect to Elders past, present and emerging. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



Message from the Mayor

I am proud to present the City of Bunbury's Disability, Access and Inclusion Plan, outlining the City's ongoing commitment to facilitating accessibility and inclusion for people with disability.

This comprehensive plan has been developed following an incredible community consultation process in partnership with the City's Disability Access and Inclusion Committee, Co-Design Access Panel and City staff.

It could not have been developed without the invaluable contribution and commitment from our community members and local organisations, so thank you to everyone involved.

This plan is one of the City's most crucial documents and while the City has made good progress when it comes to access and inclusion for people with disability, there is still a way to go in improving access to buildings, facilities, services, information and employment.

The strategies and actions identified will benefit not only people with disability, but the elderly, young parents and people from culturally and linguistically diverse backgrounds, and the broader community.

Bunbury has proved it is a leader when it comes to access and inclusion, and we are committed to continuing to make our City a more accessible community where everyone feels welcome.

I am proud of the work the City has done to date in this space, but there is always more we can be doing and this Disability, Access and Inclusion Plan will set us on the right path to making Bunbury more accessible and inclusive.

Jaysen Miguel, Mayor



Purpose and Context

The City of Bunbury exists to build a better Bunbury for our community and values people with disability as an integral part of the local community.

The City of Bunbury aims to be a leader in disability, access and inclusion by demonstrating continuous improvement and universal design principles. The City intends to make all City buildings, facilities, services and events will be accessible and inclusive for all.

The City's DAIP 2023-2028 covers eight themes of access and inclusion. Seven themes directly align with the Disability Services Regulations 2004 Schedule 3 desired outcomes for DAIPs and the City of Bunbury has added an additional, eighth theme. This has been included to establish an organisational commitment to embed access and inclusion across all service delivery and monitor organisational culture change in relation to disability, access and inclusion.

The City is committed to implementing the actions associated with these themes through a staged approach between 2023 and 2028.

For a truly inclusive and accessible community, all levels of government, community members and non-government agencies need to work in collaboration to support the enhancement of accessibility and inclusion in Bunbury.



Legislative Framework

It is a requirement of the Disability Services Act 1993 that all local governments develop and implement a Disability Access and Inclusion Plan (DAIP). DAIPs provide a framework for local governments to develop, implement and review actions across their service delivery to improve the lives of people with lived experience of disability.

The Disability Services Regulations 2004 lists the desired seven outcomes of Disability Access and Inclusion plans for public authorities as per below:

1. Services and Events

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

2. Buildings and Facilities

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

3. Information and Communication

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

4. Quality of Service

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

5. Complaints

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

6. Participate in Public Consultation

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

7. Employment

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



Legislation

- *Local Government Act 1995*
- *Disability Services Act 1993*
- *Disability Services Regulations 2004*
- *Disability Discrimination Act 1992*
- *Equal Opportunity Act 1984*

Industry Legislation

- *Planning and Development Act and associated Regulations*
- *Building Code of Australia*

Other Relevant Strategies

- *A Western Australia for Everyone: State Disability Strategy 2020-2030*
- *Australia's Disability Strategy 2021-2031*
- *United Nations Convention on the Rights of Persons with Disabilities*

Alignment with City of Bunbury strategies

The City's DAIP is strongly linked to the objectives of the City of Bunbury Strategic Community Plan 2022-2032 and the City of Bunbury Corporate Business Plan 2022-2026 to ensure it aligns with the City's strategic direction.

The City's Community Health and Wellness Plan 2021-2026 also has actions relevant to Disability, Access and Inclusion.

The below table demonstrates how the DAIP is linked to the objectives in the City's existing strategies and plans.

Strategy/Plan	Aspiration/Objective	Desired Outcome	DAIP Outcome Alignment
Strategic Community Plan 2032	▶ People – A Safe, healthy and connected community.	4. A compassionate and inclusive community 4.2 Support vulnerable groups, including aged persons and those with disability.	All outcomes
	▶ Place – An integrated, vibrant and well planning City.	9. A City that is easy to get around safely and sustainably.	Outcomes 1 and 2
	▶ Performance – Leading with robust governance.	14.1 Effectively inform and engage with community about local issues, facilities, services and events.	Outcomes 3 and 6
Corporate Business Plan 2022-2026	▶ A compassionate and inclusive community	4.2.5 Facilitate an Accessibility Audit of City Facilities to identify further Most Accessible Regional City in Australia (MARCIA) projects. 4.2.6 Fund implementation of priority MARCIA projects (as established through the audit). 4.2.7 Upgrade the City's website to be Web Content Accessibility Guidelines (WCAG) AA complaint to enhance accessibility.	Outcome 2



