

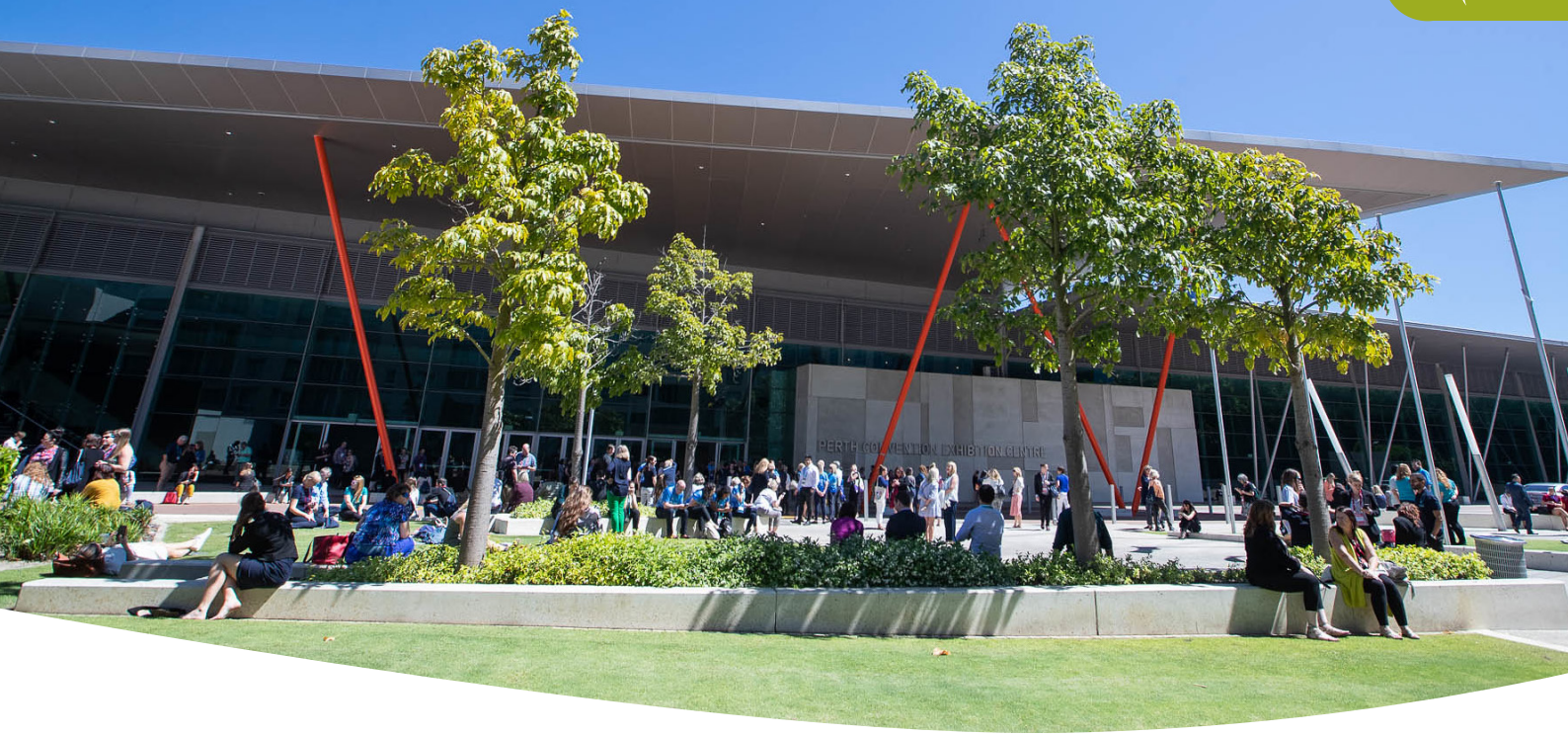
2025 - 2028

# Disability Inclusion ACTION PLAN



PERTH CONVENTION AND  
EXHIBITION CENTRE





# Perth Convention and Exhibition Centre Disability Inclusion Action Plan (DIAP) 2025–2028

## About This Plan

At PCEC, we are committed to fostering a welcoming and inclusive environment for all.

As Perth's premier business events venue, we believe in providing exceptional experiences that are accessible to everyone. This Disability Inclusion Action Plan (DIAP) outlines our path forward over the next three years to strengthen inclusion, remove barriers, and celebrate the contributions of people with disability across all aspects of our venue.

Our approach aligns with the Australian Disability Strategy 2021–2031 and the United Nations Sustainable Development Goals, as well as our internal commitment to sustainability, community connection, and excellence in hospitality.

