

DRAFT FOR CONSULTATION

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

Disability Access and Inclusion Plan

2026 – 2031

The Department of Creative Industries, Tourism and Sport (CITS) is seeking your feedback on its Disability Access and Inclusion Plan (DAIP) 2026 – 2031.

Our DAIP sets out how we will promote access and inclusion for people with disability across all our areas of work – including consultation processes, employment, services and events, buildings and facilities, quality of service, information, and complaints handling. This plan aligns with the principles of [A Western Australia for Everyone: State Disability Strategy 2020-2030](#) and will guide our efforts for the next 5 years.

Your input matters. Help us shape a more inclusive future by providing feedback before **5 pm on Tuesday 23 December 2025**.

On 31 March 2025, the Premier of Western Australia, the Hon Roger Cook MLA, announced targeted reforms to the public sector. Effective 1 July 2025, the Department of Local Government, Sport and Cultural Industries (DLGSC) ceased, and the Department of Creative Industries, Tourism and Sport (CITS) was established, reflecting the portfolios of Creative Industries, Tourism, Sport and Recreation, and Multicultural Interests. Responsibilities related to Local Government and Racing, Gaming and Liquor were moved from DLGSC to the newly formed Department of Local Government, Industry Regulation and Safety (LGIRS).

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's Disability Access and Inclusion Plan please email: daip@cits.wa.gov.au

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Disclaimer

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Progress and achievements so far

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 Western Australia:

- 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 (HDN) to inform and review information and strategies aimed at encouraging people with disability to pursue jobs and careers in Western Australia'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 new 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. The top 3 activities engaged in included swimming lessons, basketball and AFL. Since 2011, more than 133,000 children have accessed over 379,000 KidSport vouchers, totalling \$62 million across more than 3,000 organisations.
- The Sport and Recreation Inclusive Participation Program (IPP) 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 IPP 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.
- CITS is a member of the Australian Disability Network and has achieved Disability Confident Recruiter accreditation. Further, CITS Human Resources (HR) 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 a 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.

Disability in Australia

The following statistics have been included to 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.

Approximately 515,600 Western Australians have a disability¹.

Nationally, the Australian Bureau of Statistics 2022² data identified that:

- 5.5 million Australians (21.4 per cent) have a disability, up from 17.7 per cent in 2018. This figure is expected to increase as the population ages.
- 52.3 per cent of people aged 65 years and older in Australia have a disability.
- 20.2 per cent of Australian males and 23.4 per cent of Australian females with disability avoided visiting a recreation venue or public park due to their disability in the last 12 months.
- 26.4 per cent of Australians with disability had difficulty accessing buildings or facilities in the last 12 months.
- Nearly two-thirds (63.3 per cent) of Australians aged 15 years and over with disability (living in households) reported in 2022 that they had experienced barriers to participating in social and community activities in the last 3 months. 34.3 per cent stated they experienced barriers to participating in physical activity for sport, exercise or recreation.

¹ WA Department of Communities (2024), Disability Access and Inclusion Plan – Minister’s Progress Report 2023-2024. https://www.wa.gov.au/system/files/2024-11/daip_2023-2024.pdf. Accessed 28 October 2025.

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

Development of the plan

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 the Strategic Policy Coordination Network (SPCN). 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 past DLGSC 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 2026-2031 was distributed to various networks through our portfolios and posted online and in The West Australian newspaper for public feedback and input.

Implementation of the plan

The *Disability Services Act 1993* requires the department 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 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.

Strategies 2026 - 2031

The following strategies will guide CITS's 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	Explore the use of technology, alongside education and advocacy at CITS, to better support access and inclusion of people with disability when using our services and attending our events.
1.2	Encourage organisations running events funded by CITS to incorporate access and inclusion into their planning and delivery.
1.3	Improve 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 (CaLD) backgrounds.
1.5	Support children and young people with disability to participate in programs and activities funded or supported by CITS.

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	Continue to improve the accessibility of all CITS workplace buildings and facilities, promote best practice and ensure disability access standards are met.
2.2	Consider improvements to 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 accessible formats, listed alongside the original, using supported technology across all CITS platforms including close caption video and streamed resources.
3.2	Ensure that 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 provide current inclusion-related information.
3.4	Continuous improvement and 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 across the diverse range of disabilities and to support families and carers.
4.2	Promote the DAIP and CITS responsibilities to all staff.
4.3	Provide CITS staff with adequate training, including mandatory training and targeted child safeguarding training, to provide equitable service to people with disability.
4.4	Recognise significant access and inclusion events within the corporate calendar e.g. 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 a whole of CITS approach to a transparent and accessible complaint management process, including for complaints relating to accessibility issues as identified 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.	
6.1	Develop a mechanism to coordinate CITS community consultation opportunities directly to people with disability, carers and relevant peak bodies.
6.2	Develop a CITS Consultation Guidelines specifically to support people with disability and carers to access and participate in consultation activities utilising a variety of communication styles.
6.3	Increase opportunities for people with disability to co-design, consult with 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 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.

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