

Access and Inclusion Plan 2020 - 2024



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City of
Bayswater



Acknowledgment

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Wadjuk moort Noongar moort, boordiar's koorra koorra, boordiar's ye yay ba boordiar's boordawyn wah.

The City of Bayswater acknowledges the Traditional Custodians of the land, the Whadjuk people of the Noongar Nation, and pays its respects to elders past, present and emerging.



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Message from the Mayor



As a Council, we have a firm belief that the very fabric of our community lies with the respect we show each other. This is why we are dedicated to creating a welcoming, accessible and inclusive City in the heart of the inner east.

We are determined the City of Bayswater be a home for people of all abilities; where everyone can enjoy the same experiences and opportunities, and have equal access to all the City has to offer.

We want a community and workforce diverse in culture, age, ability and life experience, and our Access and Inclusion Plan 2020 - 2024 will help us achieve this goal.

I would like to extend my gratitude to everyone involved in the development of this plan - our community, local organisations, my fellow Councillors, and City staff for their valuable contribution.

By working together, we can remove barriers and achieve a more accessible and inclusive community, creating a place where we see people aspiring to reach their human potential.

Message from the Chief Executive Officer



The City of Bayswater is committed to demonstrating best practice in access and inclusion planning, and we are proud to present our Access and Inclusion Plan 2020 - 2024.

We acknowledge that it is not the disability that limits a person's ability to fully participate; it is the barriers that exist in our community. As a local government, we have an important role to play in creating equal access for all, and this plan is testament to our determination to do so.

Extensive consultation with internal and external stakeholders was carried out to assist in the development of this plan. Their feedback, views and aspirations have been incorporated and are reflected throughout.

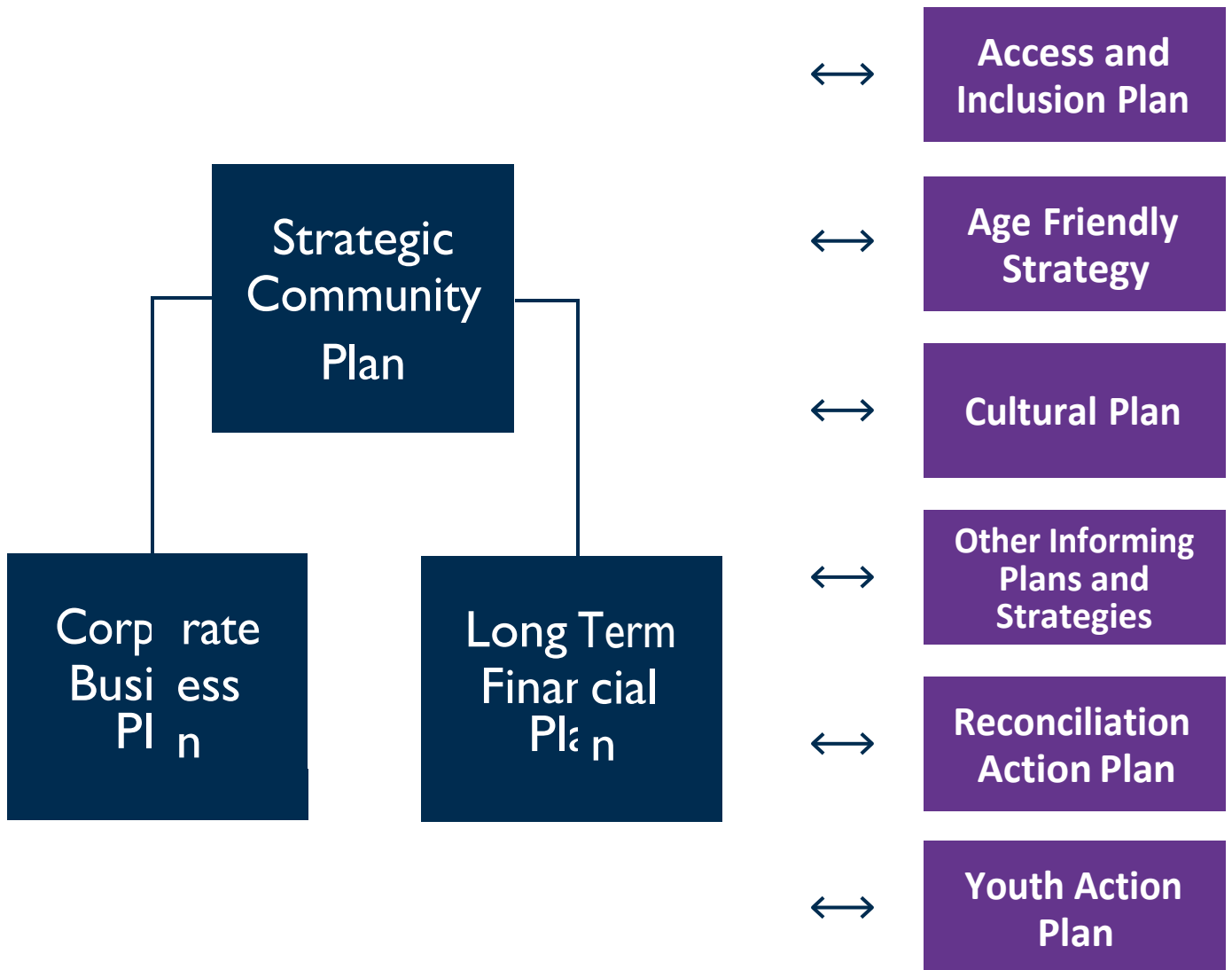
Additionally, the process has been overseen by the City's Advisory Committee, comprising Councillors and community representatives - including people with disability, carers, and disability service providers; and we believe our plan is stronger as a result.