### Acknowledgment of Country

*Perth Convention and Exhibition Centre acknowledges the Whadjuk Nyoongar people as the Traditional Owners of the lands and waters where PCEC is situated today, and pay our respect to Elders past and present.*

**This Disability Inclusion Action Plan (DIAP) outlines our path forward over the next three years.**

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# Why Disability Inclusion Matters at PCEC



We believe that disability is not a barrier, but a part of the rich diversity of our community. Using the Social Model of Disability, we recognise that it is society's environment, attitudes, and systems that create barriers to participation.

Our goal is to remove these barriers and design experiences where every guest, client, and team member feels included, respected, and valued.

Whilst we are proud of the commitments our team has made to making PCEC a welcoming and inclusive space for all, we look forward to continuously improving the accessibility of the venue.

Find out more about the current accessibility of PCEC here.

[Find out more](#)

## Our Four Focus Areas

### Belonging and Respect



*"Building a workplace and event space where everyone feels seen, heard, and valued."*

- Foster a culture of inclusion through training, celebrations, and leadership advocacy.
- Create inclusive opportunities to raise awareness of disability, and celebrate the diverse contributions of all people, ensuring recognition is voluntary, respectful, and empowering.
- Encourage visible leadership and peer-to-peer support programs.

### Accessible Spaces and Experiences



*"Designing physical and digital spaces that welcome everyone with dignity."*

- Ensure our venue spaces, signage, website, and client resources meet or exceed accessibility standards.
- Invest in future improvements such as clearer wayfinding, quiet spaces, and accessible technologies.
- Engage people with lived experience to guide enhancements.

### Empowered Careers



*"Opening doors to opportunity and growth for people of all abilities."*

- Embed inclusive recruitment practices and flexible work options.
- Provide disability confidence training to all hiring managers.
- Support reasonable adjustments, career pathways, and leadership development for people with disability.

### Accessible Practices



*"Embedding accessibility into every decision, policy, and communication."*

- Integrate accessibility standards into all internal systems, event planning tools, supplier expectations, and emergency procedures.
- Regularly review policies and practices with a disability inclusion lens.
- Acknowledge International Day of People with Disability and other key dates.





## Actions and Timelines

We will set specific, measurable actions under each focus area with clear time-frames, including:

- Annual all-staff disability inclusion training (Belonging and Respect)
- Quiet room space available for major events by mid-2025 (Accessible Spaces and Experiences)
- Inclusive recruitment campaign launch by early 2026 (Empowered Careers)
- Updated Accessibility Virtual Tour for clients/visitors by late 2025 (Accessible Practices)

(Full action table can be viewed at the back of this Plan.)

## How We Will Measure Progress

- Annual staff surveys including feedback on disability inclusion.
- Quarterly progress updates to the SLT and Sustainability Working Group.
- Ongoing consultation with team members and clients with lived experience.

## Our Commitment to Collaboration

We know that true inclusion requires partnership.

Throughout the life of this Plan, we invite our guests, team members, clients, suppliers, and community to engage with us, share feedback, and help us create a more inclusive PCEC for all.

*Together, we can open our doors wider, creating inclusive moments for all, and ensure every experience at PCEC is welcoming, respectful, and accessible.*

