



City of Fremantle Access and Inclusion Plan 2016–2020

Summary





What is the access and inclusion plan?

The City is committed to making continual improvements to ensure that buildings, facilities, services, events, information and employment opportunities are available to all community members – including those who have a disability.

The access and inclusion plan (AIP, previously called a disability access and inclusion plan) meets the needs of many people in the community including not just people with disability, but also parents with young children and prams, the elderly and people from culturally and linguistically diverse backgrounds.

What role do agents and contractors play?

The *Disability Services Act 1993 (amended 2004)* requires agents and contractors of the City to conduct their business in a manner consistent with the City of Fremantle AIP. Services provided by agents and contractors to the public on behalf of the City, are to be inclusive and accessible for people with disability. Agents and contractors are required to report on access and inclusion progress made and the City will support them to do so.

What is disability?

A disability is any continuing condition that restricts everyday activities. Disabilities can affect a person's capacity to communicate, interact with others, learn and get about independently.

A disability can be:

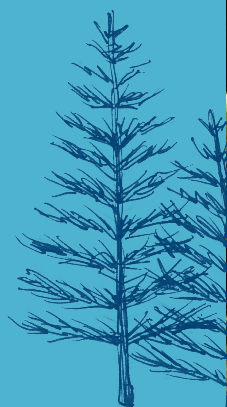
- Sensory – affecting vision and/or hearing.
- Neurological – affecting a person's ability to control their movements.
- Physical – affecting mobility and/or a person's ability to use their upper or lower body.
- Intellectual – affecting a person's judgement, ability to learn and communicate.
- Cognitive – affecting a person's thought processes, personality and memory.
- Psychiatric – affecting a person's emotions, thought processes and behaviour.

Some disabilities are invisible and many people with disability have multiple disabilities.

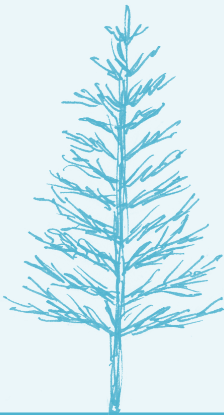


How will the plan be implemented?

- The plan will be implemented over five years. An internal implementation plan has been developed that details individual actions under each strategy, staff responsible for each action, timelines for completion and how actions will be evaluated.
- The City will communicate progress on the AIP to community members and City staff. A range of ways for people to provide feedback on progress will be outlined and supported.
- Information about the implementation of the AIP will be submitted annually to Disability Services Commission and included in the City's Annual Report which is available to the community.
- Staff will meet annually to review the implementation plan for the year ahead, which may be amended to reflect progress and include any additional access and inclusion issues which may arise.
- A full review of the 2016-2020 AIP will take place at least every 5 years. Whenever the AIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.



Access and inclusion strategies 2016-2020

<p>Outcome 1</p> <p>People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Fremantle.</p>	<ul style="list-style-type: none">• City of Fremantle checklists for accessible events, meetings and programs will be developed, implemented and promoted.• Information and support will be provided to agents/contractors so that services provided to the public on behalf of the City are inclusive and accessible.• All governance documents will align with the outcomes and strategies of the AIP.
<p>Outcome 2</p> <p>People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Fremantle.</p> 	<ul style="list-style-type: none">• A program of works to improve accessibility of major City of Fremantle buildings and facilities will be developed and implemented.• Wayfinding and streetscapes will be improved for people with disability in the City centre and key areas of activity.• Equitable access will be provided to afterhours City meetings.• Processes to improve access to heritage sites with minimal impact on heritage significance will be developed.• A requirement for a portion of residential developments to meet the principles of universal design will be investigated.• New and refurbished City of Fremantle buildings and facilities will follow best practice guidelines for universal design.• Accessibility of parks, playgrounds and beaches will be improved.

<p>Outcome 3</p> <p>People with disability receive information from the City of Fremantle in a format that will enable them to access the information as readily as other people are able to access it.</p>	<ul style="list-style-type: none"> • All information developed by and for the City will be available in alternate format on request. • The City's website and other information communication will be accessible to people with disability. • The customer service counter will be accessible for everyone.
<p>Outcome 4</p> <p>People with disability receive the same level and quality of service from the staff of the City of Fremantle as other people receive from the staff.</p>	<ul style="list-style-type: none"> • Access and inclusion training will be provided to elected members and staff including managers and casual staff (also targets Outcome 7). • Staff will be aware of available information, resources and supports to provide excellent customer service to all.
<p>Outcome 5</p> <p>People with disability have the same opportunities as other people to make complaints to the City of Fremantle.</p>	<ul style="list-style-type: none"> • The City's complaints process will be flexible and accessible to people with disability. • Staff and community members will be informed of the variety of methods available to register a complaint with the City.
<p>Outcome 6</p> <p>People with disability have the same opportunities as other people to participate in any public consultation by the City of Fremantle.</p>	<ul style="list-style-type: none"> • Community engagement will be accessible, well-promoted and flexible, engaging all sectors of the community.

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with the City of Fremantle.

- People with disability will be encouraged and supported to apply for roles with the City.
- City workplaces will be accessible and safe for existing and new staff.
- The City will create, develop and customise employment opportunities and roles for people with disability.

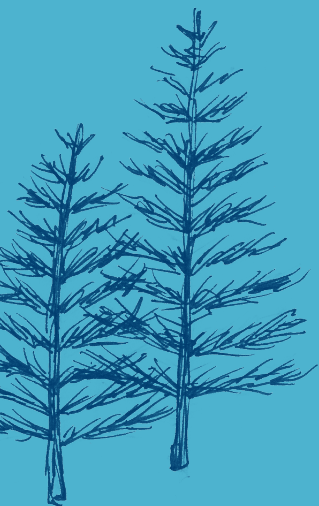
Outcome 8

Provide information, and encouragement to raise the awareness of the community regarding disability, access and inclusion.

- Positive stories and achievements of local individuals with disability will be promoted to the wider community as opportunities arise.
- Access and inclusion initiatives of the City of Fremantle, local businesses, clubs and community groups will be recognised and promoted.
- Resources and support will be provided to businesses, clubs and community groups on access and inclusion. Information and education will be provided to encourage and support the community to make dwellings and businesses accessible when building and renovating.

Note: Outcomes 1-7 are requirements under the *Disability Services Act*. Outcome 8 is an additional commitment made by the City of Fremantle.





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Alternative formats

This booklet is a summary of the Plan. The full copy of the plan can be provided on request.

This summary and the full plan are available on the City's website at www.fremantle.wa.gov.au/access-inclusion and can be requested in alternative formats such as electronic (email or disk), hard copy, large print, audio or braille.