As an organisation, we look forward to sharing the achievements of this plan with you. I encourage all staff, customers and the community to embrace and participate in the implementation and further development of our City's access and inclusion journey.

City of Bayswater Integrated Planning and Reporting Framework snapshot

The City of Bayswater has a number of planning and reporting documents that articulate the community’s vision, as detailed in the City’s Strategic Community Plan. These plans and strategies translate the community’s vision into operational plans for the City of Bayswater.

The flowchart below highlights how the City’s plans and strategies, including the Access and Inclusion Plan, link to the Strategic Community Plan.



About the City of Bayswater

The City of Bayswater spans an area of 34.6km² on the banks of the Swan River (the Derbal Yerrigan) and at its closest boundary is only 4 kilometres from the Perth Central Business District. The City of Bayswater is bounded by the City of Swan in the north, the Town of Bassendean in the east, the Swan River and the City of Belmont in the south, and the Cities of Stirling and Vincent in the west.

The City of Bayswater maintains approximately 380 hectares of public open space, with 24 sporting parks and 145 reserves. This, together with the diverse range of facilities and major landmarks within the suburbs, provides many opportunities for community participation.



People with disability living in the City of Bayswater

The Australian Bureau of Statistics survey of Disability, Ageing and Carers (2015), estimates that 18.3% of Australians identify as having some form of disability.

According to the Australian Bureau of Statistics 2016 Census, it was estimated 2,888 people living within the City of Bayswater reported a need for assistance due to a disability.

State Disability Strategy

The Department of Communities is in the process of developing a 10 year State Disability Strategy, co-designed by people living with disability. The City will refer to the State Disability Strategy to develop its Access and Inclusion Plan strategies, to help build an inclusive community that supports and empowers people with disability.



National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) was introduced in the Perth North East Metropolitan area in 2019. The policy framework includes '*Information, Linkages and Capacity Building*' (ILC), which promotes collaboration and partnership with local communities to create greater inclusivity of people with disability.

NDIS funding aims to give people with disability access to a range of mainstream, community and government initiatives, ensuring they have the same fundamental rights and opportunities as all members of the community.

The City welcomes partnerships with disability service providers to support ILC initiatives that align with this plan. Working together, we will connect the local community with resources and positively impact those who live, work and visit the City.



Planning for better access and inclusion

The City's Access and Inclusion Plan 2020 - 2024 builds on the progress and success achieved since the first plan was implemented by the City in 1996.

This plan meets the requirements of the *Disability Services Act 1993*. It is underpinned by the *Western Australian Equal Opportunity Act 1984*, and the *Commonwealth Disability Discrimination Act 1992*.

The City of Bayswater is committed to achieving the seven desired outcomes of the Disability Services Regulations 2004 Schedule 3 (r 8).

These outcomes are that:

1. People with disability have the same opportunities as other people to access the services of, and any event by, the City of Bayswater.
2. People with disability have the same opportunities as other people to access the buildings and other facilities by the City of Bayswater.
3. People with disability receive information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the employees of the City of Bayswater as other people.
5. People with disability have the same opportunities as other people to make complaints to the City of Bayswater.
6. People with disability have the same opportunities as other people to participate in any public consultation by the City of Bayswater.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater.

Progress since Disability Access and Inclusion Plan 2016 - 2020

Since the implementation of the City's Disability Access and Inclusion Plan 2016 - 2020, a number of initiatives have improved access and inclusion.

This includes:

