

# Easy English Access and Inclusion Plan 2021-2026



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If you want help reading this book



- phone 08 9550 3256

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You can tell us if you would like this book posted to you



This book is a **summary** of a bigger book

A **summary** lists only some of the ideas



You can contact us for

- more information

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



## About this book



Hello, my name is Rhys Williams

I am the Mayor at the City of Mandurah



This book is called an **Access and Inclusion Plan**

A **plan** is a list of ideas to make life better



**Access** means that everyone can use it

**Inclusion** means that no one is left out



This plan tells you how we will make life better for people with disability in Mandurah

We can all help to make life better for our community



## Our goals

**Goals** are the things we want to make happen



We listened to

- the City's Access and Inclusion Advisory Group
- people with disability
- families and carers
- our staff
- disability services
- and
- other people in the community



Their ideas helped us to write the goals in this plan

There are 7 goals



# Goal 1

## Services and events

We want everyone to be able to

- use our services

and

- come to our events

We will

- write a plan so people know how to access our services and events
- teach the Mandurah community about access and inclusion
- find more ways for people to join in with our services and events
- find more ways to support events that celebrate access and inclusion





## Goal 2

### Buildings and spaces

We want everyone to be able to

- use our buildings

and

- public spaces

We will

- tell people how they can access the City's buildings and spaces
- make more places easier to get into and use
- include access and inclusion in our other plans
- work with people with disability to make these changes happen



## Goal 3

### Information

We want everyone to be able to get the information they need



We will make it easier for everyone to understand our information

Things like

- our website
- videos
- social media
- printed information
- and
- signs



We will include people with disability in our

- photos and stories



## Goal 4

### Customer service

We want everyone to have a good service from our staff

We will

- teach staff about services and supports for people with disability
- show people that we care about access and inclusion
- look at the way we do things to see if we can do better



## Goal 5

### Making a complaint

A **complaint** is a way to tell us what you think if you are not happy

We will

- make sure everyone can use our complaints services
- look at the ways we deal with complaints to see if we can do better





## Goal 6

### Having your say



We want everyone to be able to have their say about the City of Mandurah

We will



- make sure everyone can join in when we talk to the community
- tell people about the different ways they can have their say
- tell people about the City's Access and Inclusion Advisory Group



This group has been set up to help make things better for people with disability

People with disability are part of this group



## Goal 7

### Working with us

We want more people with disability to work at the City of Mandurah

We will

- make a plan
- talk to other services like Disability Employment Services
- make it easier for people to get
  - paid work
  - and
  - unpaid (volunteer) work
- show people that we care about jobs for people with disability



This plan is from 2021 – 2026

We will check in every year to see how well we are doing



# Easy English



This Easy English book was  
written by ASA Access  
Consultancy in April 2021

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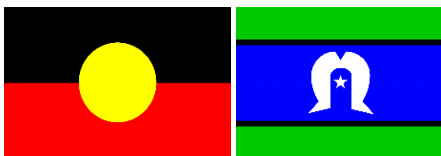
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The City of Mandurah  
acknowledges the Bindjareb  
people, the first Australians of  
this land. We show our respect  
for Elders past and present.



## More information

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