



Access and Inclusion plan

2021–25





Access and Inclusion plan

Alternative Formats

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Acknowledgement of Country

Kaya nidja Walyalup, wadjak boodja wer nyidiyang boodja. (Hello, this Freo Wadjak country and white fella country).

Ngalak kaadatj ngalang wadjak moort wirin keniny, kawininy, kakarookiny wer warangkiny. (We acknowledge our Wadjak families spirits celebrating, laughing, dancing and singing).

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.





Foreword by the Mayor

Way back in 2013, the City of Fremantle went out and asked its residents and ratepayers a simple question—‘what kind of place do you want Fremantle to be?’.

This was the first step in developing our Strategic Community Plan—an ambitious, aspirational plan for the future of Freo over the next decade or more.

They told us they wanted Freo to be:

A city that is clever and creative, inspiring and inclusive.

A city that welcomes and celebrates all people and cultures.

A city that encourages innovation, prosperity and achievement.

A compassionate city that cares for the wellbeing of our people and the environment we share.

A city that thrives on diversity, that dares to be different.

This new Access and Inclusion Plan is the embodiment of these values expressed by our community.

It’s designed to ensure that we are a city that’s inspiring and inclusive and welcomes and celebrates all people; that we are a compassionate city that cares for our people and thrives on diversity.

Freo is a great place to live, work and visit, and the City of Fremantle offers a tremendous range of facilities and services to its community.

This Access and Inclusion Plan will make sure everyone gets the chance to enjoy them.

Hannah Fitzhardinge
Mayor



Introduction

The City of Fremantle has an ongoing commitment to ensuring Fremantle is an accessible and inclusive community that provides equitable access to organisational facilities, services, and community life.

The Access and Inclusion Plan 2021–25 (the Plan) is a multi-year guiding document that aims to actively address barriers experienced by people with disability and other people who experience exclusion when accessing the City’s facilities, services, and activities. The Plan proposes solutions through a set of strategic priority actions.

The City recognises its role in not just enabling access and inclusion in all that we do but also promoting the value of a diverse and inclusive community. Inclusion is only possible when communities are inclusive for all people, including people with disability, culturally and linguistically diverse (CaLD), Indigenous and people from the LGBTQIA+ (lesbian, gay, bisexual, transgender/gender diverse, queer, intersex, asexual and questioning) communities.

Building on the success of previous initiatives the Plan provides new opportunities to further ensure that challenges faced by many people living, working in, or visiting the Fremantle community are acknowledged and addressed.

The Plan has been developed through evaluation and engagement with an external consultant and a key stakeholder working group representing people with disability, local service providers, community members and advocates.

Purpose

The City of Fremantle continues to make significant progress to improve access and inclusion for people living, working in, and visiting Fremantle.

The City’s Access and Inclusion Plan 2021–25 is a strategic guiding document, developed to reflect the broader range of community members that can benefit from an inclusive and accessible community and built environment.

The Plan sets actions and priorities for the next five years, to address and respond to barriers faced by people with disability, and to better understand and address access and inclusion issues that are experienced by other members of our community. The purpose of the Plan is to ensure that all people can have equitable access to mainstream information, services, and facilities, and are provided with the same opportunities to participate in community life.

It is a requirement under the Western Australian Disability Services Act 1993 (amended 2004) that local government authorities develop and implement a Disability Access and Inclusion Plan, working to achieve seven legislated outcomes.

- 1. Accessing services and events**
- 2. Accessing buildings and facilities**
- 3. Accessing information from the City**
- 4. Equitable access to City customer service**
- 5. Accessible complaints processes**
- 6. Equitable participation in City consultation**
- 7. Employment opportunities with the City**

The City is proud of its commitment to meeting the requirements of the legislation, while recognising that barriers continue to exist. There is still considerable work required to achieve full inclusion in the Fremantle community.

