



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

# **Disability Access and Inclusion Plan 2026-31**

## **Easy Read version**

# What's in this document

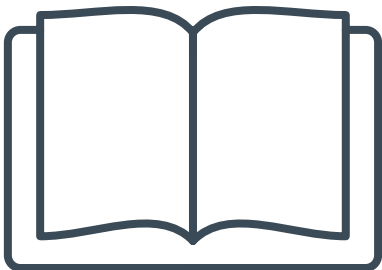
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# About this document



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

- This document is from the Department of Creative Industries, Tourism and Sport.



- This document is written in Easy Read.



- You can read more about disability access and **inclusion** on our website.

[www.cits.wa.gov.au/DAIP](http://www.cits.wa.gov.au/DAIP)



- Some words may be hard to understand.
- These words are in **bold**.
- We explain these words in a word list at the end of this document.

## About this document (continued)



- You can ask someone you trust to help you read it.



- Contact information is at the end of this document.
- You can use this if you need help or have questions.

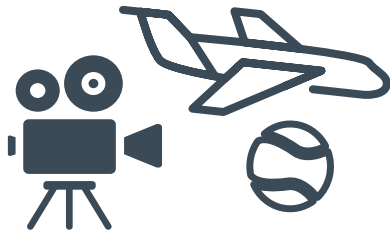
# About us



- We are the Department of Creative Industries, Tourism and Sport (CITS).



- We help make Western Australia a great place to live, work, play, create and explore.



- We support creative industries, tourism, sport and recreation.



- We support multicultural communities.

## About us (continued)



- We support the State Records Office.



- We help Aboriginal people research their family history.



- We run recreation camps.

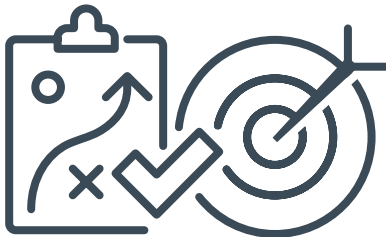


- We support cultural, arts and sporting projects and events.

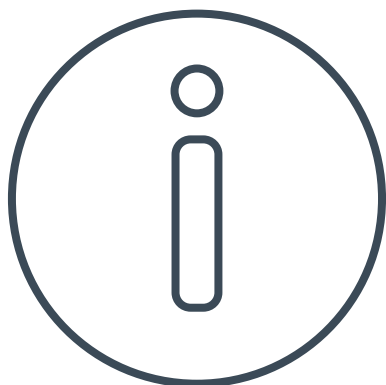
# About the Disability Access and Inclusion Plan



- This is our Disability Access and **Inclusion** Plan (DAIP).
- This plan starts in March 2026.
- This plan ends on 30 June 2031.



- We call it our 'plan'.



- This plan explains what we will do.
- This helps people with disability to:
  - access our services
  - access our places
  - access our information
  - apply for and work in our jobs.

## How we made this plan



- We talked with staff at CITS.
- We also talked with people in the community.



- A working group helped us make this plan.
- The group included people with disability.
- It also included **carers**.



- We asked the public for feedback.
- We changed the plan based on what people told us.

# What we want to achieve (our outcomes)

We will do many things to improve access and **inclusion**.

## Outcome 1: Services and events



We want people with disability to have the same chance as others.

- This means they can use our services and go to our events.
- We design services and events so more people can take part.
- We ask organisations we fund to think about access and **inclusion** when they plan their work.
- We make our **grants** easier for people to apply for.

# What we want to achieve (our outcomes)

## Outcome 1: Services and events (continued)



- We share information in ways that work for people from different cultures.
- We make sure our programs include children and young people with disability.

# What we want to achieve (our outcomes)

## Outcome 2: Buildings and facilities



- We want people with disability to be able to get into and use our buildings and places.
- We follow access standards.
- We also look for ways to improve access.
- When we replace equipment or do maintenance, we make access better.
- We ask people with disability to share their ideas about big building projects.

# What we want to achieve (our outcomes)

## Outcome 3: Accessible information



- We want people with disability to get our information in ways that suit them.
- We offer information in different formats, like captions, audio and Easy Read.
- We provide **interpreters** when people need them.
- This includes **Auslan interpreters**.
- Our websites meet accessibility standards.
- We keep working to make them better.

# What we want to achieve (our outcomes)

## Outcome 4: Service quality



- We want people with disability to get the same quality service as everyone else.
- We train our staff to support people with disability and their **carers**.
- We tell staff about this plan.
- We explain what it means for their work.
- We provide disability awareness training.
- We also provide child safeguarding training to CITS staff.

# What we want to achieve (our outcomes)

## Outcome 4: Service quality (continued)



- We recognise access and **inclusion** days.
- This includes the International Day of People with Disability.

