

**Access and Inclusion
Implementation Plan
2016 - 2020**



Outcome I.

People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Fremantle.

Strategy		Action/s
1.1	City of Fremantle checklists for accessible events, meetings and programs will be developed, implemented and promoted.	• Develop a COF Accessible Events and Meetings checklist.
		• Promote use of Accessible Events and Meetings checklist to people organizing events, meetings and consultations funded by the City or held within the City of Fremantle boundaries.
		• Develop a COF Accessible Programs checklist.
		• Promote use of Accessible Programs checklist to people organizing programs funded by the City or held within the City of Fremantle boundaries.
1.2	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.	• Ensure that agent/contractors servicing the public are informed of the requirement to comply with and report on the AIP.
		• Investigate improvements to process of agents/contractors reporting back on the AIP.
1.3	All governance documents will align with the outcomes and strategies of the AIP.	• Ensure policies and practices are consistent with the AIP.
		• Ensure relevant staff are informed of any changes to policies and practices relevant to the AIP.

Outcome 2.

People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Fremantle.

Strategy		Action/s
2.1	A program of works to improve accessibility of major City of Fremantle buildings and facilities will be developed and implemented.	<ul style="list-style-type: none"> • Conduct 3 access audits per year on major public buildings/facilities that have previously been identified as not meeting standards. • Upgrade accessibility of a minimum of one building/facility per year. • Apply for funding to provide an accessible change facility suitable for adults and carers (Changing Places project).
2.2	Wayfinding and streetscapes will be improved for people with disability in the City centre and key areas of activity.	<ul style="list-style-type: none"> • Ensure best practice accessibility is followed when developing signage. • Conduct an audit of ACROD parking in the CBD, North Fremantle and South Fremantle and develop a remedial works schedule. • Conduct an audit of tactile indicators in the CBD, North Fremantle and South Fremantle and develop a remedial works schedule. • Upgrade tactile indicators according to remedial works schedule in line with Australian Standards for access and mobility. • Upgrade footpaths and ramps in the CBD, North Fremantle and South Fremantle. • Liaise with the Public Transport Authority regarding inadequate shelters at bus stops. • Conduct an audit of seating in the CBD, North Fremantle and South Fremantle and develop a works schedule to ensure they meet accessibility standards. • Review, update and promote the City of Fremantle Accessibility Map.
2.3	Equitable access will be provided to afterhours City meetings.	<ul style="list-style-type: none"> • Develop and implement an effective management procedure to ensure equitable access for people with disability to afterhours events at the administration building.
2.4	Processes to improve access to heritage sites with minimal impact on heritage significance will be developed.	<ul style="list-style-type: none"> • Identify and prioritise modifications to City owned and managed heritage buildings and sites of highest levels of public use to improve access to a reasonable extent consistent with minimal impact on heritage significance.
2.5	A requirement for a portion of residential developments to meet the	<ul style="list-style-type: none"> • Investigate the development of a policy on the City's approach to the Principles of Universal design, including a mechanism to require or encourage larger residential developments to include a percentage of dwelling units which meet the principles of

	principles of universal design will be investigated.	universal design. <ul style="list-style-type: none"> • Develop and disseminate information to relevant stakeholders such as builders and developers.
2.6	New and refurbished City of Fremantle buildings and facilities will follow best practice guidelines for universal design.	<ul style="list-style-type: none"> • Guidelines for best practice universal design will be followed when City owned and managed buildings and facilities are being built.
2.7	Accessibility of parks, playgrounds and beaches will be improved.	<ul style="list-style-type: none"> • Conduct an audit on Parks, Playgrounds and Beaches for the planning of remedial works as well as identify new initiatives for improving universal access.

Outcome 3.

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.

Strategy		Action/s
3.1	All information developed by and for the City will be available in alternate format on request.	• Review and update the Style Guide to include current access requirements and ensure that all staff are made aware of the specific changes.
		• Publicise that City information is available in alternative formats on request.
		• Generate a preferred supplier list for converting information into alternate formats.
3.2	The City's website and other information communication will be accessible to people with disability.	• Conduct an evaluation of the new City website to ensure that it meets Level AA of the W3C Web Content Accessibility and rectify any remaining access barriers.
		• Scope the work and cost required to install a speech-enabling program on website.
		• Review the Social Media Policy to ensure that it includes current access requirements and ensure that all staff are made aware of the specific changes.
		• Investigate and implement use of videos, podcasts and Vision Australia Radio 990AM to provide information.
		• Provide hard copies of most recent e-newsletters in the Customer Service area.
3.3	The Customer Service counter will be accessible for everyone.	• Research current best practice in library access and develop a plan to implement suitable initiatives.
		• Conduct an access assessment of the customer service area and make reasonable modifications as required.
		• Purchase and install portable audio loop for customer service area.

Outcome 4.

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.