Strategy/Plan	Aspiration/Objective	Desired Outcome	DAIP Outcome Alignment
Health and Wellness Plan 2021-2026	▶ Safe and healthy spaces and places	1.2 Promote safer, healthier communities.	Outcome 2
		1.2.2 Create and maintain safe public spaces.	
		1.4 Encourage physical activity.	
		1.4.2 Construct, upgrade, and maintain accessible, safe, and inclusive community infrastructure that is sustainable for current and future needs as per the City's Local Planning Strategy and other relevant strategies.	
	▶ Health Culture and Communities	2.1 Optimise mental health and wellbeing.	All outcomes
		2.1.1 Support and facilitate community events, including place-based events for vulnerable populations and multicultural events.	Outcome 1
	▶ City of Equity	3.5 Contribute towards greater access and inclusion within the community.	All outcomes
		3.5.1 Implementation of MARCIA principles in City projects and facilities.	
		3.5.2 Implementation of the Disability Access and Inclusion Plan.	
		3.5.5 Facilitation of disability access consultation through the Co-Design Access Panel (CoDAP).	

Disability, Access and Inclusion Policy

The City of Bunbury Disability, Access and Inclusion Council Policy provides Elected Members, staff, volunteers and contractors with information on the City's commitment to planning and delivering services that support access and inclusion, in line with the eight focus areas of the City's DAIP 2023-2028.

The City of Bunbury Disability, Access and Inclusion Council Policy was reviewed as part of the development of the 2023-2028 DAIP.

City of Bunbury at a Glance



Our Vision

Welcoming and full of opportunities.



Purpose

The City of Bunbury exists to build a better Bunbury for our community.



Our Values

We are Community, We are Open, We are Brave.

We lead, enable, plan, and deliver services, infrastructure and opportunities for Bunbury. We fulfil our purpose through the following roles:

1

Advocate

We are a voice for local community on key issues.

2

Partner

We form strategic alliances in the interests of the community.

3

Fund

We help to fund organisations to deliver essential community services.

4

Facilitate

We help to make it possible or easier to meet community needs.

5

Provide

We directly provide a range of services and facilities to meet community needs.

6

Regulate

We regulate compliance with legislation, regulation and local laws.



Snapshot

With its coastal landscapes, seaside ports and Mediterranean climate, the City of Bunbury is a vibrant regional hub for lifestyle, trade, recreation, arts, and culture. Against the backdrop of its unique heritage, the city has developed a diverse economic and cultural outlook and is home to the largest collection of street and public art in regional Australia. The City of Bunbury is located within the South West region of Western Australia, 180km south of Perth.

The Wardandi Noongar people inhabited the Bunbury region for some 45,000 years prior to European Settlement in 1838. By the 20th century, Bunbury was an established import and export port with a railway line to Perth. Today, the City of Bunbury is an inclusive cosmopolitan regional city. Known as the City of Three Waters, Bunbury's City Centre is nestled within a unique peninsular facing west to the Indian Ocean and extends easterly towards the Port in the protected waters of Koombana Bay; also home to resident dolphins year round and up to 100 seasonal visiting dolphins. Leschenault Inlet makes up the third body of water. The City's iconic waterways, together with 1,500 hectares of parks, recreation and conservation areas enhance the high-quality lifestyle enjoyed by locals and visitors.

The City of Bunbury is the State's Second City, the largest city outside the metropolitan area. It has an estimated population more than 30,000 people and services 92,000 residents in the Bunbury Geopraphe region. To support the Bunbury-Geopraphe Sub-Regional Strategy, a target population of 200,000 people has been agreed. The City of Bunbury's population is projected to double within 40 years.

Access and Inclusion Committees and Working Groups

The City has both a Disability Access and Inclusion Committee (DAIC) and a Co-Design Access Panel (CoDAP) which provided valuable consultancy and have had significant input into the DAIP 2023-2028 at various stages of its development.

The DAIC is a Committee of Council and plays a key role in the development, monitoring and review of the City's DAIP. The DAIC meets quarterly and includes three Council representatives, City of Bunbury's Chief Executive Officer, three community members and one industry representative.

The CoDAP comprises of a membership of people with a lived experience of disability as well as industry professionals to provide feedback on service delivery, specific projects and initiatives, as well as the design of its buildings, facilities and open spaces using a co-design framework. CoDAP provides valuable insight to the City from an accessibility and inclusivity perspective which supports staff with the continued building of knowledge and awareness of best practice that supports accessibility and inclusion. CoDAP can also be utilised by external services in Bunbury.

The valuable involvement of all stakeholders including these two internal groups enhanced the co-design and collaborative process of developing the DAIP 2023-2028.

National Disability Statistics:



4 million people in Australia have disability



18%
of all Australians have disability (2018)

This is also known as the prevalence of disability.



