Disability Access and Inclusion Plan

City of Armadale | 2026-2031



CITY OF Armadale



Acknowledgement of Country

The City of Armadale acknowledges the traditional lands of the Noongar people and respects their spiritual relationship with their Country. The City acknowledges the Noongar people as the custodians of the Perth region and recognise that their culture and heritage is still important to the Noongar people today.



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Introduction

The City of Armadale Disability Access and Inclusion Plan (2026 – 2031) aims to improve access and inclusion so people of all abilities can enjoy the City's services, events and facilities, as well as experience equal opportunity of employment at the City.

Since 1995 it has been a requirement under the *Disability Services Act 1993* (amended in 2004) that all public authorities prepare and implement an Access and Inclusion Plan to improve access and inclusion outcomes for people living with disability (*Disability Services Act 1993*). The City adopted its first Disability Services Plan in 1995 to address the barriers in the community for people living with disability.

The Plan is constructed around seven outcomes to ensure that people living with disability have the same opportunities as everyone else to access:

1. Services and Events
2. Buildings and Facilities
3. Information Services
4. Quality of Service
5. Complaints Process
6. Public Consultation
7. Employment

(Disability Access and Inclusion Plans: A guide for public authorities, 2025)

This Plan documents actions the City will take between 1 July 2026 and 30 June 2031. The plan has been developed following community consultation and with the ongoing support and guidance of the City's Access and Inclusion Reference Group.

Thank you to Leanda Symes of E-QUAL Disability Consultants for conducting the research and consultation used to guide this new plan.

Related City of Armadale Plans and Strategies

- City of Armadale Strategic Community Plan
- City of Armadale Corporate Business Plan
- City of Armadale Long Term Financial Plan
- City of Armadale Community Development Strategy
- City of Armadale Health and Wellbeing Plan
- City of Armadale Reconciliation Action Plan

Other related documents

- A Western Australia for Everyone: State Disability Strategy 2020-2030
- Australia's Disability Strategy 2021-2031.



Auslan Interpreter at Carols by Candlelight December 2022



Operating the sound equipment at Fun at Frye

Background

The City adopted its first Disability Services Plan in 1995 to address the barriers in the community for people living with disability. The Plan addressed both statutory requirements under the *Disability Services Act 1993* and obligations under the *Commonwealth Disability Discrimination Act 1992*. The City embraced the opportunity to address access, being the first Local Government Authority to lodge its plan with the Disability Services Commission.

City of Armadale recognises the important role that Local Government has in leading the awareness of the importance of access and inclusion in public service delivery, and the benefits that inclusion provides to the whole community (*Australian Local Government Association, 2016*). Since the adoption of the initial Plan, the City has implemented initiatives and strategies to make progress towards ensuring the community is accessible and inclusive for everyone.

Examples of actions taken by the City have included (but not limited to):

- Established accessible walking trails in the hills, including signage and promotion
- Delivered WA's most accessible Christmas Carols event featuring an accessible viewing area, Braille song books, an Auslan interpreter, a Service Dog area, live streaming, live captioning and audio description
- Installed a lift at the City's Administration Building to improve access to Council Chambers, the Committee Room and the Function Room located on the first floor
- Developed a City-specific Accessible Events Checklist which was implemented in the planning of public events delivered by the City and external organisations
- Provided Auslan training for 11 staff at the Armadale Fitness and Aquatic Centre (AFAC)
- Constructed Shipwreck Park as an all-abilities, accessible destination playground
- Partnered with APM, Shire of Serpentine Jarrahdale and Byford District Country Club to establish Byford Beatz Disco
- Built two Changing Places facilities – Shipwreck Park and AFAC in 2025
- Received a Highly Commended Award at the Most Accessible Community Western Australia (MACWA) Awards 2024 for the design of Piara Waters Library
- Established loanable Quiet Zone equipment for community events
- Celebrated International Day of People with Disability (IDPWD) annually, including three years of the All Abilities Active event at AFAC
- Delivered the Let's Connect Armadale Expo, showcasing locally available services in the disability sector
- Installed accessible chairs at City facilities and made them available for booking by hirers
- Improved accessible parking, footpaths, parks and playgrounds, recreation equipment, buildings, customer service recruitment, website accessibility standards, communications and marketing, and disability awareness training
- Used modern technology to deliver services and support staff including online library and e-library services; captioned YouTube videos and Instagram Reels; Smart Terminal EFTPOS machines at AFAC and flexible workplace arrangements supported by updated ICT equipment.