Strategy		Action/s
4.1	Access and inclusion training will be provided to elected members and staff including managers and casual staff (also targets Outcome 7).	• Mandatory online disability awareness training as part of induction package.
		• Develop a City of Fremantle access and inclusion training package to be used for face-to-face training for new staff/elected members and existing staff/elected members who have not attended.
		• Determine and schedule further training required for staff based on their role and other AIP Outcomes.
4.2	Staff will be aware of available information, resources and supports to provide excellent customer service to all.	• Resources, supports and grant opportunities related to access and inclusion will be provided to relevant staff.

Outcome 5.

People with disability have the same opportunities as other people to make complaints to the City of Fremantle.

Strategy		Action/s
5.1	The City's complaints process will be flexible and accessible to people with disability.	<ul style="list-style-type: none">Review and update the City's complaints process so that it is clear to staff and accessible to people with disability. To include different methods available for people to lodge complaints and referring to staff members with higher levels of training if required.
5.2	Staff and community members will be informed of the variety of methods available to register a complaint with the City.	<ul style="list-style-type: none">Develop and publicize user-friendly information on the City's complaint process, including the variety of methods that complaints can be made.

Outcome 6.

People with disability have the same opportunities as other people to participate in any public consultation by the City of Fremantle.

Strategy		Action/s
6.1	Community engagement will be accessible, well-promoted and flexible, engaging all sectors of the community.	<ul style="list-style-type: none">Review the City's Community Engagement procedures to ensure that it is accessible to people with disability.

Outcome 7.

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

Strategy		Action/s
7.1	People with disability will be encouraged and supported to apply for roles with the City.	<ul style="list-style-type: none"> • Further establish networks with local Disability Employment Service providers.
		<ul style="list-style-type: none"> • Review and redesign recruitment policies and processes to ensure they are accessible to people with disability and include mechanisms to prevent discrimination against applicants with disability.
		<ul style="list-style-type: none"> • Ensure job descriptions and advertisements for positions are in line with the City's style guide.
		<ul style="list-style-type: none"> • Advertise positions in a wide range of formats and locations.
		<ul style="list-style-type: none"> • Develop a clear statement of the City's approach to disability.
		<ul style="list-style-type: none"> • Promote the City's statement on approach to disability to current and prospective staff.
		<ul style="list-style-type: none"> • Further develop an inclusive organisation culture through staff disability awareness training (see 4.1).
7.2	City workplaces will be accessible and safe for existing and new staff.	<ul style="list-style-type: none"> • Access funding and supports available to modify workplace buildings, facilities and equipment as required for existing and new staff.
		<ul style="list-style-type: none"> • Update OHS management to include safety assessment of workplaces for new employees with disability and existing staff with acquired disability.
		<ul style="list-style-type: none"> • Review emergency evacuation procedure and training to consider staff with disability and who may require assistance.
7.3	The City will create develop and customise employment opportunities and roles for people with disability.	<ul style="list-style-type: none"> • Investigate partnership/s with educational facilities for a traineeship and/or apprenticeship program for young people with disability.
		<ul style="list-style-type: none"> • Develop customised jobs for people with disability.
		<ul style="list-style-type: none"> • Target for employment 4% for people with disability.

Outcome 8.

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

Strategy		Action/s
8.1	Positive stories and achievements of local individuals with disability will be promoted to the wider community as opportunities arise.	<ul style="list-style-type: none"> Seek funding and partnerships for creative projects that raise community awareness of people beyond their disability.
8.2	Access and inclusion initiatives of the City of Fremantle, local businesses, clubs and community groups will be recognised and promoted.	<p>For Strategies 8.1 and 8.2:</p> <ul style="list-style-type: none"> Maintain and use database for people who are interested in access and inclusion in the City of Fremantle. Promote the following through a quarterly newsletter, social media, newspaper, website: <ul style="list-style-type: none"> Positive stories and achievements of local individuals with disability. Existing achievements and progress by the City of Fremantle. Best practice or improvements by local businesses, clubs and community groups.
8.3	Resources and support will be provided to businesses, clubs and community groups on access and inclusion.	<ul style="list-style-type: none"> Seek opportunities to nominate local services, businesses, groups and clubs for relevant awards.
8.4	Information and education will be provided to encourage and support the community to make dwellings and businesses accessible when building and renovating.	<ul style="list-style-type: none"> Develop a section on the Access & Inclusion webpage that provides information and resources for businesses, clubs and groups. Seek funding such a DSC participation and inclusion grants to provide access and inclusion training to local businesses, clubs and groups. Provide information to new businesses on benefits and methods for making their business accessible. Share tips/resources related to access and inclusion with businesses via the Fremantle Trader.
8.4	Information and education will be provided to encourage and support the community to make dwellings and businesses accessible when building and renovating.	<ul style="list-style-type: none"> Research, develop and promote a collection of education materials on the benefits and methods for making dwellings and businesses accessible. Review the development application process to include providing education and resources on making dwellings and businesses accessible.