1 in 4
have a mental or behavioural disorder as their main condition, including:



1 in 2
are female

6.5% with intellectual and developmental disorders (including autism)

3.8% with mood affective disorders, such as depression

2.6% with dementia or Alzheimer disease

One in two (48%) aged five and over have a schooling or employment restriction (2018).

The prevalence of disability increases with age. Around one in eight (12%) people aged under 65 have some level of disability, rising to one in two (50%) for those aged 65 and over. This means that the longer we live, the more likely we are to experience some form of disability.

National Carer Statistics:



2.65 million carers



10.8%
of all Australians are carers



235,300
young carers (under the age of 25)

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 WA.



231,378 people
were carers providing unpaid assistance to a person with a disability, long-term illness and old age in Western Australia in 2021.

Bunbury General Statistics:

31,148

Bunbury's population

42.5 years

Median age

1,402 (4.3%)

Aboriginal and Torres Strait Islander people

6,491 (19.7%)

People born overseas

2,853 (8.6%)

People that speak other language other than English at home

5.9%

People aged 65 – 69 Years (2004)



18.4%

of Bunbury's population have disability.
That's 5,742 people.



10.5%

of Bunbury's population are carers.
That's 3,277 people.

National Disability Insurance Scheme (NDIS)

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community.

In the period between July 2019 and June 2020, between 711 and 720 people in Bunbury were participants in the NDIS. The number of expected NDIS participants in Bunbury in 2023 is expected to be between 732 and 1007. This is a forecast growth of 41.63%.

*These figures do not include people with disability who choose not to access the NDIS or who are not eligible for NDIS funded supports.

2017-2022 Achievements

The City implemented countless initiatives between 2017 and 2022 and the top 10 are outlined below (in no particular order).

- **Annual City-led events** (Christmas in the City, Skyfest, Shift Youth Festival, GrandFamilies Fun Day) offered inclusive activities, sensory release zones, accessible event layouts, accessible toilets and AUSLAN interpreters. The City also partnered with **Inclusion Solutions** to deliver a comprehensive Socially Inclusive Communities WA (2019 and 2020), Building Inclusive Communities WA program (2021) and Social Inclusion Forum (2021).
- Upgrade to **Bunbury Regional Art Gallery (BRAG)** entry ramp and doors as well as toilets to include three male, three female and a Unisex Accessible Toilet (UAT). The UAT includes a baby change table.
- Upgrade of UAT at **Bunbury Regional Entertainment Centre (BREC)**, including automatic sliding door, additional railing to exceed minimum standards, improved access to change rooms and installation of universally accessible shower.
- Installation of accessible change facilities at **South West Sports Centre** to include right-hand transfer toilets, two change room with hoists and automatic access door, and another with an adult size change table, shower facilities and left-hand transfer toilet.
- Improved **beach access** through provision of a Freedom Trax device, Hippocampe and Mobi beach wheelchairs, and installed permanent universally accessible beach matting at Koombana Bay.
- The City transferred ownership of an underutilised trailer to Enable WA for use as an **accessible events trailer**. The City continues to support this initiative by providing secure, free parking at the Hay Park Sporting Pavilion.
- Installation of **communication boards** at Koombana and Big Swamp playgrounds. The boards support people who communicate using ways other than spoken words.
- New City of Bunbury **website** launched with significantly improved accessibility.

- **Training** to improve understanding, awareness and implementation of access and inclusion included social inclusion training for frontline staff of facilities, sensory training for event staff, autism awareness, SBS Cultural Program rollout to all staff and WorkABILITY Connect training.
- **Increase in employees** identifying as having a disability from 2.9% in 2019 to 3.7% in 2022 due to identifying existing staff with a disability not captured in the 2019 data and more accessible recruitment processes.

To identify and deliver initiatives, the City continues to seek guidance from the Disability Access and Inclusion Committee (DAIC), collaborate with the City's Co-Design Access Panel (CoDAP) and partner with range of community organisations and community champions.

Since 2019 CoDAP members have been involved in the co-design of 25 projects including eight external projects.

Some of the major redevelopment projects that involved consultation with CoDAP:

- Koolambidi Woola concept and detailed design
- Hay Park Pavilion
- City of Bunbury website upgrade
- Boulters Height concept plan
- Carmody Street/Haley Street and Prinsep Street re-development project
- Meetpat water fountain consultation and implementation
- Sustainability and Environmental Strategy



Development of the DAIP

The development of the DAIP 2023-2028 involved identifying strategies and actions from three different sources:

- Review of 2017-2022 DAIP outcomes
- Community consultation
- Internal consultation

The process framework used to develop the City's 2023-2028 DAIP was guided by resources provided by the Government of Western Australia and Disability Services Commission.

