



TOWN of
EAST FREMANTLE



Town of East Fremantle

Access and Inclusion Plan

2025 -2030 Draft Plan





TOWN *of*
EAST FREMANTLE

Alternate Formats

This Access and Inclusion Plan is available in alternative formats upon request and includes:

- Electronic format.
- Email.
- Hard copy.
- Large and standard print.
- On the Town's website

www.eastfremantle.wa.gov.au



Contents

Acknowledgement of Country	3
Message from the Mayor	3
Introduction	4
Our Community.....	5
Achievements and progress since 2016.....	5
DAIP Review Process 2025	7
Community Consultation Summary – Key Findings	8
Summary of Community Priorities.....	9
Communicating The Plan to Staff and Community.....	9
Review and Evaluation Mechanisms.....	9
Review and monitoring	10
Evaluation	10
Reporting on the AIP.....	10
Strategies to Improve Access and Inclusion.....	10
Outcome 1: Services and Events	10
Outcome 2: Buildings and Facilities	11
Outcome 3: Information and Communication	12
Outcome 4: Quality of Service	12
Outcome 5: Complaints	12
Outcome 6: Participate in Public Consultation	13
Outcome 7: Employment.....	13

Acknowledgement of Country

The Town of East Fremantle acknowledges the Whadjuk people of the Nyoongar nation as the Traditional Custodians of the lands on which East Fremantle exists. We pay our respects to ancestors and Elders past, present and emerging and acknowledge their continued custodianship of Country. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, water and sea, and their rich contribution to society. We acknowledge the thousands of years of caring for Country.

Message from the Mayor

I am pleased to present the Access and Inclusion Plan (AIP) 2025 – 2030. The Town's AIP is a vital framework that reflects our commitment to creating an inclusive and accessible community for all.

It builds upon the progress we have made over the past five years and outlines strategies to ensure that people living with a disability have equal opportunities to access services, facilities, and community life.

The AIP also aligns with our Community Strategic Plan 2020-2030 and our vision of fostering an inclusive community that balances growth and sustainability.

Consultation with the community formed part of the review of our AIP and feedback has helped to identify key priorities and challenges including access to buildings and facilities, services and events and information and engagement.

Following the feedback the Town has devised strategies to address these priorities in the next five years.

I invite you to explore the plan and join us in our journey to create an inclusive and accessible Town for everybody.

Warm regards,

Tony Natale

Mayor



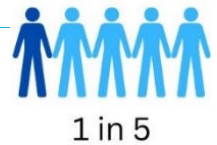
Introduction

The Town is committed to ensuring that people with disability have equal access to the Town's facilities and services. It is a requirement of the Disability Services Act 1993 that all local government authorities develop and implement an Access and Inclusion Plan (AIP).

The Town views the AIP as more than a legislative requirement and this aligns with the Community Strategic Plan 2020- 2030 and our vision statement being an "inclusive community and lifestyle, balancing growth and sustainability." It is estimated that almost everyone will permanently or temporarily experience disability at a point in their life and the Town aims to support the community by improving access and inclusion.

The below statistics show a summary of the number of people within Western Australia impacted by disability, collated in 2022 by the Australian Bureau of Statistics, Disability, Ageing and Carers, Australia: Summary of Findings identify the number of people living with disability.

1 in 5 Western Australians, or 515,600 people living in WA, had disability.



1 in 5

1 in 10 Western Australians aged 0-64 years had disability.



1 in 10

1 in 10 Western Australians with disability reported a schooling or employment restriction.



1 in 10

1 in 9 Western Australians with disability experienced discrimination in the past 12 months.



1 in 9

Our Community

The Australian Bureau of Statistics (ABS) 2024 records the resident population in East Fremantle as approximately 8361. According to the ABS Survey of Disability, Ageing and carers (2022), 21.4% of Australians or more than 1 in 5 people, identify themselves as having some form of disability. It is therefore estimated that there are approximately 1,600 people with disability living within the Town.

The Town of East Fremantle has an older population with approximately 20.5% of the total population over 65 years. This is relevant to the Town when planning the DAIP as key statistics taken from ABS Survey of Disability, Ageing and Carers (2022) states that the percentage of people with a disability increases from 15% in the 0 to 64 age range to 52.3% of people aged 65 years and over. The Town has the following percentage population by age groups:

- Persons 65-74 years –11.3%
- Persons 75-84 years – 6%
- Persons 85 years and over – 3.2 %

Achievements and progress since 2016

The Town has made significant progress over the years to improve access and inclusion for the community. The key achievements include:

- The renovation of the Town’s administration building to include a wheelchair friendly front counter, this can also be used as a seated counter for customer comfort and the installation of a lift in the building allows access to Council chambers for meetings and events.
- The Town is committed to continuous communication improvements including regular updates and maintenance of the website www.eastfremantle.wa.gov.au.
- The Town’s first Public Health Plan 2018-2022 was adopted by Council in October 2018. The plan has since been updated to align with the Town’s other Strategic and Community Plans and is in place until 2027. The vision of the plan is “to protect, promote and enhance the health, wellbeing and quality of life of our community.” The Public Health Plan 2022-2027 aligns with the DAIP with the provision and delivery of services, objectives and outcomes for the community.
- The Town’s events, and events that the Town partners in are designed to be inclusive including;
 - Accessible toilets