# What we want to achieve (our outcomes)

## Outcome 5: Complaints



- We want people with disability to be able to make **complaints** in ways that suit them.
- We have an easy, fair and **accessible complaints** process.
- Our staff are trained to receive and respond to **complaints** from people with disability.
- We have child-friendly **complaint** information.

# What we want to achieve (our outcomes)

## Outcome 6: Consultation



- We want people with disability to have their say about our work.
- We find ways for people with disability to be involved.
- This includes **carers** and disability organisations.
- We use different ways to ask for people's views.
- This helps more people take part.
- We work with people with disability to design our plans and services.
- We test our services to make sure they work for everyone.

# What we want to achieve (our outcomes)

## Outcome 7: Employment



- We want people with disability to have the same chance to work with us and stay in jobs.
- We work to attract people with disability to work with us.
- We support staff with disability and their **carers**.
- Our recruitment processes and documents are **accessible**.
- We are a Disability Confident Recruiter.
- This means our recruitment is fair and **accessible** for people with disability.

# What we want to achieve (our outcomes)

## Outcome 7: Employment (continued)



- We check this regularly.
- We have emergency plans to keep staff safe at work.
- We review these plans each year.

## How we will check the plan works



- All CITS teams use this plan in their work.
- Leaders at CITS make sure we work towards our goals.
- They report on our progress each year.
- We track the actions in this plan.
- We report on them in our annual report.

## Word list



### **Accessible**

Easy for everyone to find, understand and use.



### **Auslan**

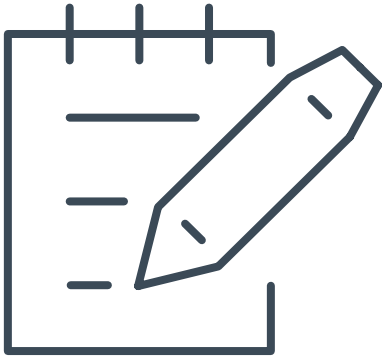
Australian Sign Language.



### **Carer**

A person who looks after someone who needs help because of disability, long-term illness or age.

## Word list



### **Complaint**

When you tell us you are unhappy, or that something is not fair or not safe.



### **Grant**

Money given to help run a program, project or event.



### **Inclusion**

Everyone can take part and feel welcome.

## Word list



### **Interpreter**

A person who helps people communicate in different languages, including **Auslan**.



### **Lived Experience**

What a person knows and understands because of their own life experiences.



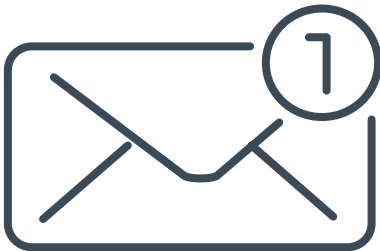
### **Outcome**

A goal or result we want to achieve.

## Contact us



Call us:  
08 6552 7300



Email us:  
[DAIP@cits.wa.gov.au](mailto:DAIP@cits.wa.gov.au)



Write to us:  
PO Box 8349  
Perth Business Centre WA 6849



Visit our website:  
[www.cits.wa.gov.au](http://www.cits.wa.gov.au)

## Help to contact us



- Some people find it hard to hear or speak on the phone.
- If this is you, you can use the National Relay Service.
- This service helps you communicate by phone.

Call:

1800 555 660

Website:

[www.accesshub.gov.au](http://www.accesshub.gov.au)

## Help to contact us (continued)



- Some people need an **interpreter** to communicate.
- An **interpreter** helps people speak and understand different languages.
- You can use the Translating and Interpreting Service.
- This service is also called TIS National.

Call:

131 450

Website:

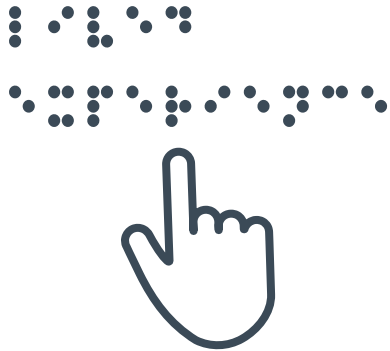
[www.tisnational.gov.au](http://www.tisnational.gov.au)

# Acknowledgement of Country



- We acknowledge Aboriginal people as the Traditional Owners of Western Australia.
- They are the first peoples of this land.
- We respect their culture, communities and connection to land and water.
- We pay our respects to Elders past and present.

# Acknowledgement of Lived Experience



- We recognise the **Lived Experience** of people with disability.
- We also recognise the role of families, **carers** and support people.
- We will listen to people with disability.
- We will include people with disability in our work.
- We want people with disability to live the life they choose.
- We want communities where everyone belongs and feels safe.