



Department of
Creative Industries,
Tourism and Sport

A photograph of two people playing instruments. On the left, a person with short brown hair and glasses, wearing a blue patterned shirt, is seated in a wheelchair and playing a bodhrán (Irish drum) with a mallet. On the right, a man with short brown hair, wearing a teal polo shirt, is seated and playing an acoustic guitar. They are both smiling and looking at each other. The background is a plain white wall with a window on the right.

Disability Access and Inclusion Plan 2026-31

Acknowledgement of Country

The Department of Creative Industries, Tourism and Sport (CITS) acknowledges Aboriginal people throughout Western Australia as the Traditional Owners and Custodians of the lands, waters, and communities in which we operate.

CITS is committed to developing strong working relationships with Aboriginal people, is proud to celebrate the cultural diversity, strength and resilience of Aboriginal people, and is deeply grateful for the contributions they make to the State of Western Australia.

We pay our respects to all Aboriginal people and their cultures, and to Elders past and present.

Acknowledgement of Lived Experience

CITS recognises the experiences and expertise of people with disability, including their families, carers and support networks. We commit to engaging with people with disability and ensuring they can live as they choose in a community where everyone belongs and is safe.

Contact details

For queries or feedback on CITS' Disability Access and Inclusion Plan (DAIP), please contact us.

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The Western Australian Government is committed to making sure that all Western Australians can access this plan. It has been produced in an accessible format and an 'Easy Read' summary is also available on cits.wa.gov.au/daip

Disclaimer

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The CITS DAIP 2026-31 is valid from March 2026 to 30 June 2031.

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Front cover: Photo by FatCamera / E+ Collection via Getty Images.

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Director General's foreword



I am proud to present the inaugural Department of Creative Industries, Tourism and Sport (CITS) Disability Access and Inclusion Plan (DAIP) 2026-31. This plan outlines our unwavering commitment to creating a Western Australia where every person - regardless of ability - can participate fully in the cultural, creative, sporting and tourism experiences that make our State extraordinary.

This plan sets a clear direction for CITS for the next 5 years. It aligns with [A Western Australia for Everyone - State Disability Strategy 2020-2030](#) and is underpinned by our Strategic Plan 2026-2029, which places inclusion, innovation and collaboration at the heart of everything we do.

Our vision is bold - to nurture a State where imagination shapes the future, and where diversity and accessibility are recognised as essential to cultural, social and economic strength.

Through this DAIP, we will continue to remove barriers, improve access to our programs, services and facilities, and embed inclusive practices across our organisation.

This plan is a commitment to action. It ensures that people with disability, their families and carers have equitable opportunities to engage with our work, whether as participants, employees or partners.

We will achieve this by working collaboratively with communities, listening to those with lived experience, and holding ourselves accountable to the values of inclusivity, innovation, collaboration and accountability.

I extend my sincere thanks to everyone who contributed their insights and experiences during the development of this plan.

Your voices have shaped a roadmap that will guide us in creating a more inclusive Western Australia - one where everyone can live, work, play, create and explore.

Chad Anderson

Director General

Department of Creative Industries, Tourism and Sport



Myreesa Hurtado accessing a floating ramp to the All Abilities Paddle Launch, Riverside Gardens Reserve, Greenfields February 2024. Photo courtesy of City of Mandurah.

About the Department of Creative Industries, Tourism and Sport

On behalf of the Western Australian (WA) Government, CITS delivers programs, services and experiences that make WA vibrant, healthy, connected and prosperous. Our work is central to the State's economic diversification, cultural vitality and social wellbeing - supporting jobs and opportunities, strengthening mental and physical health, and fostering trust and participation across communities.

Our vision is clear: Western Australia is an extraordinary place to live, work, play, create and explore – where imagination shapes our future.

To achieve this, we collaborate with government agencies, industry partners, community organisations and peak bodies to deliver outcomes that reflect our values of accountability, collaboration, inclusivity and innovation. Guided by our Strategic Plan 2026-2029, we are focussed on creating sustainable industries, inclusive communities and world-class experiences that benefit all Western Australians.