- ACROD parking close to the event.
- Provision of AUSLAN interpreters at large scale significant events.
- Accessible buildings, event spaces and footpaths.
- In 2019, the Town partnered with Injury Matters to deliver a Falls Prevention Program with 12 residents over an 8-week period. The Program was proven to have increased strength and balance, improving the mobility of the participants therefore reducing the likelihood of falls.
- The Neighbourhood Link program is delivered by the Town with funding from the Commonwealth Government to provide services under the Home and Community Care (HACC) program. The Town is an approved provider under the Commonwealth Home Support Program (CHSP). Some of the services provided include:



- Centre Based Day Care, including summer programs.
- Centre Based Meals
- Centre Based Transport, including social support outings and summer holiday outings program.
- Centre Based Respite
- Flexible Respite
- Social Support – Individual and Group



- The Town's footpaths are audited annually with maintenance schedules implemented to improve access for people with disability, wheelchairs and prams. Pram ramps were installed in conjunction with footpath renewal.
- A universal public toilet complex was installed in Glasson Park. The complex includes one unisex toilet and one universal access toilet. Features include external handsfree hand basin, timed lockable doors, sensor lights and automatic hand dryer. Concrete pathways assist in easy access around this park and to the toilet facilities.
- The Town collaborated with St John Ambulance WA and sporting clubs and public buildings to ensure an even spread of defibrillators in external locations throughout the Town. The community first responder program is a free service that aims to get defibrillators to cardiac arrest victims in the vital first minutes.
- A priority bin service is provided to any resident that needs the service, this includes collecting the bin from the property, emptying the bin and returning.
- The East Fremantle Community Park opened in May 2024. It is designed for accessibility and inclusion. It features hearing assistance, wheelchair-accessible

grandstand parking on both ground and first floors and an all-abilities gym with enthusiastic personal trainers offering customized exercise programs. The park also includes a continuous footpath around the WAFL-grade football oval, ample parking, and is close to public transport. Open to the entire community, it boasts lawn bowl greens, croquet, a playground, a skate park, two basketball half courts, and a café and restaurant.

- The Town participated in the yellow bag collection service provided by Good Sammy's to collect textiles directly from households, this was completed in 2024 and 2025.

DAIP Review Process 2025

The process included the following steps:

- Review of the Disability Access and Inclusion Plan 2020-2025 and review of annual reports to identify what has been achieved and what further work is required.
- Examination of other council documents and strategies.
- Investigation of contemporary trends and good practice in access and inclusion.
- Consultation with the all the relevant Town staff involved in access and inclusion delivery.
- Consultation with the community on The Town's DAIP occurred from the 1 April 2025 to 28 April 2025. Anyone with an interest in the Town's plan was asked to complete a survey to inform the updated Disability Access and Inclusion Plan. Surveys were available on-line and in hard copy. A total of 19 completed responses were received.
- The community was informed about the community consultation through various measures, including;
 - Survey
 - Advertised in the Herald
 - Article in Across the Town (monthly advert)
 - Article in eNewsletter
 - Article on latest news (Town website)
 - Consultation on consultation page of the website
 - Social media posts
 - Digital noticeboard at front counter at the Town Hall
 - Emails
- The MARKYT Community Scorecard data provided an analysis of results from people who have disability or impairment. The Scorecard was produced as part of the Community Perceptions Survey undertaken in March 2023 by Catalyse Pty Ltd.

Community Consultation Summary – Key Findings

As part of the DAIP review process, community feedback was gathered. The following issues were identified:

Access to Buildings and Facilities

- Footpaths and Pedestrian Routes:
 - Significant concerns about uneven and unsafe footpaths throughout the Town, particularly:
 - Around Moss Street and the East Fremantle Community Park.
 - Foreshore paths (trip hazards for older residents).
 - Debris and vegetation creating slip hazards.
 - Inadequate or blocked pram ramps and kerb cuts, forcing wheelchair users onto roads.
- Public Toilets:
 - Limited availability and long wait times for toilets at Fremantle Library.
 - Requests for more accessible toilets at the foreshore and other public spaces.
- Parking:
 - Insufficient accessible (ACROD) parking bays, especially near the community park.
 - Parking bays blocked during events by football club volunteers.
 - Need for additional general parking at parks and busy areas.
- Public Transport Infrastructure:
 - Lack of shelter and seating at many bus stops, with some shelters removed.
 - Calls for installation of shaded, weather-protected bus shelters across the Town.
- Beach and River Access:
 - Suggested improvements for wheelchair access to the beach near Zephyr's Café.
 - Ongoing desire for accessible paths and ramps along the riverfront.
- Facility Access:
 - Request for a ramp connecting the East Fremantle Community Park carpark (Carnaby Close) to the forecourt area (Pilates studio).