Outcome 1: Services and events

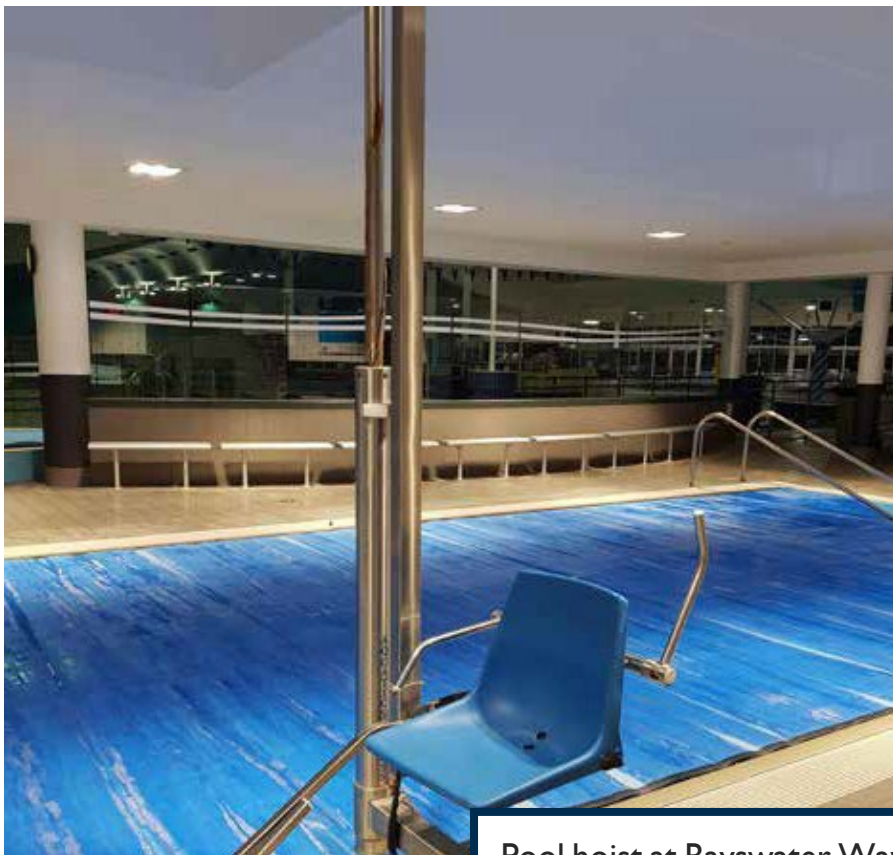
- Additional temporary, accessible parking spaces are provided at events run by the City.
- Accessible matting was purchased to create a continuous pathway at outdoor events where grass may be a barrier for people with disability.
- The Community Grants Program ensures successful applicants design and host events that are accessible for all.
- A presentation was held for employees at the City to learn how to use the City's accessible events information checklist.
- Contractors engaged for City events are given a copy of the Disability Service Commission 'A Guide to Disability Access and Inclusion Plans for Local Government Contractors'; and a copy of the DAIP.
- Less people are invited to attend Citizenship ceremonies to ensure there is space for people with a physical disability.



An accessible ride at a City of Bayswater event

Outcome 2: Buildings and facilities

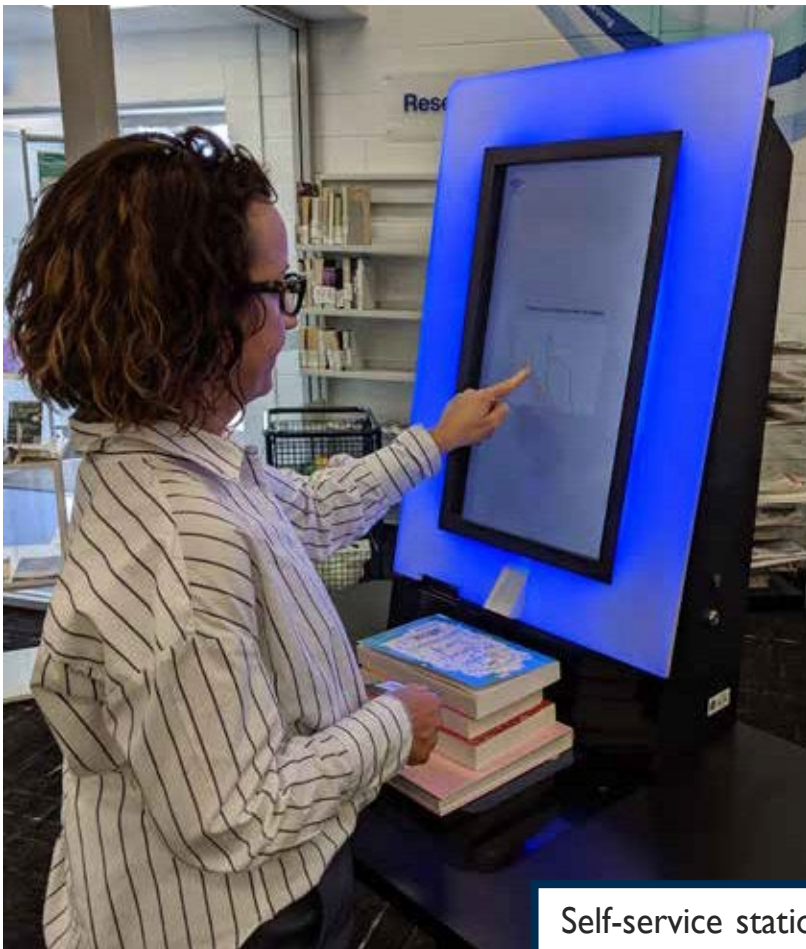
- An access audit of the City of Bayswater Civic Centre was carried out to increase accessibility for employees. This resulted in automatic doors being installed.
- The new grandstand at Bayswater Waves is compliant with Australian standards and includes tactile ground surface indicators.
- An accessible change room was built at the Bayswater Waves hydrotherapy facilities.
- Access compliant customer service pods were installed at the Bayswater Library.
- Automated entry doors were installed at the Bayswater and Morley Libraries.
- Hampton Square in Morley was upgraded, with works including improved lighting; a continuous, accessible pathway to picnic benches; and accessible parking bays.
- Proactive intervention by Rangers to address footpath obstructions.



