

Agenda

Disability Advisory Group

Wednesday 27 November 2024

The next Disability Advisory Group will take place in the Council Chambers, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **Wednesday 27 November 2024**, commencing at **6:00 pm**.

20 November 2024

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1 OPENING AND ACKNOWLEDGEMENT OF COUNTRY

The Presiding Member, Councillor Nat Latter, will open the meeting and deliver the Acknowledgement of Country.

Noongar Language

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.

English Language Interpretation

We acknowledge the Traditional Custodians of the Land, the Whadjuk people of the Noongar Nation, and pay our respects to Elders past, present and emerging.

2 ATTENDANCE

Members

Cr Nat Latter	Chairperson
Cr Assunta Meleca	
Cr Dan Bull	
Cr Sally Palmer	
Stuart Jenkinson	
Kay Barnard	
Eva Di Blasio	
Kim Hutchinson	
Caoibhe Hendy	

Officers

Bianca Sandri	Director Community Services
Helen Smith	Manager Community Development
Simon Fleming	Acting Manager Environmental Health and Statutory Building
Fatima Al Ghanimi	Acting Manager Transport and Building
Melissa Dias	Coordinator Community Development
Wardia Du Toit	Executive Assistant Community Services (Note Taker)

Leave of Absence

Nil

Apologies

Michael Worthington	Manager Environmental Health and Statutory Building
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3 DISCLOSURE OF INTEREST SUMMARY

In accordance with section 5.65 of the *Local Government Act 1995*:

A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

- (a) in a written notice given to the CEO before the meeting; or
- (b) at the meeting immediately before the matter is discussed.

4 TERMS OF REFERENCE

Purpose

The purpose of the Disability Advisory Group (DAG) is to offer guidance to the City on issues impacting people with a disability. The group will also provide advice on the development and implementation of the City's Access and Inclusion Plan.

Development applications and City-based works can be referred to the group to request the group's feedback.

Membership

Four Elected Members as appointed by Council.

Two staff members, as appointed by the Director Community Services.

Up to five Community Members, who will be selected by the Elected Members and Staff Members who are members of the group.

Community members must:

1. Reside in the City of Bayswater, or represent a service provider or organisation within the City of Bayswater; and
2. Live with a disability or are a parent, carer, advocate of a person with a disability, or be able to contribute expertise or advice on disability.

Members will be appointed for a two-year term in line with the local government elections.

If a member fails to attend three consecutive meetings of the group, their appointment shall be automatically terminated unless leave of absence has been granted.

Members must abide by the City of Bayswater *Code of Conduct for Council Members, Committee Members and Candidates*.

Chairperson

The Advisory Group members are to elect a Chairperson and Deputy Chairperson at the first meeting, both of whom must be an Elected Member of Council.

The Chairperson will preside at all meetings.

In the absence of the Chairperson, the Deputy Chairperson will assume the Chair, and in their absence, a person is to be elected by the Advisory Group present to assume the Chair.

The Chairperson is responsible for the proper conduct of the Advisory Group.

Delegated Authority

This group performs an advisory function and does not have any delegated authority.

Meetings

The Group shall meet no more than quarterly at the City of Bayswater Civic Centre.

Relevant staff members and guests may be invited to the meetings at the Chairpersons' discretion.

Administration

Notification of the meeting will be provided at least a fortnight prior to the meeting date.

An agenda shall be provided to members one week before the meeting.

Minutes of the meeting will be provided to all members, and all City Councillors, within 14 calendar days following the meeting date.

Liaison Officer

Director Community Services.

5 CONFIRMATION OF MINUTES

The Minutes of the Disability Advisory Group held on 14 August 2024 be accepted.

6 ITEMS FOR DISCUSSION

Nil.

7 CITY UPDATES**7.1 Consultation for Access and Inclusion Plan**

The City's Access and Inclusion Plan 2020-2024 is due for review as legislated by the *Disability Services Act 1993*. The City engaged members from the Disability Advisory Group in a pre-engagement process and have now completed the Access and Inclusion Engagement Plan (refer Attachment 7.1.1).

Engagement with the community will commence in November 2024 via a survey, followed by workshops with the community in December 2024.