Our portfolio areas

CITS leads and supports a diverse range of ministerial portfolios, underpinned by strong corporate and strategic services that ensure effective and efficient delivery across:

- Creative Industries: we build a sustainable arts and cultural sector that drives social and economic wellbeing. This includes funding and grants, infrastructure development, policy and research, and initiatives that strengthen creative capacity and innovation.
- Tourism: through Tourism WA and the Tourism Investment Delivery Division, we promote WA as an extraordinary destination and unlock the full potential of the tourism sector – supporting industry growth, investment and visitor experiences.
- Sport and Recreation: we foster a strong and inclusive sport and recreation sector by removing barriers to participation, providing grants and infrastructure support, and delivering programs that encourage active, healthy lifestyles across the State.
- Multicultural Interests: through the Office of Multicultural Interests, we champion diversity and inclusion, supporting communities to build a vibrant and cohesive multicultural society through advice, funding and partnerships.

CITS acknowledges that Aboriginal peoples, as First Peoples of Australia, have a unique place in society. Through Aboriginal History WA, CITS provides research services to support Aboriginal people in accessing personal and family records. CITS also contributes to cross-government initiatives to support Aboriginal and Torres Strait Islander communities and cultural development.

Beyond program delivery, CITS leads the planning, funding, and maintenance of major cultural and sporting infrastructure, oversees the State Records Office, and has spearheaded the development of the Aboriginal Cultural Centre.

All CITS' functions are supported by a strong internal framework of corporate, strategic and executive services, ensuring effective and efficient delivery across our portfolios.

Our vision

Western Australia is an extraordinary place to live, work, play, create and explore – where imagination shapes our future.

Our purpose

To deliver exceptional experiences and services that make Western Australia vibrant, healthy, connected and prosperous.

Our values

Accountable

We deliver on our commitments, act resourcefully and strive for continuous improvement.

Inclusive

We embrace diversity, engage with respect and value authentic connections.

Collaborative

We work together and leverage our strengths, talent and perspectives.

Innovative

We are bold and reimagine possibilities through curiosity, creativity and adaptability.

Global and regional presence



International and Interstate Tourism Offices

- Auckland, New Zealand
- Carini, Italy
- Dehli and Mumbai, India
- Frankfurt, Germany
- Jakarta, Indonesia
- Kuala Lumpur, Malaysia
- Leon, France
- London, England
- Los Angeles, U.S.
- Shanghai, China
- Singapore
- Sydney, Australia
- Tokyo, Japan

Regional Tourism Offices

- Albany
- Bunbury
- Geraldton
- Karratha

Metropolitan Offices

- Perth, William Street
- Perth, Adelaide Terrace
- Leederville

Regional Offices

- Albany
- Broome
- Bunbury
- Carnarvon
- Geraldton
- Kalgoorlie
- Karratha
- Kununurra
- Mandurah
- Northam

Recreation Camps

- Bickley
- Ern Halliday
- Point Walter
- Woodman Point
- Quaranup



CITS recognises the diversity of Aboriginal people, culture and language and that spelling of place names may vary. Aboriginal place names relate to the location of our offices.



Neuromuscular WA Kids Camp at Bickley Outdoor Recreation Camp. October 2025. Photo by A Design Creativ Photography.

CITS is deeply connected to communities across WA and actively engaged on the global stage.

In WA, we operate 17 offices across 9 regions, ensuring local delivery of programs and services that strengthen participation, inclusion and economic opportunities. These offices play a vital role in supporting creative industries, tourism and sport and recreation initiatives tailored to regional needs.

Beyond our State borders, CITS maintains an international footprint to showcase WA as an extraordinary destination and hub for creativity and innovation. Our offices throughout the world build strategic partnerships, attract investment, and promote WA's tourism, creative and sporting experiences to global audiences.

Recreation camps

CITS provides affordable, high-quality outdoor recreation experiences that encourage active lifestyles and community connection.

Our 5 recreation camps across WA offer safe, inclusive environments for schools, community groups and families:

- Ern Halliday (Hillarys)
- Point Walter (Bicton)
- Woodman Point (Coogee)
- Bickley (Orange Grove)
- Quaranup (Albany).



Ten Pin Bowling, CommonHealth Games 2024.