Community Engagement

A comprehensive community consultation and engagement strategy was developed to ensure that everyone in the community had the opportunity to participate in the consultation process. It assisted the City to identify barriers to accessibility and inclusion along with current strengths and to share ideas and strategies to increase accessibility and inclusion in Bunbury. Community consultation and engagement activities were conducted over a period of four weeks.

Community engagement involved:

- An accessible online survey
- Pop-up survey session across prominent City facilities such as City of Bunbury Libraries and the South West Sports Centre which provided the community an opportunity to provide feedback directly to the City Officers.
- Static survey stations where the community could complete the survey in printed format. These were placed at City of Bunbury Libraries, South West Sports Centre, City of Bunbury Administration Building, local disability service providers and local services in the CBD.
- One-on-one phone or face-to-face sessions with the City Officers at a time and place that suited the community member.
- Three workshops delivered both during and outside office working hours.



Promotion of community consultation opportunities occurred in local newspapers, on local radio, via local networks including specific accessibility and inclusion networks, through social media posts, on the City's website and Community Connect community engagement page, posters and through focused networking with disability support services, key advocacy groups, respite services and carers groups.

Key barriers identified by community consultation included:

- Limited ACROD parking across CBD and accessible parking at events delivery by the City.
- Limited information shared by the City on accessible and inclusive resources available to the community.
- The City's complaints and feedback processes require review and improvement to ensure that this is easily accessible and responsive.

Internal Consultation

Staff engagement activities were undertaken to explore organisational awareness of City's DAIP and to share the valuable information that had been provided by the community.

Methods included:

- Online all-of-staff survey to identify internal awareness levels of DAIP
- Staff interactive survey sessions
- Focus groups with managers and team leaders to hear community feedback, ongoing outcomes from DAIP 2017-2022 and to identify realistic and achievable actions within the eight themes of DAIP 2023-2028.

The focus groups provided managers, team leaders and staff opportunity to hear feedback and suggested actions from the community consultation, identify achievable actions and allocate responsible departments for achieving these actions. The focus groups were also an opportunity to recognise the strengths and opportunities of the implementation of past DAIPs and all the information gathered was recorded for future reference and will form part of the evaluation process for the DAIP 2023-2028.

Approvals

The review and endorsement process of the DAIP involved both internal and external stakeholders:

Internal Review

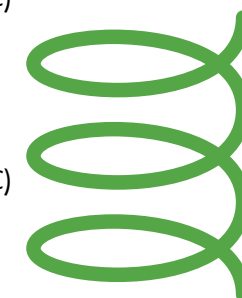
- City of Bunbury Officers, Team Leaders and Managers
- City of Bunbury Strategy, Projects and Communications Team

External Review

- City of Bunbury Co-Design Access Panel (CoDAP)
- City of Bunbury Disability Access and Inclusion Committee (DAIC)
- Department of Communities

Endorsement Process

- City of Bunbury Executive Leadership Team
- City of Bunbury Disability Access and Inclusion Committee (DAIC)
- Bunbury City Council
- Department of Communities





Theme 1: Events and Services

The City will ensure that accessible and inclusive design is a principal consideration throughout the planning and delivery of its events and services.

Objective 1.1 Develop inclusive event planning mechanisms to support City of Bunbury events, programs and initiatives to be accessible and inclusive.

Actions		Financial Year	Team Responsible	Department
1.1.1	Develop a checklist identifying key actions outlined in DAIP to be reviewed annually	2023/24	Community Partnerships	Community Connection
1.1.2	Develop accessible maps for larger scale events	2024/25	Events	Community Connection
1.1.3	Implement feedback mechanisms for events that are accessible and monitor community feedback on accessibility initiatives at events	2023/24	Events Facilities	Community Connection Community Facilities
1.1.4	Consider how to attract and support people with disability as event volunteers	2024/25	Events	Community Connection

Objective 1.2 Continue to improve the accessibility and inclusivity of City events and services.

Actions	Financial Year	Team Responsible	Department
1.2.1 Explore sensory hours at events and at CoB facilities	2023/24	Facilities	Community Facilities
1.2.2 Implement tactics to support people who communicate using ways other than spoken words, including exploring the use of aided language displays specific to each facility and Administration Building	2024/25	Marketing and Communications Facilities Customer Support	Strategy, Projects and Communications Community Facilities Community Connection Governance
1.2.3 Investigate symbol system for events and programs to clearly identify accessibility options	2024/25	Marketing and Communications	Strategy, Projects and Communications
1.2.4 Educate contracted event planners about access and inclusion considerations	2024/25	Events Sport and Recreation	Community Connection Community Facilities
1.2.5 Partner with local service providers and organisations to celebrate International Day of People with Disability	2023/24	Community Partnerships	Community Connection





Theme 2: Buildings and Facilities

The City continues to create buildings and facilities that are accessible to people with disability through universal and co-design practices.