Pool hoist at Bayswater Waves

Outcome 3: Information

- A corporate Brand Style Guide was developed with consideration given to fonts, contrasting colours and minimum font sizes.
- A self-service loan station with radio frequency identification technology was installed at each of the City's libraries. These have accessible features including large screens for people with low vision, touch screens, content in simple language, height adjustable tables, and information displayed in 16 languages.
- The City's website was redeveloped and further improvements are planned in the City's Access and Inclusion Plan 2020 - 2024.
- A captioned video was produced to promote the City's 2019 Have a Go Day event.



Self-service station
at Morley Library

Outcome 4: Customer service



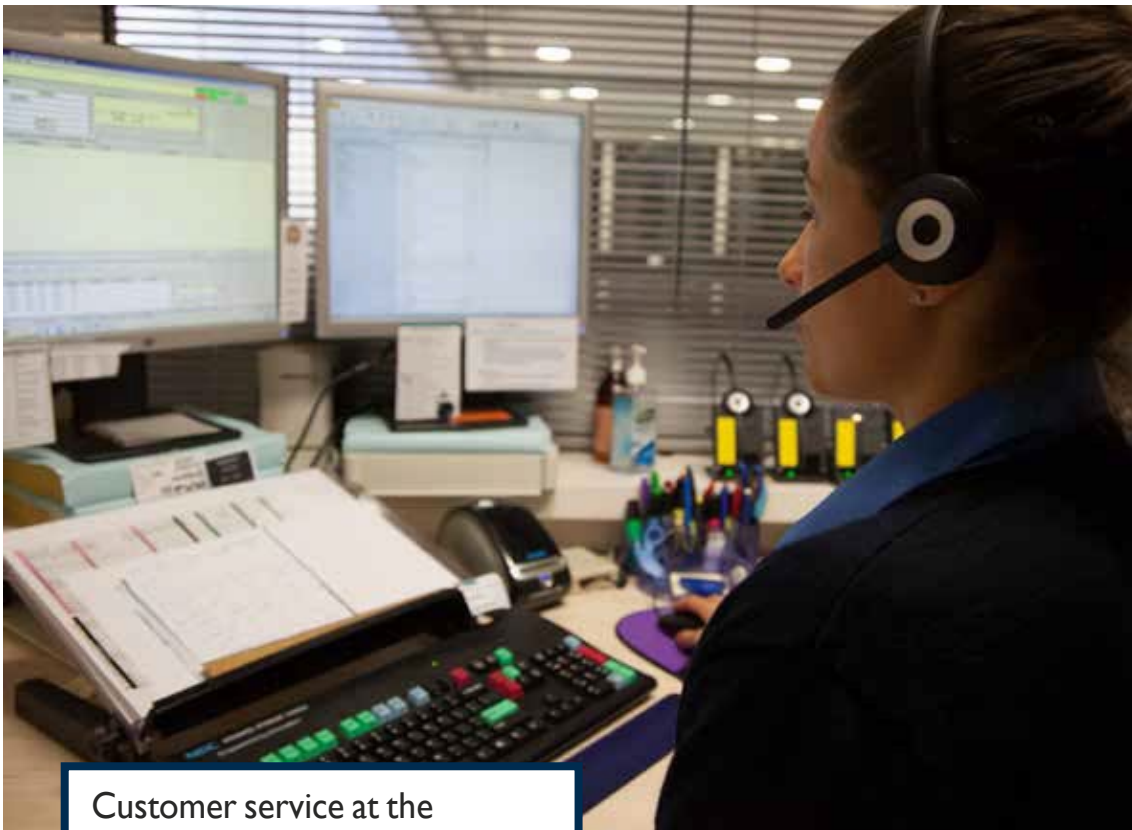
- An accessible community initiative - Little Libraries - was launched in Noranda, providing all-hours access to books at no charge.
- In 2019, employees participated in a team wheelchair challenge to raise funds for Rebound WA and to raise awareness of the challenges that people with physical disability experience in everyday life.

Little Library at
Bert Wright Park, Bayswater



Outcome 5: Complaint mechanisms

- The community is encouraged to report access issues with the reply paid Creating Accessible and Inclusive Communities feedback postcard.
- Promotion of the feedback postcards was done through advertorials, the local newspaper, social media posts, direct mail to health care providers, and articles in City of Bayswater publications.
- Feedback and complaints can be lodged using a number of methods including email, on paper, and through the National Relay Service for people with speech or hearing impairment.