This consists of increased active support and advocacy for diversity in the Fremantle community and within the organisation. The City recognises the need for an intentional starting point in acknowledging and addressing the barriers that are experienced by people from culturally and linguistically diverse (CaLD) backgrounds, and people from the LGBTQIA+ (lesbian, gay, bisexual, transgender/gender diverse, queer, intersex, asexual and questioning) communities. Including to seek further understanding of the lived experience that comes from intersectionality and the exposure of a person to overlapping forms of discrimination and marginalisation based on their identity¹.

The following additional outcome has been included in this Plan as a commitment to our community from the City:

1. Create a connected and inclusive City that actively, embraces and celebrates diversity.

Definitions

Disability: may be defined as any physical, sensory, neurological, intellectual, cognitive, or psychiatric condition that can impact on a person's lifestyle and/or everyday function.²

¹ [Understanding intersectionality | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/understanding-intersectionality)

² www.disability.wa.gov.au 2020

This Plan seeks to address the impacts of the social model of disability. Challenging the physical, attitudinal, communication and social environment to change to enable people with impairments to participate in society on an equal basis with others.³

Removing barriers creates equality and offers people with disability, carers, and from diverse communities more independence, choice and control. Barriers include:

- **Access:** comprises physical barriers to the natural and built environment. This includes facilities, streetscapes, parks and open spaces, including access to City services, information and employment opportunities.
- **Inclusion:** actively addressing and removing social barriers that exclude, often unintentionally, people with disability or from Indigenous and diverse communities, in participating in community life. This includes access to City services, information, and employment.
- **Attitudinal:** the social and environmental barriers that may prevent people with disability, carers, from culturally and linguistically diverse (CaLD) backgrounds, and people who identify as LGBTQIA+, to participate in community life.



³ [Social model of disability – People with Disability Australia \(pwd.org.au\)](https://www.pwd.org.au)

Legislative and strategic alignment

Meeting the requirements of the WA Disability Services Act 1993 (amended 2004), the Plan is reportable to the Department of Communities annually and aligns with relevant legislation including:

- Equal Opportunity Act 1984
- Commonwealth Disability Discrimination Act 1992
- The Disability (Access to Premises Buildings) Standards 2010

The City of Fremantle's Strategic Community Plan 2015–25 outlines the vision of Fremantle to be a compassionate City that cares for the wellbeing of people and the environment. Under the Focus Area of 'Health and Happiness' the City aims to create a physical and social environment where it is easy for people to lead safe, happy and healthy lives.

Commonwealth Disability Discrimination Act 1992		
WA Disability Services Act 1993 (Amended 2004)		
	The City of Fremantle Strategic Community Plan 2015–25	
State Disability Strategy 2020–30 The Strategy aims to protect, uphold and advance the rights of people with disability. The four pillars of change include; <ul style="list-style-type: none">• Participate and Contribute• Inclusive Communities• Living Well• Rights and Equity	Access and Inclusion Plan 2021–25	<ul style="list-style-type: none">• Equal Employment Opportunity and Diversity Plan 2020–24• Age Friendly Plan 2019–24• Walyalup Reconciliation Action Plan 2019–22• Community Safety and Crime Prevention Plan 2019–24
	Plan implementation	
	Annual reporting	
The City of Fremantle is a welcoming, diverse and inclusive city for people of all abilities, cultures, gender and sexuality.		



Our community

The City of Fremantle comprises the suburbs of Beaconsfield, Fremantle, Hilton, North Fremantle, O'Connor, Samson, South Fremantle and White Gum Valley. The City retains its old town layout and many heritage sites giving Fremantle its distinctive character and charm.

The City provides a wide range of services and facilities and is a transport hub for the region. Adding to the current population of an estimated 30 000 people, many people commute to Fremantle for work and the City hosts more than one million visitors per year. The Fremantle community has a strong sense of identity and is characterised by the celebration of diversity.

Fremantle community⁴

4.7%

of residents in the City of Fremantle require assistance with core activities; higher than the greater Perth metropolitan average (3.9%)

A higher proportion of the Fremantle community also provide unpaid assistance to a person with a disability (**11.1%**) compared to the greater Perth metropolitan area (**9.9%**). This highlights the need to also address support of carers in our community.

Across the City of Fremantle there is a significant number of single person households at **31.9%**.