Community Engagement Plan

The Community Engagement Plan is designed to assist you in undertaking the 'Planning' phase of your community engagement project. It will help you capture the relevant details required to ensure clear direction for the delivery of the 'Engaging' phase and provide a basis for evaluating your engagement.

If you have any questions please contact Community Engagement:

Shonie McKibbin
Principal Community Engagement
shonie.mckibbin@bayswater.wa.gov.au
9272 0991

Linda Bradley
Community Engagement Officer
linda.bradley@bayswater.wa.gov.au
9272 0617

Before You Begin...



Complete the Project Management Plan for your project (if applicable).



Read the [Community Engagement Guidelines](#) for information.



Check the [Community Engagement Register](#) to see current and upcoming engagements. Project pairing or sharing of ideas increases internal communication and efficiency.



Consider the following six Guiding Principles for community engagement:

<p>INTEGRITY We will be transparent and open about the process and the decision to be made.</p> <p>INCLUSIVITY We will understand who the relevant stakeholders are and provide opportunities for a diverse range of perspectives to be heard.</p> <p>INFORMED We will provide adequate and timely information to enable informed participation.</p>	<p>ACCOUNTABILITY We will consider feedback and tell you how it influenced the outcome.</p> <p>EXCELLENCE We will evaluate our practice and apply our learnings to drive continuous improvement.</p> <p>INNOVATION We will develop and apply new ideas that improve the way we engage.</p>
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1. Project Details

Project Name	Access and Inclusion Plan 2024 – 2029
Project Manager	Helen Smith
Project Team Lead	Melissa Dias
Branch	Community Development
Date Completed	September 2024
Prepared By	Olivia Colja and Laura Bullock

1.1 Background information

<p>Provide a brief overview of the context in which the project is being undertaken, including any previous engagement learnings that are relevant to this project and community. Think about what is driving the project to be undertaken. Consider community / organisational / global / local trends.</p> <p>The City’s Access and Inclusion Plan 2020-2024 is due for review as legislated by the Disability Services Act 1993. The first key learnings from the previous Access and Inclusion Engagement Plan review process were that the consultation period was too short. This community plan has allocated a longer and multiphase engagement approach that involves community members from start to completion. This involves a pre-engagement phase for focus groups to provide guidance on the City’s marketing strategy, stakeholders, and inclusive consultation process.</p> <p>The plan will align with the City’s Strategic Community Plan 2021- 2031 and other City plans to integrate planning and reporting across the organisation.</p> <p>This engagement plan will take a holistic approach and broaden the previous scope to maximise engagement with people from all ages, abilities, genders, and backgrounds to determine the areas of progress, aspirations, challenges and areas of improvement within the City.</p>
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1.2 Engagement Scoping

<p>What is the decision being made? Why are you engaging? Consider any policy, statutory, social or political requirements for engaging.</p> <p>The City has several plans that operationalise the City’s Strategic Community Plan including the Access and Inclusion Plan. These plans and strategies translate the community’s vision into operational plans for the City of Bayswater. The City prioritises accessibility and inclusion, and this engagement process aims to create a welcoming environment where all individuals can fully participate in community feedback. This inclusive methodology will help to continue to create a more equitable City.</p> <p>The engagement process aims to define and identify the needs and aspirations of with people with disabilities, their families and carers, the CALD community, people who identify as LGBTQIA+ who live, work, and visit the City of Bayswater. Consultation will be across all ages, ethnicities, and abilities to understand the needs, challenges, and views that impact community members’ lives.</p>

Disability, in relation to a person, is defined as:

- a. total or partial loss of the person's bodily or mental functions;
- b. total or partial loss of a part of the body;
- c. the presence in the body of organisms causing disease or illness;
- d. the presence in the body of organisms capable of causing disease or illness;
- e. the malfunction, malformation or disfigurement of a part of the person's body;
- f. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

This includes a disability that:

- a. presently exists;
- b. previously existed but no longer exists;
- c. may exist in the future (including because of a genetic predisposition to that disability); or
- d. is imputed to a person.

A disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability (Disability Discrimination Act 1992).