Action Plan

Buildings and Facilities

Objective 2.1 Review City of Bunbury existing buildings and facilities and upgrade where possible to improve accessibility.

Actions	Financial Year	Team Responsible	Department
2.1.1 Identify opportunities to increase the number of accessible toilets across Bunbury as part of the City's condition audits	2023/24	Project and Asset Management	Project and Asset Management
2.1.2 Develop a toilet strategy to guide the provision of toilet facilities within Bunbury based on the condition audit	2026/27	Project and Asset Management	Project and Asset Management
2.1.3 Review current ACROD bays and investigate increasing the number of bays available, implementing drop-off zones and low mobility bays within the CBD as part of the Parking Strategy 2023-2033.	2023/24	Rangers	Community Wellbeing
2.1.4 Encourage local businesses and service providers to establish agreements with the City of Bunbury to help manage their parking (including ACROD)	2024/25	Rangers	Community Wellbeing
2.1.5 Conduct accessibility audit of existing drinking fountains (including pathways to the fountain) and develop a strategic approach to new ones	2024/25	Works	Infrastructure Maintenance Services
2.1.6 Investigate installation of automatic doors in main entrances of staffed City facilities	2024/25	Property Management and Maintenance	Infrastructure Maintenance Services
2.1.7 Consider universal design principles that enhance accessibility when undertaking upgrade works within CBD	2025/26	City Planning	City Growth

Action Plan

Buildings and Facilities



Objective 2.2 Ensure the design of all new City of Bunbury infrastructure projects aims to provide above and beyond accessible and inclusive design principles.

Actions	Financial Year	Team Responsible	Department
2.2.1 Review Work Procedure for CoDAP to ensure that all major project design systems include consultation with CoDAP	2023/24	Property Management and Maintenance	Infrastructure Maintenance Services
2.2.2 Develop a resource that identifies best practice/above and beyond standards in partnership with CoDAP	2023/24	Property Management and Maintenance	Infrastructure Maintenance Services
2.2.3 Include accessibility as an action/trigger point in Project Planning	2023/24	Project and Asset	Project and Asset Management
2.2.4 Support DAIC to develop a framework that identifies an approach to promote and lobby for Bunbury to be recognised as the Most Accessible Regional City in Australia (MARCIA)	2024/25	Community Partnerships	Community Connection
2.2.5 Review private and public universal design planning processes to ensure a focus on implementing above and beyond standards for accessibility	2025/26	City Planning	City Growth

Objective 2.3 Improve access within the Bunbury CBD with a focus on making it more pedestrian friendly.

Actions	Financial Year	Team Responsible	Department
2.3.1 Explore undertaking review of CBD to identify and rectify accessibility issues such as uneven surfaces and cross walks	2025/26	Project and Asset	Project and Asset Management
2.3.2 Review signage in CBD for toilets, amenities and other important information to ensure it is accessible and available	2026/27	Property Management and Maintenance	Infrastructure Maintenance Services
2.3.3 Support businesses to increase awareness and identify opportunities to improve access and inclusion	2025/26	Community Partnership Planning	Community Connection City Growth

Action Plan

Buildings and Facilities

Objective 2.4 Improve accessibility and inclusivity of public open spaces and playgrounds in Bunbury.

Actions	Financial Year	Team Responsible	Department
2.4.1 Develop design principles that support continued monitoring of accessibility within playgrounds including barbecue facilities, drink fountains and park furniture	2024/25	Parks and Reserves	Infrastructure Maintenance Services
2.4.2 Conduct an accessibility audit of the City's existing playgrounds and playground infrastructure to establish information on accessible features within each playground and continue to update information as new accessible features are implemented	2024/25	Parks and Reserves	Infrastructure Maintenance Services
2.4.3 Review ACROD bays as part of any scheduled playground upgrades/reviews	2023/24	Parks and Reserves	Infrastructure Maintenance Services
2.4.4 Consider intellectual, neurological and developmental disabilities when designing new playgrounds	Annually	Parks and Reserves	Infrastructure Maintenance Services
2.4.5 Support the implementation of aided language displays in all City playgrounds	2024/25	Parks and Reserves	Infrastructure Maintenance Services
2.4.6 Explore a tool for providing feedback on playground design	2025/26	Parks and Reserves	Infrastructure Maintenance Services
2.4.7 Support masterplan development for John Banks Memorial Dog Park upgrades	2024/25	Parks and Reserves	Infrastructure Maintenance Services

Action Plan

Buildings and Facilities



Objective 2.5 Increase accessibility to Bunbury beaches, waterfronts and associated activities.

