

Town of Cambridge **Disability Access and Inclusion Plan 2019 - 2022**



ACCESSIBLE INFORMATION:

This document provides details about how the Town of Cambridge (The Town) will improve access to its facilities and inclusion to its services for people with disability in accordance with the outcome areas as stated in the Western Australian Disability Services Act 1993 (amended 2004).

The Town of Cambridge can provide this document in an alternative format on request. Alternative formats could include:

- in an electronic format;
- in hard copy format in both standard and large print;
- in an audio format on cassette or compact disc; and
- by email and on the Town's website.

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1.0 FORWARD

The Disability Services Act 1993 (amended 2004) requires all local governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to assist in planning and implementing improvements to access and inclusion. These plans can benefit many people in the community including people with disability, the elderly, parents and carers with young children, workers with trolleys and people from culturally and linguistically diverse backgrounds. The Town's DAIP meets the requirements of the Disability Services Act 1993.

In 2018 the Town of Cambridge reviewed its 2015 – 2018 DAIP and developed a new DAIP 2019–2022. This new DAIP¹ includes strategies to address access barriers and promote inclusion, identified through the review and consultation with our community. Costs associated with these will be ascertained and budgeted accordingly.

Consultation was undertaken with the Town's staff and the broader community, through surveys and face to face meetings and forums. The community consultation was promoted through the local newspaper, the Town's website, notices at various Town facilities and by invitation.

The Town of Cambridge serves a population of approximately 28,426¹ covering 22 square kilometres. The Town is recognised for its many regional parks and recreational facilities.

The Town of Cambridge has other plans and strategies that compliment and support the intent of the DAIP, these include:

Local Planning Strategy

The Local Planning Strategy, which is currently in draft form, will provide strategic direction for future town planning and development. The strategy will consider a diverse range of issues, including; future housing needs, demographics, transport, infrastructure, community facilities, commercial activity, local employment and the natural environment.

Strategic Community Plan 2018 – 2028

The Strategic Community Plan outlines the Town of Cambridge community's long-term vision, values, aspirations and needs for the next 10 years. It guides the priorities for future Council projects through addressing the main challenges for the future and sets out the strategies and key actions required to achieve the vision.

Age-Friendly Community Plan 2018

The Age-Friendly Community Plan was endorsed by Council in May 2018. It provides a framework for supporting older residents by connecting them to services, facilities and experiences that assist them to age-in-place and participate in local community life.

1 ABS estimated resident population, 2017

OUR VISION - Cambridge: the best liveable suburbs

The Town is endowed with a range of housing, employment, and lifestyle opportunities. Our inner city charm, character laden suburbs, extensive parkland and quality streetscapes reflect who we are, what we value and what we offer. Our activity hubs, mixed-use areas and events create a sense of community, belonging and wellbeing for residents of all ages. These are all community values we seek to protect and enhance in the future.

The Council is committed to ensuring that the Cambridge community is accessible and inclusive for people with disability, their families and carers and other members of the community who have access considerations.

The Town's Community Development Department along with the Disability Access and Inclusion Working Group will continue to oversee the Disability Access and Inclusion Plan. The Town will continue to strive to create a welcoming and inclusive community for all through this 2019-2022 Disability Access and Inclusion Plan.



2.0 BACKGROUND

2.1 Town of Cambridge

The Town of Cambridge occupies a small part of an ancient land. This land was once covered by water and the remnants of this geological area can be seen in the numerous limestone ridges, outcrops and bodies of water throughout the Town. Unique facilities and features of the Town include Bold Park with the Quarry Amphitheatre, Lake Monger, Perry Lakes Reserve, large metropolitan coastal beachfront (Floreat and City Beaches), the Wembley Golf Course (which prides itself on its reputation as WA's most accessible golf course) and Matthews Netball Centre (as part of Wembley Sports Park). All traditional outdoor sporting activities and facilities are provided for.

