



**City of
Kalgoorlie
Boulder**

ACCESS AND INCLUSION PLAN 2024/2025 PROGRESS UPDATE

City events, communications and services will be accessible to all community members.

Code	Name	Progress	Comment
7.2.1.1.1	Communications available upon request in alternative formats including standard and large print, electronically by email, or audio format.	100%	The Media and Promotions department can provide alternative formats upon request, including large print materials, electronic versions via email, or audio formats.
7.2.1.1.2	Develop accessible resources, including a City of Kalgoorlie-Boulder specific program and event checklist for staff.	50%	City officers continue to develop event resources in accessible formats, including social stories which support people with sensory challenges to understand and participate in City events. Next Step: Develop Culturally and Linguistically Diverse (CALD) resources to support event participation by different cultural groups.
7.2.1.1.3	Consider digital enhancement opportunities at events and services.	10%	Social Stories are created for City Events. An initiative for future actioning with Marketing and Communications department.
7.2.1.1.4	Consider transport needs and ease of access when planning events and delivery of services, including clear communication of options.	30%	Transport options to improve accessibility at City events is included and actioned through the inclusion of shuttle bus service at the Christmas Street Party. Temporary Australian Council for Rehabilitation of Disabled (ACROD) bays are put in place for other major City-led events.
7.2.1.1.5	Include requirement for community groups to meet Access and Inclusion outcomes in City grants, donations, and sponsorships.	50%	No specific requirement around access and inclusion is built into Annual Grant Program funding agreements, however, the City has supported a number of grant funding opportunities that align with the Access and Inclusion outcomes such as; 1. Sandalwood Family Centre - Intergenerational Playgroup (\$10,000); and 2. Royal Lifesaving Society WA - Kalgoorlie-Boulder Multicultural and Aboriginal Swimming and Water Safety Project. (\$15,000).

City buildings and facilities will be accessible to all community members

Code	Name	Progress	Comment
7.2.1.2.1	Leisure facilities to continue to be monitored and reviewed for access and inclusion, and City Officers trained to support and provide assistance.	25%	Monitoring happens as part of regular facility inspections to ensure accessibility of facilities. Training has been identified to support staff providing assistance. Oasis are looking at the replacement of the Hoist in Disabled Changerooms.
7.2.1.2.2	Kal City Centre project to accommodate universal accessibility and parents room.	95%	Work on toilets are completed. Once Point-of-Sale (PoS) system is implemented and contract of employment completed, the facility will be opened. Anticipate opening is July 2025.
7.2.1.2.3	New buildings and facilities, including significant upgrades, will adhere to minimum disability access requirements.	60%	Design 90% completed and anticipation of Oasis changerooms to be tendered next financial year (FY). All other facilities need to be reviewed by Asset department prior to any planning or works by the Project Management department. This is an ongoing project that will take a long time for completion.
7.2.1.2.4	Buildings and restroom facilities to be continually reviewed to ensure disability access	10%	All public restrooms and most public buildings have been inspected. In addition, a proposal has been made to ELT to establish a city-wide monitoring network that will allow to measure the usage of buildings and restrooms so that informed decisions can be made to prioritize maintenance and required upgraded to meet target levels of service.
7.2.1.2.5	Parks, amenities, garden gate access and footpaths to be monitored and reviewed to ensure they are wheelchair accessible.	10%	The parks and recreational facilities as well as playgrounds have been inspected. No major issues have been found. Furthermore, a proposal has been made to ELT to establish a City wide monitoring network that will allow to measure the usage of buildings and restrooms in other to get automatic notices of unusual activity or inactivity (access blocked), which will trigger an inspection.
7.2.1.2.6	Incorporate Access and Inclusion considerations into all levels of services.	5%	The Asset Management team is currently documenting current levels of service for the City's infrastructure. Access and inclusion considerations are included and have been discussed with community groups, such as footpath repair/renewal prioritisation of assts that are used by our

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			elderly and/or visually impaired persons. Australian Standards requirements are applied. A report will be presented to Council should a need arise to change the levels of service currently provided.

City information will be accessible to all community members

Code	Name	Progress	Comment
7.2.1.3.1	Aim to maintain and achieve WCAG 2.0 AA compliance of City websites and other digital platforms, through continuous improvement.	100%	Completed but ongoing as we are continuously checking our website for compliance against the WCAG Level 2.1AA compliance guidelines. Auditing is completed as part of our Council Connect Service Agreement, where we receive a quarterly report on adherence to these guidelines, areas for improvement, and recommended solutions. The supplier regularly audits the City's website and the City implement any recommendations that are requested.
7.2.1.3.2	Ensure marketing material and information produced by the City considers accessibility and inclusion.	100%	All marketing material produced by the Media and Promotions department prioritises accessibility and inclusion. Videos include easy-to-read captions, and print materials are designed for clarity and can be adapted to meet individual needs. The City's website also offers a range of accessibility features, including contrast options, ReadSpeaker, alternative text for images, and adjustable text size.

All community members to receive the same level and quality of service from the staff at the City

Code	Name	Progress	Comment
7.2.1.4.1	Conduct a regular training needs survey of all staff and volunteers to identify and address training needs around access and inclusion.	0%	This task is currently pending and requires further development with People and Culture Team.
7.2.1.4.2	Develop the skills of relevant staff regarding universal access, inclusion , industry regulations and best practice.	0%	This task is currently pending and requires further development with People and Culture Team.
7.2.1.4.3	As part of the induction process, staff are provided access to the Access and Inclusion Plan and provided training.	0%	This task is currently pending and requires further development with People and Culture Team.