Actions	Financial Year	Team Responsible	Department
2.5.1 Conduct a review of beach accessibility	2026/27	Works	Infrastructure Maintenance Services
2.5.2 Annual review of beach wheelchairs storage and implement upgrades as required	Annually	Infrastructure Maintenance Community Partnerships	Infrastructure Maintenance Services Community Connection
2.5.3 Review Freedom Trax MOU with Dolphin Discovery Centre	2025/26	Community Partnerships	Community Connection





Theme 3: Access to Information

Information provided by the City of Bunbury is consistently shared in a variety of ways that enables people with disability to access it easily and freely.

Action Plan **Access to Information**

Objective 3.1 Implement techniques to support people with disability to access information, particularly on the website and social media.

Actions	Financial Year	Team Responsible	Department
3.1.1 Create an easily-identified link on the City website homepage that links to the Access and Inclusion webpage. Regularly update the Access and Inclusion webpage to ensure the information remains current.	2023/24	Marketing and Communications Community Partnerships	Strategy, Projects and Communications Community Connection
3.1.2 Investigate developing digital business cards and departmental braille business cards	2023/24	Community Partnerships Strategy and Organisational Performance Leadership Data and Digital	Community Connection Strategy and Organisational Performance Leadership Data and Digital
3.1.3 Include accessibility symbols (identified in Outcome 1) on the City website for event, workshop and programming information	2025/26	Marketing and Communications Community Partnerships	Strategy, Projects and Communications Community Connection
3.1.4 Explore application of optical character recognition (OCR) to PDFs	2023/24	Records	Governance
3.1.5 Create a working group to explore and implement additional supports to assist people with language barriers to access and understand relevant City information	2026/27	Various	Strategy, Projects and Communications Customer Support Community Connection
3.1.6 Undertake website accreditation for accessibility	2023/24	Data and Digital	Data and Digital
3.1.7 Provide copies of the City's Community Strategic Plan and current DAIP in braille and large print on request	2024/25	Community Partnerships Strategy Marketing and Communications	Community Connection Strategy, Projects and Communications
3.1.8 Provide the City of Bunbury's Community Strategic Plan and current DAIP converted into audio file	2025/26	Community Partnerships Strategy Data and Digital	Community Connection Strategy, Projects and Communications Data and Digital

Objective 3.2 Increase promotion focused on access and inclusion.

Actions	Financial Year	Team Responsible	Department
3.2.1 Explore using the television in reception area to highlight accessibility in Bunbury and CoB initiatives and resources to support accessibility and inclusion	2026/27	Community Partnerships Business Systems Support and IT Operations	Digital Services
3.2.2 Introduce bi-monthly spotlight sessions on access and inclusion through social media channels to share upcoming events, initiatives and resources	2023/24	Community Partnerships Marketing and Communications	Community Connection Strategy, Projects and Communications
3.2.3 Implement access and inclusion initiative as part of staff events (CoB Day)	2023/24	Events	Community Connection
3.2.4 Cross-promote accessible events and programs with surrounding LGAs	2024/25	Community Partnerships	Community Connection
3.2.5 Provide information and support to external apps to ensure current accessible City resources and facilities are included	2026/27	Community Partnerships	Community Connection
3.2.6 Actively promote to the public and relevant organisations that documents are available in alternative formats	2023/24	Community Partnerships Marketing and Communications	Community Connection Strategy, Projects and Communications
3.2.7 Develop an accessibility toolkit, showing community members, including businesses, key accessibility information across the City. Promote this toolkit regularly through City channels	2026/27	Marketing and Communications Community Partnerships Visitor Centre/Tourism	Strategy, Projects and Communications Community Connection City Growth
3.2.8 Develop brochure for ACROD parking	2024/25	Rangers Marketing and Communications	Community Wellbeing Strategy, Projects and Communications





Theme 4: Quality of Service

The City implements an inclusive and adaptable approach to service delivery to ensure all members of the public receive quality service.

Objective 4.1 Continue to improve customer service to respond to and support all types of disability.

Actions	Financial Year	Team Responsible	Department
4.1.1 Review Customer Service charter	2023/24	Customer Support	Governance
4.1.2 Explore use of assistive technology to support more inclusive customer service experiences	2027/28	Data and Digital	Digital Services

Objective 4.2 Incorporate access and inclusion into planning and service delivery.

Actions	Financial Year	Team Responsible	Department
4.2.1 Encourage all departments to include an agenda item in team meetings for access and inclusion	2023/24	Community Partnerships	Community Connection
4.2.2 Investigate accessibility as a trigger for key planning processes including but not limited to service review, community engagement and project management	2023/24	Strategy Projects	Strategy, Projects and Communications
4.2.3 Investigate other local government authorities' access and inclusion initiatives and share with relevant staff members	2023/24	Community Partnerships	Community Connection

Objective 4.3 Provide training and support to all staff on disability, access and inclusion.

