



Government of **Western Australia**  
Department of **Communities**



# Disability Access and Inclusion Plan

## Minister's Progress Report 2024–2025





## Acknowledgement of Country

The Government of Western Australia acknowledges the Traditional Custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to Aboriginal communities and their cultures, and to Elders both past and present.


**Cover images:** The Town of Cambridge's inclusive procurement process supports employment outcomes for people with disability.

**From left to right:** DJ Incredible, Matt the Showman, Kyal's Coffee Kart.

**Inside cover:** RecycleManPerth.

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Tourism Western Australia's [Accessibility Travel Hub](#) guides you through the best and most accessible experiences around WA, including a beach wheelchair and facilities finder.

# Message from the Minister for Disability Services

I am delighted to present the Disability Access and Inclusion Plan (DAIP) Progress Report 2024–2025 (Report).

The State Government is committed to building safe and inclusive communities that value diversity and provide opportunities for all Western Australians. Together we are working towards a community where everyone belongs and people with disability feel valued, respected, safe, and empowered to live as they choose.

As Minister for Local Government, Disability Services, Volunteering, Youth, and Gascoyne, I am in a privileged position to promote and participate in access and inclusion initiatives public authorities deliver through their DAIPs.

Public authorities continue to achieve remarkable access and inclusion outcomes. They demonstrate commitment and creativity, while driving positive change for people with disability and the broader community. While significant progress has been made, I am confident there is more we can achieve. We all benefit when everyone can fully participate in society and DAIP actions empower people in so many ways to live more independently and confidently.

This Report highlights stories of positive change and innovation – reflecting only a small sample of the many public authority achievements implemented in 2024-2025.

I would like to give special thanks to community members who contribute their expertise, knowledge and time to access and inclusion advisory groups across the State.

I would also like to recognise the vital role that Local and State Government authorities play in supporting the diverse needs of people with disability and ensuring a bright future for all Western Australians.



**Honourable Hannah Beazley MLA**  
Minister for Disability Services



# Introduction

In Western Australia (WA), public authorities are required to develop, implement and report on a DAIP, as set out by the *Disability Services Act 1993* (the Act). A DAIP outlines the strategies and actions a public authority will implement across seven access and inclusion outcome areas.

The Department of Communities is responsible for monitoring compliance with the Act and supporting effective access and inclusion practices. The [Minister's DAIP Progress Report](#) (Report), a requirement in the Act, is tabled in Parliament annually.


Each public authority develops a plan relevant to its functions, size, and stakeholders, including people with disability, those who share their lives, disability service providers and the wider community. While some public authorities have thousands of staff, large community bases and dedicated Access and Inclusion Officers, other public authorities employ fewer than 15 staff or have no significant public interface. The difference in size and functions of public authorities impacts the scope of activity. This diversity is considered when reviewing and selecting achievements to highlight in this report.

In 2024–2025, 212 public authorities – 67 State Government and 145 local government – were required to submit a DAIP Progress Report. Public authorities report on their

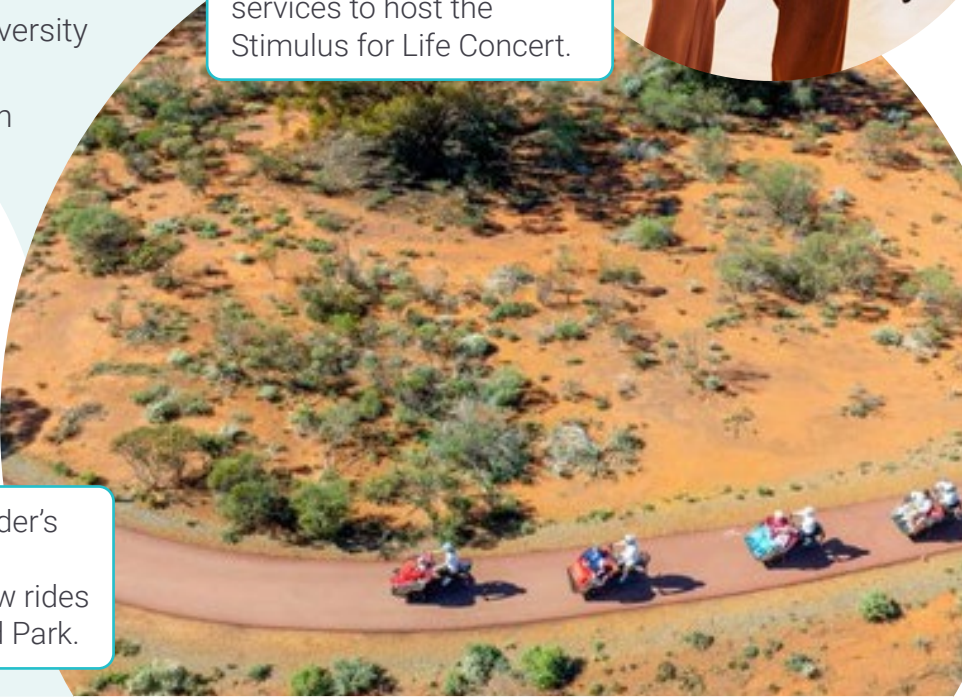
progress implementing actions across the seven DAIP outcomes, detail achievements of improved outcomes for people with disability, and identify how their DAIP actions contribute to the '[A Western Australia for Everyone: State Disability Strategy 2020-2030](#)' (State Disability Strategy) outcomes.

This Report provides an overview of the:

- strategic drivers framing DAIP priorities
- public authority action status and achievements across the seven DAIP outcomes
- emerging access and inclusion trends reflected in public authority reporting.



The City of Belmont collaborated with Chorus and local disability services to host the Stimulus for Life Concert.



The City of Kalgoorlie-Boulder's Motion by the Ocean event provided free scenic trishaw rides through Karlkurla Bushland Park.

# Strategic Drivers

DAIP initiatives contribute to and are framed by the State and Commonwealth disability landscape.

## Department of Communities, Disability Division

In early 2025, the Disability Division underwent a review of its roles and responsibilities to better align with the State Disability Strategy vision. The Disability Division is responsible for empowering the voice of people with disability, delivering targeted services and building a better disability system for Western Australia.

To ensure Disability Division policy, strategy and services are informed by lived experience voices, a Lived Experience Advisory Panel (LEAP) has been established. LEAP have advised on topics including National Disability Insurance Scheme (NDIS) planning experiences, NDIS Rule changes, and laws relating to restrictive practices.

