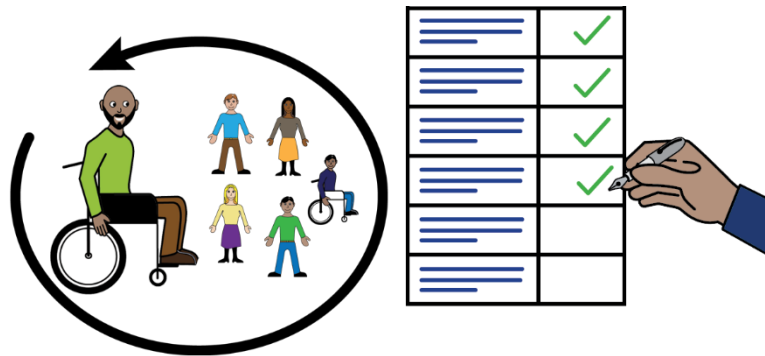


## Easy English

Disability Access and Inclusion Plan.

2022 to 2027



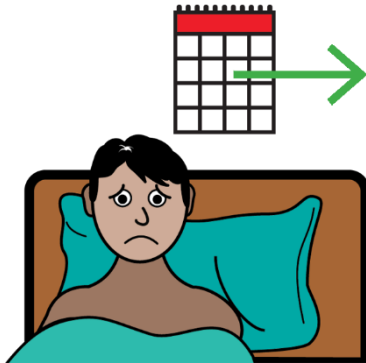
## Our plan to include you



The words **we**, **us** and **our** in this book mean **City of Kwinana**.

We say **the City**.

## What words mean



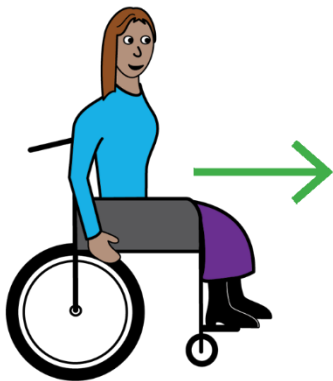
**Disability** is when you have a health problem that

- does **not** go away

and



- makes it hard to do every day things.



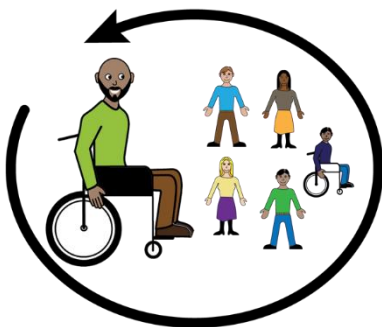
**Access** is when you can

- go to a place

and

- use the place.

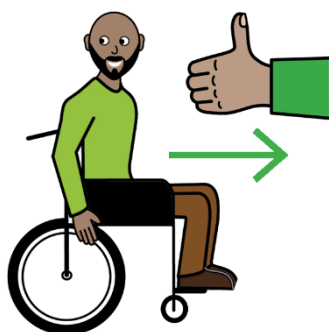
We say it is **accessible**.



**Inclusion** means

- you are part of the community

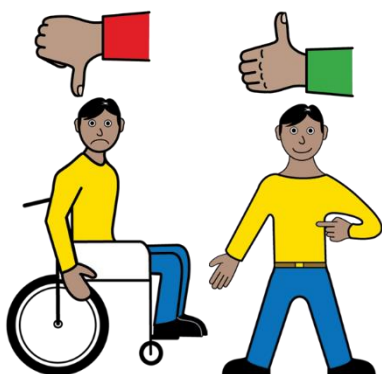
and



- you can do all the things you want to do.

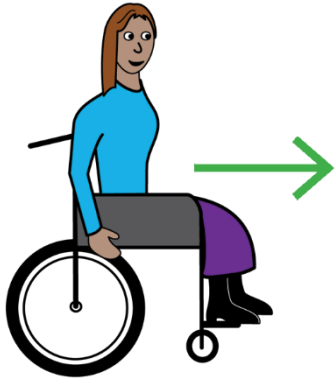
We say it is **inclusive**.

We say you are **included**.



**Discrimination** is when you treat a person with disability worse than a person with no disability.

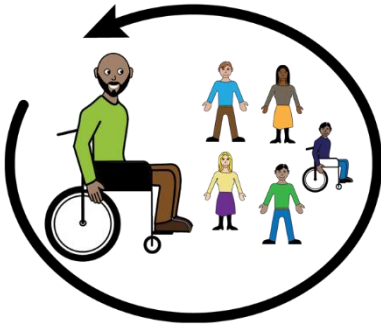
We say you **discriminate** against them.



