



Easy Read

Disability Access and Inclusion Plan

2026-2031



Easy Read



About this book



The City of Mandurah made this Easy Read book.



This book is called a **Disability Access and Inclusion Plan**.

Access means that everyone can use it.

Inclusion means that no one is left out.

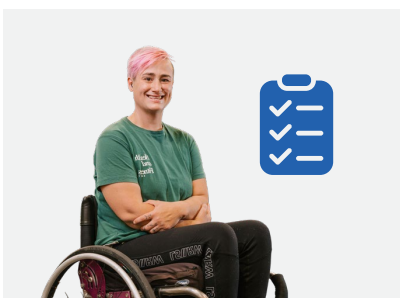


The plan tells you how we will make life better for people with disability in Mandurah.



The plan is from 2026 to 2031.

It explains the work we will do for 5 years.



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



We acknowledge the Bindjareb people.
They are the first Australians of this land.
We respect their Elders past and present.

Message from the Mayor



My name is Amber Kearns.
I am the Mayor at the City of Mandurah.



Mandurah is a great place to live.
It is a place where everyone can feel
included.



We are proud to be named Western
Australia's Most Accessible Community.



We will keep working together.
We will make Mandurah a place where
everyone belongs.

Our goals



In our plan there are 7 main **goals**.

Goals are the important things we will do.



These goals help make sure people with disability can take part in our community.



We listened to

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



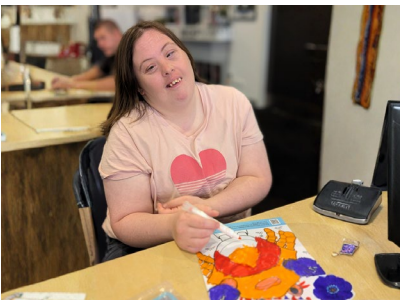
Their ideas helped us to write the goals in this plan.

Goal 1 Services and events



We want everyone to be able to

- use our services and
- come to our events.



We will:

- help people with disability feel connected and included.



- make activities and social groups where everyone can take part.

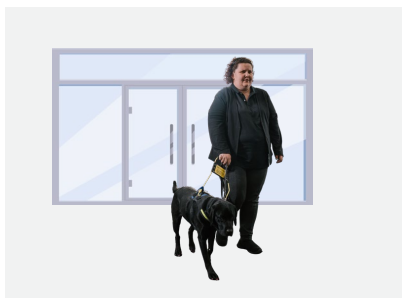


- use guides and checklists to help people plan accessible events.



- work with others to improve inclusion in our community.

Goal 2 Buildings and spaces



We want everyone to be able to use our

- buildings and
- public spaces.



We will:

- make City buildings and public spaces more accessible.



- provide more accessible toilets and Changing Places.
- improve accessible parking.



We will make our

- parks
- playgrounds
- beaches
- and activity areas easier for everyone to use.



We will make sure our accessible spaces are safe and working properly.

Goal 3 Information



We want everyone to

- understand our information and
- get the information they need.



We will:

- make our information easy to access and understand.



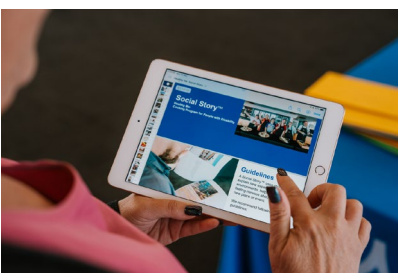
- provide communication supports in our buildings and public spaces.



- help people find and use accessible places.



- share information with the community.

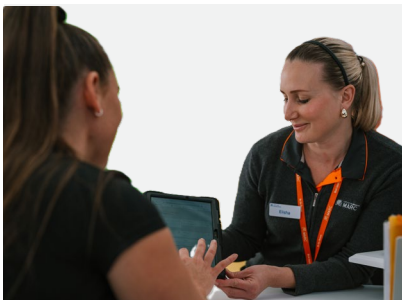


- include people with disability in our messages and stories.

Goal 4 Customer service



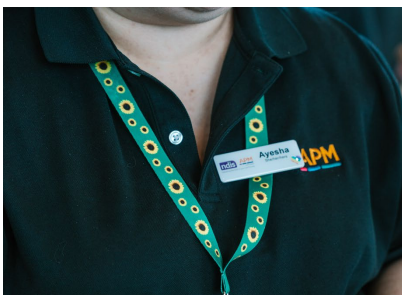
We want everyone to get good service from our staff.



- Our staff will keep learning about disability access and inclusion.



- We will keep sharing information about disability supports.



- We will keep learning about hidden disabilities and different support needs.

Goal 5 Complaints



Feedback is when you say what you think.

A **complaint** is when you say you are not happy with our work.



We will:

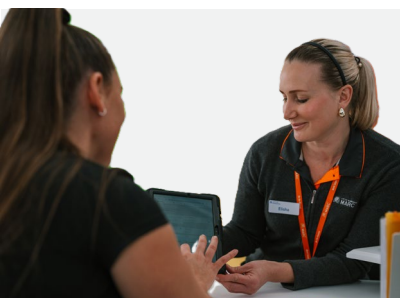
- make sure people with disability can give us feedback.



- let people tell us in different ways including
 - online
 - phone
 - or paper.



- make an Easy Read guide on how to make a complaint.



- train our staff to help people make a complaint.

Goal 6 Have your say



We want everyone to have a say about the City of Mandurah.

We will:



- keep working with our Access and Inclusion Advisory Group. They help us to understand and include people with disability.



- let people with disability know how they can have their say.



- use plain words so everyone can understand.



- make a guide to help people take part in Council meetings.

Goal 7 Working with us

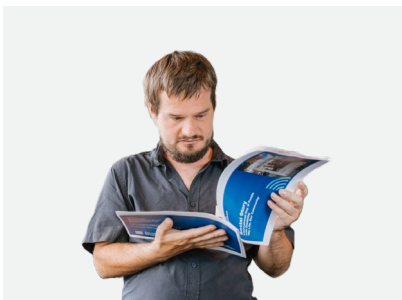


We want people with disability to work at the City of Mandurah.



We will:

- show people how they can work or volunteer with us.



- make our job ads easy to understand and interviews easy to take part in.



- offer traineeships and jobs for people with disability.



- speak up for people with disability who
 - have a small business
 - or work for themselves.

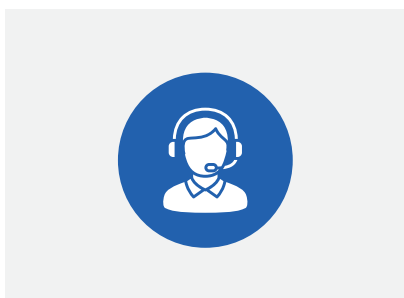
For more information



Contact us if you have a question or need help with this book.



- phone 08 9550 3777
- email council@mandurah.wa.gov.au
- website www.mandurah.wa.gov.au



You can use the National Relay Service if you need help to speak or listen.
1300 555 727



Contact us if you need this plan

- sent by email
- sent by post
- printed on paper
- with large letters.