## Western Australia's Full Scheme Bilateral Agreement on the NDIS

In June 2025, the State Government finalised negotiations with the Commonwealth and entered into a Western Australia Full Scheme Bilateral Agreement on the NDIS (Agreement). The Agreement provides long-term certainty and assurance to over 65,000 Western Australians with disability, their families and carers, that the NDIS is here to stay and will continue to support them. The Agreement is on similar terms as other States and Territories, and specifically includes measures to strengthen governance arrangements through the establishment of a WA Community Advisory Council to advise on improving participants' NDIS experience.



The City of Fremantle's Swim School Dolphins program implements Individualised Swim Support Plans. **Photo credit:** Sam Currie.

## Western Australia's State Disability Strategy 2020–2030

The State Disability Strategy sets the vision for a more inclusive Western Australia and is implemented through Action Plans updated every two years. In February 2025, the third Action Plan was launched, committing 17 public and private agencies to implement 69 significant and measurable actions to improve the lives of people with disability.

Public authorities, through their DAIPs, play an important role in achieving the vision of the State Disability Strategy. In 2024-2025, the three State Disability Strategy outcomes most public authority actions contributed to were:

- 1,957 actions – People with disability are welcomed and accepted by members of the community.
- 1,447 actions – Community Infrastructure is accessible to all.
- 1,010 actions – People with disability have opportunities for meaningful and inclusive employment and economic independence.

## Australia's Disability Strategy 2021–2031

### Australia's Disability Strategy 2021–2031

(ADS) is the Commonwealth's disability policy framework and is progressed through Targeted Action Plans (TAPs). The ADS was updated in 2024, and three new TAPs launched on 28 January 2025. The new TAPs 2025-2027 prioritise:

- Community Attitudes
- Inclusive Homes and Communities
- Safety, Rights and Justice.

In 2024-2025, for the first time, Western Australian public authorities reported on how they are improving community attitudes for people with disability.

### Disability Royal Commission

The [WA Response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#) (Disability Royal Commission) was released in July 2024, representing the first step by the State Government towards actioning the vital reforms put forward by the Disability Royal Commission. This was followed by the release of a [WA Implementation Roadmap](#)

in December 2024, which sets out responsible government agencies, phases of work, and short-term priorities. The Disability Royal Commission reform program aims to introduce better legal protections, safer services, greater accessibility and inclusion, and more empowering environments for people with disability across Western Australia.



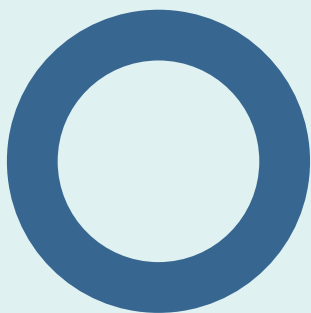
Tourism Western Australia provides operators with information about making businesses more accessible and inclusive [here](#).

# DAIPs 2024-2025

Under the Act, public authorities are required to:

- develop, maintain, and implement a DAIP
- publish a current DAIP on their website
- report annually on the progress of implementing their DAIP across the seven outcomes.

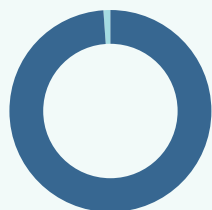
DAIP outcome areas	
	<div>1. Events and services</div> <div>People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.</div>
	<div>2. Buildings and facilities</div> <div>People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.</div>
	<div>3. Information</div> <div>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.</div>
	<div>4. Service quality</div> <div>People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.</div>
	<div>5. Complaints</div> <div>People with disability have the same opportunities as other people to make complaints to a public authority.</div>
	<div>6. Consultation</div> <div>People with disability have the same opportunities as other people to participate in any public consultation by a public authority.</div>
	<div>7. Employment</div> <div>People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.</div>



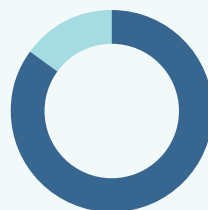
In 2024–2025:  
212 public authorities, or  
**100%**  
reported on their DAIP



Trishaw rides were offered at a Motion by the Ocean event in Kalgoorlie.



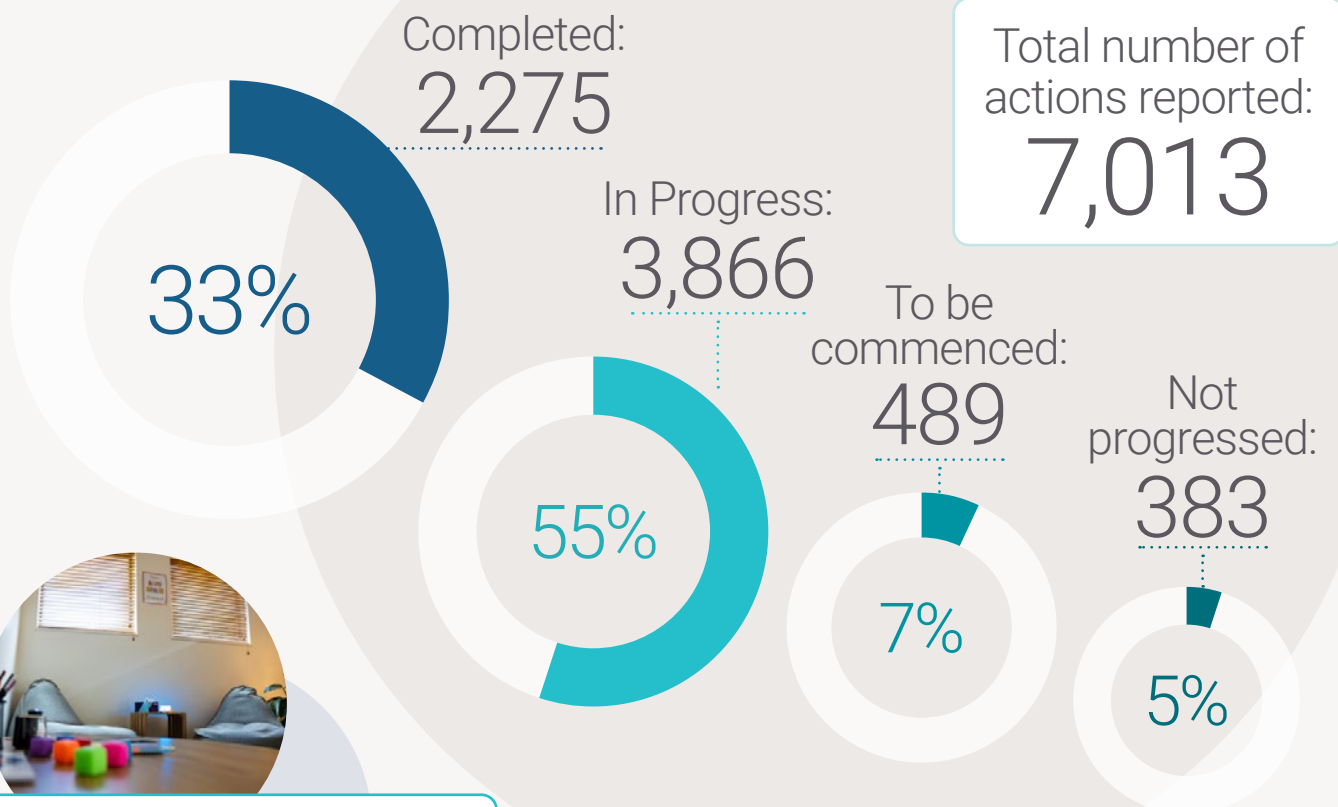
At 30 June 2025:  
211 public authorities, or  
**99%**  
had a published DAIP