About our community

The estimated resident population for the City of Armadale in 2024 was estimated at 109,218 (*Australian Bureau of Statistics, 2024*).

The City has a median age of 35.1 years and over 95% of the population are proficient in English. In 2021 there were an estimated 3,818 Aboriginal and Torres Strait Islander peoples. Other diversity factors include religious affiliation (48.4% Christianity, small numbers of others including Buddhism and Islam).

Data from the 2021 national census reported 27,861 residents (29.6%) of the City of Armadale as having at least one diagnosed long-term health condition. Also reported was that 4,373 residents (4.6% of the population) were needing help in their day-to-day lives due to disability.

This was a rise from 3,006 people (3.8% of the population) from the 2016 Census. These percentages varied across the City from a low of 1.8% in Piara Waters to a high of 8.8% in Armadale (South).

In 2021, there were 7,829 carers (aged 15 years and older) in the City of Armadale providing unpaid assistance to a person with a disability, long term illness or old age. Duties of care included help with bathing, dressing, toileting and feeding, mobility, communication issues, medication, dressing wounds, preparing food and other housework, and emotional support. Bedfordale had the highest proportion of people who are unpaid aged and disability carers in the City of Armadale at 13.9%, followed by Forestdale (13.8%) and Camillo, Mt. Nasura and Mt. Richon. (13.4%). Piara Waters had the lowest proportion of carers (7.5%).



All Abilities Active for International Day of People with Disability

Statistics for City of Armadale are consistent with those of Greater Perth and Western Australia, Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. (*.id informed decisions*).

Between October and December 2025 there were:



2,610
residents of City of Armadale receiving a Disability Support Pension



2,285
residents receiving a carer Allowance



50
residents receiving a Carer Allowance (Child Health Care Card only)

(https://data.gov.au/data/dataset/dss-payment-demographic-data)



2,758
active NDIS participants

683
were aged 0 – 8 years

845
were aged 9 – 18 years

(https://dataresearch.ndis.gov.au/explore-data)

The City is well serviced by numerous disability and aged care providers as Western Australia joined the national roll out of the NDIS in 2018. Availability of NDIS funding has significantly increased the range of disability services and activities consumers can choose to access. As of January 2026, there are approximately 250 National Disability Insurance Scheme (NDIS) providers who deliver services to clients in the City of Armadale.

The Commonwealth Government will commence delivery of Thriving Kids in October 2026. Thriving Kids will be a "national system of supports for children aged 8 and under with developmental delay and disability and low to moderate support needs and their families" (*Department of Health, Disability and Ageing, 2026*). Children diagnosed with significant or permanent disability will continue to access NDIS.



Access and Inclusion Reference Group members

Access and Inclusion Reference Group

The City marked 30 years of the Access and Inclusion Reference Group (AIRG) in 2025. This group consists of City residents with lived experience of disability or caring for a person with a disability, and locally based disability advocates and service providers.

The group is chaired by a City of Armadale Councillor and receives administrative support from City Officers. The purpose of the AIRG is to provide insight and advice to the City to implement the Disability Access and Inclusion Plan. It does this by:

1. Monitoring, evaluating and reviewing Outcomes of the City of Armadale Access and Inclusion Plan
2. Providing advice on consultation and collaboration with the community
3. Providing input and advice on matters referred to by the City of Armadale staff or AIRG members, and
4. Providing representation on working parties as required.

Access and Inclusion Network

The City of Armadale and City of Gosnells partner to host the Armadale Gosnells Access and Inclusion Network (AGAIN). The network facilitates information sharing, networking, and collaborative project planning among local people with an interest in enhancing access and inclusion and improving service delivery in the sector.

The current membership of over 150 people represents a cross-section of the community including people with lived experience of disability, carers and family members. Other members include people from non-government, government and private services providing daily living assistance, psychosocial supports, in-home care, employment support, social activities and allied health services. A large portion of current members are NDIS registered providers.