Access is when people have permission, choice, and the ability to enter, get to, interact with, or use a thing, place, or person (Australia's Disability Strategy 2021 – 2031).

Diversity is what makes each of us unique and includes our backgrounds, personality, life experiences and beliefs, all of the things that make us who we are (Victorian Government 2023). In this plan, diversity includes Culturally and Linguistically Diverse people, members of the LGBTQIA+ community and people with a disability.

Inclusion is when everyone in a group is involved and respected. Diversity is celebrated and things can be changed to suit the needs and preferences of the individual (Australia's Disability Strategy 2021 – 2031).

Community members may identify as part of one or more intersecting identity groups. **Intersectionality** considerations are qualities such as age, education, ethnicity, gender, gender identity, gender expression, Indigeneity, language, living arrangements, location, marital status, race, religion, sexuality, socioeconomic status (Australia's Disability Strategy 2021 – 2031).

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

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. 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.
4. 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.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

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

What do you need to support recommendations or decision making?

Conducive to best practice model of engagement, the City will engage with the City’s Disability Advisory Group (DAG), the Inclusion and Diversity Advisory Group (IDAG), and the Workforce Diversity and Inclusion Committee for input and advice on marketing and engagement strategies.

This will address access barriers and follow recommendations where practicable. To support recommendations and decision making, the City will require the following:

- High level of support and involvement from the Inclusion and Diversity Advisory Committee and Disability Advisory Group (including during the pre-engagement phase);
- Completion of a substantial number of surveys;
- Pop-up engagement at community events (including interactive theme poll);
- High level of engagement from all stakeholders in focus groups and workshops;
- Reference to the 2023 Community Perceptions Survey results;
- Consultation with internal service providers who work with target demographics i.e. Recreation Services, Community Development, Libraries, Environmental Health and Statutory Building and Project Services;
- Endorsement from Councillors;
- Adherence to the requirements of *Disability Services Act 1993 legislation, Western Australian Equal Opportunity Act 1984, Commonwealth Disability Discrimination Act 1992, Implementing the Principles of Multiculturalism Locally Guide, Western Australian Lesbian, Gay, Bisexual, Transgender, Intersex Health Strategy 2019-2024* and other relevant legislations; and
- Identified themes from data collected and plan relevant actions to improve access and inclusion within the City of Bayswater.

1.3 Negotiables and Non-Negotiables

What elements of the project are negotiable and which are fixed (non-negotiable)?	
Negotiable (<i>elements of the project that can be influenced and shaped by stakeholders and the community</i>)	Non-negotiable (<i>elements of the project that are fixed and cannot change</i>)
Strategic direction of Access & Inclusion Plan.	Annual operational budget.
Access, inclusion and diversity initiatives (priorities) to be delivered by the City from 2024-2029.	Stakeholders/criteria for participants.
Capacity of the City’s resources to deliver the Access and Inclusion Plan.	Combining the Access and Inclusion Plan, along with other Community Development Plans, into a Community Development Strategy.
Timeframes.	Relevant legislation.
Reference to Access and Inclusion Plan 2020-2024.	Alignment with the City’s Strategic Community Plan 2021-2031 and other City strategies.

1.4 Community Engagement Purpose Statement

Sum up your engagement in one sentence. What are you trying to achieve?
Engage with community members and stakeholders pertaining to access and inclusion to gain an understanding of the current access and inclusion barriers and potential contemporary solutions (that can be actioned by the City of Bayswater that align with community needs and Australian standards).