At 30 June 2025:  
180 public authorities, or  
**85%**  
had a current DAIP

Public authorities report on the implementation status of all strategies and actions in their DAIP as either:

- **To be commenced:** the action is not scheduled to start yet.
- **In progress:** the action is underway or is incorporated into business as usual.
- **Completed:** the action has been implemented and completed.
- **Not progressed:** the action has been delayed or is discontinued.



South Metropolitan TAFE's new sensory room at Murdoch campus is proving popular with students.



# 1. Events and services

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

1,434 Actions

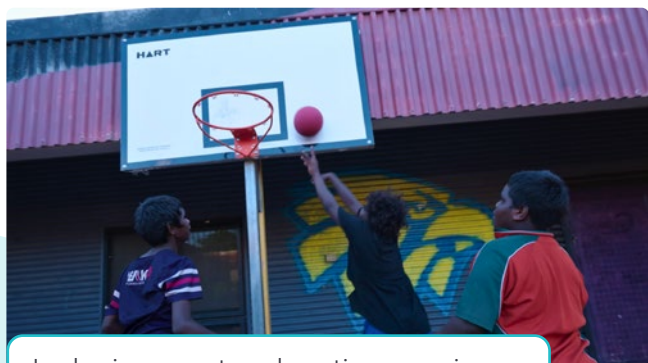
36%  
completed

55%  
in progress

5%  
to be commenced

4%  
not progressed

## Highlights for 2024–2025



Inclusive sports education sessions at Ngalangangpum School, Warmun.

The **Shire of Wyndham East Kimberley** partnered with Sport4All to improve accessible, culturally relevant sporting opportunities across the region. The initiative worked with schools, sporting clubs and community groups to improve engagement of people with disability in sports. A documentary series '[Inclusive Sport in Regional Australia](#)' was produced showcasing equity and inclusion stories from Kununurra, Wyndham, and Warmun.

**Central Regional TAFE** implemented an Accessible Learning Support system (ALS) to help staff better support students with disability. Based on student information, the ALS identified 663 students with disability of which approximately 75% received learning supports. This enabled Student Services to tailor staff and mentor training to student needs and improve advice for staff on how best to support each student in their training journey.

As part of the Good Access is Good Business project, the **City of Albany** hosted a sundowner for businesses in the Great Southern. The event, a partnership with Albany Chamber of Commerce and Industry, featured a presentation from a local business on its accessibility adaptations. Following the sundowner, 16 businesses participated in Disability and Inclusion Awareness training, and are completing accessibility self-assessments before independent accessibility audits.



Dylan's café implemented accessibility features. Left to right, Gary, Morris and Andrea.

In the **Department of Education's** February 2025 student census, 18,734 school students with disability received supports through Individual Disability Allocation funding totalling \$608 million, an increase of 2,440 students and \$95.7 million on the previous year.

In 2024-2025, **131** public authorities, or **62%**, hosted accessible and inclusive events that positively impacted community attitudes towards people with disability.

In 2024, 7,860 students with disability benefited from **Department of Training and Workforce Development** funded places at TAFEs and the Western Australian Academy of Performing Arts, while a further 1,763 students were enrolled with private training providers.

The **Shire of Broome's** All Abilities Come and Try Sports Day involved 100 school students from four local schools. Students also heard from Rodrigue Niyongere, a coach and member of the WA Paras team, about his experiences in competitive sports.



Rodrigue Niyongere with a student at the Shire of Broome's All Abilities Come and Try Sports Day.

The [Fremantle International Street Arts Festival 2025](#) partnered with Disability in the Arts, Disadvantage in the Arts Australia (DADAA) to offer audio description and assistive listening for selected shows.

**91** public authorities, or **43%**, hosted an International Day of People with Disability event or activity.

**83** public authorities, or **39%**, hosted other accessible and inclusive events.



Eq Cetera Inc provided adaptive horse riding in Darling Downs. **Photo credit:** Shire of Serpentine Jarrahdale.

For International Day of People with Disability 2024, **Shire of Serpentine Jarrahdale** partnered with the local equine community to provide horse riding experiences for people with disability.

The **Shire of Wiluna** provided two accessible vans to transport community members of all abilities to an On-Country Day learning about bush medicine.



Community members enjoy Shire of Wiluna's On-Country Day.



Audio description and assistive listening at Fremantle International Street Arts Festival 2025. **Photo credit:** Johannes Reinhart.



## 2. Buildings and facilities

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

1,448 Actions

29%  
completed

58%  
in progress

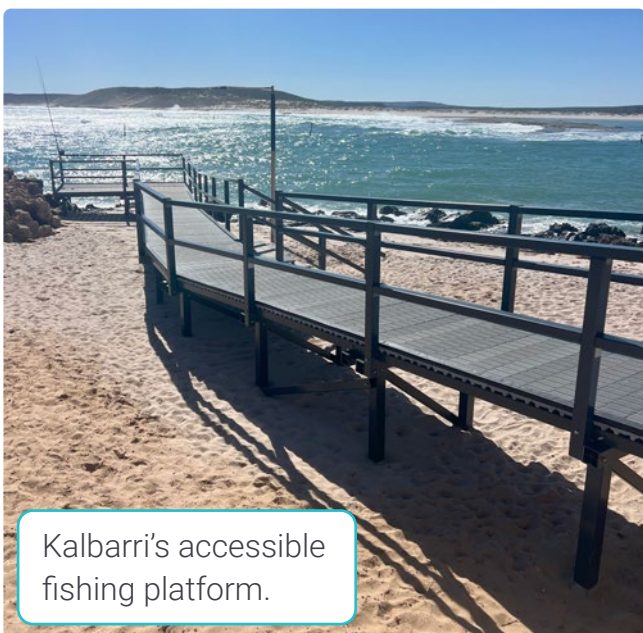
8%  
to be commenced

5%  
not progressed

### Highlights for 2024–2025

Locals and tourists visiting Bremer Bay are benefiting from new tactile paving to ensure the footpath network is safe for all users. Following community feedback, the **Shire of Jerramungup** rolled out the tactile paving and built a universal access toilet next to the bowling green in Jerramungup town. A comprehensive audit of all footpaths was completed, with a further 16 paths to be improved and two new ramps installed.