Actions	Financial Year	Team Responsible	Department
4.3.1 Continue to deliver accessible customer service training to all front line staff and ensure they are supported to provide accessible services	2025/26	People and Safety	People and Safety
4.3.2 All staff undertake accessibility and inclusion training to raise awareness of how to implement strategies to respond to all types of disability	2024/25	People and Safety	People and Safety
4.3.3 Training for staff that provide events and services to undertake accessibility and inclusion training to raise awareness and implement strategies for events	2025/26	People and Safety Community Partnerships	People and Safety Community Connection
4.3.4 Relevant staff to be trained/aware of printed material guidelines and web content accessibility guidelines (WCAG) 2.0 Level AA	2024/25	Marketing and Communications	Strategy, Projects and Communications
4.3.5 Regularly check in with staff across all services to identify need for additional training on accessibility and inclusion.	2023/24	Community Partnerships	Community Connection
4.3.6 Explore the use of online videos and training focusing on disability, access and inclusion for all staff	2026/27	People and Safety	People and Safety
4.3.7 Investigate training in universal design and co-design for building and infrastructure teams	2025/26	Infrastructure Support Community Partnerships	Infrastructure Support Community Connection
4.3.8 Investigate Auslan and Key Word Sign training for staff and community	2024/25	People and Safety Community Partnerships	Community Connection People and Safety





Theme 5: Feedback

The City of Bunbury values, supports and encourages feedback and uses it to improve service delivery.

Objective 5.1 Develop streamlined complaints management systems for matters relating to accessibility and inclusion.

Actions	Financial Year	Team Responsible	Department
5.1.1 Review existing tools and policies for feedback management	2025/26	Evolve CX Project	Strategy and Organisational Performance
		Community Partnerships	Community Connection
5.1.2 Explore and implement new processes for improving accessibility and embedding feedback loops into communication	2026/27	Marketing and Communications	Strategy, Projects and Communication
		Community Partnerships	Community Connection
5.1.3 Develop formalised feedback process through service review and communicate to all staff	2025/26	Strategy Marketing and Communications	Strategy, Projects and Communication
5.1.4 Review hard copy feedback forms and ensure these are available at all frontline service areas	2023/24	Customer Service	Governance
		Community Facilities	Community Facilities
5.1.5 Investigate providing easy-read versions of key City information for community members (This may require engaging an external consultant to provide accredited easy-read formatting)	2027/28	Community Partnerships	Community Connection
			Strategy, Projects and Communication

Objective 5.2 Utilise feedback as a resource for future planning and quality improvement of services delivered by the City.

Actions	Financial Year	Team Responsible	Department
5.2.1 Implement register of accessibility feedback and annually review to inform future projects and service delivery	2023/24	Community Partnerships	Community Connection
		Infrastructure Business Administration	Infrastructure Business Support
		Projects	Strategy, Projects and Communication
5.2.2 Investigate how to capture and use data through the Continuous Improvement App	2024/25	Data and Digital Strategy	Digital Services Strategy, Projects and Communication



Theme 6: Community Engagement

The City strongly values the opportunity for people with disability to be involved in all forms of community engagement and facilitates participation in co-design.

Objective 6.1 Provide the opportunity for people with disability to participate in all City of Bunbury community engagements.

Actions	Financial Year	Team Responsible	Department
6.1.1 Develop an access and inclusion resource for staff as part of the Community Engagement Framework including co-design principles and strategies, provision of 1:1 consultations and use assistive technology	2024/25	Community Partnerships Community Engagement	Community Connection Strategy, Projects and Communication
6.1.2 Annual review of the Community Engagement Framework to include recommended timeframes for promotion to stakeholders	2023 - Annually	Community Engagement	Strategy, Projects and Communication
6.1.3 Annual review of Community Engagement register to identify opportunities to better support staff to improve their engagement practices to support participation by people with disability	2023 - Annually	Community Partnerships	Community Connection

Objective 6.2 Embed co-design with people with lived experience to develop and improve City services and infrastructure.

Actions	Financial Year	Team Responsible	Department
6.2.1 Develop a marketing and communications campaign to increase awareness and recognise achievements of CoDAP and DAIC internally and externally	2023 - Annually	Community Partnerships Marketing and Communications	Community Connection Strategy, Projects and Communication
6.2.2 Ongoing support and review of CODAP to ensure there is diverse representation and members' input is being valued	2023 - Annually	Community Partnerships	Community Connection
6.2.3 Develop service design process for staff to engage with CoDAP	2024/25	Community Partnerships Strategy	Community Connection Strategy, Projects and Communication



Theme 7: Employment

The City will continue to focus on creating opportunities for people with disability to maintain employment and support diversity within the workplace.

Objective 7.1 Continue to create employment opportunities for people with disability.