O'Connor, Fremantle and North Fremantle are above this average.

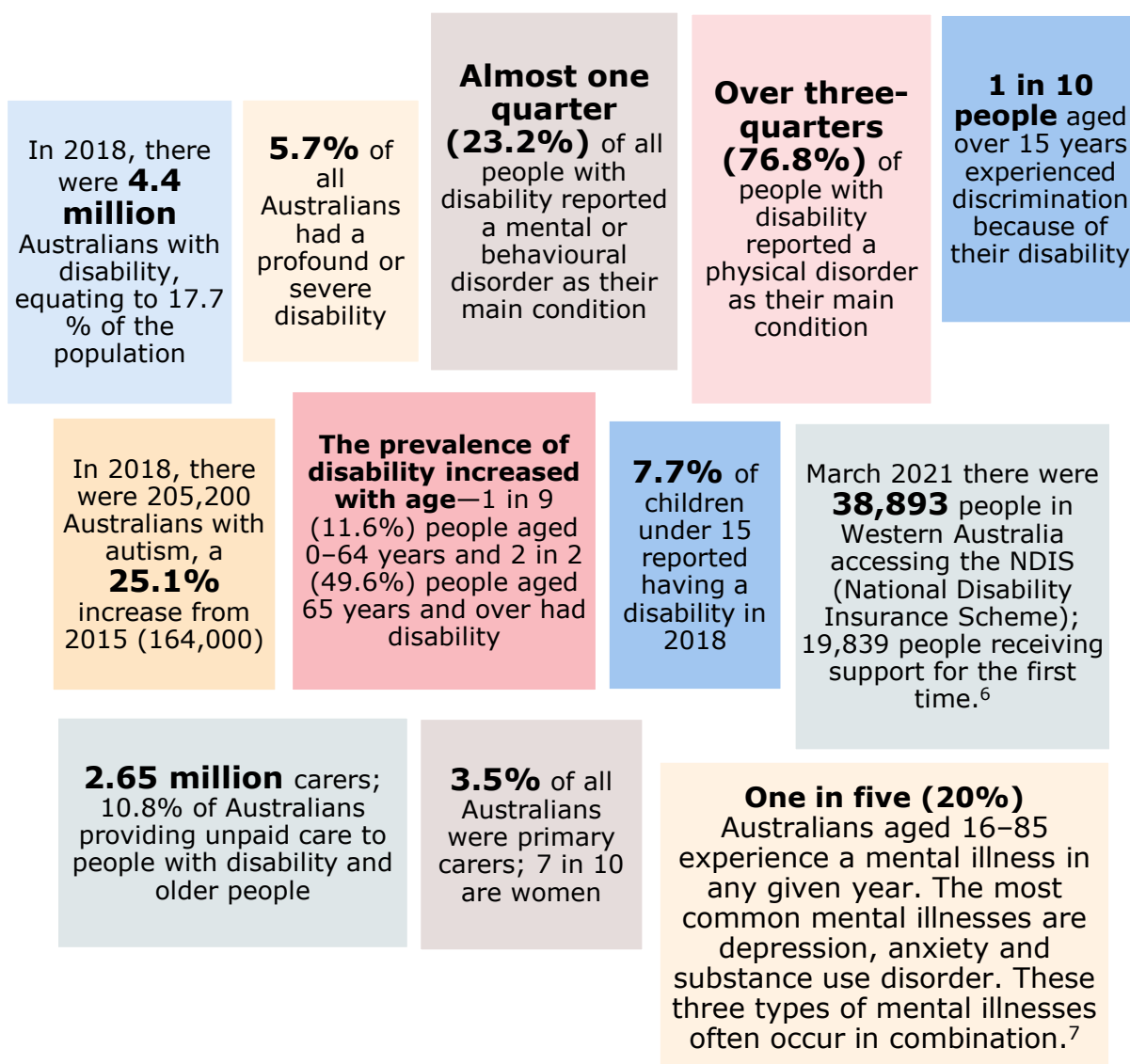
The City of Fremantle has a lower proportion of people born overseas (**30.1%**) compared to greater Perth (**36.1%**). The majority are from North-West Europe (**13.9%**), Southern and Eastern Europe (**5.8%**) and Sub-Saharan Africa (**1.8%**). The majority (**68%**) of people have lived in the City for more than a decade.