New coastal facilities built by the **Shire of Northampton** make it easier for everyone to enjoy Kalbarri's coastline. The new infrastructure includes an accessible fishing platform and beach access ramp. The car parks at Jacques Point, Blue Holes Beach and Chinaman's Point have new accessible parking bays and footpaths to improve beach access.



Kalbarri's accessible fishing platform.



The City of [Wanneroo's Sandcruiser beach wheelchair](#) is available to hire, free of charge, between October and April.

Activating the great outdoors for people with disability was a priority for the **City of Wanneroo** in 2024-2025. For beach goers, the City's beach wheelchair program was made easier to use with changes to the wheelchair storage area and a new video about the program. For those who enjoy nature-inspired play, the Riverlinks All-Abilities Playground, launched late 2024, features mountains, the jungle, town and country, desert and beach.

The **Shire of York** collaborated with People With disabilities Western Australia's (PWdWA) Business Accessibility Empowerment Program to review accessibility of the York Community Resource Centre and the Visitors Centre. PWdWA employed, trained and mentored a local young person with disability to complete the assessment and recommendation report. The Shire has implemented a number of quick wins, including new entry signage and seating.

As part of **Public Transport Authority's** [Bus Stop Accessibility Works Program](#), 9,600 bus stops have been upgraded, representing 67% of the State's bus stop network.



### 3. Information

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.

1,026 Actions

33%  
completed

55%  
in progress

6%  
to be commenced

6%  
not progressed

#### Highlights for 2024–2025

A suite of [social stories](#) has been developed by the **Child and Adolescent Health Service** to minimise distress for neurodiverse patients in Emergency Departments. Developed as part of the new Neurodiversity Care Program, the social stories cover common Emergency Department experiences and how to prepare before a hospital visit. The innovative program also offers sensory meal options, sensory tools, and a care plan for caregivers.



New [social stories](#) help prepare children for a hospital visit or procedure.

As part of the State-wide Family Domestic Violence system reform plan, the **Department of the Premier and Cabinet** developed an education campaign with accessible materials. The campaign included an Easy Read resource, inclusive graphics, audio voiceovers on all videos, and a dedicated webpage – I’m a person with disability experiencing family and domestic violence.

The **Western Australian Electoral Commission** launched an Easy Read ‘[How to vote at a polling place](#)’ guide for the 2025 Western Australian State election. The guide was developed in collaboration with the Electoral Commission’s Disability Reference Panel and Developmental Disability Western Australia. For those who required assistance voting, a Phone Assisted Voting Service (PAV) was trialled and used by 1,616 voters. Votes were cast using a secret PIN and ID via a telephone keypad or automated interactive voice response technology.

The **City of Fremantle’s** new [website](#), launched in May 2025, achieving a 91% accessibility score, a 43.7-point improvement on the previous site. The average accessibility score for local government is 80%.

New communication boards at parks and playgrounds were a highlight for the **Cities of Canning, Karratha, Kwinana, Shires of Broome and Manjimup, and Town of Victoria Park**.



Communication board at Guwarri Town Beach, Broome. **Left to right:** Shire of Broome President Chris Mitchell with Ashlee and Lizzy from Stepping Stones Therapy.



## 4. Service quality

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

843 Actions

31%  
completed

54%  
in progress

10%  
to be commenced

5%  
not progressed

### Highlights for 2024–2025



Adapted sports and creative activities developed for the monthly All-Abilities Program.

Staff at the **Shire of Katanning's** Leisure Centre gained valuable specialist skills after completing WA Disabled Sports Association training. The training focused on respectful communication, use of adaptive sports equipment, and inclusive delivery strategies. Staff have applied their learnings to programs at the Leisure Centre resulting in improved participation of people with disability.

In March 2025, **North Metropolitan Health Service** launched its new Policy Governance Framework embedding access and inclusion into policy development and review. The Framework provides guidance on using inclusive language and sets out minimum requirements for stakeholder engagement ensuring representation of diverse voices, including people with disability.

Six public authorities showcased their Hidden Disabilities Sunflower program, including program launch events by the **Cities of Nedlands and Stirling**, and **Shire of Augusta Margaret River**.



The Mental Health Commission provides Hidden Disabilities Sunflower lanyards for employees with non-visible disabilities.

A combination of mandatory and bespoke training has contributed to positive culture and practice changes at the **City of Cockburn**. Training tailored for leaders, rangers, recreation staff and community security staff improved their understanding of inclusive communication and interacting with assistance animals.



Training for City of Cockburn Rangers introduced them to how to interact with assistance animals.

**128** public authorities, or **60%**, delivered training that improved staff capacity to respond positively to people with disability.



## 5. Complaints

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

547 Actions

37%  
completed

49%  
in progress

9%  
to be commenced

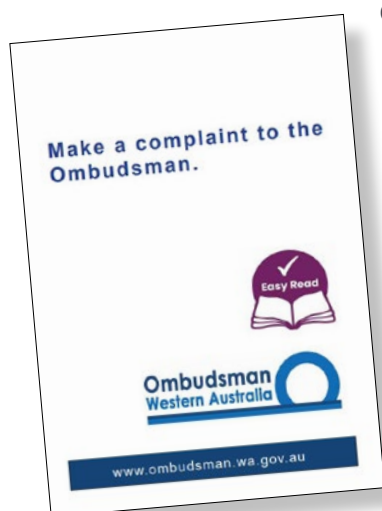
5%  
not progressed

### Highlights for 2024-2025

A Disability Managers Network has helped **Consumer Protection's** Customer Advocacy team support people with disability seeking consumer rights advice and assistance. Led by Uniting WA, the network has 12 members representing disability services, peak bodies and advocacy services. The network assists the team to better understand demands on community services and identify emerging issues that may impact consumers with disability. Greater insight into the community services sector has also enabled the team to connect customers to organisations that can provide further assistance.

The **Ombudsman WA** developed and tested a new Easy Read resource – [Make a complaint to the Ombudsman](#). The resource explains what the Ombudsman WA does and how it

can help community members make a complaint. The resource was tested at the Disability Connect Expo in August 2024, with feedback incorporated into the final version published in 2025.