## We have a plan

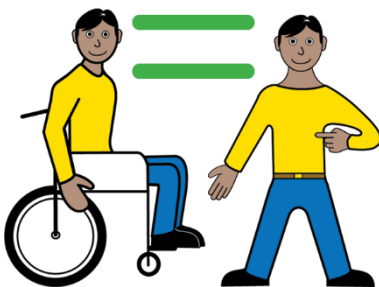
We want people with disability to

- be able to use our places

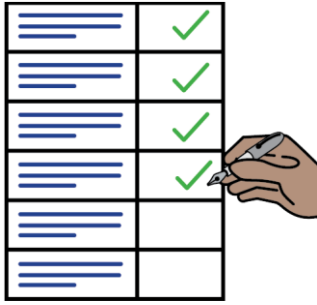


- feel like part of our community

and



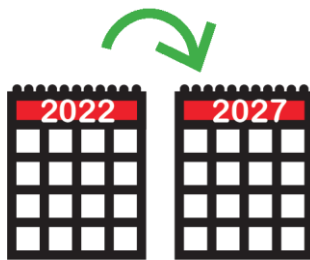
- be treated like other people.



We wrote a plan to make the City better for people with disability.

We call it our **Disability Access and Inclusion Plan**.

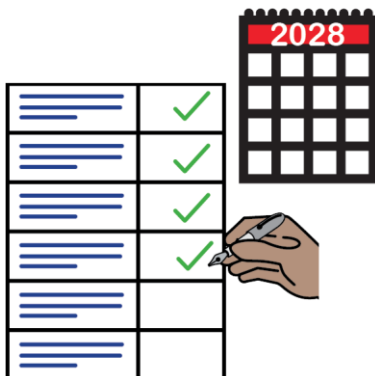
We say **DAIP**.



The plan goes for 5 years.

It starts in 2022.

It ends in 2027.



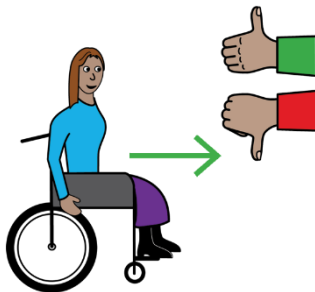
We write a new plan in 2028.



## We talk to our people

We talked to different groups in the City.

We talked to people like you.



We asked how accessible we are.

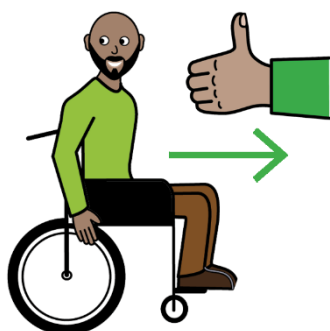
We asked what we can do better.

We listened to what you said.



We used what you said to help us write our plan.

We have 8 big goals we want to reach in our plan.



## Goal 1. You can access our activities



We want people with disability to be able to

- go to our events

and



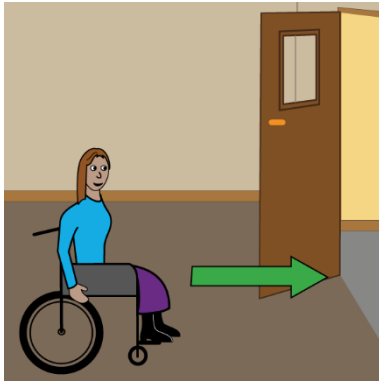
- use our services.



Like we do 1 on 1 swimming lessons for people with disability.

We call it the **SAIL** program.

The SAIL program lets everyone learn to swim in a way that is good for them.

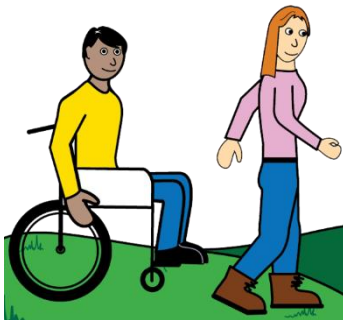


## Goal 2. You can go places

We want people with disability to be able to

- use our buildings

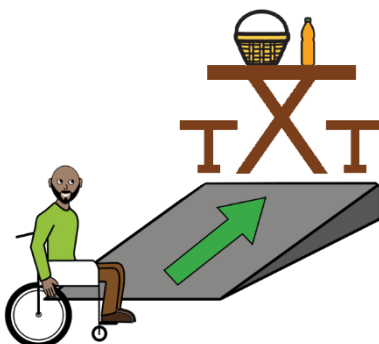
and



- use our public spaces.



Like we made our parks better for people who use wheelchairs.



We put in things like

- ramps

and

- accessible picnic areas.





When we build new things



- we think about what people with disability may need.