The Town is predominantly suburban in nature, and is characterised by lower density residential development, and higher density urban development within activity centres and along Cambridge Street. The key urban centres within the Town are West Leederville Activity Centre, Wembley Activity Centre and Floreat Forum which are generally linked by the Cambridge Street corridor. The Town does not have any major commercial or industrial centres. Public transport is provided solely by bus services with railway connections at the eastern end of the Town. This results in a high level of use and reliance on private vehicles.

An elected Council is comprised of the Mayor and eight Councillors with the municipality being divided into two wards, the Coast Ward and the Wembley Ward.

Localities within the area include:

- City Beach
- Floreat
- West Leederville
- Wembley
- Mt Claremont (part of)
- Daglish (part of)
- Jolimont (part of)
- Wembley Downs (part of)



2.2 Functions, Facilities and Programs

The Town of Cambridge has many existing facilities, functions and services which provide support for people with disability. Many other facilities, functions and services assist a wider range of people including seniors and those using prams and bikes. These facilities and services include:

- The Cambridge Library provides a wide range of large print books, captioned DVDs, audio books, online resources, and a home delivery book service for housebound residents.
- The Wembley Golf Course offers an accessible and inclusive golf program through a partnership with Empower Golf Australia. Other programs are also provided for people who are blind and people with Down Syndrome.
- The Wembley Golf Course provides 9 holes of minigolf which are wheelchair accessible.
- Domestic rubbish and recycling removal services for people who are unable to move their bins to the roadside and back.
- The Wembley Community Centre is a hub for senior services, providing social inclusion programs and a base for the delivery of the Commonwealth Home Support Program to eligible residents in the Town.
- Bold Park Aquatic Centre is accessible, inclusive and designed for people of all abilities. Key features include accessible change-rooms, ramp pool entry, deck showers, hydraulic hoist, aquatic wheelchair, and free lockers.
- Several parks and reserves have picnic tables and playgrounds which are accessible by wheelchairs and include accessible play equipment.
- Services to property including maintenance and improvement of roads, footpaths, drains, signage, verges and sumps; litter control, graffiti removal and street cleaning; planting and caring for street trees; street numbering; street lighting and fire hazard control.
- Services to the community including maintenance and improvement of parks, reserves and gardens, sports grounds and facilities for sporting groups, community centres, aquatic centre, amphitheatre, halls, and beaches; public library and information services; parent and children's services; environmental health services; youth services; art and cultural activities; events and festivals and seniors services.
- Regulatory services including planning of road systems, sub-divisions and town planning schemes; building approval for any construction, addition or alterations to a building; dog control including registration of dogs; and the development, maintenance and control of parking.
- General administration services including the provision of general information to the public, the lodging of complaints and payment of rates.
- Processes of government including ordinary and special Council and committee meetings, electors meetings and election of Council Members.
- Carers accompanying a person with disability are provided free entry to Town of Cambridge facilities and reserves.

2.3 Disability Planning

The table below outlines the history of the Town's Disability Plan.

Action	Year
Council adopted the original Disability Services Plan (DSP).	1995
The Town reviewed and updated the DSP.	2004
Amendments (in 2004) to the Disability Services Act (1993) required each Public Authority to develop and implement a DAIP. At the time of the amendments, the Council had already endorsed the Town's Disability Services Plan and it was agreed that when this plan was due for renewal, a DAIP would be developed in its place, in line with the new requirements of the Act.	2004
The original DAIP (2007 - 2009) was developed from the DSP and endorsed by Council and the Disability Services Commission.	2007
A review of the 2007-2009 DAIP was completed, and the DAIP 2009-2012 was developed and endorsed by Council and the Disability Services Commission.	2009
A review of the 2009-2012 DAIP was completed, and the 2012-2015 DAIP was developed and endorsed by Council and the Disability Services Commission.	2012
A review of the 2012-2015 DAIP was completed, and the 2015-2018 DAIP was developed and endorsed by Council and the Disability Services Commission.	2015
A review of the 2015 – 2018 DAIP was completed, with the development of the 2019 – 2022 DAIP and endorsed by Council and the Department of Communities, Disability Services (formerly Disability Services Commission).	2018



2.4 People with Disability in the Town

The Disability Services Act (1993) defines disability as a condition that:

- is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent; and
- may or may not be episodic in nature.

