



Access and Inclusion Committee Communiqué

April 2025

The Department of Transport acknowledges the Traditional Custodians of the land throughout Western Australia and pay our respects to Elders both past and present. We acknowledge the members of all Aboriginal communities, their cultures and continuing connection to Country throughout the state.

The Department of Transport (DoT) is committed to providing services and infrastructure to Western Australia's diverse community in a fair and non-discriminatory manner.

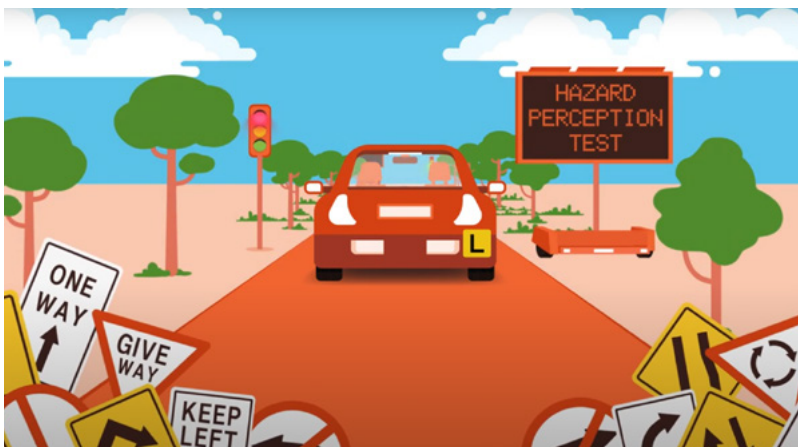
DoT's internal Access and Inclusion Committee assists with the development, implementation and review of the Portfolio Disability Access and Inclusion Plan (DAIP) and Multicultural Plan, and DoT's Reconciliation Action Plan and Workforce Inclusion and Diversity Plan. Updates on DoT access and inclusion news and information are provided after each Committee meeting, held three times a year.

Recent highlights:

The first ever [Transport Portfolio Multicultural Plan 2025-28](#) was launched in February 2025. The plan sets out the actions the Portfolio will take towards improving services, opportunities and outcomes for people from culturally and linguistically diverse backgrounds. It is supported by agency-specific implementation plans that set out the actions and associated measures to be delivered over the next four years. It was developed in collaboration with external and internal networks to ensure it is relevant, inclusive and effective in addressing the needs of our diverse community.



DoT achieved Disability Confident Recruiter status from the Australian Network on Disability in December 2024. This milestone reflects our commitment to creating an inclusive and supportive workplace for everyone. Being a Disability Confident Recruiter organisation means we are recognised for our efforts in breaking down barriers and creating equal opportunities.



The **Driving Access and Equity Program (DAEP)** is continuing to develop and deliver bespoke resources to assist people who are unable to access or consume mainstream materials. Short animated videos with audio, to easily explain proof of identity requirements, the process to obtain a licence and top tips for after obtaining a provisional licence have been distributed and published on the [DoT YouTube channel](#) in February 2025 and loaded onto video brochures.

DoT celebrated Harmony Week in March 2025 with workplace morning teas and lunches at several of our office locations, an internal newflash and email signature. As part of this, the SBS Inclusion – Cultural Diversity Awareness modules were promoted to all staff, along with internal training opportunities for staff covering topics such as cultural diversity and cross-cultural communication. We also acknowledged Harmony Day via a [post on LinkedIn](#), which included promotion of the Transport Portfolio Multicultural Plan 2025-28.



DoT staff celebrating Harmony Week.

DAEP has commenced a pilot of mobile service delivery in the Great Southern region where there is a high migrant population. Information garnered through this work will assist in shaping program initiatives.

In October 2024, **the Community Living Association (CLA) in Albany was the first disability-specific organisation to be awarded a DAEP grant.** Work undertaken with CLA will assist in shaping DAEP initiatives to ensure inclusivity, such as learnings from the driving simulator that CLA is using to assist its learners gain confidence before starting lessons.