We will make sure we have

- safe footpaths

and

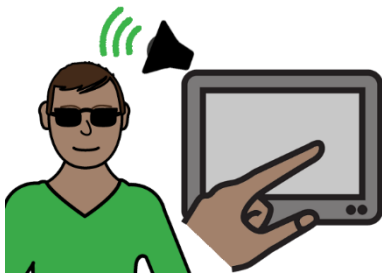


- accessible parking spaces.



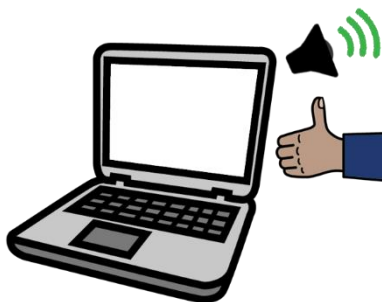
## Goal 3. You get information

We want people with disability to be able to get the information they need.



Like some people can **not** see **or** read normal writing.

They may use technology that reads the words out loud.

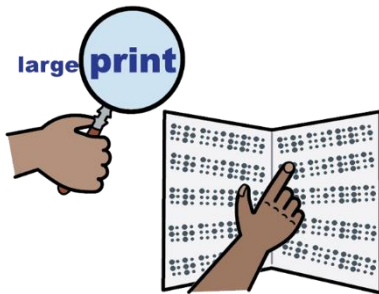


We made our information good for people who use this technology.

Like our website and documents.



You may also need information in another way.



Like

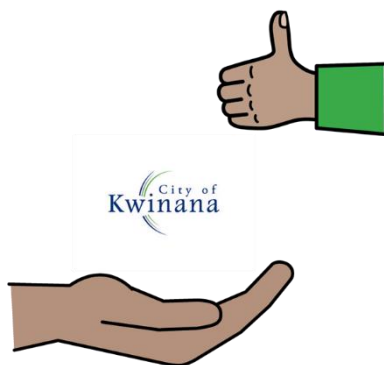
- in large print
- in braille.

We say you need information in an  
**alternate format.**



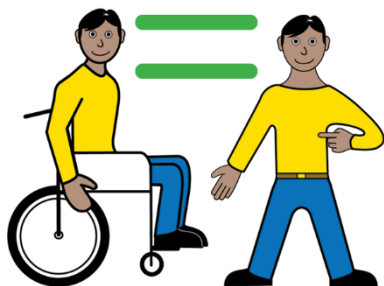
We can give you information in an  
alternate format.

You can ask us.

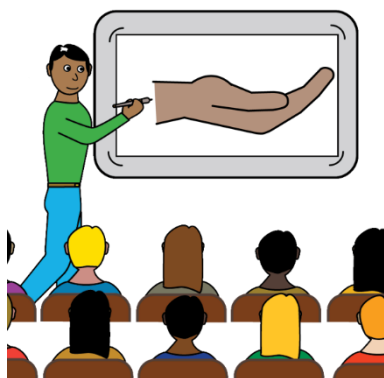


## Goal 4. You get good service

We want people with disability to get good service from us.



They must get the same service as people with no disability.



Like we teach our workers how to help customers of any ability.

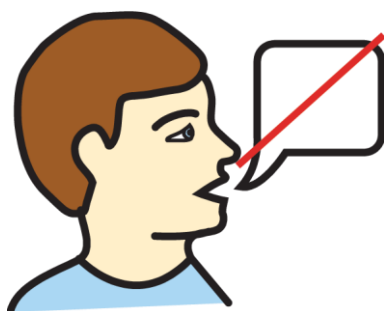


You may need someone to help you talk to us.



Like you can **not** hear

or



you can **not** say what you want out loud.

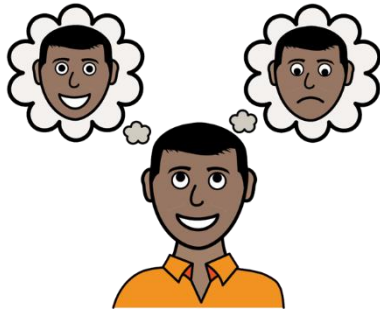


You can ask the **National Relay Service** for help.

We say **NRS**.

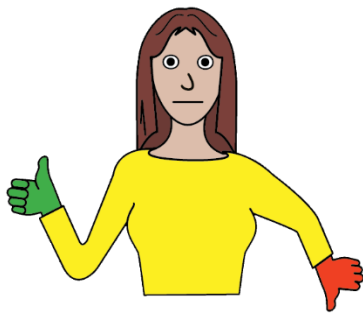
Go to their website.