1.5 Whole of Project Timeframe

Include key milestones and critical deadlines, including the community engagement stages.	
Milestones	Timing
Pre-engagement phase	July – August 2024
Officer submits first draft of Community Engagement Plan to Manager and CE team	31 August 2024
Finalise community engagement plan	4 September 2024
Meeting with Comms team and CD Manager	8 October 2024
Comms team to draft and finalise marketing and promotions	11 November 2024
Online promotion begins (survey launched online, FAQs)	15 November 2024
Contact internal and external stakeholders	15 November 2024
Facilitated meetings with external stakeholders	15 November 2024 – 16 December 2024
Internal staff meetings	15 November 2024 – 16 December 2024
Consultation at City of Bayswater events	16 November 2024 – RISE-Up Art Market 17 November 2024 – PrideFEST Fair Day 14 December 2024 – Carols by the River
Pop-up public community sessions (4) – City of Bayswater facilities	20 November 2024, 10:00am – 1:00pm (Bayswater Waves, Foyer) 27 November 2024, 10:00am – 1:00pm (Maylands Sport and Recreation Centre, Foyer) 2 December 2024, 10:00am – 1:00pm (The RISE, Foyer) DATE TBC 2024, 10:00am – 1:00pm (Morley Galleria, Community Site)
Facilitated student workshops (2) at Durham Road School	25 November 2024, 11:30am – 12:30pm & 1:00pm – 2:00pm
Milestone review of data collection to ensure representation	2 December 2024
Facilitated community workshops (4)	5 December 2024, 5:30 – 7:00pm (LGBTQIA+; Bayswater Community Centre) 7 December 2024, 10:00 – 11:30am (All-inclusive; Maylands Library, Activity Room)

	9 December 2024, 5:30 – 7:00pm (Disability; Morley Sport and Recreation Centre, Wellington Room)
	10 December 2024, 5:30 – 7:00pm (CALD; Morley Community Centre)
Send memorandum to Council for Councillor workshop	9 December 2024
Community engagement period closes	16 December 2024
Identify themes and priorities	17 January 2025
Design councillor workshop/briefing (TBC)	17 January 2025
Deliver councillor workshop/briefing (TBC)	20 January 2025
Draft Access and Inclusion Plan	24 January 2025
Send draft Access and Inclusion Plan to all Managers	31 January 2025
Deadline for manager feedback	14 February 2025
Send finalised draft Access and Inclusion Plan to ELT	18 February 2025
Send finalised draft Access and Inclusion Plan to OCM	18 February 2025
Finalised draft Access and Inclusion Plan out for public comment	18 February 2025
Deadline for public comment on Access and Inclusion Plan	17 March 2025

2. Stakeholders

Who are the stakeholders (internal and external) that may have an interest, be impacted by, or influence the project? Consider the reason for their interest and identify the level of interest, impact or influence. Be sure to include internal and external stakeholders.

Stakeholder	Reason for interest	Their interest in the project (L, M, H)	The impact it has on them (L, M, H) *see below for definition	Their influence over the process (L, M, H)
NB. Determine if there are subgroups within identified stakeholder groups and break them down to reflect differences.				
City of Bayswater Disability Advisory Group (DAG)	Services and development of the plan will affect them	H	H	M
City of Bayswater Inclusion and Diversity Advisory Group (IDAG)	Services and development of the plan will affect them	H	H	M
Local community groups and organisations	Concern over inclusion and access for community members within their groups or organisations (e.g. CALD, LGBTQIA+, disability)	M/H	M	M

Internal stakeholders	Internal staff provide services to community members such as Libraries, Recreation Services, Project Services, IT, Community Centres, Customer Service, Communications, Building Works, Engineering, and City of Bayswater Workforce Diversity and Inclusion	H	H	M
Councillors	For endorsement of the finalised Access and Inclusion Plan.	H	M	H
Organisations providing services to community members	They are invested in services and can act as a conduit in engaging with community members from different backgrounds	M/H	L	M
Schools	Services and Development of the plan will affect them	M	L	M
Legislative Authorities and peak body organisations	Authorities and organisations such as the NDIS, Department of Communities, National Ethnic Disability Alliance, People with Disability Australia, Diversity Council Australia will provide a macro lens	M	L	M

*Level of impact or risk (perceived or real)

<p>Low It is likely that the decision will be widely accepted by the community and seen as having positive outcomes or being required.</p>	<p>Medium It is likely that the decision will be accepted by the majority of the community impacted; however the decision may be an inconvenience for some sections of the community.</p>	<p>High There is potential for any decision to create controversy and/or have varying levels of acceptance within the community.</p>
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To identify stakeholders, brainstorm with staff that have local community knowledge or consult the [Community Directory](#).