A destination city

Fremantle is often ranked as the state's most visited tourist destination outside of the Perth CBD, attracting over **1.2 million** national and international tourists each year. (Tourism WA)

⁴ ABS Data by Region: City of Fremantle (2016)

Disability in Australia⁵



⁵ ABS Data 2018 www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release

⁶ [Western Australia | NDIS](http://WesternAustralia|NDIS)

⁷ [Black Dog Institute.org.au](http://BlackDogInstitute.org.au) 1-facts_figures.pdf (blackdoginstitute.org.au)



Community consultation

In 2019, the City of Fremantle initiated a process to develop this Plan with a review of the previous Access and Inclusion Plan 2016–20 and community engagement.

The review evaluated areas of achievement, further opportunities to be explored and new areas of priority actions. The actions in this Plan have been developed based on community and stakeholder engagement, demographic data and the strategic priorities of both the City of Fremantle and State Government.

Community engagement was undertaken in three stages, with stage two under the direction of an external Consultant in conjunction with the City. A detailed summary of community engagement can be found in the Access and Inclusion Engagement Report 2020 on the City of Fremantle Access and Inclusion webpage (mysay.fremantle.wa.gov.au).

Stage One: Planning and awareness

The City formed an Access and Inclusion Plan Working Group comprising of people with disability, community members and disability sector employees. Awareness and promotion of the Working Group and the new Plan was undertaken via:

- In-person attendance at community events celebrating people with disability.
- Print and online media channels.
- Direct communication with stakeholders.

Stage Two: Community and stakeholder engagement

In conjunction with the community and identified stakeholders, this stage of engagement raised awareness of disability and access and inclusion with both targeted and broader community, identifying:

- Barriers Fremantle residents, visitors and workers face accessing and participating in community life.
- Opportunities to improve the City's services, facilities, access to information, events and services, consultation, and complaints processes.

Engagement methods included:

- Workshops for community members and City staff.
- Online engagement (My Say Freo).
- Hard copy surveys and comment boards at public places.
- Survey assistance session at Fremantle Library.
- Working group meetings.



Stage Three: Consultation on draft plan

Sought feedback and potential improvements on the draft actions, including:

- Review by Access and Inclusion Working Group.
- Review by Access and Inclusion Officer and key City staff.
- Online community feedback (My Say Freo).
- Hard copy survey with submission boxes at the Meeting Place and Fremantle Library.
- Drop-in session at the Fremantle Library.
- Direct consultation with representatives from This n That- Southside Queers, and other local community advocates.

Our focus areas and outcomes

The key findings captured through the review and community engagement process were assessed and refined into three focus areas. These provide a framework for priorities and actions that build upon the previous and ongoing work done by the City, while delivering our legislated outcomes. Actions where the City has direct control or influence to achieve the legislated outcomes were prioritised for inclusion in the Plan.

The three key focus areas are:

Focus Area 1: Diverse, inclusive and thriving communities

We will work to build Fremantle as a welcoming, connected, and inclusive City for all people of all abilities, cultures, gender, and sexuality. Building a vibrant and safe city of equitable opportunities for participation, and facilitation in cultural events and community programming. Achieving the following outcomes:

- Accessing services and events
- Create a connected and inclusive City that actively, embraces and celebrates diversity

Focus Area 2: Accessible places and spaces

We will work to deliver accessible places and spaces so people with disability can travel throughout the City with convenience and all members of our community can safely access facilities. Our work will provide the foundations for inclusive participation. Achieving the following outcomes:

- Accessing buildings and facilities



Focus Area 3: Equitable access to City services

We will work to provide and promote equitable access to all City services for people with disability, from CALD, LGTBQIA+ and Indigenous communities. Including improved access to information, customer service, complaints process and employment. Achieving the following outcomes:

- Accessing information from the City
- Equitable access to City customer service
- Accessible complaints processes
- Equitable participation in City consultation
- Employment opportunities with the City

Monitoring, reporting and review

The Disability Services Act 1993 (amended 2004) states that public authorities must review their access and inclusion plans a minimum of every five years over the seven outcome areas. If amendments are required, a community engagement processes will be followed.