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



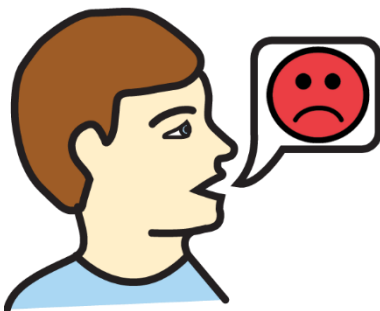
## Goal 5. You can say what you think

We want people to tell us what they think about the City.



We say they give us **feedback**.

The feedback can be good **or** bad.



We want people to tell us when they are **not** happy with us.

We say they make a **complaint**.



When you want to give feedback **or**  
make a complaint

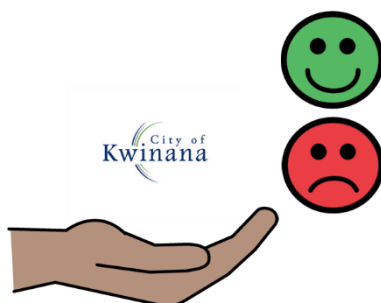
- you can fill out a form on our website.

Go to

[www.kwinana.wa.gov.au/council/  
online-services/enquiries,-feedback-  
and-complaints](http://www.kwinana.wa.gov.au/council/online-services/enquiries,-feedback-and-complaints)



We will make sure people with disability can fill  
out these forms.



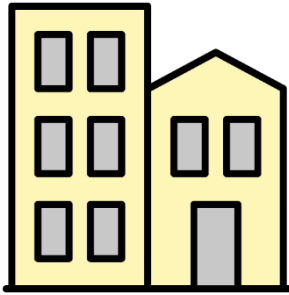
We will respond to your feedback.

We will respond to your complaints.



## Goal 6. We work with others

We work with different groups to make the City good for everyone.



Like we work with

- other Cities



- people with disability

and



- their families.





## Goal 7. You can get a job

We want people with disability to be able to get a job with us.



We work with a company that helps people with disability get jobs.



It is good for people with disability.

They can try a job at the City.



It is good for us too.



We learn what people with disability can do.



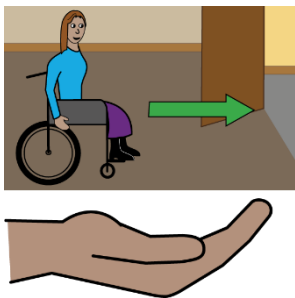
## Goal 8. We all get better

We want to help everyone be more accessible  
**and** inclusive.

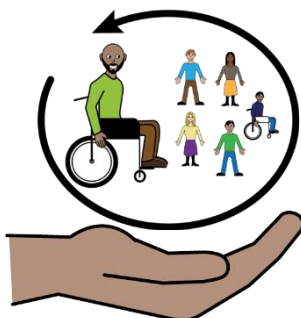
Like we will



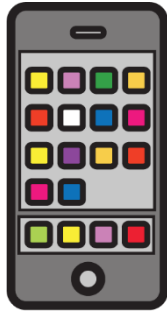
- give you information about services that can help you



- help businesses make their buildings better for people with disability



- help local groups include more people.



## You can talk to us

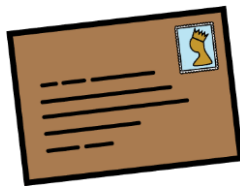
You can phone us.

- **08 9439 0200**



You can email us.

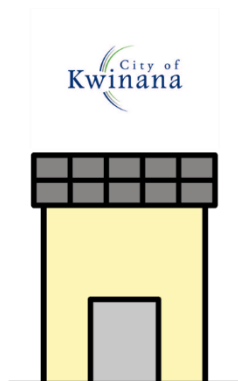
- **[customer@kwinana.wa.gov.au](mailto:customer@kwinana.wa.gov.au)**



You can write a letter to us.

- **PO Box 21**

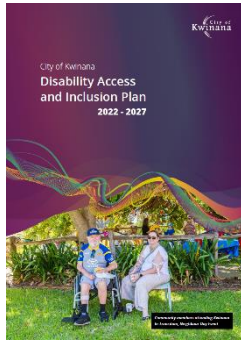
**Kwinana WA 6966**



You can go to our main office.

We say **City of Kwinana administration.**

It is on the corner of Gilmore Avenue and  
Sulphur Road in Kwinana.



## About this book

This book helps you understand our Disability Access and Inclusion Plan. 2022 to 2027.

## VisAbility

The Accessible Information Service at VisAbility wrote the Easy English.  
May 2024.

We use pictures from

- Easy on the i
- Mulberry Symbols
- The Noun Project
- Picto-Selector
- National Relay Service
- and
- City of Kwinana.