The Transport Portfolio Lands and Property Services team has initiated an Aboriginal place-naming project for DoT service centres and regional offices. The DoT Busselton Service Centre is the first to receive a place name with the Karri Karrak Aboriginal Corporation providing a Noongar name and associated interpretation and cultural story, which is intended to honour Noongar living culture and align with the centre's purpose. Use of the name and the associated cultural story is governed by an agreement on Indigenous Cultural Intellectual Property Terms of Use with Karri Karrak. A plaque featuring the name and story will be installed inside the centre. Opportunity for a formal unveiling event is being explored.

DoT has funded and is delivering a number of bike activation events that connect to Noongar culture. **Two Boorloo Bike Quests occurred in April** which involved a self-guided bike riding scavenger hunt exploring the significance of the Boorloo Bridge, and local Aboriginal sites in and across Perth. The Djeran and Beeloo Riding Series (involving events running until late May) is led by Wadjuk Traditional Owners and allows participants to discover Noongar cultural heritage, language, and stories in Poolgarla Park (Kings Park) and along the Derbarl Yerrigan (Swan River) and Djarlgarro Beelier (Canning River).

Participants in the Beeloo Riding Series





New finger jetty at the Bandy Creek Boat Harbour.

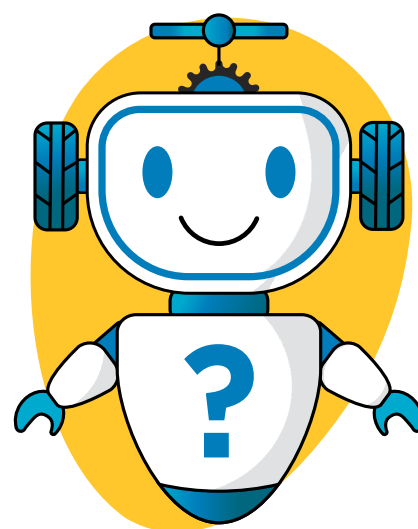
Replacement of the finger jetty at Bandy Creek Boat Harbour was completed in February 2025. The new floating jetty pontoon system significantly improves universal assisted access by way of all tide access and a wider jetty.

Early collaboration with Traditional Owners on the replacement resulted in the Esperance Tjaltjraak Native Title Aboriginal Corporation (ETNTAC) Circle of Elders supporting the project, which interacted with a registered Aboriginal heritage site. The Circle of Elders suggested those involved in the project receive special training to understand the cultural values and help them identify material heritage that may be unearthed.

DoT officers and the contractor undertook ETNTAC's cultural induction and heritage identification training prior to work commencing. The group was presented with an archive of artefacts to inspect so they could be identified on site and help reduce the risk of heritage impact during works.

Reflecting on the training, the group agreed it was very informative, not only covering ETNTAC's cultural values of the place but also provided an understanding of the Aboriginal Cultural Heritage process, its purpose and DoT's obligations.

DoT staff and contractor undertaking ETNTAC cultural induction and heritage training.



DoT launched a trial of DoTBot, an AI chatbot which includes multilingual translation capabilities, on its website in February 2025. It assists the community to access information and has received promising initial feedback from users.

The reformed digital solution of the Taxi User Subsidy Scheme, renamed the **Passenger Transport Subsidy Scheme**, went live on 1 March 2025. New participant cards have been distributed to more than 16,000 participants who have updated their contact details.

Following a 2024-25 Regional Wheelchair Accessible Vehicle Taxi Service Grant round held in late 2024, **grants totalling \$240,000 have been awarded to wheelchair accessible taxi service providers** in Geraldton, Busselton/Dunsborough, Kalgoorlie and Port Hedland.

A compilation of **2024 Portfolio DAIP highlights** have been published using the Microsoft Sway online platform, which enables readers to select 'accessibility view' if required.