The City of Fremantle, through the Community Development directorate, will provide annual progress reporting to the Department of Communities (the Department who oversees the requirements for reporting against the Disability Services Act). This annual reporting will include reporting against the actions in the City's Equal Employment Opportunity and Diversity Plan 2020–24.

Internal reporting on the Access and Inclusion Plan will occur annually through the Annual Report and quarterly through the Corporate Business Plan process.

Acknowledgements and thanks

The City of Fremantle would like to acknowledge everyone who provided feedback during the review of the previous plan and the development of the Access and Inclusion Plan 2021–25.

Thanks, and appreciation to the members of the Access and Inclusion Plan Working Group. Representatives of people with disability, community members and, disability sector employees that are committed to supporting the City in creating an inclusive, accessible and diverse community.

Your collective contributions have been incorporated into this document.








Access and Inclusion Plan 2021–25 Action Plan

Focus Area 1: Diverse, inclusive and thriving communities


Examples of ongoing achievements:

- **Fremantle International Street Arts Festival:** In 2019 improvements were made to the festival map (online and in print) with information on accessible parking and accessible toilet locations added. The Festival was audio described through DADAA to enhance live performances for people with impaired vision.
- **Wide-Angle Film Festival:** The City in partnership with WA Maritime Museum hosted the state's first Wide-Angle Children's Program, featuring fully accessible screening, AUSLAN interpreter for Welcome to Country, designated quiet space and free ACROD parking.
- **Memory Café at Fremantle Arts Centre:** Established in September 2019 to provide an opportunity for social interaction to aide in the reduction of loneliness, depression and feelings of isolation for people experiencing dementia, their carers, and friends and family.
- **Community Facebook group 'Fair Go Freo—inclusion, equality and community connection':** Allows for the exchange of information and events for people with disability, CALD and LGBTQIA+ communities.
- **Buster 'Sensory Sessions':** Creating more welcoming, quiet spaces suited to children and families with sensory challenges.
- **Neighbour to Neighbour:** Launched during COVID19 and now an ongoing project connecting vulnerable members of the community with their neighbours and community support systems.
- **Together Again Café:** Reconnecting socially isolated people with their neighbours and the community. Celebrating older people, culture diversity and people of all abilities.

Priority Action	Responsibility	Timeline				
		21/22	22/23	23/24	24/25	Ongoing
Outcome: Accessing services and events <i>Disability Service Regulations 2004: People with disability have the same opportunities as other people to access the services of, and any event organized by, the City of Fremantle</i> Our objective: All people have equitable access to City services and events organized by the City of Fremantle						
1. Continue to implement and expand on the City’s Access and Inclusion Checklist, that will apply to: a. Events and festivals produced by the City b. Events and festivals produced by a third party that are subject to City approval c. Community programming produced by the City	Community Development Directorate <ul style="list-style-type: none">EventsArts & Culture					
2. City events/festivals are accessibly promoted. with alternative formats communicated and available. a. Ensure all event/festival information is accessible online and in print, including social media. b. Consider opportunities for use of adaptive technologies to increase accessibility for major events (e.g. screens)	City Business <ul style="list-style-type: none">Economic Development Community Development Directorate <ul style="list-style-type: none">EventsArts & CultureCommunications					
3. Engage AUSLAN interpreters at major City civic and commemorative events (e.g. Anzac Day, Remembrance Day, Citizen of the Year Awards).	Community Development Directorate <ul style="list-style-type: none">Events					