Progress and achievements

The following points demonstrate the significant progress and achievements made across the various CITS programs and initiatives that support and promote inclusion, accessibility, and participation for people with disability in WA:

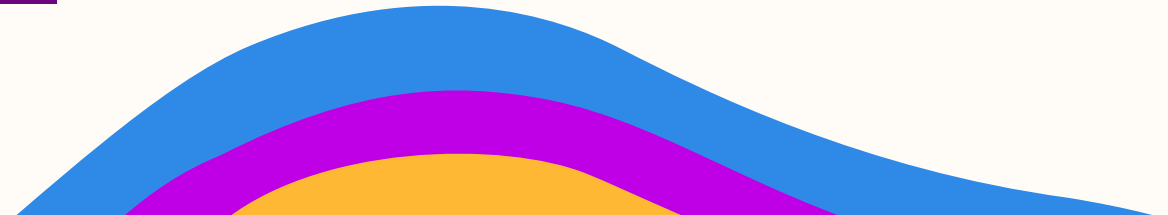
- The CITS Creative Learning Program aims to enhance students, and educators, creative learning capabilities, to increase engagement and support success across WA
- curriculum areas and beyond. It places a particular focus on students that have barriers to engagement.
- In 2024-25, the Creativity for Schools program supported 6 projects specifically delivered to children living with disability, engaging directly with approximately 613 children and young people.

- The CITS Arts Organisation Investment Program for 2023 to 2027 continues investment in disability arts organisations providing DADDA (Disability in the Arts, Disadvantage in the Arts) with \$187,262 per annum, Sensorium Theatre with \$312,103 per annum, and Circus WA with \$104,035 per annum (Circus WA has identified a focus on young people living with disability).
- Tourism WA continues to work with the Hospitality Disability Network to inform and review information and strategies aimed at encouraging people with disability to pursue jobs and careers in WA’s tourism and hospitality industry, and on educating employers on how to foster an inclusive and diverse workforce.
- An accessibility hub on the Tourism WA consumer website (westernaustralia.com) provides information on accessible tourism, including accessible tours and experiences, accessible accommodation, getting around with accessibility needs, editorial developed with accessibility advocates, and tools and mapping solutions to find a beach wheelchair, accessible parking, public toilets, changing places, attractions and tours.
- In 2024-25, the CITS KidSport program provided 6,197 vouchers to 4,209 children with disability across WA, totalling \$1,561,030, to help them participate in community sport and recreation activities. Since 2011, more than 133,000 children have accessed more than 379,000 KidSport vouchers, totalling \$62 million across more than 3,000 organisations.
- The Sport and Recreation Inclusive Participation Program provides financial support to engage low participation groups by creating inclusive, accessible, safe and welcoming sport and recreation opportunities. Since 2023, 30 organisations have received funding. Between them, these organisations have developed 11 programs which focus on people with disability as their primary target group.
- The Office of Multicultural Interests has provided funding to Kin Disability Advocacy Inc (Kin) (formerly Ethnic Disability Advocacy Centre) as the peak advocacy organisation in WA that aims to safeguard the rights of ethnic people with disability and their families. Kin provides individual and systemic advocacy services for people with disability. CITS funding to Kin includes:
 - 2024: Mental Health Literacy Training for Culturally and Linguistically Diverse Families: \$100,000
 - 2022: Culturally Responsive Transition Support for Culturally and Linguistically Diverse Youth: \$100,000
 - 2022: Harmony Week - Exploring Cultures Through Art: \$2,000
 - 2019: English and Computer Literacy Program: \$170,000.



Share & Care Northam carer with a participant, Live Lighter - Aged Care Games, Northam Recreation Centre, February 2025. Photo by Martin Yates.

- CITS is a member of the Australian Disability Network (ADN) and has achieved Disability Confident Recruiter accreditation. We are working with the ADN to improve access inclusion, including enlisting them to deliver specialised neuroinclusion training. Further, CITS Human Resources has launched an eLearning suite related to building disability awareness and ensuring staff have the knowledge and skills to support people with disability in the course of their employment.
- CITS has achieved Level 1 Carer-Friendly Employer Accreditation. This certification acknowledges organisations that actively support employees with caring responsibilities for someone with disability, chronic illness, or frailty, without receiving a salary or wage.
- CITS has demonstrated our commitment to accessible communication and digital inclusion with our website recognised as a finalist for Government Website of the Year at the 2025, 2023 and 2021 Centre for Accessibility Australia, Australia Access Awards which recognise best practice in web accessibility.





Narembeen team, pool noodles and pass ball, Live Lighter - Aged Care Games, Northam Recreation Centre, February 2025. Photo by Martin Yates.



Getting ready for the kayak. MStudiolimages/E+ Collection via Getty Images.