Customer service at the
City of Bayswater Civic Centre

Outcome 6: Consultation processes



- Providing a range of accessible opportunities to give people more than one way to participate, being conscious of different accessibility needs, offering multiple opportunities for in-person events, and providing documents in Word and PDF.
- The City's inaugural Participatory Budgeting project included pop up sessions at the City's libraries to educate people about the project and provide access to an online budget allocator tool.
- Community groups and service providers are regularly provided with information on City projects to help get information about consultation opportunities out to the community.
- The City promotes opportunities for public participation through access and inclusion networks, including Mission Australia NDIS.



Participatory Budgeting

Outcome 7: Employment

- New employees attend the City's corporate induction program, staff disability awareness training, dementia awareness training, and mental health workshops.
- Improved workplace flexibility to ensure people with disability are included in the workforce, and by supporting work experience opportunities.
- The City continues to meet and establish partnerships with Disability Employment Service providers.
- The City applies for grants to build a disability confident workplace.



Jack, a permanent Bayswater Waves employee hired through our work experience program

Development of the Access and Inclusion Plan

Consultation process

The external consultation period started on Tuesday, 1 November and closed on Tuesday, 3 December 2019.

The external consultation was designed to educate the community and invite comment from people with disability, their families and carers, City staff, disability service providers and community groups in order to support the review of the Access and Inclusion Plan.

The external consultation process was advertised through:

- Public notice in 'The Eastern Reporter' newspaper
- Engage Bayswater
- Library displays (Bayswater, Morley and Maylands)
- The City's website
- The City's social media platforms
- City of Bayswater Club Connections e-newsletter
- Bayswater Beat quarterly newsletter
- Eventbrite
- Direct email to networks and community groups.

Feedback could be provided in electronic or hard copy surveys, over the telephone, by attending one of two Access and Inclusion Community Forums; or at the interactive engagement event held at the Galleria shopping centre on 3 December. This event coincided with the International Day of People with Disability.

Internal consultation was also held through an access and inclusion workshop and staff survey to assist the City to improve employment practices and training.

The feedback has been analysed and used to develop the strategies and actions detailed in this plan.

Findings of the consultation

Feedback from the Access and Inclusion Plan 2020 - 2024 consultation indicates progress has been made by the City to increase access and inclusion in the community. In particular, people who provided feedback were generally satisfied with the quality of customer service for people with disability, and staff were generally satisfied with disability awareness training.



Opportunities for improvements include:

Outcome 1: Services and events

- Provide more information about the accessibility of events and access to services, including pathways, locations, timing and opening hours, parking, and access for Companion Card holders.
- Provide information about services and events in a variety of formats.
- Investigate providing easy English classes for people with low literacy.

Outcome 2: Buildings and facilities

- Improve access to and around public transport in precinct areas.
- Improve access on pathways and crossings. This may include wider paths, pruning vegetation, and eliminating parking on pedestrian footpaths.
- Improve access to facilities and natural environments with input from users.
- Increase the inclusion of accessible equipment in public spaces and at community hubs, including BBQs, play equipment, recharge points, a Changing Places toilet, and seating.
- Improve accessible parking facilities and identify opportunities for shelter at community centres.
- Share a map of accessible parking in a range of formats.
- Provide facilities for people with hearing impairment, such as audio loops.

Outcome 3: Information

- The City’s website is not user friendly or accessible to all (there are too many clicks and it is not intuitive).
- Ensure consistency between social media and the website.
- Offer a greater variety of communication formats using plain English, including visuals, graphics, interpreters, newsletters, Facebook, email, and postal mail.
- Provide information at highly trafficked services and facilities, such as shopping centres, and disability or culturally and linguistically diverse service providers.
- Include alternative communication methods in staff training (National Relay Service, and Translating and Interpreting Service).

Outcome 4: Customer service

- Provide better information about what the City can offer, such as an annual information forum.
- Provide increased or ongoing training for staff on topics including mental health, and effective communication. Consider involving specialist providers and people with lived experience of disability

Outcome 5: Complaint mechanisms

- Make it easier for people to make a complaint by offering a variety of feedback methods.
- Focus on feedback, not complaints, to encourage positive feedback.
- Consistent processes for handling complaints.
- Invite people who provide feedback to be part of consultation projects.
- Create opportunities for people to provide feedback at commonly used services or facilities, rather than City venues.

Outcome 6: Consultation processes



- Increase awareness of consultation opportunities.
- Link with disability service providers or networks to reach more people.
- Avoid jargon when promoting consultation.
- Ensure consultation is accessible for all.

Outcome 7: Employment



- More inclusive and flexible recruitment processes and work practices.
- Improve accessibility of work facilities (universal design, ergonomics).
- Provide education and training to raise awareness about the benefits of employing people with disability.
- Foster an inclusive leadership style and organisational culture so staff feel confident sharing information about a disability or mental health issue.
- Employ more people with disability.
- Conduct work experience in partnership with Disability Employment Services.

