



A visit to Fremantle Library Social Story

Updated May 2025

Acknowledgement

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Fremantle/Walyalup area and we recognise their cultural and heritage beliefs are still important today.



Guidelines

Thank you for choosing to use a Social Story written for the Fremantle Library.

This Social Story is suited for a person who may live with autism spectrum disorder, a language disorder, social communication difficulties and/or a cognitive delay/disability.

For your Social Story to be successful, we recommend you follow these guidelines.

- Read Social Story often and preferably two weeks in advance of visit.
- Social Story to be read and shared in an environment free of distractions.
- Be calm, comfortable and honest when reading a Social Story.
- Help the participant comprehend key points and consistently monitor for level of understanding.
- Once the visit has taken place, revisit the Social Story to celebrate success.

City of Fremantle hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare this Social Story.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting the City of Fremantle to highlight its commitment to accessibility and inclusion. Their expertise and support have played a vital role in ensuring that the Fremantle Library is welcoming to all individuals in our community.

Communication Board

Fremantle Library

This communication board uses symbols to share wants, needs, and thoughts, assisting individuals with communication challenges.

An example; first, we will go to the toilet, then we will go to the computer.

Ways to use this communication board:

1. Point to symbols to convey messages.
2. Speak in full sentences pointing to assist board users.
3. Read words aloud while pointing, allowing partners to respond with "yes" or "no."
4. Encourage others to support communication difficulties by using the board.



**Fremantle
Library**

FIRST NEXT THEN

☒ Yes ☐ No	Accessible toilet 	Parent room 	Drink of water 	Lift 	Write it down
Help	First Aid 	Membership 	Borrow 	Return 	Library activities
Something is wrong	Public computer 	Printer 	Photocopy/Scan 	Wi-Fi 	EFTPOS
Where is	Room hire 	How much? 	Deaf/Hard of hearing 	I don't speak English 	Lost property
	Large print 	Social Story 			

Accessibility

- Library is located on the lower ground floor of Walyalup Civic Centre.
- Two accessible parking bays behind Walyalup Civic Centre.
- Street parking only. Restrictions apply. Please observe parking signs.
- Fremantle Station and bus terminus 1.5km from library (approximately 10-minute walk).
- Flat entry into Walyalup Civic Centre.
- To enter Walyalup Civic Centre, go through wide glass automated doors. The library is located on the lower level. Lift or stairs are available. There is an open entrance into library.
- Visual communication board to support customer communication at both service desks.
- Library floor surface – carpet
- One all-gender accessible toilet
- One parents' room with adult toilet, child toilet, change table and breastfeeding area.
- More toilets on ground floor of Walyalup Civic Centre and at FOMO food court (next to Civic Centre).
- Nearest Changing Places located in Walyalup Civic Centre (access from William Street). MLAK available at Civic Centre Customer Service desk.
- Snack food and drinks permitted in library, except in the computer area and gaming zone. Hot food to be eaten in outdoor courtyards.
- Water tap in library, ask staff for cup
- Large print materials available
- Furniture inside includes ottomans, wooden chairs and armchairs; some with back and armrests.
- Furniture in outdoor courtyards includes stools, bench seating and plastic tables and chairs; some with backrests.
- Courtyard fully fenced
- Free Wi-Fi, no password needed
- Headphones available for sale
- Gaming zone – Parent/Guardian needs to sign terms and conditions for young people aged under 18 years.
- Device charging points inside library and in outdoor courtyards.
- Internal returns shelf under library stairs with multiple levels (signed “Returns Shelf”)
- External return chute on Newman Court side of Walyalup Civic Centre building.
- Community Support Worker may be available through [Library Connect](#).