<p>4. Deliver a range of inclusive community, learning, health and wellbeing programs that improve equitable access and participation for people with disability, carers, and people from diverse communities.</p> <p>a. Including acknowledgement of national and international days of awareness, such as:</p> <ul style="list-style-type: none"> • International Day of People with Disability, • Harmony Day • Wear it Purple Day LGBTQIA+ for Youth • PrideFEST • Homeless Week • Carers Week • One Day smoking ceremony • NAIDOC week • Children's Week • Disability Awareness week. 	<p>Community Development Directorate</p> <ul style="list-style-type: none"> • Lifelong Learning • Community Development Team <p>City Business</p> <ul style="list-style-type: none"> • Economic Development 					●
<p>Outcome: Create a connected and inclusive City that actively, embraces and celebrates diversity.</p> <p>Our objective: All people can culturally, socially and economically contribute to the community</p>						
<p>5. Advocate for an inclusive and diverse community by supporting and building the capacity of local sporting clubs and groups:</p> <p>a. Provide and promote information, history and culture to sporting clubs through Club Development programs, and the Act Belong Commit guidelines for positive mental health.</p>	Community Development Team	●				●

b. Adapt criteria in the City's Grants program to increase participation by people with disability, carers, the CaLD and LGBTQIA+ communities.						
6. Advocate to the community and commercial sectors to provide for the needs of all people: a. People with disability and their carers to receive equitable quality of customer service. b. Investigate opportunities for local businesses to promote safe spaces for people from the LGBTQIA+ community. c. Investigate opportunities for local business to access cultural and awareness training to better provide for the needs of both CaLD and LGBTQIA+ community members.	Community Development Directorate <ul style="list-style-type: none"> Community Development Team Communications City Business Directorate <ul style="list-style-type: none"> Economic Development 	●				●
7. Consideration of access and inclusion for visitors in future Destination Marketing strategic planning.	City Business Directorate <ul style="list-style-type: none"> Economic Development 		●			
8. Programming by the City to include artists and performers with disability, culturally and linguistically diverse (CaLD) and Indigenous backgrounds, and people who identify as LGBTQIA+.	Community Development Directorate <ul style="list-style-type: none"> Arts and Culture 					●
9. Identify issues and advocate with and on behalf of Fremantle's LGBTQIA+ community.	Community Development Directorate <ul style="list-style-type: none"> Community Development Team 		●			●

10. Frontline staff to complete training to increase understanding of safety concerns of transgender and gender diverse people	People and Culture					

Focus Area 2: Accessible places and spaces



Examples of ongoing achievements:

- **Leighton Beach change facility:** Improved to accommodate beach wheelchairs. The City of Fremantle will balance future beach facilities design intent that incorporates the Disability Discrimination Act (DDA), accessibility and family change requirements with access requirement for beach wheelchairs.
- **Fremantle Arts Centre Accessibility Audit:** Resulting in the development of a management plan to improve identified risks, with access and inclusion issues to be remediated where possible.
- **Leisure Centre:** All pools are accessible with a chairlift hoist, senior and junior aquatic wheelchairs available for use and three disability changerooms available, one of which equipped with a battery-operated hoist/sling to assist in showering and changing.
- **Parking Awareness Campaign:** Supported National Disability Services and the ACROD Parking Program in the 'This Bay is Someone's Day: Park Right Day and Night' community education campaign which aims to reduce the misuse of ACROD parking bays.
- **Quiet Hour in the Fremantle Library:** Adjusting to people's needs and working closely with Autism West and Alzheimers WA, a regular Quiet Hour Space was created in the Fremantle Library. The space caters to people with sensory challenges including autism and dementia.

Examples of projects under development:

- **Walyalup Civic Centre:** Will feature fully accessible toilets and change facilities, recharge scheme station, state of the art information and customer service centre.
- **Beach matting:** To be placed at Leighton Beach over the summer period each year through the success of grant funding from the Department of Social Services.
- **Beach wheelchairs:** Replacement with new user-friendly units, along with the purchase of Beach Walkers.
- **Walyalup Koort:** Children's play space designed in consultation with Autism Association of Western Australia.
- **Walk-Ability Project:** To map most accessible paths of travel through the City of Fremantle.
- **ACROD bays:** Review of distribution across the City of Fremantle.