Ombudsman WA's new 'Make a Complaint to the Ombudsman' guide.

The **Shire of Donnybrook Balingup** found an innovative solution to complaints about bins on footpaths reducing mobility in Donnybrook town centre. After consulting with locals, the Shire found Monday bin day was the problem. Businesses closed over the weekend put their bins out on Fridays, leaving footpaths blocked over the weekend. Bin day was moved to Tuesday, with access and amenity restored to the town centre.



Clear footpaths ensure the safety of people with disability, pram and mobility device users.

A seemingly small patient complaint led to meaningful improvement at **Bentley Health Service**. In August 2024, a complaint about outdated toilets in the hospital's D-block led the DAIP committee to seek and secure approval for two standard toilets to be replaced with one fully accessible unisex toilet. The successful outcome inspired staff to start proactively reporting accessibility barriers and other hospital wards initiated accessibility checks.

## 6. Consultation

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

668 Actions

**31%**  
completed

**58%**  
in progress

**5%**  
to be commenced

**6%**  
not progressed

### Highlights for 2024-2025

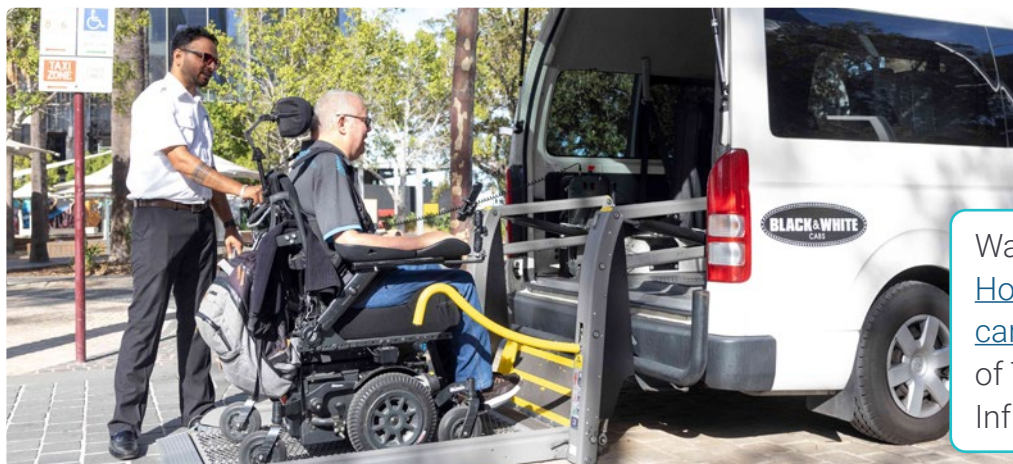
The **City of Rockingham** consulted with the Youth Disability Advocacy Network to improve event accessibility. The collaboration resulted in the inclusion of accessibility information in event listings and on social media, and two new internal resources for staff. The resources – an Accessible Event Guide and a Visual Story template – were rolled out with accompanying information sessions to ensure staff know about the resources and use them effectively.

Consultation with Vision Australia and Blind Citizens WA resulted in the [Passenger Transport Subsidy Scheme's](#) (PTSS) new smartcard incorporating braille markings and a notched carve out. The **Department of Transport** scheme transitioned from paper subsidy vouchers to a new smartcard system in early 2025. Communications in different formats were produced to meet varying needs, including an Easy Read book and animated videos on how to use the smartcard.



Shaded grandstand at Murdoch University's February 2025 graduation ceremonies.

**Murdoch University's** Chronic Illness, Neurodiversity, and Disability Advisory Group grew from 12 to 31 members. The group provides a safe forum to share lived experiences and actively effects access and inclusion change across the campus. The group's accessibility review of the university's graduation ceremonies led to changes at the February 2025 ceremonies, including improved wayfinding, a shaded grandstand area and cooling fans.



Watch the animated video [How to use your PTSS card](#). Source: Department of Transport and Major Infrastructure.

**102** public authorities, or **48%**, have access and inclusion advisory, reference or working groups with members who have lived experience of disability:

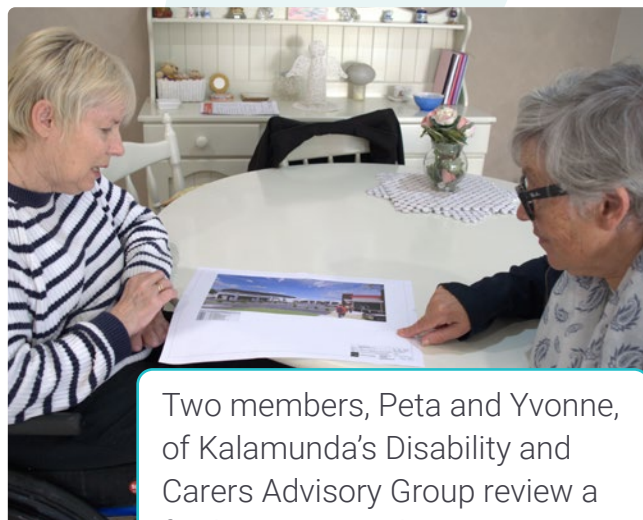
- **64**, or **44%** are local government authorities
- **38**, or **58%**, are State public authorities.

The **Office of the Director of Public Prosecutions** (ODPP) established a new Diversity and Inclusion Committee. The committee, representing diverse lived experiences, is improving the visitor, parent and wellness rooms at the ODPP's premises. Some of the changes implemented include textured blankets, noise cancelling headphones and sensory stimuli.



The Shire of Carnarvon's virtual experiences are fun and educational.

Ensuring programs are driven by lived experience and community need, the **Shire of Carnarvon** collaborated with Carnarvon Disability Advisory Group to develop two new programs. One of the programs, VR for Accessibility – Innovation through Technology, provides opportunities for people with disability to learn about and use interactive technologies, such as virtual nature walks.



Two members, Peta and Yvonne, of Kalamunda's Disability and Carers Advisory Group review a facility concept plan.

The **City of Kalamunda's** Disability and Carers Advisory Group contributed to design changes on three new sporting facilities. The concept designs for the facilities met Access to Premises – Buildings Standards, however the group voiced concerns the new buildings fell short of best practice. The project team revised the designs to incorporate the group's feedback, including push button toilet access and more inclusive seating.

The **Shire of Plantagenet** has a new reference group – one that ensures people with lived experience of disability guide future planning and infrastructure projects. The Disability Reference Group (DRG) visits different facilities and services each meeting to identify access and inclusion barriers and recommend solutions. Since the DRG's inception in December 2024, the group has provided recommendations to improve accessibility at Mount Barker Swimming Pool and Recreation Centre facilities. Next on the agenda – Mount Barker Public Library.



