

**Insight**

Workforce and business consulting

TOWN OF  
**CLAREMONT**  
Est 1898

# *Disability Access and Inclusion Plan 2022-2026*



*There is no greater disability in society than the inability to see a person as more*



There are many great things to do in the Town of Claremont. There are parks to enjoy, a pool to swim in, and fun events you can join in with. You can also go to our library, and if you need to know anything about where you live, you can ask us and we will do our best to help you.



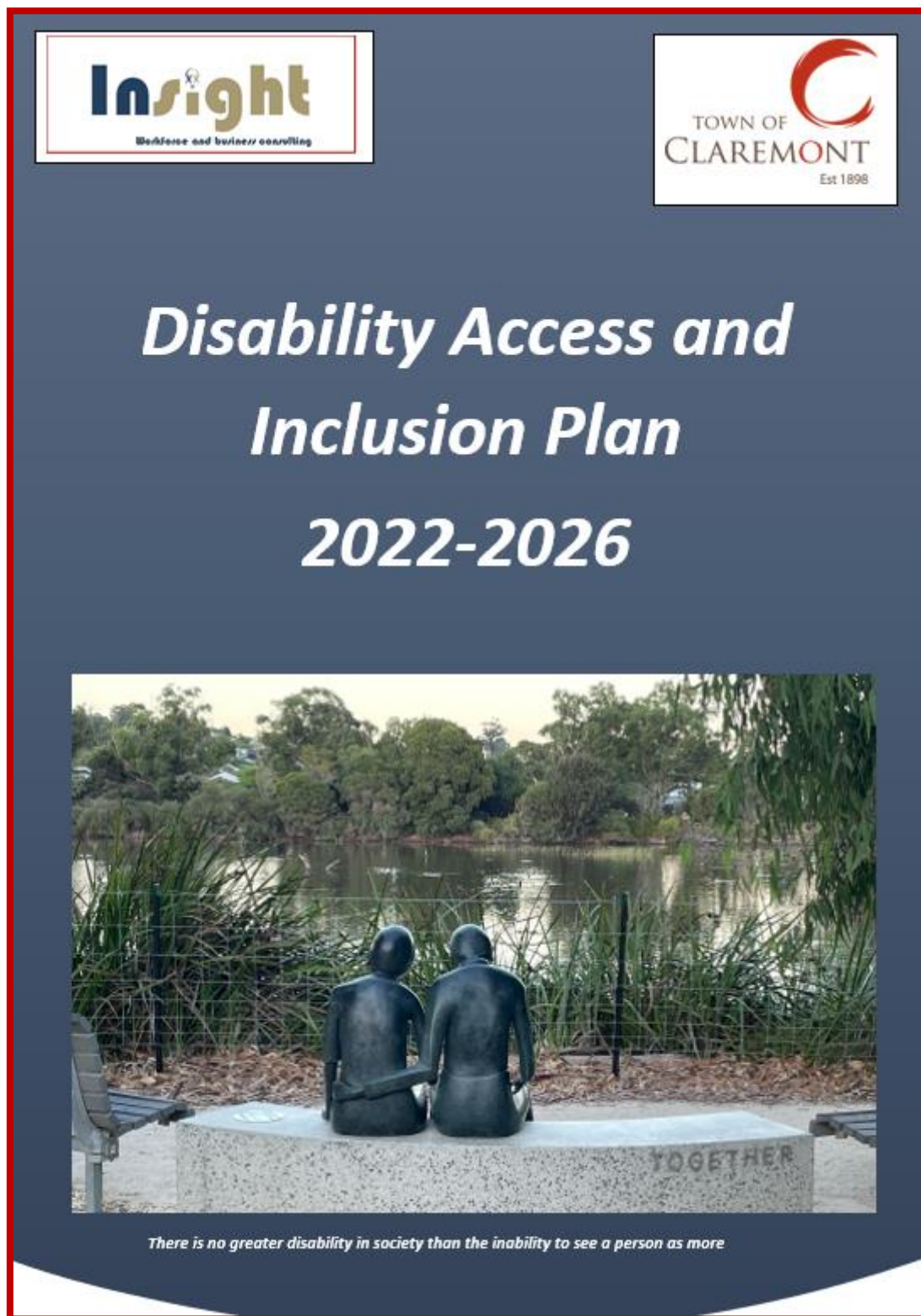
Sometimes, people with disability have problems joining in with these activities. For example, a person in a wheelchair cannot walk up stairs. A person who can't see properly may not be able to read our website, and a person who is not able to hear well may not be able to be included in events we hold.



The Town of Claremont works very hard to fix these problems as we believe it is the right thing to do. The Western Australian Government also tell us to fix these problems, and we create a plan to reduce problems for people with disability.



The plan the government asks us to write is called a ***Disability Access and Inclusion Plan***. This is what our plan looks like:



Access means making sure people with disability can use our buildings, parks, information and footpaths, without any problems.



Inclusion means making sure people with disability are included in community events and services, just the same as everyone else.



Our last plan went from 2018 to 2022. It has just finished, and we have written a new one to take us to 2026.