Priority Action	Responsibility	Timeline				
		21/22	22/23	23/24	24/25	Ongoing
Outcome: Accessing buildings and facilities <i>Disability Service Regulations 2004: People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Fremantle</i> Our objective: All people have equitable access to City buildings and facilities within the City of Fremantle						
1. Maintain a register that identifies prioritised Access and Inclusion proposals (works / upgrades and amendments) for inclusion as part of the annual budget process: a. Develop a prioritised program of project proposals. b. Ensure all service areas include Access and Inclusion improvements as part of the annual business planning process. c. Use Access and Inclusion as a priority consideration as part of the City’s Capital Works scoring / assessment process. d. Upgrade facility naming conventions to be inclusive of people who are gender diverse.	Community Development Directorate <ul style="list-style-type: none">Community Development Team Infrastructure and Project Delivery Directorate <ul style="list-style-type: none">Asset Management	<div></div>				<div></div>
2. Ensure all new buildings and facilities incorporate design and address (and where possible, exceed) Minimum Disability (Access to Premises—Buildings) Standards:	Community Development Directorate <ul style="list-style-type: none">Community Development Team	<div></div>				<div></div>

<p>a. Develop systems and procedures to ensure that works, repairs, upgrades and changes in buildings consider improved accessibility and inclusion.</p>	<p>Infrastructure and Project Delivery Directorate</p> <ul style="list-style-type: none"> Asset Management 					
<p>3. Improve accessible parking and paths of travel throughout Fremantle, through the development of systems and procedures to ensure that:</p> <p>a. Design works consider the wider area/spatial connectivity and provide for enhanced access and inclusion.</p> <p>b. Works, repairs, upgrades and changes to City of Fremantle parking facilities, footpaths/paths of travel, assess and consider improved accessibility and inclusion.</p>	<p>Community Development Directorate</p> <ul style="list-style-type: none"> Community Development Team <p>Infrastructure and Project Delivery Directorate</p> <ul style="list-style-type: none"> Engineering Team 					
<p>4. Improve access and inclusion to City facilities in public areas—including parks, playgrounds, reserves and beaches, through the development of systems and procedures to ensure that:</p> <p>a. Design works consider the wider area/spatial connectivity and provide for enhanced access and inclusion.</p> <p>b. Works, repairs, upgrades and changes to facilities in public areas assess and consider improved accessibility and inclusion, where practical.</p>	<p>Community Development Directorate</p> <ul style="list-style-type: none"> Community Development Team <p>Infrastructure and Project Delivery Directorate</p> <ul style="list-style-type: none"> Parks and Reserves 					

Focus Area 3: Equitable Access to City Services

Examples of ongoing achievements:

- **City of Fremantle Business Cards:** Updated to accessible font size, with braille included for the Access and Inclusion Officer.
- **Lighthouse Awards:** The City received the Best Grant Funded Project Award for, 'Achieving an Inclusive Workplace' and 'Achieving an Inclusive Council and Workplace'.
- **Content audit and customer usability test of the corporate website:** Completed with information provided in accessible formats where possible, meeting the accessibility guidelines set by VisAbility WA, the WA Disability Services Act and WCAG 3.0.
- **Accessibility APP:** Developed in collaboration with Spinal Life to enhance the City's mapping program (ESRI).
- **Capacity building within City of Fremantle:** Including Disability Awareness Training for all new employees, upskilling of managers and supervisors on recruitment practices for people with disability and people experiencing mental health issues.
- **Equal Employment Opportunity and Diversity Plan 2020–24:** Implemented in June 2020, weaving Equal Employment Opportunity, diversity and inclusion principles through employment policies and practices.
- **Hard copy consultation:** Continuing to offer a range of participation methods for City-wide community engagement and consultations, including hard copy options at accessible locations and digital formats optimised for screen readers.