Responsibility for implementation

The implementation of the Access and Inclusion Plan is the responsibility of all City of Bayswater staff, volunteers, agents and contractors.

The *Disability Services Act 1993* requires City staff, agents and contractors take the needs of people with disability into account, in a manner consistent with this plan.

Information to support agents and contractors is available on the City's website.



Review, monitoring and reporting of the Access and Inclusion Plan

The City will review the Access and Inclusion Plan at a minimum of every five years, as legislated by the *Disability Services Act 1993*.

The City's Access and Inclusion Plan will be monitored through:

- Quarterly reports to the City's Advisory Committee.
- Statutory reporting to the Department of Communities on the performance of the Access and Inclusion Plan 2020 - 2024, and strategies used to inform its agents and contractors by 30 June each year.
- A summary of Access and Inclusion Plan activities will be included in the City's Annual Report.

Over the term of the Access and Inclusion Plan 2020 - 2024, the City will communicate achievements and seek feedback from staff, people with disability, carers, community members and disability service providers.



Strategies to improve access and inclusion at the City of Bayswater 2020 - 2024

These strategies and actions have been developed following consultation with community stakeholders to increase access and inclusion in the City, across the seven legislated areas.



Outcome 1: People with disability have the same opportunities as other people to access the services of, and any event organised by, the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
I.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.	a) Develop and share an information package for agents and contractors, including information on how to make services and events more accessible.	<ul style="list-style-type: none"> • Manager Community Development • Manager Environmental Health and Statutory Building 		●			Operational
	b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.	<ul style="list-style-type: none"> • Manager Environmental Health and Statutory Building • Principal Engineer Major Projects • Manager Communications and Marketing 	●	●	●	●	Operational
I.2 Build partnerships to support people with disability to participate in their community.	a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.	<ul style="list-style-type: none"> • Manager Community Development • Manager Project Services • Manager Governance and Strategy • Manager Development and Place • Principal Communications and Marketing 	●	●	●	●	Operational
	b) Investigate hosting Easy English sessions for people with low literacy.	<ul style="list-style-type: none"> • Manager Community Development 	●				Operational
	c) Investigate and source funding for a business awareness program to improve access and inclusion, such as how to attract more customers by providing better access to businesses.	<ul style="list-style-type: none"> • Manager Community Development • Manager Development and Place 	●	●	●	●	Operational
	d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.	<ul style="list-style-type: none"> • Manager Community Development 	●	●	●	●	Operational
	e) Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of People with Disability'.	<ul style="list-style-type: none"> • Manager Community Development • Principal Communications and Marketing 	●	●	●	●	\$4,000 (\$1,000 p/a)

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Outcome 2: People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
2.1 Improve building accessibility in the planning, design and construction phases.	a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.	<ul style="list-style-type: none"> • Manager Project Services • Manager Governance and Strategy • Manager Building Works • Manager Development and Place 	●				Operational
	b) Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibility when providing goods and services to the public on behalf of the City. This will include contracts, service agreements, tenders, and decision-making frameworks.	<ul style="list-style-type: none"> • Manager Governance and Strategy • Manager Community Development 	●				Operational
	c) Engage accredited access consultants to conduct audits and prepare remedial action plans for upgrades to City buildings, including the pedestrian movement network to the nearest public transport infrastructure.	<ul style="list-style-type: none"> • Manager Building Works • Principal Engineer Major Projects • Manager Engineering and Spatial Services 		●			Operational <i>N.B. Consultancy is already budgeted</i>
	d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.	<ul style="list-style-type: none"> • Manager Building Works 			●	●	Operational
	e) Advocate for sheltered parking over accessible bay facilities, in close proximity to Bayswater and Morley Community Centres.	<ul style="list-style-type: none"> • Manager Community Development 		●			Operational
	f) Develop a resource to ensure the community, builders and relevant stakeholders are informed of their rights and responsibilities to provide an accessible pedestrian environment.	<ul style="list-style-type: none"> • Manager Community Development • Manager Development and Place 		●	●	●	Operational
	g) Engage a consultant to design a customer service area at the Civic Centre that meets the needs of all employees and customers.	<ul style="list-style-type: none"> • Manager Community Development • Manager Development and Place 		●			\$10,000 (one-off)
2.2 Improve the range of accessible restroom facilities.	a) Consult people with disability and relevant service providers to identify community need and location for a Changing Place facility within the City of Bayswater.	<ul style="list-style-type: none"> • Manager Community Development • Manager Project Services • Principal Community Engagement 		●			Operational
	b) Investigate the feasibility of purchasing, hiring or building a Changing Place facility; and funding opportunities.	<ul style="list-style-type: none"> • Manager Building Works 		●			Operational
	c) Investigate installing a supine change table (for an adult person laying face upwards) at the Bayswater Waves, in consultation with service providers and users.	<ul style="list-style-type: none"> • Manager Building Works • Manager Recreation and Commercial Activities 		●			Operational