Meetings are held quarterly to connect, share experiences and learn from others through guest presentations and member information sharing. Presentations are on access and inclusion-relevant topics and have included mental health, exercise and physical activity, training and employment, independent living, child development, family and domestic violence, disability discrimination and relevant government policies and initiatives such as the National Disability Insurance Agency. Members also receive email updates on upcoming access and inclusion initiatives and can attend or present at the quarterly meetings.

Prior to the formation of AGAIN in 2025, City of Armadale hosted the Armadale Access and Inclusion Network.



Access and Inclusion Network members working together at International Day of People with Disability

About this Plan

Review of the 2021 – 2006 Plan

A requirement of the *WA Disability Services Act* (1993) is that public authorities must report annually on their Disability Access and Inclusion Plans and review them at least every five years. The City's annual progress reports provide a status update on the actions it has committed to deliver. The City of Armadale Access and Inclusion Reference Group reviews the actions of one Outcome at each meeting. City Managers responsible for actions in that Outcome attend the meeting to discuss progress and AIRG members provide direct feedback and ask questions. This provides ongoing learning opportunities for all involved to learn about disability access within that particular field of work.

Reviewing progress of actions enabled the City to identify many successes achieved, as well as actions that had not been completed or commenced. In preparation of the 2026 – 2031 plan, a detailed review of actions was conducted following a community consultation with City of Armadale staff and residents. This process helped to identify ongoing barriers and new opportunities to improve access and inclusion, and potential strategies to be incorporated into the new plan.

Stakeholders could have their say by:

- Completing an online survey
- Completing a hard copy survey at the Administration Centre or Library
- Providing feedback by phone, text or email
- Attending a staff workshop on 21 August 2025
- Attending a community workshop on 3 September 2025

The consultation was promoted through:

- Advertising in the local newspaper (The Examiner) and on the City of Armadale website
- Internally to all staff
- Presentation to the Access and Inclusion Reference Group
- Directly to participants at City pop ups (in library, shopping centre)
- Social media posts

A total of 56 individual submissions were received during the consultation including:

- 31 surveys
- Staff workshop x 18
- Community workshop x 7

A range of demographic details were collected, though some respondents preferred not to answer these questions. At least 14 respondents had a disability and 16 were family members or carers of a person with disability. Of these respondents 68% were residents, 7% staff and 25% visitors to the City for work or other purposes.



31
people submitted a survey



18
people attended a staff workshop



7
people attended a community workshop

Consultation findings

The consultations findings indicate that 72% of the community are satisfied that the City of Armadale is welcoming and inclusive of people with disability, with 24% not sharing this view. Community members offered a range of suggestions for how the City can improve access and inclusion, with many requesting an increase in:

- Auslan interpreters at events
- ACROD parking (in general and at events)
- Accessible toilets, including Changing Places facilities
- Safe and accessible parks, walking trails, pathways and exercise equipment
- Adult access to play equipment
- Buildings that are designed with input from people with disability including features such as counter heights and automatic doors.

The community also wants the City to increase its understanding of the day-to-day needs of people with disability. This includes practical considerations when accessing play equipment, and how people with disability park their vehicles and access City and public facilities.



Keyboards for persons with low vision at City libraries

City of Armadale staff identified the following priorities to improve access and inclusion:

- Designing services, events and buildings that exceed minimum accessibility standards and are future proofed
- Consulting with the Access and Inclusion Reference Group at the beginning of any project design or concept
- Receiving training on disability awareness and complaints handling
- Improving accessibility in the workplace and introducing traineeship and mentoring programs for people with disability.

The consultations helped to identify actions that were no longer needed because they had been completed, embedded in the City's operations, or because it was acknowledged that the actions could not be successfully implemented. Other actions will be retained in their current form or amended to reflect the feedback from the consultation. In addition, new actions were identified based on increased demand or expectation from community or from staff, improvements in technologies, or opportunities made available by new services and facilities being delivered by the City.

Key staff from business units across the City reviewed the findings of the consultation at a workshop facilitated by the consultant, and provided individual input as required. The City of Armadale Access and Inclusion Reference Group also provided feedback on the Draft Plan.

The City of Armadale Disability Access and Inclusion Plan is available to the public. It is available on the City of Armadale website and printed copies can be requested.