Disability may result in a person having a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. Some disabilities, such as epilepsy, are hidden, while others, such as cerebral palsy, may be visible.

The Australian Bureau of Statistics (ABS) conducts a survey of Disability, Ageing and Carers every five years. Data from the 2015 Survey estimated that 4.3 million Australians, or 18.3% of the population, had a disability. Add to that the estimated 2.7 million Australians who are carers (12% in 2012), and disability therefore impacts approximately one third of the population.

The Town of Cambridge (current estimated population of 28,426) includes a higher proportion of persons at post retirement age compared to surrounding areas. As the incidence of disability increases with age, the Town anticipates an increasing number of residents who require daily support due to disability.

ABS 2016 data notes that 934 people in the Town of Cambridge (3.5% of the population) reported needing help in their day-to-day lives due to disability i.e. had severe or profound disability. In addition 2,410 people identified themselves as carers providing unpaid assistance to a person with disability, long term illness or old age.



3.0 POLICY - ACCESS TO SERVICES AND FACILITIES FOR PEOPLE WITH DISABILITY, THEIR FAMILIES AND CARERS

(POLICY NO. 2.1.2, REVIEWED APRIL 2018)

Objective

To state the Council's commitment to ensuring that Council facilities are accessible for people with disability, their families and carers and that "reasonable measures" in the level of access provided is taken into consideration. The commitment is extended to encourage people with disability to use the Town's facilities by offering free entry to their carer to all of the Town's facilities and reserves.

Policy statement

The Town of Cambridge interprets an accessible community as one in which all Council functions, facilities and services (both in-house and contracted) are open and available to people with disability providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community within "reasonable measures".

The Council:

(i) recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life. The Council believes that a community that recognises its diversity and supports the participation of all its members, makes for a richer community life;

(ii) recognises that providing complete access may not be possible and beyond "reasonable measures" due to "unjustifiable constraints" based on physical, technical or financial limitations;

(iii) is committed to consulting with people with disability, their families and carers and, where required, disability organisations to ensure that barriers to access are addressed appropriately;

(iv) is also committed to working in partnership with local businesses to improve access to community facilities and services;

(v) acknowledges that it has a responsibility to various legislative frameworks and industry standards;

(vi) acknowledges that to enable some people with disability to use the Town's facilities, the assistance of a carer may be necessary; and

(vii) to facilitate people with disability to bring a carer, the carer is offered free entry to all of the Town's facilities and reserves.

4.0 PROGRESS TO DATE

The Town of Cambridge has made considerable progress over the years to provide or improve access and inclusion for people with disability. Progress has been reported annually to the Department of Communities, Disability Services (formerly Disability Services Commission). Some of the achievements from the implementation of the DAIP 2015-2018 include:

- Completed access audits of over twenty public buildings including:
 - Holyrood and Wembley Sports Park Pavilions
 - City of Perth Surf Lifesaving Club
 - Floreat Surf Lifesaving Club
 - Wembley Golf Course
- Introduced the Hearing Help Card at key customer service points.
- Developed a guide for Town staff on providing information to customers in accessible formats and ensured accessible information is made available for public distribution.
- Promoted the guidelines for accessible printed information in the Town's Branding Guide.
- Reviewed the Customer Service Charter to ensure inclusive customer service is provided.
- Ensured that complaints are accepted in a variety of formats such as over the phone, email or in person and that the information on how to make complaints is accessible.
- Installed a Hearing Loop and commenced audio recording in Council Chambers.
- Installed accessible play equipment and features at playgrounds including a swing at Fortview Park, accessible seat for Wembley Sports Park Playground's flying fox, Braille features at Perry Lakes Playground and upgrades to Rutter Park including accessible path, flying fox, BBQ and water fountain.
- Provided height adjustable workstations within the library.
- Partnered with Empower Golf Australia to deliver a golfing program for people with disability.
- Upgraded facilities at Wembley Golf Course including an accessible mini-golf course, upgrades to the fitting rooms, driving range and customer service points, resulting in improved access. Wembley Golf Course now prides itself on being the leading accessible golf course in WA.
- Purchased a Paragolfer – an all-terrain mobility device which supports and lifts individuals from sitting to a standing position, including individuals who use a wheelchair, to enable them to play golf.
- Commissioned development of specialised equipment to compliment the Paragolfer to assist people with disability to improve their skills.
- Improved access to parking ticket machines on Northwood Street.
- Provision of information to sporting clubs and community groups on inclusion and funding opportunities.

- Ensured agents and contractors were informed and accountable for working within the requirements of the Town's DAIP.
- Disability Awareness Training was completed by all staff (2014/15), included in the corporate training calendar and included in the induction package for Councillors.
- Internal resources on access and inclusion were promoted to staff.
- Promoted the Town's Accessible Events checklist to staff organising community events including community meetings and forums.
- Braille and tactile signage was installed for toilets in the Town's Administration building.
- The City Beach redevelopment included accessible shower and toilet facilities.
- Redevelopment of Bold Park Aquatic Centre with key accessible features including accessible change-rooms, ramp pool entry, deck showers, hydraulic hoist, aquatic wheelchair and free lockers.



5.0 DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

5.1 Responsibly for the Planning and Reviewing Process

In 2018 the DAIP review was coordinated by the Town's Community Development Department. E-QUAL (Enhancing Quality) were contracted by the Town via a Request for Quotation process, to assist with the review. Staff and community consultations were undertaken and feedback from this guided the preparation of the DAIP 2019–2022 and DAIP Implementation Plan.

5.2 Consultation Methods - Community and Staff

As part of the review of the Town of Cambridge's DAIP 2015-2018 and development of a new DAIP 2019-2022, a consultation was carried out with staff and community members to identify progress to date, remaining barriers to access and inclusion and potential strategies to be incorporated into the new DAIP.

Community members could have their say by:

- Completing an online or hard copy survey;
- Attending a community forum (with Auslan interpreter if required);
- Contacting E-QUAL for a face to face or phone interview; and/or
- Participating in a focus group meeting at their local service.

Staff could have their say by:

- Completing an online or hard copy survey; and/or
- Participating in a workshop.

The promotion of the consultation included advertising:

- In the local community newspaper The Post, on 28 July 2018;
- On the Town of Cambridge website;
- On the Town's social media - Facebook page and Twitter;
- At the Town of Cambridge Library, Community Centre, Youth Centre, Bold Park Aquatic Centre and Administration Building;
- To all staff via email; and
- Directly to other key stakeholders identified by the Town and E-QUAL including diverse service providers from government and community sectors, people who had previously provided feedback or interest in access at the Town, via email and social media.

Once the feedback was collected, collated and analysed, a workshop was held with key Town of Cambridge staff to develop the strategies for inclusion in the 2019 – 2022 DAIP.



The draft DAIP was available for public comment for a two week period in October/November 2018. It was advertised on the Town’s website and key stakeholders, including those who had contributed to the review process, were invited to make comment. The draft DAIP was available for comment in alternative formats on request.