## 7. Employment

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

1,047 Actions

33%  
completed

54%  
in progress

7%  
to be commenced

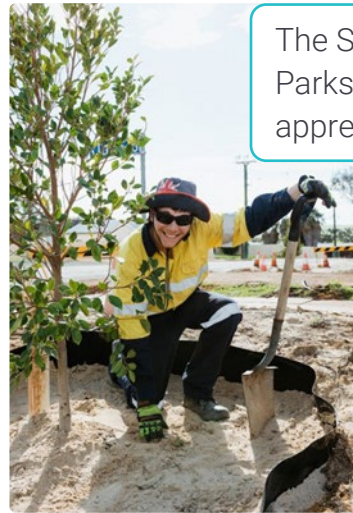
6%  
not progressed

### Highlights for 2024-2025

The **City of Mandurah** employed Michael (Mick), a local person with disability, as a Facilities Attendant at the Mandurah Aquatic and Recreation Centre (MARC). Mick was employed through a customised employment approach in partnership with the Mandurah Customised Employment Network. Mick completed a short workplace trial before securing ongoing paid employment. Mick now plays a valued role at the MARC demonstrating how person-centred recruitment can create lasting change.



Mick at the MARC.



The Shire of Mingenew's Parks and Gardens apprentice, David.

The **Shire of Mingenew** partnered with South Metropolitan TAFE to provide work experience placements for students with

disability. TAFE student David is a new Parks and Gardens apprentice with the Shire. The Shire works closely with David's lecturer to ensure he is well supported to successfully meet his learning outcomes and complete his apprenticeship.

The **South Metropolitan Health Service** (SMHS) was named a finalist in the BIZLINK Employer of the Year award for commitment to equal employment opportunity and workforce diversity. SMHS recruits employees with disability through BIZLINK who advise on tailored adjustments throughout the recruitment, selection and appointment process. In 2024-2025, BIZLINK assisted 11 people with disability to secure employment with SMHS.

**1 in 5** State public authorities delivered inclusive employment training, such as workplace adjustments, inclusive recruitment practices and disability confident recruiter training.

The **Department of Finance's** targeted diversity and inclusive recruitment strategies are producing positive results. Sixteen targeted recruitment processes were completed in 2024, with five more underway in 2025. Applicants surveyed said recruitment processes were safe and inclusive. In 2024, representation of employees with disability increased from 3.8% to 4.8%, including six people appointed through targeted recruitment.

The **City of Kwinana** supported an employee-led initiative to raise awareness of neurodiversity in the workplace and support staff who identify as neurodivergent. More than 70 staff attended a Lunch and Learn session delivered by the Mandurah Neurodiversity Support Service. A peer-support group, Diverse Minds, was established and meets informally on a monthly basis.

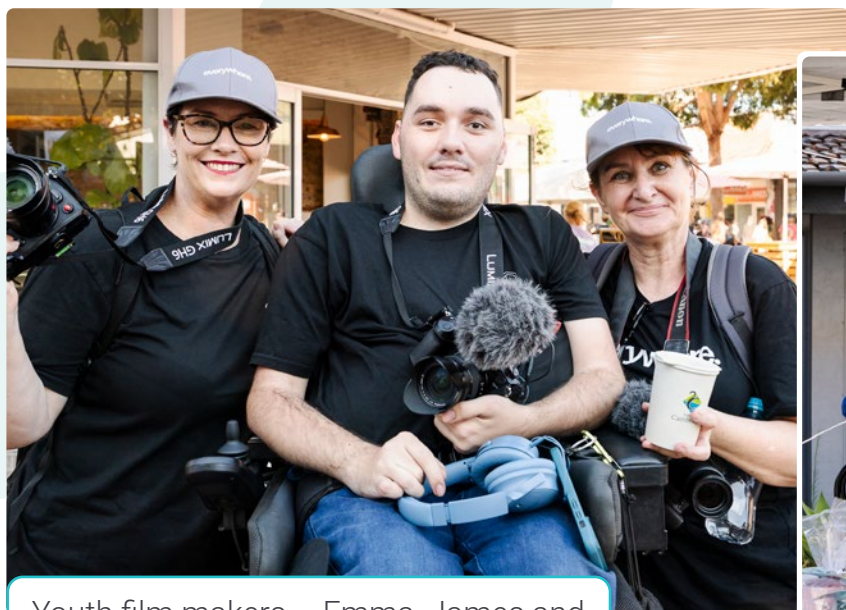
The **Town of Cambridge** strengthened its procurement practices to more consistently and meaningfully support disability enterprises and businesses that employ people with disability. In 2024-2025, the Town established new partnerships and expanded existing ones. The RecycleManPerth provides

**7** State public authorities are accredited Disability Confident Recruiters and **6** are in the process of becoming accredited.

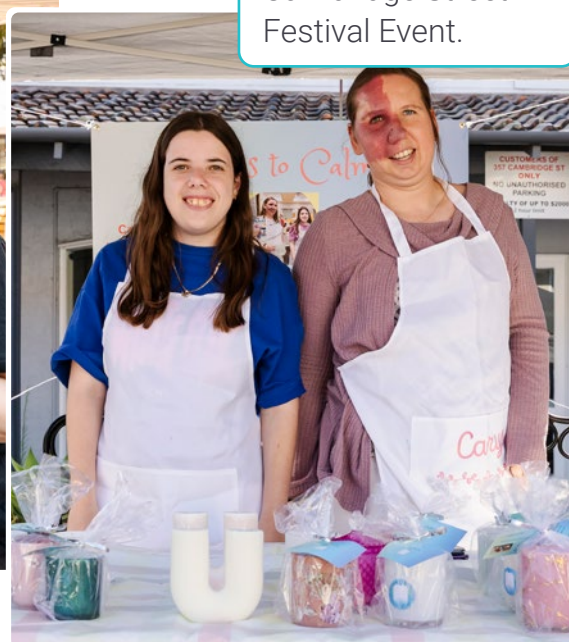
**17** local governments reported **23** elected members disclosed living with disability.

**7** State public authorities reported **20** board members disclosed living with disability.

container collection services, youth film makers, Periscope Crew, produce promotional videos, events feature all-abilities stallholders and performers, and workshops, such as Storytime and candle making, are delivered by facilitators with disability.



Youth film makers – Emma, James and Catherine – from The Periscope Crew.



Carys Candles at the Cambridge Street Festival Event.