Undercover mobility scooter parking at Armadale Fitness and Aquatic Centre (AFAC)

Implementation, Reporting and Review

This plan sets out the actions that the City of Armadale is committed to implementing. Due to the wide range of services and facilities provided by Local Government, responsibility for reporting on the progress of these actions is assigned to the business units with the relevant expertise. Staff rely on Australian Standards and their own industry guides to embed access and inclusion in their work.

Everyone has a responsibility for ensuring access and inclusion in the City of Armadale including staff, contractors, Councillors, residents and visitors. City staff ensure that contractors are informed of their obligations under their contract. Community members are welcome to provide feedback or make enquiries on matters of access and inclusion to the City. These will be directed to the appropriate department for a response.

The City's Community Development Department is responsible for preparing and reporting on the Disability Access and Inclusion Plan and provides the administration of the City's Access and Inclusion Reference Group. The Community Development Department is also a point of contact for staff and community seeking access and inclusion solutions, find resources and connect with other people and organisations. This work includes coordinating the Armadale Gosnells Access and Inclusion Network.

When feedback relates to matters outside the City's responsibility (for example matters relating to private landowners such as a shopping centre), appropriate information on who to contact is provided. Where opportunities arise, the City may engage in advocacy to raise awareness of specific access and inclusion issues that fall under the responsibility of another level of government or the private sector.

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Height adjustable sink at Armadale University Study Hub

The Plan

The plan outlines 87 actions, 60 of which continue from the Access and Inclusion Plan 2021–2026 with minor updates. A total of 27 actions are new. New actions are marked with an asterisk (✱) below.

Outcome 1 – Services and Events		
Outcome: People with disability have the same opportunities as other people to access the services of, and any event organised by City of Armadale.		
1.1 Access and Inclusion are embedded in City of Armadale services and events.	**Actions:**	
	• Deliver City events that include accessible features to maximise participation by all people	
	• Review the Accessible Events Checklist in collaboration with the Access and Inclusion Reference Group	
	• Assess one major City event per year against the Accessible Events Checklist and share outcomes with the Access and Inclusion Reference Group	
	• Provide interpreting services such as AUSLAN at all major public events where possible	
	• Include sensory friendly activities and Quiet Zones in City events where possible	
	• Consider accessible transport options for City events including additional ACROD bays, shuttle buses, passenger drop-off points for cars and buses, and access to public transport	
	• Develop and promote accessible day trips, hikes and experiences through the Perth Hills Visitor Centre	✱
	• Implement registration or ticketing procedures that allow community members to request adjustments at City services, events or activities	✱
	• Deliver fitness classes at Armadale Fitness and Aquatic Centre that incorporate disability access and cater for a variety of abilities	
	• Offer library programs and workshops that improve access and inclusion in the community	
	• Maintain a range of accessible collections and online services which meet community demand	
	• Train Emergency Services staff in person-centred emergency planning.	✱

Outcome 1 – Services and Events	
Outcome: People with disability have the same opportunities as other people to access the services of, and any event organised by City of Armadale.	
1.2 External groups to consider access and inclusion in the planning of events and services in the City of Armadale.	**Actions:** • Require Public Event Application Forms include a completed Accessible Events Checklist
	• Require Community Grant applicants to demonstrate how accessibility has been considered for events and programs
	• Provide all Community Grant applicants with information on how to improve access and inclusion for people with disability.
1.3 Ensure clear communication of services and events.	**Actions:** • Provide accessibility information about City events to the community prior to and at events
	• Publish accessibility information for events, attractions and activities listed on the City's website
	• Maintain the facilitation of a local Access and Inclusion Network as a conduit to share information and receive feedback with the community.