2.1 Stakeholder inclusivity

<p>Are there any specific stakeholder needs or expectations to consider? Are there barriers and opportunities to participation for your stakeholders?</p>
<p>Our engagement and consultation framework will be informed by the pre-engagement phase and cater to individual and group needs where practicable. The City will be flexible, respectful and will create safe and alternatives ways to provide feedback during the consultation process. The aim is work directly with community members throughout the engagement process to capture aspirations, concerns, improvements, and opportunities.</p>

Stakeholder needs or expectations:

- Consultation needs to be held in a physically and functionally accessible and common area;
- The language used within consultation documents needs to be accessible and easy to understand;
- Ensure that the City engages with community members and community-related service providers and supports (e.g. LGBTQIA+/CALD/Disability organisations);
- The City's marketing strategy needs to consider varied formats and accessibility and diversity needs; and
- A focus group in the initial pre-engagement process will assist in highlighting gaps and areas of improvement pertaining to marketing and consultation approaches.

Barriers to participation:

- Community members who speak a language other than English may require additional support to participate in consultation;
- Community members who may experience vulnerability, disadvantage, or disability may require additional support to access consultation options either digital or face-to-face, due to a lack of access to a computer/digital technology/internet and know-how supports;
- Utilising multiple avenues of communication such as face-to-face consultation, over the phone, hardcopy, Easy English, and online survey options; and
- Using inclusive and informed language to assist with removing barriers.

Opportunities to participation:

- The City can encourage greater participation by engaging with community members at accessible venues;
- The City can encourage greater participation by targeting demographic groups with a high likelihood of having community members with intersectional identities, including CALD, LGBTQIA+ and disability communities;
- Valuing lived experience and ensuring community members, staff and external stakeholders are heard and their feedback is acknowledged; and
- Multiple and flexible avenues of community engagement which are fun and purposeful will enable community members to share lived experience, ideas, aspirations, and improvements as recommended by focus groups.

2.2 Informing stakeholders

How will the objectives and scope of the engagement be explicitly communicated to participants? What level of information do participants need, and how will you provide it?

The City will communicate the objectives and scope of the engagement through Engage Bayswater. Information about the engagement will be distributed through the City of Bayswater's website (including an FAQ section), direct email communications, marketing materials such as posters and flyers, and social media posts. These will be shared with internal stakeholders to be distributed to their networks.

To ensure that community members understand the engagement scope and objectives, workshops will begin with a simple verbal introduction to the project. An evaluation of workshops will collect data to assist in the outcome report demonstrating demographic reach.

3. Risk assessment

What project risks have you identified, that may either impact your engagement, or be mitigated by your engagement approach?

Identified project risks	Estimated risk level (L, M, H)
A lack of participation from members of the CALD, LGBTQIA+ or disability communities	M/H
An under-, over- or non-representation of either the CALD, LGBTQIA+ or disability community	M/H
A lack of accessible and inclusive opportunities for community members from diverse backgrounds and abilities to participate	M/H
Non-representation of the broader community	M
Budget constraints	L
Time constraints	L
Interference from interest groups	L
A lack of interest from Council	L
Unconscious exclusion or biases	L
City reputation	L
COVID-19	L

Think about the risks to the engagement process. Identify what you can do to mitigate these.

The City will take into account the different values, opinions and feedback that may be given by community members. To ensure an inclusive engagement process the City has considered the following factors.

Service Delivery

This review will create a safe and inclusive environment that fosters emotional, physical and psychological safety.

Engagement participation

The City to be inclusive of each sub-group within the diverse community (e.g. CALD / LGBTQIA+ / disability) to identify possible inclusive opportunities to be involved with the engagement project. The City will target specific demographics and groups who likely have members from diverse backgrounds and abilities.