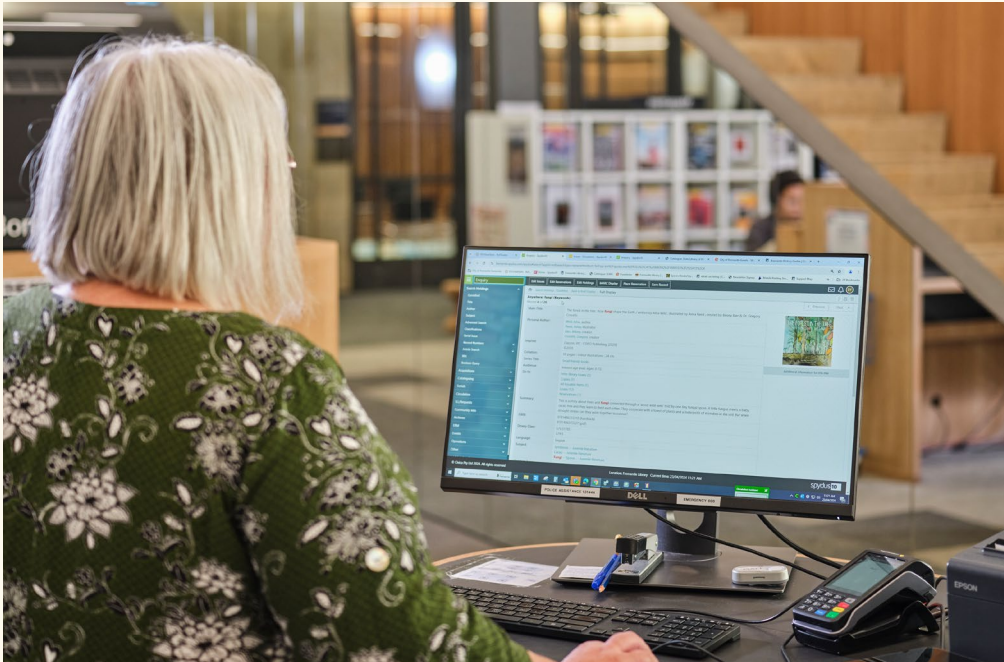
Accessibility

Self-serve Kiosks Accessibility:

- Height adjustable “reach mode” at one kiosk. Library staff can assist to activate this feature.
- Voice instructions
- Enlarged text
- Different language selection

Computer Accessibility:

- Wheelchair accessible computer is available.
- Two computers with large print keyboard and increased text size available. Please see library staff to increase text size.



Sensory Guide

A Sensory Guide helps people understand what they might feel, hear, see or smell. It's useful for people who are sensitive to sensory experiences, such as those with autism or sensory processing disorder.

This guide can be helpful in dealing with new or challenging situations.

Sensory Key



Feel



Hear



See



Smell

At Fremantle Library



I might feel

- Change in ground surface
- Enclosed spaces (recessed reading nooks in gaming zone and children's area)
- Heating/Cooling
- Heights (children's slide)
- Shared personal space



I might hear

- Alarms beeping (sensor/security gates)
- Children playing
- Computers
- Door opening and closing (staff room)
- Gaming consoles
- Library trolleys rattling
- People (including from ground floor Civic Centre above library)
- Photocopier/Printer
- Radio chatter communication (carried by staff and security)
- Scanner beeps
- Sirens from emergency vehicles
- Singing (StoryTime)
- Street sounds
- Telephones
- Traffic



I might see

- Bright lights
- Digital screens
- Dim lighting (meeting rooms)
- Glare



I might smell

- Food/Drink (outside courtyard)
- Perspiration

Code of Conduct

The City of Fremantle Library is a community space where everyone is welcome. We need to work together and treat each other with respect to make sure the space is safe.

Be safe

- Inform Library staff of concerns.
- Supervise people in your care.
- Take care of Library property.
- Watch your belongings.

Be respectful

- Cooperate with staff directions.
- Maintain a quiet environment.
- Ask for permission in writing before taking photos or filming video.
- Wear suitable clothing, including footwear.

Be cybersmart

- View appropriate material.
- Protect logins and passwords.
- Log out of your accounts.

Unacceptable behaviour

- Behaviour that is offensive, inconsiderate or compromises the safety of the people or property is unacceptable.

The following will not be tolerated:

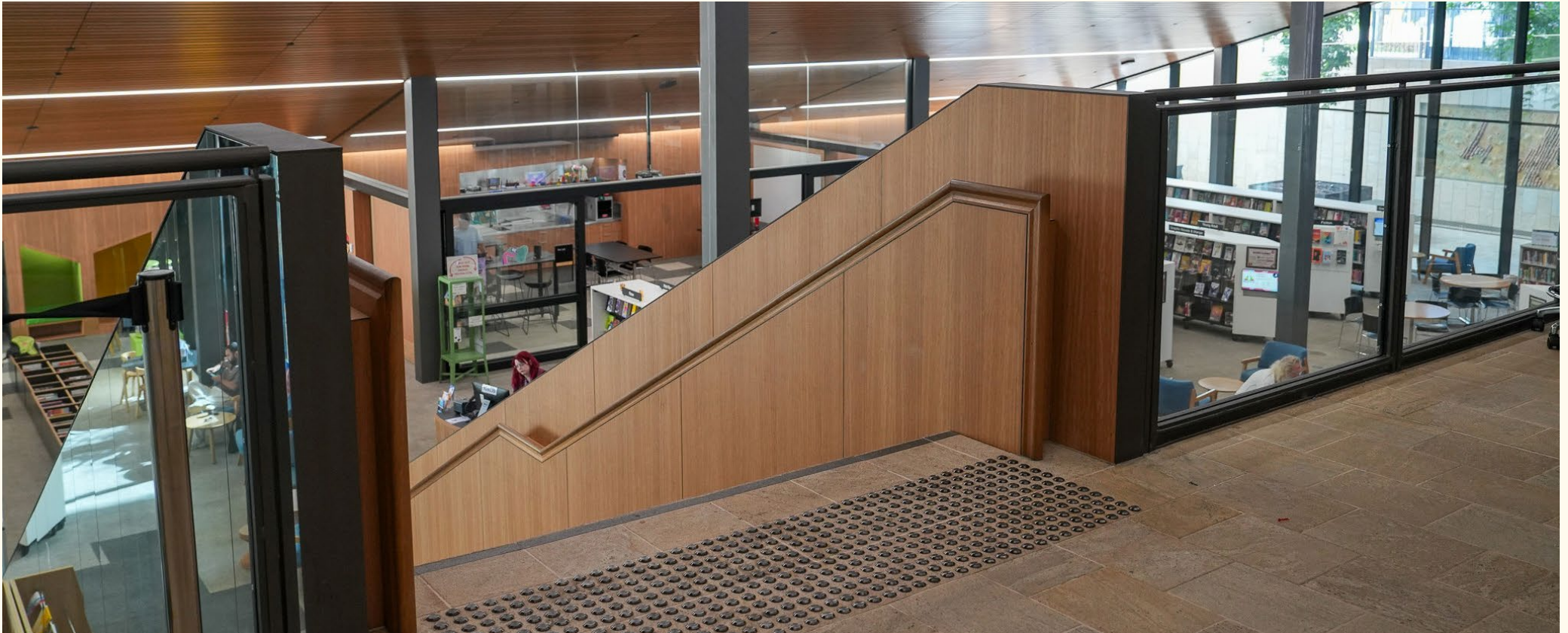
- Violence
- Aggression, harassment, and abuse
- Use of alcohol or illicit substances
- Theft or destruction of property
- Clients must cooperate with staff, security, and Community Safety officers, including leaving the building or moving their belongings when asked to do so.





I am going to visit Fremantle Library.

The library is located in the Walyalup Civic Centre,
on the lower ground floor.



When I arrive, I will enter the Walyalup Civic Centre through glass sliding doors.

I can take the lift or stairs to go down to the library.



I might see bookshelves and people.

I might see a children's slide.

I might hear children in the library and activities taking place.



I will see people who work at the library.

They are called library staff.

They wear colourful lanyards with name tags.



If I have a question, I can ask library staff.

There are two customer service desks where I can wait to talk to library staff.

When speaking to library staff, I should stand behind the desk and keep my hands to myself.



This is very important to keep everyone safe.

Library staff want the library to be a safe and welcoming place for everyone.



There are lots of things to do at the library.

I might see books or DVDs that I like.



There are computers that I can use.

I will try to wear my headphones while I watch videos or play games on the computer.

This is a good idea, so I do not disturb other computer users.

I can use a computer for one hour.

If nobody else is waiting, I can ask library staff
if I can use the computer for another hour.

Sharing is the fair thing to do.





The library has a gaming area in the youth zone.

The gaming area is reserved for young people aged under 18 years during school holidays after 3pm during the school term.

It is open during school holidays and after 3pm during the school term.



←..... My library card

I need to bring my library card to use the gaming consoles.

A library staff member will keep my card while I play.

I can use the gaming console for 30 minutes.

When I finish using the gaming console,
I can return it to library staff.

Library staff will then return my library card to me.



There is a photocopier, printer and scanner.
Library staff can show me how to use them.



There are books and DVDs at the library that I can take home.

This is called borrowing.

I need to bring my library card if I want to borrow something.

Library staff can help show me how to borrow something.



There are two courtyards.

The courtyards are relaxing places
to read, study or charge my device.



Sometimes, I might feel like there are lots of people in the library.

Sometimes, the sounds in the library might be too loud for me.

Lots of people like to go to the library.

The library can be busy.

That is okay.



I can wear my headphones or ear plugs to help me with the noise.

I can ask library staff for help if it feels too noisy or busy.

Library staff might show me a quiet place to sit in the library.

I might go outside to a courtyard for some quiet time.



Fremantle Library is a welcoming place where I can read, learn and have fun.



Contact Details

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Fremantle Library