Actions	Financial Year	Team Responsible	Department
7.1.1 Expand relationship with other Disability Employment Service providers	2025/26	People and Safety	People and Safety
7.1.2 Continue to identify internal roles and tasks suited to all types of disability and consider accessibility in role design when job descriptions are reviewed	2023/24	People and Safety	People and Safety
7.1.3 Explore traineeships, job sharing, job carving/role specific activities and on-the-job training to support people with disability to sustain employment	2026/27	People and Safety	People and Safety
7.1.4 Develop information packages that encourage and support local business to employ/support people with disability	2026/27	Community Partnerships Procurement	Community Connection City Growth

Objective 7.2 Create a supportive environment within the City that welcomes the employment of people of all ages, cultures and abilities.

Actions	Financial Year	Team Responsible	Department
7.2.1 Increase advertising that encourages people with disability to apply for roles	2023/24	People and Safety	People and Safety
7.2.2 Share information on workplace accessibility including on the City of Bunbury website and recruitment portal	2024/25	People and Safety	People and Safety



Theme 8: Organisational Commitment

Establish an organisational commitment to embed access and inclusion across all service delivery within the City of Bunbury.

Action Plan

Organisational Commitment

Objective 8.1 Improve internal communication to City staff to increase awareness and build ownership of access and inclusion across all departments.

Actions	Financial Year	Team Responsible	Department
8.1.1 Regular internal updates on access and inclusion successes and opportunities	2023/24	Community Partnerships	Community Connection
8.1.2 Create a SharePoint site for City of Bunbury access and inclusion to build better awareness and provide staff with resources	2023/24	Community Partnerships	Community Connection
8.1.3 Implement an annual Disability, Access and Inclusion Plan Day	2024/25	Community Partnerships	Community Connection
8.1.4 Identify and support internal champions	2023/24	Community Partnerships	Community Connection
8.1.5 Establish a section in staff inductions focusing on access and inclusion	2024/25	People and Safety Community Partnerships	People and Safety Community Connection

Objective 8.2 Influence organisational change to create positive internal culture around supporting the City's commitment to improving access and inclusion.

Actions	Financial Year	Team Responsible	Department
8.2.1 Develop Change Management Plan	2024/25	Community Partnerships	Community Connection
8.2.2 Develop a toolbox for staff with resources specific to different service delivery areas to improve access and inclusion	2024/25 2025/26	Community Partnerships	Community Connection
8.2.3 Develop an evaluation framework for the DAIP	2023/24	Community Partnerships	Community Connection



Contractors and Procurement

The City of Bunbury's commitment to supporting accessibility and inclusion is provided to those considering tending goods and services via the City's procurement process. The Request to Tender and Quote Goods and Services documents both reference the City's DAIP as part of principle policies that may effect selection outcomes.

Successful tender applicants are reminded of this commitment to provide services and works that align with the City's DAIP goals and outcomes and are required to acknowledge that they have viewed the City's DAIP, as per the City's Offer Form.

Electronic links to the City's DAIP are also provided as part of the procurement process.



Monitoring, Review and Evaluation

Monitoring and review of the outcomes achieved through DAIP will be undertaken through a reporting structure that will involve:

- Quarterly reporting of outcomes achieved which will be provided to the City's Disability Access and Inclusion Committee
- Annual reporting to Department of Communities
- Regular internal reporting across service delivery

Evaluation

Developing and implementing a contemporary evaluation framework which supports ongoing quality improvement of future DAIPs is a key action within the 2023-2028 DAIP. A review of past evaluation process and research on comparable evaluation methodology will be undertaken and the development of the evaluation framework will include codesign with key stakeholders.

The evaluation framework will assist the City to identify:

- Outcomes achieved
- Outstanding actions yet to be met
- Strengths and opportunities for improved implementation across service delivery
- Strengths of 2023-2028 DAIP structure and opportunities for improvements
- Strengths and opportunities in reporting and monitoring processes

The findings from the DAIP evaluation will be presented in an additional internal report and considered when developing future DAIP's and future planning of service delivery.



References

1. [The Convention in Brief | United Nations Enable](#)
2. [FINAL-SCP-12APR2022.pdf \(bunbury.wa.gov.au\)](#)
3. [People with disability in Australia 2022: in brief, How many people have disability? - Australian Institute of Health and Welfare \(aihw.gov.au\)](#)
4. [Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](#)
5. [State-Disability-Strategy-2020-2030.pdf \(www.wa.gov.au\)](#)
6. [Unpaid care | Australia | Community profile](#)
7. [Bunbury | Region summary | Data by region | Australian Bureau of Statistics \(abs.gov.au\)- 2021](#)
8. [Discover demand by Post Code \(dss.gov.au\)](#)







This plan is also available in alternative formats upon request including in large and standard print and electronically by email and on the City of Bunbury website: www.bunbury.wa.gov.au

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