Priority Action	Responsibility	Timeline				
		21/22	22/23	23/24	24/25	Ongoing
Outcome: Receiving information from the City <i>Disability Service Regulations 2004: 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</i> Our objective: All people have equitable access to information						
1. Develop internal Digital and Print Accessibility guidelines to ensure all City information (print and digital) meets the State Government Access Guidelines for Information, Services and Facilities. a. Service areas apply Digital and Print Accessibility guidelines as part of any delivery of information from the business unit. b. Accessibility requirements are incorporated in the review process of the City’s Style Guide.	City’s Management Team Community Development Directorate <ul style="list-style-type: none">Communications	●				●
2. Identify and implement effective promotional strategies to engage people with disability, carers, aged and Indigenous residents in services provided by the City (e.g. waste and recycling, community planting days)	Community Development Directorate <ul style="list-style-type: none">Communications					●
3. Authentic use of images of people with disability and representing CaLD and LGBTIQ+, and Indigenous communities across City platforms and publications to accurately represent the diversity of the community.	Community Development Directorate <ul style="list-style-type: none">Communications					●

4. Review the distribution of ACROD bays based in the CBD area. a. Plan and develop ESRI mapping layers for ACROD b. parking and toilets.	City Business <ul style="list-style-type: none"> Information Technology Community Development Directorate <ul style="list-style-type: none"> Community Development 	●				
Outcome: City customer service <i>Disability Service Regulations 2004: People with disability receive the same level and quality of service from the staff at the City of Fremantle as other people receive from the staff of the City of Fremantle</i> Our objective: All people receive a quality and equitable service from the City						
5. Implement a program of disability inclusion, and cultural awareness training for City staff.	People and Culture					●
6. Review the Customer Service Charter and investigate opportunities to further improve the customer service experience for people with disability and low literacy levels, and language barriers.	Community Development Directorate <ul style="list-style-type: none"> Customer Service and Information 		●		●	

Outcome: Making complaints to the City <i>Disability Services Provision 2004: People with disability have the same opportunities as other people to make complaints to the City of Fremantle</i> Our objective: All people have an equitable opportunity to provide compliments, feedback and complaints to the City						
7. Investigate and implement accessible technology options to better capture feedback and grievances from people with a disability. a. Ensure that Access and Inclusion is incorporated in the technology upgrades and/or systems review processes.	Community Development Directorate <ul style="list-style-type: none"> Customer Service and Information 					●
8. Promote the City's complaint process through a targeted and accessible communications plan.	Community Development Directorate <ul style="list-style-type: none"> Customer Service and Information 					●
9. Provide best practice information to the community and commercial sectors to assist them in meeting the needs of people with disability to receive quality of service.	City Business <ul style="list-style-type: none"> Economic Development 					●

Outcome: Participating in City consultation

Disability Service Regulations 2004: People with disability have the same opportunities as other people to participate in any public consultation by the City of Fremantle

Our objective: All people have equitable access to information

10. All public consultation and community engagements offer accessible formats with a range of participation methods including disability related accommodations and barrier minimization to maximise inclusivity as per the City's Engagement Policy.	Strategic Planning and Projects Directorate <ul style="list-style-type: none">• Community Engagement Team• Communications					●
11. For high impact City-wide projects, actively seek representation of people with disability, carers, community, and services sector stakeholders for engagement. a. Ongoing informal consultations scheduled as required by City staff with people with disability and CALD organisations to engage in continuous feedback and services improvements.	Strategic Planning and Projects Directorate <ul style="list-style-type: none">• Community Engagement Team• Community Development Team			●		●
12. Engage in meaningful consultation with CaLD and LGBTQIA+ communities to directly inform and guide Council's strategic visions. a. Capture gender and culture diversity more accurately within the Fremantle community.	Community Development Directorate <ul style="list-style-type: none">• Community Engagement Team• Community Development Team		●			

Outcome: Employment Opportunities with the City

Disability Service Regulations 2004: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Fremantle

Our objective: All people have equitable opportunities to obtain, maintain and perform their work in a safe environment at the City of Fremantle

13. Provide for the needs of people with disability, culturally diverse, Indigenous and LGBTQIA+ to obtain and maintain employment at the City.
- a. Identify barriers and attitudinal shifts required.
 - b. Identify initiatives to increase the cultural awareness of the City workforce and support staff from diverse backgrounds.

People and Culture