Outcome 2: People with disability have the same opportunities as other people
continued to access buildings and other facilities of the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
2.3 Improve and promote accessible parking infrastructure.	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards.	<ul style="list-style-type: none"> • Manager Engineering and Spatial Services • Principal Engineer Major Projects 		●			\$60,000 (one-off)
	b) Prioritise a capital works program to upgrade City owned and managed designated accessible parking bays to Australian Standards.	<ul style="list-style-type: none"> • Manager Engineering and Spatial Services • Principal Engineer Major Projects 			●	●	\$100,000 (\$50,000 p/a)
	c) City owned and managed accessible parking bays are promoted and identified on City Spatial.	<ul style="list-style-type: none"> • Manager Engineering and Spatial Services 			●	●	Operational
	d) Develop and promote an accessible parking resource, including information on use of bays, ACROD permits, and the reporting of access issues.	<ul style="list-style-type: none"> • Manager Community Development • Manager Rangers and Security Services 				●	Operational
2.4 Improve the pedestrian network accessibility within town centres.	a) Define and audit pedestrian network accessibility within the City's town centre precincts of Morley, Maylands and Noranda (Bayswater pending) e.g. kerb ramps, tactile ground surface indicators and creation of safe crossings.	<ul style="list-style-type: none"> • Manager Development and Place • Manager Community Development 		●	●	●	\$150,000 (\$50,000 p/a)
	b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).	<ul style="list-style-type: none"> • Manager Engineering and Spatial Services • Principal Engineer Major Projects 			●	●	\$100,000 (\$50,000 p/a)
	c) Investigate and source funding to develop and promote a 'City of Bayswater Access and Mobility Map' focusing on the Maylands, Morley and Noranda town centre precincts (Bayswater pending).	<ul style="list-style-type: none"> • Manager Engineering and Spatial Services 				●	\$7,000 (one-off)
2.5 Improve accessibility in natural recreational environments.	a) Audit and prioritise high demand natural recreational environments to improve accessibility and wayfinding, including Lightning Swamp, Lightning Park, Claughton Reserve, Maylands Lakes, Baigup Wetlands, Bardon Park, Peninsula Farm, Berringa Park, and Eric Singleton Bird Sanctuary.	<ul style="list-style-type: none"> • Manager Sustainability, Environment and Waste 			●		\$25,000 (one-off)
	b) Prioritise remedial action plans to improve accessibility and wayfinding in natural recreational environments.	<ul style="list-style-type: none"> • Manager Sustainability, Environment and Waste • Principal Communications and Marketing 				●	\$25,000 p/a

Outcome 2: People with disability have the same opportunities as other people
continued to access buildings and other facilities of the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.	a) Design and develop play spaces in line with the City's <i>Parks and Play Space Classification Hierarchy</i> ; providing accessible infrastructure and play equipment in parks, including continuous accessible pathways, fountains, shelter, shade, and seating. Where possible and appropriate, engage education and disability service providers in the design of play spaces across the City.	<ul style="list-style-type: none"> • Manager Project Services 	●	●	●	●	Operational
2.7 Support people with hearing impairment to enhance engagement and participation.	a) Purchase portable hearing loops to support community consultations and meetings.	<ul style="list-style-type: none"> • Manager Community Development 	●				\$10,000 (one-off)
	b) Consult with people with disability on the best locations for the hearing loops - Civic Centre, Council Chamber, recreation facilities, or libraries.	<ul style="list-style-type: none"> • Manager Building Works • Manager Community Development • Principal Community Engagement 		●	●		Operational
	c) Investigate the feasibility of installing hearing audio loops at frontline customer service desks.	<ul style="list-style-type: none"> • Manager Building Works • Manager Community Development • Principal Community Engagement 		●	●		Operational

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Outcome 3: People with disability receive information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
3.1 Diversify accessible information and communication methods.	a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with low literacy.	<ul style="list-style-type: none"> • Manager Community Development • Principal Communications and Marketing 	●				\$3,000 (one-off)
	b) Provide information in accessible formats on request for people with disability.	<ul style="list-style-type: none"> • Manager Community Development • Principal Communications and Marketing 	●	●	●	●	\$4,000 (\$1,000 p/a)
	c) Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, large print and hard copy formats.	<ul style="list-style-type: none"> • Principal Communications and Marketing 	●	●	●	●	\$4,000 (\$1,000 p/a)
	d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.	<ul style="list-style-type: none"> • Manager Rangers and Security Services • Principal Communications and Marketing • Manager Community Development 	●	●	●	●	Operational
	e) Adopt an internal Written Style Guide that encourages staff to use plain English in all communications.	<ul style="list-style-type: none"> • Principal Communications and Marketing 	●				Operational
3.2 Review the accessibility of information in digital formats.	a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.	<ul style="list-style-type: none"> • Principal Communications and Marketing 			●	●	\$4,600 (one-off in 2022/23) \$5,000 (one-off in 2023/24)