Disability in Australia


CITS takes a broad view of disability, covering visible and hidden disability. This includes, but is not limited to, physical, sensory, cognitive, neurological, psychiatric, or intellectual conditions that impact a person's ability to participate fully in daily life. CITS also recognises the broader context in which disability is experienced, including the role of carers.

The following statistics provide context on the prevalence and impact of disability in Australia, highlighting the importance of access and inclusion initiatives and informing the development of our DAIP.

In 2021, there were approximately

 **411,500**
Western Australians
with disability¹

1. Government of Western Australia, Department of Communities (2022). The Western Australian Disability Ecosystem. Accessed 15 December 2025.

52.3% 
of people aged 65 years +
in Australia have a disability



5.5 million
Australians (21.4 %)
have a disability²



2. Australian Bureau of Statistics (2022), Disability, Ageing and Carers, Australia: Summary of Findings, ABS Website, accessed 21 August 2025.

20.2% 
Australian males

 **23.4%**
Australian females

with disability avoided
visiting a recreation
venue or public park
due to their disability
in the last 12 months.



Access and barriers

26.4% 

of Australians with disability had
**difficulty accessing buildings or
facilities** in the last 12 months.

63.3% 

of Australians aged 15 years and over with
disability (living in households) experienced
**barriers to participating in social and
community activities** in the last 3 months.

34.3% 

experienced barriers to
participating in **physical
activity for sport, exercise
or recreation**.

Development of the DAIP

The *Disability Services Act 1993* (the Act) requires WA Government agencies to develop and implement DAIPs to promote access and inclusion for people with disability. CITS DAIP is a framework to ensure people with disability have the same opportunities, access to services, events, facilities and information as others.

Consultation and research

CITS conducted internal consultation across all teams through its Strategic Policy Coordination Network. A working group was established following an internal expression of interest, with representatives including individuals living with disability or who have family members living with disability and staff who are carers of people living with disability. The working group participated in meetings and workshops to provide a Lived Experience perspective and help advise and shape the DAIP.

Review of the Department of Local Government, Sport and Cultural Industries DAIP 2019-2024, and investigation of contemporary trends and best practice in access and inclusion plans formed part of the research for this DAIP. Work conducted for the update to the third action plan for the

State Disability Strategy, Australia's Disability Strategy and the Western Australian Response to the Final Report of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was also considered and incorporated where appropriate.

The draft CITS DAIP 2026-31 was distributed to various networks through our digital and social platforms and in The West Australian newspaper for public feedback, including offering alternate channels for accessibility.

We listened to the feedback provided and updated the draft DAIP accordingly. Key updates include the use of stronger, action-focused language to reinforce CITS' commitment to measurable outcomes, and the inclusion of references to carers as well as people with disability, reflecting CITS' role as a carer friendly workplace. The DAIP now more clearly outlines CITS' responsibilities in supporting funded programs and events to incorporate accessibility and inclusivity strategies. It also integrates best practice guidance from the Australian Disability Network by embedding pragmatic universal design principles that emphasise practical, achievable actions using existing resources.¹

1 Australian Disability Network (2024) Pragmatic Universal Design: Making inclusion achievable now. Accessed 7 January 2026.

Implementation of the DAIP

The Act requires CITS to operate in a way that is consistent with this DAIP. Responsibility for implementing the DAIP sits with all teams and staff across CITS, ensuring that inclusive practices are embedded throughout the department.

CITS Corporate Executive is responsible for oversight of the DAIP, with the Extended Leadership Team championing its implementation.

An internal implementation plan outlines the actions, timeframes and responsibilities to achieve the DAIP outcomes, as well as key reporting requirements and milestones. Action owners are responsible for the implementation of actions; and the CITS Strategy and Transformation team lead the monitoring and reporting to track progress.

CITS will report annually to the Department of Communities in accordance with reporting requirements. In addition, progress updates and reporting will be provided:

- internally to CITS Corporate Executive and committees as appropriate
- externally through CITS annual reports.



Ambassadors Kerrie-Lee Gockel and Paul Gockel standing at the start area at Busselton Jetty Swim, Busselton Foreshore, 9 February 2025. Photo by Abby Murray.



Women in an office environment working collaboratively.
Photo by Belinda Howell / Moment Collection via Getty Images.