Groups may include, but not limited to:

- Bayswater, Morley, and Maylands Library – all community members;
- GPs and Doctors – all community members;
- Maylands Ratepayers Association – all community members;

- Schools – young community members;
- MYANWA – CALD community members;
- Filipino Club – CALD community members;
- Fo Guang Shan Buddhist Temple of WA – CALD community members;
- Hindi Business Association – CALD community members;
- Laguna Club WA – CALD community members;
- Macedonian Club – CALD community members;
- Multicultural Services Centre of WA – CALD community members;
- Sicilian Club – CALD community members;
- The Polish Centre of WA – CALD community members;
- Umbrella Multicultural Community Care – CALD community members;
- Vietnamese Women's Association – CALD community members;
- Abilities WA – community members with disability and carers;
- Cahoots – community members with disability;
- Carers WA – community members with disability and carers;
- DADAA – community members with disability;
- Durham Road School – community members with disability and carers;
- HelpingMinds – community members with disability and carers;
- Mission Australia – community members with disability and carers;
- YDAN – community members with disability;
- Freedom Centre – LGBTQIA+ community members;
- Gay Dads WA – LGBTQIA+ community members;
- GLBTI Rights in Aging Inc. (GRAI) – LGBTQIA+ community members;
- YPN – LGBTQIA+ community members;
- Bayswater and Morley Community Centres – older community members;
- Bayswater Historical Society – older community members;
- Dianella Autumn Centre – older community members;
- Inglewood Autumn Centre – older community members;
- Lions Club of Noranda – older community members;
- Maylands Historical Society – older community members;
- Rotary Club of Morley – older community members;
- Wanslea (Grandcarers) – older community members and carers;

The City will request their support to engage with members, and cross-promote the online survey and workshop opportunities to their member network and on social media.

The City will identify opportunities to engage at events that are likely to attract diverse community members, as well as hold school workshops to capture input from young students with disability. The IDAG and DAG can assist with promotion and engagement to ensure that it appeals to other community members.

The City (Communications team) can identify demographics on social media to promote posts to, and cross-promote the engagement project to relevant groups on social media.

Non-representation of the broader community

To ensure the responses represent the broader youth community, where possible, the City may identify and provide possible opportunities to participate for sub-groups within the youth community (e.g. CALD, LGBTQIA+, disability, etc.).

In order to achieve this, the City will distribute posters, meet face-to-face, and share opportunities in-person and online to various community organisations and specific interest groups within these different demographics.

The City will consult with stakeholders to identify other community events that are likely to attract different demographics to hold a pop-up engagement stall.

A milestone review of the engagement schedule will occur after community workshops to ensure a valid sample for representation.

Unconscious exclusion

The review will make all efforts to include all people, ensuring all engagement needs are planned for to support people with:

- hearing (Auslan, audio captions, compatible with accessible technology)
- immunity
- interacting socially
- moving (upper and lower body)
- regulating emotions
- remembering and/or concentrating
- seeing (Large font, audio describer)
- sensing
- speaking
- understanding information
- English as a second language (Easy to Read, different languages)
- caring responsibilities
- different types of employment arrangements

Clear and easy-to-read information will be provided in advance. Facilitated sessions will have breaks.

Unconscious biases

The City will take measures to mitigate the risk of unconscious biases by using inclusive language and engagement methods.

Reputation

This review will have a multifaceted approach by actively monitoring and responding to community feedback. Ensuring that the consultation process is a positive experience and respecting the voices of all stakeholders involved.

Budget constraints

In order to not exceed budgets, the City will prepare a detailed engagement budget and evaluate this after each event and workshop to keep track and re-allocate as needed.

Time constraints

The City will create a detailed and realistic timeline to ensure deadlines are met, and evaluate the timeline often. The timeframe is negotiable and therefore low risk.

Interference from interest groups

The City will create a clear project scope and objective to ensure that engagement remains strictly relevant to young people, and to avoid obstruction to the projects aim.

A lack of interest from Council

The City will engage with Councillors early through regular communication and by conducting a workshop or briefing to consider the needs of Council.

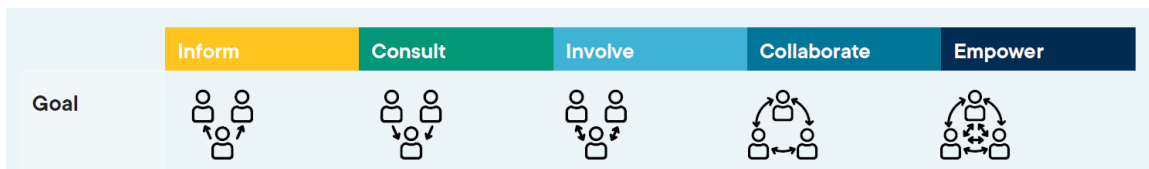
COVID-19

Currently, there are no declarations in place relating to COVID-19 in Western Australia. Should a State of Emergency and/or lockdowns be re-declared, or significantly high infection levels reached in Western Australia, the City will evaluate the situation carefully and seek out more information.