5.3 Findings of the Review and Consultation

While the review and consultation noted a great deal of achievement in improving access, it also identified a range of issues and barriers to be addressed. The access barriers identified include:

- Difficulties for people with disability accessing programs, services and events including:
 - Limited number of Paragolfers for the Empower Golf program.
 - Insufficient ACROD bays.
 - Difficulty finding venues.
 - No median strips in some locations.
 - Lack of inclusive initiatives and facilities at some sporting venues.
- Difficulties for people with disability accessing buildings, facilities, outdoor environments and other public spaces including:
 - Can’t access Wembley Golf Course driving range without supervision.
 - Specialised equipment at Wembley Golf Course at times may not be available.
 - Community resources such as the Heritage Trail and Walking Trails are difficult to find and navigate through.
 - Difficulty for taxis and taxi users to locate drop off zone for events at The Boulevard Centre.
 - Lack of pedestrian crossing between Activ and Wembley IGA.
 - Lack of accessible toilets and change rooms in some parks and reserves.
 - Poor access and lack of accessible parking at some community facilities.
 - Limited access at Floreat Oval and the toilets and club rooms.
 - Limited access to toilets and change rooms at other ovals.
 - Limited access at Floreat Surf Lifesaving Club and Clancy’s Fish Pub (commercial tenancy).



- ACROD car bays currently located too far away from main entrance at the Town's Administration.
- Access issues at Quarry Amphitheatre including parking and access to seating and stage areas.
- Lack of funds for access improvements to parks infrastructure.
- Difficulties accessing written/printed information including:
 - Lack of Braille and tactile signs.
 - Many people unaware alternative formats are available.
- Difficulties accessing online information.
- Need for regular staff training and awareness around the issues and barriers for people with disability, general disability awareness and staff knowledge of the DAIP.
- Not enough opportunities to make a complaint and lack of information on how to provide feedback or make a complaint including:
 - Inaccessible feedback or complaint procedure.
 - Alternative format material not available in timely fashion.
- No disability advisory group.
- Low rates of employment opportunities for people with disability by the Town including low staff awareness of supports and assistance available and recruitment processes that aren't accessible.
- Workplace access issues.

These barriers formed the basis for the development of strategies in the DAIP 2019-2022. The DAIP Implementation Plan (for internal use) identifies specific tasks, responsible officers and timeframes for each strategy.



6.0 DAIP OUTCOMES AND STRATEGIES

DAIP Outcomes (as per the Disability Services Act, 1993) include:



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, the Town of Cambridge.



Outcome 2: Building and facilities

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



Outcome 3: Information

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



Outcome 4: Service from staff

People with disability receive the same level and quality of service from the staff of the Town of Cambridge as other people receive from the staff of the Town of Cambridge.



Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to the Town of Cambridge.



Outcome 6: Public consultation

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



Outcome 7: Employment

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

The following strategies describe how the Town of Cambridge plans to meet these required outcomes.

Strategies to meet Outcome 1: Services and events

Council will:

1. Ensure information relating to events and services, including accessible and inclusive opportunities, reaches people with disability, their families and carers.
2. Ensure information on transport options, including parking and pick up/drop off points, are provided for all events.
3. Monitor ACROD bays for misuse.
4. Ensure that all functions and events organised by the Town are planned using the DSC Guidelines – Creating Accessible Events.
5. Ensure recipients of community focused contracts and sponsorship are held accountable for being accessible and inclusive.
6. Continue to gather feedback on progress of relevant agents and contractors in relation to DAIP outcomes and report as and when required to the Department of Communities, Disability Services.
7. Explore opportunities for funding for an additional Paragolfer for Wembley Golf Course.
8. Continue to work in partnership with local clubs/groups to improve access and inclusions.
9. Explore opportunities to further support children with disability and their families in the Town.
10. Maintain awareness of progress in implementing local and national disability strategies (e.g. National Disability Strategy, National Disability Insurance Scheme, Count Me In Strategy).



Strategies to meet Outcome 2: Buildings and facilities

Council will:

1. Continue to improve the accessibility of existing buildings and facilities.
2. Continue to improve the accessibility of parks, reserves and play facilities to encourage greater participation.
3. Ensure all new projects are adequately scoped to include access and inclusion requirements and the principles of universal design.
4. Audit and improve the accessibility and safety of public toilet facilities in community facilities and public spaces.
5. Continue to work in collaboration with Main Roads and other relevant authorities to improve pedestrian access in the Town of Cambridge.
6. Continue to respond to access and inclusion issues identified by the community.