All community members will have the same opportunities to make complaints to the City

Code	Name	Progress	Comment
7.2.1.5.1	Review the complaints process considering accessibility of information, requirements of people with disability or English as their second language, and the supports and resources available.	60%	The City of Kalgoorlie-Boulder's complaint-handling process incorporates strengths that support accessibility and inclusivity. By allowing complaints through multiple channels, including online, written, and verbal submissions, the system ensures broad accessibility for diverse users. A strong commitment to fairness guarantees complaints are handled respectfully and impartially, fostering confidence in the process. Comprehensive documentation and tracking via an information management system enhance transparency and accountability. Resolution timeframes, with complaints addressed within two business days and escalated within seven if unresolved, demonstrate efficiency in handling concerns. Staff training and awareness initiatives equip employees to manage complaints effectively and quarterly reporting to the Executive Leadership Team will ensure continued oversight and improvement.
7.2.1.5.2	Ensure relevant staff are able to provide quality customer service responding to complaints, considering communication needs of all.	60%	The City of Kalgoorlie-Boulder ensures that relevant staff provide quality customer service in responding to complaints by implementing structured processes that prioritize fairness, efficiency and accessibility. Employees actively listen to concerns, acknowledge frustration, and respond with empathy and professionalism. Complaint submission is made accessible through multiple channels, including online forms, emails, phone calls, and social media. This enables diverse customers to engage with the process effectively. Compliance with legal requirements guarantees that complaints are handled in line with regulatory standards. The City's

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			approach focuses on swift resolution, with complaints addressed within set timeframes and follow-ups conducted to confirm customer satisfaction.
7.2.1.5.3	Ensure staff and contractors involved in community engagement are aware of alternative communication strategies.	40%	Front facing customer service and community engagement staff receive training and refreshers in alternative communication techniques. Planning for the development of a toolkit for outdoor staff and contractors to raise awareness of alternative communication strategies is underway.

All community members have an opportunity to participate in all public consultation conducted by the City

Code	Name	Progress	Comment
7.2.1.6.1	Encourage diversity in all City represented committees and forums.	0%	<p>This task is currently pending and requires further development.</p> <p>City officers are working towards the launch of an Access and Inclusion Focus Group in the 2025/26FY, with the following steps in place:</p> <ol style="list-style-type: none"> 1. City officers have connected with the WA Access and Inclusion Officer Network to seek information on how other Local Governments around WA implement focus groups for Access and Inclusion, to understand best practices and constraints. 2. City officers have drafted a Terms of Reference for an Access and Inclusion Focus Group for internal review. This will go to the ELT for further consideration. 3. Expression of Interest (EOI) for Access and Inclusion Focus Group Members will be advertised in September 2025, seeking interested community members across various focus areas covered by the Access and Inclusion Plan 2021-2026 including disability, seniors, culturally and linguistically diverse and LGBTQIA+ members. 4. Planned launch of the Access and Inclusion Focus Group to align with the 2025 International Day of People with Disabilities event (November 2025). 5. The Focus group is likely to begin with the review of actions and outcomes of the Access and Inclusion Plan 2021-2026 and to identify proposed objectives and outcomes of the City's next Access and Inclusion Plan, which is due for presentation to Council in July 2026.
7.2.1.6.2	Promote community engagement using a range of media, considering the needs of people with disability.	100%	<p>Completed but ongoing as we are continuously checking our website for compliance against the WCAG Level 2.1AA compliance guidelines. Auditing is completed as part of our Council Connect Service Agreement, where we receive a quarterly report on adherence to these guidelines, areas for improvement, and recommended solutions. our supplier regularly audits our website and as recommendations come</p>

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			through that are available for us we implement these. Community has the option to call the City if require access to information.
7.2.1.6.3	Ensure staff and contractors involved in community engagement are aware of alternative communication strategies.	40%	Front facing customer service and community engagement staff receive training and refreshers in alternative communication techniques. Planning for the development of a toolkit for outdoor staff and contractors to raise awareness of alternative communication strategies is underway.

All community members are encouraged to pursue employment opportunities within the City

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7.2.1.7.1	Ensure that organisational practices are in place to facilitate the needs of people with access and inclusion barriers.	0%	This task is currently pending and requires further development.
7.2.1.7.2	Ensure recruitment practices are inclusive and encourage people with disability to apply for employment with the City.	10%	<p>The following documents are in place:</p> <ol style="list-style-type: none"> 1. Join Our Team Booklet. 2. Employee Handbook for a Respectful Workplace (Includes policies and procedures on Equal Opportunity, Anti-Discrimination, Handling Grievances, Code of Conduct Breaches, and other illegal, unethical, or corrupt conduct). 3. Code of Conduct (a section on dealings with other City employees and the community includes a paragraph stating <i>Do Not: Make jokes or remarks about a person's characteristics, including race, physical appearance, gender, ethnicity, sexual orientation, age, disability, or other personal attributes</i>). 4. Recruitment Statement (the City seeks to attract and retain individuals who positively contribute to the organisation and the community, the recruitment process is open, transparent, and free from bias and discrimination, canvassing councillors will disqualify applicants, candidates are assessed based on their skills, experience, and knowledge in relation to the job requirements, initially evaluated through their cover letter and resume).
7.2.1.7.3	Actively gauge external support and advocate for the City's Equal Opportunities and Diversity Plan.	40%	<p>The Western Australia Access and Inclusion Officer Network convenes quarterly, with the May 2025 discussions covering:</p> <ol style="list-style-type: none"> 1. Legislation updates; 2. Overview of the NDIS and application process; 3. Responses to group-submitted questions; 4. Updates from the Department of Communities; 5. LeadAbility program; and 6. Availability of life jackets and beach wheelchairs. <p>Locally, there are fortnightly meetings with Kinadvocacy to</p>

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			support the Career Pathways for Support Workers Forum 2025.