DAIP Strategies 2026-31

The following strategies will guide CITS' efforts to improve access and inclusion to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

Outcome 1: Services and events

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

- | | |
|-----|---|
| 1.1 | Actively explore ways to apply pragmatic universal design principles to CITS services and events, leveraging technology, education and advocacy to improve access and inclusion for people with disability. |
| 1.2 | Encourage and support organisations delivering CITS-funded events to integrate access and inclusion strategies into planning and delivery. |
| 1.3 | Improve the accessibility of grant programs, including assessment processes. |
| 1.4 | Promote and raise awareness of relevant CITS programs and events to people with disability from Culturally and Linguistically Diverse backgrounds through targeted communication strategies and channels. |
| 1.5 | Ensure programs and activities funded or supported by CITS provide participation opportunities for children and young people with disability. |

Outcome 2: Buildings and facilities

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

2.1	Maintain and improve accessibility of all CITS workplace buildings and facilities ensuring compliance with disability accessibility standards and best practice. Apply pragmatic universal design principles to deliver practical, achievable enhancements using existing resources.
2.2	Improve the accessibility of CITS managed assets during replacement projects that occur through the asset maintenance program.
2.3	Provide opportunities for people with disability to contribute to major infrastructure projects led by CITS.

Outcome 3: Accessible information

People with disability receive information from CITS in a format that enables them to access the information as readily as other people.

3.1	Provide information in alternative accessible formats, using supported technology across all CITS platforms including closed caption video, streamed resources, audio descriptions and screen reader compatibility.
3.2	Ensure interpreter services, including Auslan, are available to improve the accessibility of key services provided by CITS.
3.3	Ensure CITS website meets accessibility standards and provides current inclusion-related information.
3.4	Continuously improve capability of accessibility and inclusivity functions on Tourism WA websites.

Outcome 4: Service quality

People with disability receive the same level and quality of services from CITS staff as other people receive.

4.1	Strengthen disability awareness by ensuring CITS staff – including counter staff, call takers and recreation camp staff – have the knowledge and skills to support people (including fellow staff) with disability and their families and carers.
4.2	Promote the DAIP and CITS responsibilities to all staff.
4.3	Provide CITS staff with mandatory disability awareness training, including targeted child safeguarding training.
4.4	Recognise significant access and inclusion events within the corporate calendar, for example, International Day of People with Disability.

Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to CITS.

5.1	Ensure CITS has a transparent, accessible, whole-of-agency approach to complaint management, including multi-channel processes for accessibility-related complaints by staff and visitors.
5.2	Ensure CITS staff are adequately trained to facilitate, respond to, and process complaints/feedback from people with disability.
5.3	Make CITS child-friendly complaints materials accessible for children and young people with disability.

Outcome 6: Consultation

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

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|-----|---|
| 6.1 | Develop a mechanism to directly coordinate CITS community consultation opportunities for people with disability, carers and relevant peak bodies. |
| 6.2 | Develop and implement a CITS Consultation Guideline to support people with disability and carers to access and participate in consultation activities using varied communication styles and channels. |
| 6.3 | Increase opportunities for people with disability to co-design, consult on, and test strategies, plans, programs and services to ensure experiences at CITS are accessible. |

Outcome 7: Employment

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

- | | |
|-----|---|
| 7.1 | Develop/review strategies and policies to improve attraction, recruitment and retention of CITS staff with disability and carers, including consideration of recruitment via disability employment organisations. |
| 7.2 | Ensure CITS recruitment policies, procedures, templates and language formats are accessible to people with disability. |
| 7.3 | Continue to provide disability awareness training opportunities for CITS staff involved in recruitment processes and maintain the CITS accreditation as a Disability Confident Recruiter. |
| 7.4 | Ensure Personal Emergency Evacuation Plans are reviewed annually and distributed to relevant stakeholders to ensure CITS staff with disability are safe and well while at work. |



Photo by Fly View Productions / E+ Collection via Getty Images.

A man with a prosthetic left leg is carrying a black kayak on his shoulder. He is wearing a dark blue t-shirt, black shorts, and orange and black sneakers. He is standing on a paved area next to a dark green Ford RANGER SUV. In the background, there are trees and a blue banner for the City of Mandurah. The scene is outdoors, likely at a park or event.

**Department of Creative Industries,
Tourism and Sport**

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Mark Daniels carrying a kayak, Riverside Gardens Reserve, Greenfields,
February 2024. Photo courtesy of City of Mandurah.