Strategies to meet Outcome 3: Information

Council will:

1. Ensure all communication from The Town (hard copy, electronic) is easy to read and available in multiple formats.
2. Improve community awareness that Town information is available in alternative formats on request.
3. Strengthen disability support services within the Town.
4. Review Information and Communication Technology procurement processes to ensure accessibility considered.

Strategies to meet Outcome 4: Service from staff

Council will:

1. Provide regular training opportunities for staff and elected members about the DAIP and providing accessible and inclusive customer service.
2. Provide opportunities for Town contractors and local businesses to participate in relevant internal disability training.
3. Ensure people with disability are part of any training team/s delivering disability training.
4. Seek feedback from community members about the quality of services provided.
5. Utilise December 3rd, International Day of Persons with Disability, to promote access and inclusion.

Strategy to meet Outcome 5: Complaints

Council will:

1. Ensure complaints are welcomed and can be made in a variety of ways.
2. Monitor complaints received to identify any systemic issues.
3. Advocate for the community if issues raised do not fall within the Town's area of responsibility.

Strategy to meet Outcome 6: Public consultation

Council will:

1. Strengthen connections and collaboration with stakeholders of all ages who are interested in engaging with the Town about access and inclusion issues.
2. Ensure participants in consultations receive feedback about the findings and the outcomes.
3. Ensure all people can take part in all consultation processes initiated by the Town.
4. Improve community awareness about consultation processes.

Strategy to meet Outcome 7: Employment

Council will:

1. Assess and improve the accessibility of work spaces for staff.
2. Review attraction, recruitment and retention policies and practices to ensure they are inclusive.
3. Increase awareness of the supports available for employees with disability.



7.0 GOVERNANCE

7.1 Responsibility for Implementation of the DAIP

Responsibility for monitoring the overall implementation of the DAIP will rest with the Town's Disability Access and Inclusion Working Group, chaired by the Director of Corporate and Community Services. This group will meet twice each year to consider progress on the DAIP implementation.

7.2 Communication of the DAIP to Staff and People with Disability

The availability of the DAIP will be publicised in the local community newspaper The Post and directly to disability service organisations, groups and interested individuals. Copies of the DAIP will be available from the Cambridge Library, on the Town's website and also on request in alternative formats, including print (standard or large), electronic format (disc or email), audio or Braille. A summary brochure of the DAIP will also be produced and made available.

Town staff will be advised of the contents of the DAIP and their responsibilities during regular staff meetings and other internal forums. Relevant Agents and contractors used by the Town will be advised about the DAIP through procurement documentation.

A copy of the DAIP will also be lodged with the Australian Human Rights Commission demonstrating the Town's commitment to eliminating discrimination.

7.3 Review and Evaluation Mechanisms

The Town's Disability Access and Inclusion Working Group, through the Director of Corporate and Community Services, will report progress in biannual updates to the Executive Group and Managers and Council via the Elected Members Bulletin.

The Disability Services Act 1993 sets out the minimum review requirements for public authorities in relation to DAIPs. The Town's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which arise. If the DAIP is amended, a copy will be lodged with the Department of Communities, Disability Services, and communicated to the community.

7.4 Reporting on the DAIP

The Town will report on the DAIP implementation in their Annual Report and using the progress report template, to the Department of Communities, Disability Services by 1 July each year.

Reporting will include:

- Progress towards achieving DAIP outcomes; and
- Progress by agents and contractors to support the Town's DAIP.

7.5 Financial Implications

The Town's DAIP outlines outcomes and strategies to improve access and inclusion within the Town of Cambridge. A number of these outcomes and strategies have associated costs which will be subject to the annual budgetary process and prioritised against other works and projects being undertaken within the Town.





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The Boulevard Centre

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