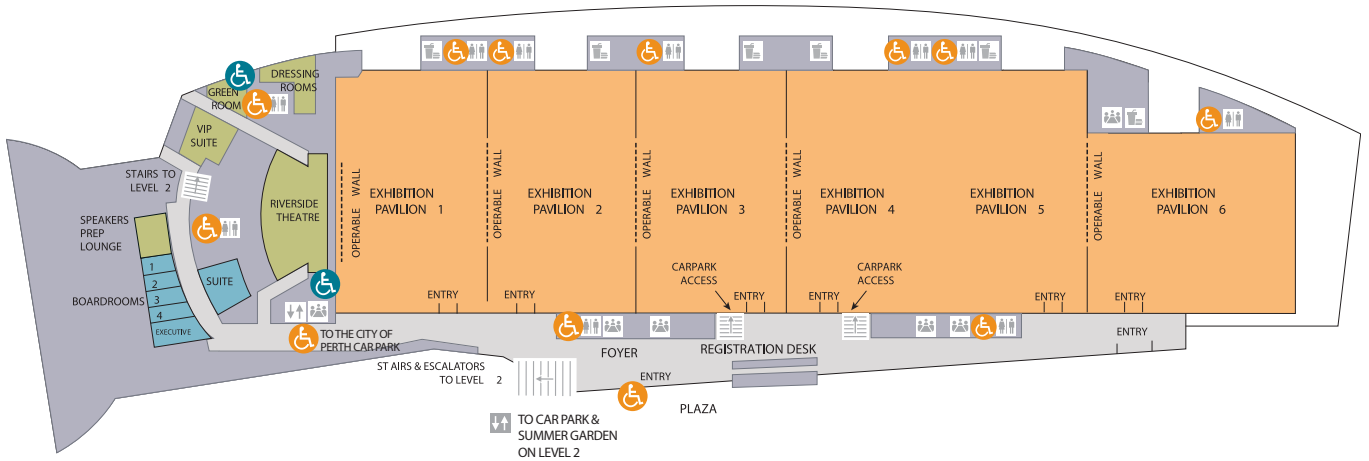


DISABILITY

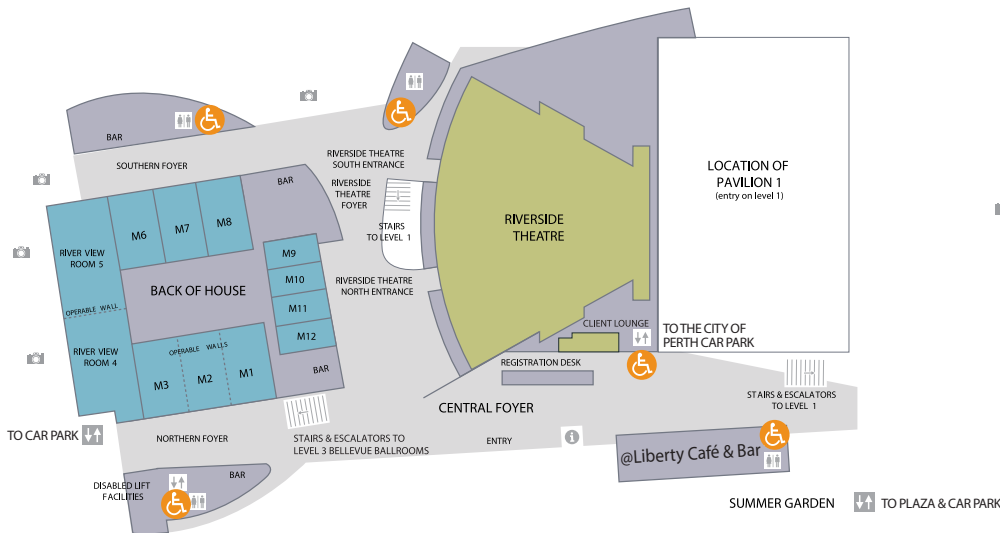
# Accessibility Map



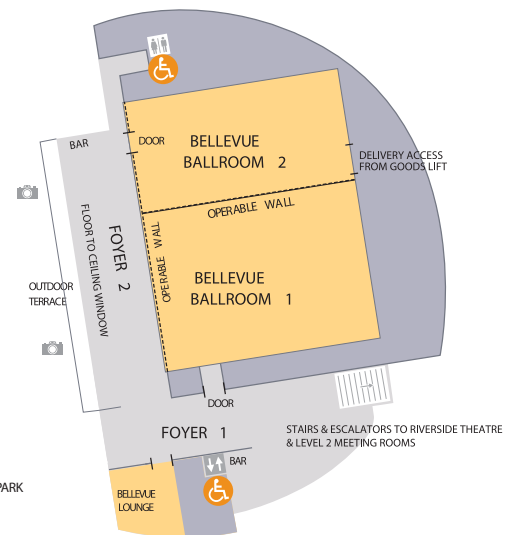
## Level 1



## Level 2



## Level 3



### MAP LEGEND:



Toilets



Information



Lift



Disabled Access



Hydraulic lift



Stairs



Café



Views



Pavilion Meeting Room



Office



Operable Wall

All function rooms are wheelchair accessible. The smallest door width is 800mm in Meeting Rooms 10 & 11 and 850mm in the Boardrooms.

[City of Perth Parking](#) 23 disability parking bays are available.

[Accessible Parking Concession Conditions](#)





# Action Plan

Focus Area	Action	Timeline	Lead Department
Belonging & Respect	Annual disability inclusion training for staff	Annually	People & Culture
Belonging & Respect	Acknowledge International Day of People with Disability and share success stories	Annually	Marketing
Belonging & Respect	Facilitate peer-led conversations/workshops on inclusive practice	Annually	Operations   People & Culture
Accessible Spaces & Experiences	Establish a quiet room for major events	2025	Operations
Accessible Spaces & Experiences	Conduct wayfinding audit and improve signage	2025-2026	Operations
Accessible Spaces & Experiences	Upgrade website to meet latest WCAG standards	2025	Marketing
Empowered Careers	Launch inclusive recruitment campaign	2025	People & Culture   Marketing
Empowered Careers	Use inclusive language in all job ads	2025	People & Culture
Empowered Careers	Continue to partner with disability employment providers	2025	People & Culture
Accessible Practices	Update Accessible Virtual Tour and share with clients	2026	Sales & Events   Marketing
Accessible Practices	Develop internal inclusive communication language guide	2025	Marketing
Accessible Practices	Incorporate access needs questions into event enquiry process	2025	Sales & Events
Accessible Practices	Embed accessibility into procurement and supplier policies	2026	Operations   Logistics