Quiet Zone at Highland Gathering

Outcome 2 – Buildings and Facilities		
Outcome: People with disability have the same opportunities as other people to access the buildings and facilities of City of Armadale.		
2.1 Infrastructure planning and refurbishment of Buildings and Facilities to include access and inclusion features.	**Actions:** • Consult the City's Access and Inclusion Reference Group on the building, upgrades and refurbishments of relevant community infrastructure	
	• Inspect and respond to community feedback and complaints regarding access to City buildings, facilities and reserves	
	• Conduct routine inspections of buildings and facilities to include access issues	
	• Upgrade non-compliant ACROD Bays as part of any capital project, and investigate community requests for non-compliant bays for prioritisation as part of capital planning	
	• Consider accessibility in the development of all City electric vehicle charging facilities, and consider the inclusion of at least one ACROD parking bay in any public EV charging infrastructure	*
	• Install a Changing Places facility at Central Park.	*
2.2 Continuous improvement of accessible outdoor spaces.	**Actions:** • Consider accessibility in the development and upgrade of public open space, including associated infrastructure	
	• Apply inclusive play guidelines in the development and upgrade of parks and playgrounds	*
	• Install communication boards for non-verbal residents at selected City playgrounds	
	• Consider accessible elements in new or replacement outdoor fitness equipment projects.	
2.3 Information is available to residents about the accessibility of buildings, facilities and parks.	**Actions:** • Publish information about accessibility features of buildings, facilities, parks, playgrounds and reserves on the City's website	
	• Promote accessibility upgrades through the City's media channels	
	• Provide information on accessible toilets, including a map of locations, on the City's website.	*

Outcome 2 – Buildings and Facilities		
Outcome: People with disability have the same opportunities as other people to access the buildings and facilities of City of Armadale.		
2.4 Parks, playgrounds and recreation centres provide accessible and inclusive facilities and equipment.	**Actions:** • Provide and maintain a Changing Places facility, ACROD parking bays and aquatic wheelchairs at the Armadale Fitness and Aquatic Centre	
	• Provide and maintain accessible gym equipment at the Armadale Fitness and Aquatic Centre	
	• Ensure that all new playground equipment is accessible via footpaths	
	• Investigate options for additional Changing Places at key facilities	*
	• Consult relevant stakeholders including Aboriginal organisations, disability service providers and community members to ensure services and facilities at the Champion Centre meet the needs of Aboriginal people with disability.	*
2.5 Libraries offer accessible items, equipment, and materials.	**Actions:** • Provide options that assist patrons to access Library collections	
	• Maintain working relationships with organisations such as the State Library and VisAbility WA	
	• Train Library staff in disability-related training legislation and best practice	
	• Investigate ways to further engage and involve 'isolated and housebound' library users.	
2.6 City facilities are accessible for people with disability during an emergency.	**Actions:** • Design and review Emergency Response Plans and Evacuation Diagrams for City buildings to include management of people with disability	
	• Ensure City facilities used as evacuation centres are accessible for people with disability.	*

Outcome 3 – Information		
Outcome: People with disability receive information from City of Armadale in a format that will enable them to access the information as readily as other people are able to access it.		
3.1 Information is available in alternative formats.	**Actions:** • Provide information in alternative formats on request including electronic, in print, by phone and in person when requested or anticipated	
	• Include closed captioning on all City corporate videos and screens	
	• Produce the Disability Access and Inclusion Plan in Easy Read format	
	• Inform the community about where alternative formats are available in City communications	
	• Publish information on the City's website, newsletter and social media to help residents access details about access and inclusion.	
3.2 Continuous improvement in the provision of inclusive and accessible online and printed City material.	**Actions:** • Review and update the City's website regularly to improve accessibility and usability	
	• Align the City's website with appropriate Web Content Accessibility Guidelines International Standards	
	• Train staff who create or publish website content in accessibility and creating accessible online content	
	• Include images of people with disability in City communications to reflect community diversity	*
	• Review the City of Armadale Style Guide annually to ensure consistency with best practice in accessible information	
	• Embed inclusive and accessible standards in the City's Social Media Policy and processes.	



Access and Inclusion Reference Group member wearing a Hidden Disabilities Sunflower lanyard

Outcome 4 – Level and Quality of Service		
Outcome: People with disability receive the same level and quality of service from City of Armadale staff as other people receive.		
4.1 Staff Induction includes access and inclusion information.	**Action:** • Incorporate education on the City's Access and Inclusion Plan into the staff induction process.	
4.2 Staff disability awareness is continuously improved.	**Actions:** • Provide a range of disability awareness training for staff such as Deaf Awareness and Neurodiversity Awareness	
	• Deliver Disability Awareness Training through specialist providers and people with lived experience	
	• Consider how cultural factors intersect with disability through staff training and consultation	
	• Review community feedback on access and inclusion regularly to improve internal processes and customer satisfaction.	
4.3 Information and resources are readily available to staff regarding access and inclusion.	**Actions:** • Maintain access and inclusion resources on the City's Intranet	
	• Share examples of inclusive initiatives and outcomes through internal communication channels.	*
4.4 Services designed specifically for people with disabilities reflect customer needs.	**Actions:** • Base decisions about services for people with disability on evidence and consultation with people with lived experience	
	• Include strategies that offer ongoing engagement in City or community initiatives in activities targeted to people with disability.	