In our last plan, we made lots of improvements. Some of the things we did were:

Improving the changerooms and toilets at McKenzie Pavilion



Installing a handrail at the Aquatic Centre. We also improved some facilities



Improving the path at Mrs Herbert's Park for better wheelchair use





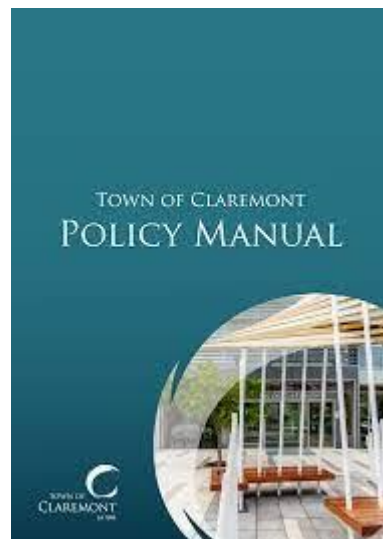
Improving the  
Claremont Museum



Placing subtitles on our  
videos

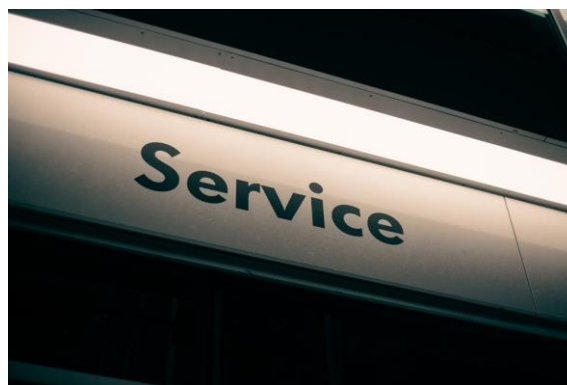


Making better policies  
for people with  
disability

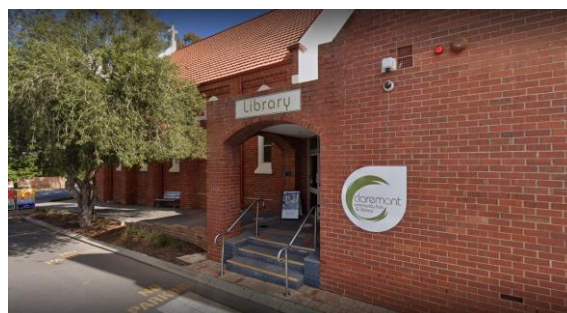


But we need to do more! Over the next five years, we have made goals in eight areas. They are:

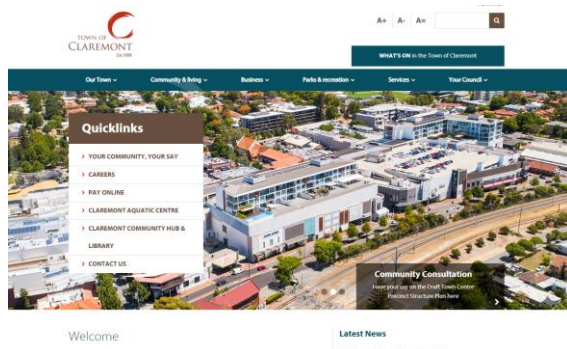
1. **Services and Events**: We will improve our services so people with disability can join in.



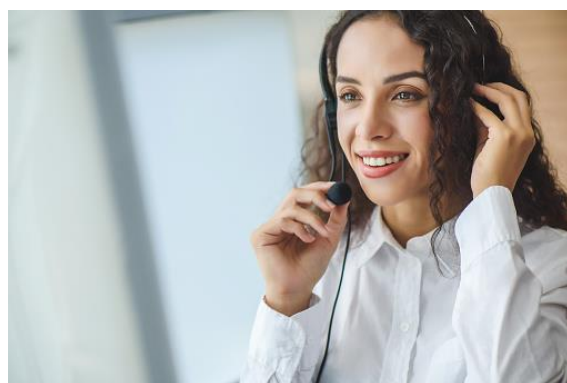
2. **Buildings**: We will improve our buildings so it is easier for people to move around.



3. **Information**: We will make information available to you in different ways.



4. **Customer Service**: We will make sure our staff are trained to support you, and to understand disability better.





5. **Complaints**: We will make it easier for you to give us feedback, or to complain.



6. **Consultation**: We will include you in important conversations.



7. **Employment**: We will encourage people with disability to apply for jobs with us, and make it easier for them to do this.



8. **Policies**: We will improve some of our policies and procedures to make them more disability-friendly.



Some of our plans include:

✓ We will hold events at venues which are disability-friendly, and try to improve technology in our buildings.



✓ We will promote the Companion Card so people with disability can be more involved in our community.



✓ We will improve signs, parking, toilets, playgrounds, parks and ovals.



✓ We will invite people with disability to tell us what is important to them when we are making big decisions.





✓ We will make our website better, and create different ways to share our news.



✓ We will train our staff about disability, including mental health, and help them make changes to improve services for people with disability.



✓ We will create a new Committee to help us make positive changes for people with disability.



✓ We will include people with disability in our workforce, or as volunteers.



✓ We will make our policies easier for people to read and understand.



Over the next five years, we will make sure we are on track to achieve our goals, and we will even report back to the Government to let them know how we are going.

There is a lot more we have planned. If you would like to know more, you can:

Come and visit us at:  
1/308 Stirling Highway,  
Claremont



or call us on: 9285 4300



or email us on:  
[toc@claremont.wa.gov.au](mailto:toc@claremont.wa.gov.au)



We would love to hear from you.



## Feedback form

We are always interested in anything you might want to tell us, whether you tell us we are doing something well, or you would like us to do something better.

Things I like:

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Things I don't like:

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