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Outcome 4: People with disability receive the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
4.1 Promote the City's commitment to access and inclusion in the Customer Service Charter.	a) Provide and promote a range of options for community members to connect and communicate with the City.	<ul style="list-style-type: none"> • Manager Community Development • Principal Communications and Marketing 	●	●			Operational
4.2 Build disability confidence to enhance staff and community capacity.	a) Host an internal staff 'Access and Inclusion Upskiller Session' to increase staff awareness on how the City undertakes access appraisals for streetscapes, parks, and events.	<ul style="list-style-type: none"> • Manager Community Development • Manager Engineering and Spatial Services • Manager Project Services • Manager Development and Place • Manager Parks and Gardens 	●	●	●	●	\$3,200 (\$800 p/a)
	b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.	<ul style="list-style-type: none"> • Manager Community Development • Manager People, Culture and Safety 	●		●		\$12,000 (\$6,000 p/a)
	c) Develop and implement an online City of Bayswater access and inclusion induction training program for staff and Councillors.	<ul style="list-style-type: none"> • Manager Community Development • Manager People, Culture and Safety 	●				\$5,000 (one-off)
	d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.	<ul style="list-style-type: none"> • Manager Community Development 	●	●	●	●	Operational
	e) Hold Customer Service Charter staff training, focusing on how to use the National Relay Service, the Translating and Interpreting Service, and ways to support people with disability to provide feedback.	<ul style="list-style-type: none"> • Manager Community Development 	●				\$1,000 (one-off)

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Outcome 5: People with disability have the same opportunities as others to make complaints to the City of Bayswater. 

Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
5.1 Review and improve the City's processes to improve feedback mechanisms.	a) Invite people with disability to be part of consultations to help the City improve customer service satisfaction levels.	<ul style="list-style-type: none"> • Manager Community Development • Principal Community Engagement 	●	●	●	●	Operational
	b) Establish an online database, such as the Customer Relation Management System, to streamline the City's complaint and feedback processes to support consistent reporting of access and inclusion matters e.g. ECM, social media, phone, and feedback cards.	<ul style="list-style-type: none"> • Manager Information Services • Manager Community Development 			●		Operational

Outcome 6: People with disability have the same opportunities as other people participate in any public consultation by the City of Bayswater. 

Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
6.1 Consider access and inclusion in the planning, design and delivery of public consultation.	a) Embed access and inclusion in community engagement planning process.	<ul style="list-style-type: none"> • Principal Community Engagement 	●				Operational
	b) Provide guidance and resources to support internal staff and external agents and contractors to facilitate accessible and inclusive consultations e.g. portable hearing loops, portable ramps and AUSLAN interpreters.	<ul style="list-style-type: none"> • Manager Community Development 	●	●	●	●	Operational
6.2 Expand the variety of consultation methods offered by the City.	a) Review the Community Engagement Framework and consider how to improve online engagements to better inform people with disability and improve public participation.	<ul style="list-style-type: none"> • Principal Community Engagement 	●				Operational
	b) Monitor the diversity of people, including people with disability, engaging in public consultations by including questions to gauge the diversity of contributors.	<ul style="list-style-type: none"> • Principal Community Engagement 	●	●	●	●	Operational

* The anticipated budget amounts listed in the table above are indicative only and are subject to further investigation, as the implementation plan is progressed. Each year, the anticipated budget will be reviewed and considered as part of the City's standard annual budget process.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater.



Strategy	Actions	Who is responsible	Timeline				Anticipated Budget*
			2020/21	2021/22	2022/23	2023/24	
7.1 Advance employment practices to increase the employment of people with disability.	a) Join the Australian Network on Disability and take the Access and Inclusion Index Self-Assessment to maximise employment impact and contribute to a national benchmark.	• Manager People, Culture and Safety	●	●	●	●	\$28,000 (\$7,000 p/a)
	b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.	• Manager People, Culture and Safety	●				Operational
	c) Investigate and source funding to develop a mentoring program in partnership with a disability employment provider.	• Manager Community Development		●	●	●	Revenue
	d) Participate in employment expos that showcase how the City of Bayswater is a disability friendly and inclusive workplace.	• Manager People, Culture and Safety		●	●		Operational
7.2 Continue to invest in building and promoting an inclusive workplace culture.	a) Review recruitment, employment practices and processes in consultation with a reference group, including staff with disability and employment providers, to increase representation and reduce unconscious bias.	• Manager People, Culture and Safety		●			Operational
	b) In consultation with staff, review workplace design and ergonomics to enable reasonable adjustments for staff with disability.	• Manager Building Works		●	●	●	Operational

* The anticipated budget amounts listed in the table above are indicative only and are subject to further investigation, as the implementation plan is progressed. Each year, the anticipated budget will be reviewed and considered as part of the City's standard annual budget process.

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Translating and Interpreting Service

131 450

Website: www.tisnational.gov.au/en/Non-English-speakers

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Feedback

The City of Bayswater welcomes and encourages feedback on this plan.

City of
Bayswater

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