Lift installed at City of Armadale Administration Centre

Outcome 5 – Making Complaints		
Outcome: People with disability have the same opportunities as other people to make complaints to the City of Armadale.		
5.1 Complaints can be lodged through multiple means.	**Actions:** • Accept complaints in person, online, by email or in writing and enable complaints to be raised with a Ward Councillor	
	• Ensure all premises where complaints may be lodged are physically accessible	
	• Investigate complaints about access and inclusion appropriately and communicate outcomes in an accessible way	
	• Include training on the City's complaint handling processes and approach in the staff induction.	*
5.2 Complaint mechanisms and feedback systems are regularly reviewed to ensure that people with disability have equal accessibility to lodge complaints.	**Actions:** • Review and update complaint mechanisms and processes regularly, including considering new technologies that improve accessibility	
	• Upskill staff in accessible and inclusive approaches to complaint handling.	*



A Changing Places adult change facility at Armadale Fitness and Aquatic Centre

Outcome 6 – Public Consultation		
Outcome: People with disability have the same opportunities as other people to participate in any public consultation by the City of Armadale.		
6.1 Consultation is sought on strategic issues regarding access and inclusion.	**Actions:** • Maintain an Access and Inclusion Reference Group comprising local community members with lived experience of disability and disability advocates, chaired by a City Councillor	
	• Engage the City's Access and Inclusion Reference Group when departments require feedback on access and inclusion in relation to their services and facilities	*
	• Seek community feedback on access upgrades to buildings, facilities and reserves when appropriate.	
6.2 Access and inclusion are embedded in the planning, design and delivery of community engagement.	**Actions:** • Incorporate access and inclusion strategies into the planning of community engagement and consultation	
	• Seek annual feedback from the Access and Inclusion Network to improve its operation	*
	• Provide opportunities for community feedback in person, online, by email or in writing, and make hardcopy surveys available at key City facilities	
	• Provide guidance and resources to internal staff to support accessible and inclusive consultations, including information on new technologies that enhance participation.	
	• Hold engagement workshops in accessible venues and enable online participation for people with disability.	*



ACROD parking outside Orchard House and Armadale University Study Hub

Outcome 7 – Employment		
Outcome: People with disability have the same opportunities as other people to obtain and maintain employment with City of Armadale.		
7.1 Recruitment practices ensure equal opportunity of employment.	**Actions:** • Review recruitment practices regularly to ensure best practice in supporting diversity	
	• Attend one Access and Inclusion Reference Group per calendar year (Human Resources) to provide an update and seek feedback on progress toward this Outcome.	*
7.2 Opportunity for work experience and employment of people with disability is promoted and supported.	**Actions:** • Encourage and support the employment of people with disability through City recruitment processes	*
	• Consider employment opportunities for local young people with disabilities where possible	
	• Explore work experience opportunities for people of all abilities across all departments	
	• Establish, maintain and utilise contacts with disability employment services to increase awareness of employment opportunities at the City	
	• Include people with disability in imagery promoting employment at City.	*
7.3 Build and promote an inclusive workplace culture.	**Actions:** • Monitor workplace design and ergonomics to enable reasonable adjustment for staff with disability	
	• Include features that increase access for staff of all abilities at new buildings and refurbishments of City workspaces	*
	• Ensure that working from home arrangements accommodate the access and inclusion needs of staff	*
	• Include strategies for leaders and Human Resources staff to support an accessible and inclusive workplace in Disability Awareness training.	*
7.4 Support Australian Disability Enterprises, and microenterprises led by people with disability.	**Actions:** • Consider engaging Australian Disability Enterprises and microenterprises led by people with disability when procuring goods and services for the City	
	• Share information about Australian Disability Enterprises and microenterprises led by people with disability on the City's intranet.	*



CITY OF Armadale

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