# Emerging Trends

Western Australia's 212 public authorities with DAIPs are diverse in size, service offerings, reach and their approach to access and inclusion planning. Despite the differences, emerging trends in the DAIP space become evident when considered as a collective.

Amplifying the voices of people with disability features across all seven DAIP outcomes, demonstrating public authorities have moved well beyond an inform and consult model. Every year, new advisory working groups and panels, whose membership is made up of people with lived experience, are established, while existing groups continue to strengthen. They inform and guide not just the public authority's DAIP, but shape the design and delivery of events, information, services, policy and places.

Increasing numbers of public authorities are working with disability services, peak bodies and advocates to broaden the way that individuals with disability have their voices heard. For example, the City of Stirling delivered 22 engagement activities over 12 weeks and heard from more than 800 voices to inform its 2026-2031 Access and Inclusion Plan. Empowering the voices of people with disability is changing how public authorities operate.

One of the contributors to this change is training. This reporting period, three in five public authorities delivered one or more access and inclusion training programs. While disability awareness continues to be the bulk of training delivered, bespoke and targeted training is a growth area. Of the 212 public authorities, 96, or 45%, delivered disability awareness training and 70, or 33%, delivered additional topic-specific training. Targeted training builds on awareness as a foundation,

developing staff capability to apply skills and competencies to their day-to-day practice. Popular topics included creating Easy Read documents, hidden disabilities awareness, introductory Auslan, neurodiversity awareness, accessible communications, universal design principles, inclusive recruitment, and workplace adjustments.

Interest in inclusive recruitment and workplace diversity training is reflective of public authority efforts to improve employment outcomes for people with disability. Public authorities reported 1,010 actions to increase employment for people with disability, as well as support and retain these employees, and develop leadership opportunities for them. Employment initiatives cover the spectrum of operational, systemic and culture change; from developing targeted employment and inclusive recruitment strategies, reasonable adjustment policies, and flexible workplace arrangements to peer networks and mentoring programs. Reporting indicated a determinant of successful implementation was partnerships with schools, TAFEs and disability employment services. Department of Transport's [What it means to be working with Westcare](#) video demonstrates how employing people with disability is not only beneficial for the individual and organisation, it contributes to a positive shift in perceptions and attitudes.

Positive community attitudes and understanding significantly influence our opportunities and how we participate in all aspects of life. Misconceptions, unconscious bias and lack of knowledge create barriers for people with disability on a daily basis. While improving community attitudes is not a DAIP outcome, all DAIP actions at some level contribute to positive attitude change. In 2024-2025, public authorities reported for the first time on initiatives that positively impact community attitudes towards people with disability. Public authorities reported on community events that profiled people with disability or incorporated a disability awareness component, such as the Town of Cambridge's [Carols by the Lake](#). They also reported on disability training initiatives and reference/advisory groups with members who have lived experience of disability.

- 174, or 82%, of the 212 public authorities reported actions positively contributing to community attitude change
- 131 hosted events
- 128 delivered training
- 102 have an advisory or reference group.

Changing community attitudes is a policy priority set at a national level through Australia's Disability Strategy (ADS) 2021-2031 and the information collected will be reported into the ADS. Acknowledging and reporting on how public authorities positively influence community attitudes is a significant step in demonstrating the scope of work being done as part of WA's DAIP framework. Changing community attitudes toward people with disability is the foundation for fostering inclusive and welcoming communities, and something to be strengthened and nurtured in coming years.

Flange Gap Filler System installed at pedestrian level crossings to improve safety. **Photo credit:** Public Transport Authority.



Fremantle Prison's Special Handling Unit has been upgraded with new accessibility features, including a ramp for improved access, a universal access bathroom with ambulant facilities, and an accessible sink in the kitchenette – enhancing inclusivity and visitor comfort.



Wayfinding signage at Murdoch University's graduation ceremonies.

# Appendix:

## Reporting authorities

The following **State Government Authorities** provided progress reports to Communities:

1. [Art Gallery of Western Australia](#)
2. [Arts and Culture Trust](#)
3. [Bunbury Cemetery Board](#)
4. [Central Regional TAFE](#)
5. [ChemCentre](#)
6. [Child and Adolescent Health Service](#)
7. [Curtin University](#)
8. [Department of Biodiversity, Conservation and Attractions](#)
9. [Department of Communities](#)
10. [Department of Education](#)
11. [Department of Energy, Mines, Industry Regulation and Safety](#)
12. [Department of Finance](#)
13. [Department of Fire and Emergency Services](#)
14. [Department of Health](#)
15. [Department of Jobs, Tourism, Science and Innovation](#)
16. [Department of Justice](#)
17. [Department of Local Government, Sport and Cultural Industries](#)
18. [Department of Planning, Lands and Heritage](#)
19. [Department of Primary Industries and Regional Development](#)
20. [Department of the Premier and Cabinet](#)
21. [Department of the Registrar, Western Australian Industrial Relations Commission](#)
22. [Department of Training and Workforce Development](#)
23. [Department of Transport](#)
24. [Department of Treasury](#)
25. [Department of Water and Environmental Regulation](#)
26. [Development WA](#)
27. [East Metropolitan Health Service](#)
28. [Economic Regulation Authority](#)
29. [Edith Cowan University](#)
30. [Forest Products Commission](#)
31. [Gold Corporation \(the Perth Mint\)](#)
32. [Government Employees Superannuation Board](#)
33. [Horizon Power](#)
34. [Infrastructure WA](#)



The Shire of Irwin's accessible Australia Day celebrations included beach matting, a sensory tent and an accessible pontoon.

35. [Insurance Commission of Western Australia](#)
36. [Landgate](#)
37. [Legal Aid Commission of Western Australia](#)
38. [Lotterywest and Healthway](#)
39. [Main Roads Western Australia](#)
40. [Mental Health Commission](#)
41. [Metropolitan Cemeteries Board](#)
42. [Murdoch University](#)
43. [North Metropolitan Health Service](#)
44. [North Metropolitan TAFE](#)
45. [North Regional TAFE](#)
46. [Office of the Auditor General](#)
47. [Office of the Director of Public Prosecutions](#)
48. [Office of the Information Commissioner](#)
49. [Office of the Inspector of Custodial Services](#)
50. [Ombudsman Western Australia](#)
51. [Public Sector Commission](#)
52. [Public Transport Authority](#)
53. [School Curriculum and Standards Authority](#)
54. [Small Business Development Corporation](#)
55. [South Metropolitan Health Service](#)
56. [South Metropolitan TAFE](#)
57. [South Regional TAFE](#)
58. [State Library of Western Australia](#)
59. [Synergy](#)
60. [The University of Western Australia](#)
61. [WA Country Health Service](#)
62. [Water Corporation](#)
63. [Western Australia Police Force](#)
64. [Western Australian Electoral Commission](#)
65. [Western Australian Museum](#)
66. [Western Power](#)
67. [Workcover WA](#)



The Metropolitan Cemeteries Board improved accessibility across its sites by upgrading car parks, pathways, toilets, lawns and decking.