Access to Services and Events

- Staff Training:
 - Some staff may lack awareness or confidence in serving people with disability.
 - Opportunity to improve frontline staff training on inclusive service delivery.
- Communication Technology:

- Call for improved support for people with hearing loss, including phone systems with compatible audio equipment at Council offices.

Information and Engagement

- Promotion of Services:
 - Many community members feel unaware of the Town's access initiatives and programs.
 - Request for better communication about what the Town is doing to support access and inclusion for people with disability, not just the elderly.
- Community Engagement:
 - Desire for ongoing, year-round engagement—beyond surveys—to understand and address access issues.
 - Requests to advertise volunteer opportunities more broadly.

Summary of Community Priorities

- Improve footpath conditions and ensure clear, safe pedestrian routes.
- Upgrade bus stops with shade and seating.
- Provide more accessible toilets and parking bays.
- Enhance beach and river access for wheelchairs.
- Invest in staff training and accessible communication technologies.
- Improve visibility and promotion of Town initiatives and opportunities.

Communicating The Plan to Staff and Community

- The Draft AIP will be published on Town's website and the community notified via newspaper advertisement and social media.
- Following endorsement by the Council the plan will be provided to the Department of Communities and copies of the plan will be available to the community upon request in alternative formats as required.
- The finalised AIP will be published on the Town's website.

Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to AIPs. The Town's AIP will be reviewed at least every five years, in accordance with the Act. The AIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the AIP is amended, a copy of the amended plan will be lodged with the Department of Communities.

Review and monitoring

- The Town's Executive Group meet on a weekly basis and can consider matters of disability access and inclusion on a case-by-case basis.
- The review of the Town's AIP will be included in the AIP 2025-2030 which will be submitted to the Department of Communities in 2030.
- The Senior Environmental Health Officer will prepare a progress report each year on the implementation of the disability access and inclusion plan, including:
 - Its progress towards the desired outcomes of its AIP.
 - The progress of its agents and contractors towards meeting the seven desired outcomes; and
 - The strategies it used to inform its agents and contractors of its AIP which are (listed – e.g. through tender documentation, through contract or contract variation, by email or by correspondence).

Evaluation

- Once a year prior to 31 July, the Town provides a progress report on the AIP to Department of Communities.
- As part of the evaluation process, staff and councillors will be surveyed on how they think the AIP is working and ideas for improvement may be submitted.

Reporting on the AIP

Council will report on the implementation of its AIP through its annual report and the prescribed proforma to the Department of Communities by 30 June each year.

Strategies to Improve Access and Inclusion

As a result of the consultation process and in support of the following overarching strategies the Town of East Fremantle will undertake to improve access to its services, buildings and information from 2025-2030.

The seven desired outcomes provide a framework for improving access and inclusion for people with disability in the Town of East Fremantle.

Outcome 1: Services and Events

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

Strategy
Ensure that people with disability are provided with an opportunity to comment on access to services.
Continue to monitor the Town's Access and Inclusion policy to ensure it supports equitable access to services by people with disability.
Continue to support the City of Fremantle with the delivery of the library facility and programs. Including access, homebound service and programs including Storytime and Buster.
Continue to align Council plans and strategies with the DAIP principles.
The Town will ensure that any events are organised to be inclusive and accessible.

Outcome 2: Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy
All new or redevelopment works provide access to people with disability in accordance with the National Construction Code.
Ensure all premises and other infrastructure related to transport facilities are accessible.
Review existing and plan for additional ACROD parking to meet the demand of people with disability in terms of quantity and location. Continue to ensure all relevant private developments include ACROD parking.
Ensure that parks and reserves are accessible, by using the concept of Universal Design in all new facilities and amendments to existing facilities.
Improve access to the Swan River and foreshores for people using wheelchairs and other accessibility aids.
Promote the public facilities that are accessible and disability friendly on the Town's website.
Footpath audits completed and renewal program instigated on an annual basis.

Outcome 3: Information and Communication

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy
Improve community awareness that Town information can be made available in alternative formats upon request.
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats. Included in the induction package and regular staff training.
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.

Outcome 4: Quality of Service

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Strategy
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats.
Deliver targeted training and resources to Town staff to equip them with the knowledge, skills, and confidence required to provide high-quality service to all individuals and organisations.

Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to a public authority.

Barrier
Complaint systems are easy to find, easy to access and easy to use for all people.
Improve staff knowledge so they can facilitate the receipt and resolution of complaints from people with a disability including non-visible disabilities.

Barrier
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability.

Outcome 6: Participate in Public Consultation

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Strategy
Consider access for people with disability in the planning, design and delivery of public consultation.
Promote community engagement using a range of communication methods with consideration to the needs of the community.
Improve access for people with disability to the established consultative process of Council.

Outcome 7: Employment

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy
Adopt inclusive recruitment practices in our position applications in line with Equal Employment Opportunity principles as outlined in our Recruitment Procedure Policy. The Town's job advertisements encourage applications from people of all abilities, reflecting our commitment to inclusive and equitable hiring practices.
Promote an inclusive organisational culture that recognises and supports the contributions of people with disability.
Provide a variety of learning opportunities and resources that equip staff to understand and foster an inclusive, accessible, and culturally safe workplace.

For more information please Contact:

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