## Appendix – Reporting authorities (continued)

The following **Local Government Authorities** provided progress reports to Communities:

1. [Bunbury Harvey Regional Council](#)
2. [Catalina Regional Council](#)
3. [City of Albany](#)
4. [City of Armadale](#)
5. [City of Bayswater](#)
6. [City of Belmont](#)
7. [City of Bunbury](#)
8. [City of Busselton](#)
9. [City of Canning](#)
10. [City of Cockburn](#)
11. [City of Fremantle](#)
12. [City of Gosnells](#)
13. [City of Greater Geraldton](#)
14. [City of Joondalup](#)
15. [City of Kalamunda](#)
16. [City of Kalgoorlie-Boulder](#)
17. [City of Karratha](#)
18. [City of Kwinana](#)
19. [City of Mandurah](#)
20. [City of Melville](#)
21. [City of Nedlands](#)
22. [City of Perth](#)
23. [City of Rockingham](#)
24. [City of South Perth](#)
25. [City of Stirling](#)
26. [City of Subiaco](#)
27. [City of Swan](#)
28. [City of Vincent](#)
29. [City of Wanneroo](#)
30. [Eastern Metropolitan Regional Council](#)
31. [Mindarie Regional Council](#)
32. [Resource Recovery Group](#)
33. [Rivers Regional Council](#)
34. [Shire of Ashburton](#)
35. [Shire of Augusta Margaret River](#)
36. [Shire of Beverley](#)
37. [Shire of Boddington](#)
38. [Shire of Boyup Brook](#)
39. [Shire of Bridgetown-Greenbushes](#)
40. [Shire of Brookton](#)
41. [Shire of Broome](#)
42. [Shire of Broomehill-Tambellup](#)
43. [Shire of Bruce Rock](#)
44. [Shire of Capel](#)
45. [Shire of Carnamah](#)
46. [Shire of Carnarvon](#)
47. [Shire of Chapman Valley](#)
48. [Shire of Chittering](#)
49. [Shire of Cocos Keeling Islands](#)
50. [Shire of Collie](#)
51. [Shire of Coolgardie](#)
52. [Shire of Coorow](#)
53. [Shire of Corrigin](#)
54. [Shire of Cranbrook](#)
55. [Shire of Cuballing](#)
56. [Shire of Cue](#)
57. [Shire of Cunderdin](#)
58. [Shire of Dalwallinu](#)
59. [Shire of Dandaragan](#)
60. [Shire of Dardanup](#)
61. [Shire of Denmark](#)
62. [Shire of Derby/West Kimberley](#)
63. [Shire of Donnybrook Balingup](#)
64. [Shire of Dowerin](#)
65. [Shire of Dumbleyung](#)
66. [Shire of Dundas](#)
67. [Shire of East Pilbara](#)
68. [Shire of Esperance](#)
69. [Shire of Exmouth](#)
70. [Shire of Gingin](#)
71. [Shire of Gnowangerup](#)
72. [Shire of Goomalling](#)
73. [Shire of Halls Creek](#)
74. [Shire of Harvey](#)
75. [Shire of Irwin](#)
76. [Shire of Jerramungup](#)
77. [Shire of Katanning](#)
78. [Shire of Kellerberrin](#)
79. [Shire of Kent](#)
80. [Shire of Kojonup](#)
81. [Shire of Kondinin](#)

82. [Shire of Koorda](#)
83. [Shire of Kulin](#)
84. [Shire of Lake Grace](#)
85. [Shire of Laverton](#)
86. [Shire of Leonora](#)
87. [Shire of Manjimup](#)
88. [Shire of Meekatharra](#)
89. [Shire of Menzies](#)
90. [Shire of Merredin](#)
91. [Shire of Mingenew](#)
92. [Shire of Moora](#)
93. [Shire of Morawa](#)
94. [Shire of Mount Magnet](#)
95. [Shire of Mount Marshall](#)
96. [Shire of Mukinbudin](#)
97. [Shire of Mundaring](#)
98. [Shire of Murchison](#)
99. [Shire of Murray](#)
100. [Shire of Nannup](#)
101. [Shire of Narembeen](#)
102. [Shire of Narrogin](#)
103. [Shire of Ngaanyatjaraku](#)
104. [Shire of Northam](#)
105. [Shire of Northampton](#)
106. [Shire of Nungarin](#)
107. [Shire of Peppermint Grove](#)
108. [Shire of Perenjori](#)
109. [Shire of Pingelly](#)
110. [Shire of Plantagenet](#)
111. [Shire of Quairading](#)
112. [Shire of Ravensthorpe](#)
113. [Shire of Sandstone](#)
114. [Shire of Serpentine Jarrahdale](#)
115. [Shire of Shark Bay](#)
116. [Shire of Tammin](#)
117. [Shire of Three Springs](#)
118. [Shire of Toodyay](#)
119. [Shire of Trayning](#)
120. [Shire of Upper Gascoyne](#)
121. [Shire of Victoria Plains](#)
122. [Shire of Wagin](#)
123. [Shire of Wandering](#)
124. [Shire of Waroona](#)
125. [Shire of West Arthur](#)
126. [Shire of Westonia](#)
127. [Shire of Wickpin](#)
128. [Shire of Williams](#)
129. [Shire of Wiluna](#)
130. [Shire of Wongan-Ballidu](#)
131. [Shire of Woodanilling](#)
132. [Shire of Wyalkatchem](#)
133. [Shire of Wyndham East Kimberley](#)
134. [Shire of Yalgoo](#)
135. [Shire of Yilgarn](#)
136. [Shire of York](#)
137. [Town of Bassendean](#)
138. [Town of Cambridge](#)
139. [Town of Claremont](#)
140. [Town of Cottesloe](#)
141. [Town of East Fremantle](#)
142. [Town of Mosman Park](#)
143. [Town of Port Hedland](#)
144. [Town of Victoria Park](#)
145. [Western Metropolitan Regional Council](#)

**Back cover images (left to right):** Main Roads WA lit up its Perth metro landmarks, including Matagarup Bridge, for International Day of People with Disability. The City of Kalgoorlie-Boulder has developed social stories for all its major events, including [Multicultural Festival](#) and [Sunset Concert Series](#).



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