4. Level of Engagement

Using the IAP2 Public Participation Spectrum ([in the Guidelines, p.17](#)), indicate the level of engagement required for this project.

Level of Engagement	Involve
Public Participation Goal	The participation goal is to create an inclusive and safe environment that encourages individuals, internal and external stakeholders from diverse backgrounds to engage actively in community feedback, focusing on accessibility and inclusion.
Promise to the Public	Our promise is to integrate your feedback into the solutions we formulate, while also providing insights on how public input has shaped our decision-making procedures.



5. Engagement activities plan

Once stakeholders have been identified and the level of engagement determined, the next step is to decide on the most effective methods, tools and techniques to engage with these stakeholders. It is important to design an approach that best meets the purpose and objectives of the engagement and stakeholder needs.

There are many traditional and innovative ways to engage. If possible, stakeholders should be asked about how they would like to be engaged. The [Community Engagement Guidelines](#) include references to some useful resources and suggested methodologies to assist with designing the engagement (pp. 18-23).

The Engagement Activities plan needs to be regularly updated to guide the implementation of the community engagement and communication actions for the project and is subject to change as the engagement process is implemented.

	Activities i.e. Methods / Tools / Technique / Actions	Stakeholder(s) targeted (plus participation numbers sought)	Resources required What needs to be produced to engage	Communication mode(s)	Timing i.e. Start / complete by	Responsibility
1.	Online survey	200	<ul style="list-style-type: none"> Online survey Survey marketing materials (social media posts, digital designs, A3 posters, A5 flyers) Paid social media advertisement 	<ul style="list-style-type: none"> Engage Bayswater Direct email communications to internal and external networks City of Bayswater publications and e-newsletters Social media Physical posters 	15 November – 16 December	CDO
2.	School engagement workshops at Durham Road School	Young people aged 12 to 18 (approximately 27)	<ul style="list-style-type: none"> Workshop run sheet Interactive sticker poll corflute board Theme poll postcard Butchers paper / giant post-it note pads 	<ul style="list-style-type: none"> Direct email communications with schools City of Bayswater publications and e-newsletters 	25 November	CDO

			<ul style="list-style-type: none"> • Pens • Marketing materials (social media posts, digital designs, poster) • Survey marketing materials (social media posts, digital designs, A3 poster, A6 flyers) • Evaluation form • Hardcopy surveys (incl. Easy Read, large print) • Giveaway merchandise 	<ul style="list-style-type: none"> • Social media • Physical posters 		
3.	<p>Community engagement workshops</p> <ul style="list-style-type: none"> • 5 December 2024, 5:30 – 7:00pm (LGBTQIA+) • 7 December 2024, 10:00 – 11:30am (All-inclusive) • 9 December 2024, 5:30 – 7:00pm (Disability) • 10 December 2024, 5:30 – 7:00pm (CALD) 	Community members and stakeholders (20-60)	<ul style="list-style-type: none"> • Workshop run sheet • Interactive sticker poll corflute board • Theme poll postcard • Butchers paper / giant post-it note pads • Pens • Marketing materials (social media posts, digital designs, poster) • Survey marketing materials (social media posts, digital designs, A3 poster, A6 flyers) • Hardcopy surveys (incl. Easy Read, large print) • Evaluation form 	<ul style="list-style-type: none"> • Direct email communications with community groups and organisations • City of Bayswater publications and e-newsletters • Social media • Physical posters 	5 – 10 December 2024	CDO

			<ul style="list-style-type: none"> • Giveaway merchandise 			
4.	<p>Engagement at community events</p> <ul style="list-style-type: none"> • RISE-Up Art Market – Saturday 16 November 2024 • PrideFEST Fair Day – Sunday 17 November 2024 • International Day of People with Disability – Tuesday 3 December 2024 • Carols by the River – Saturday 14 December 2024 	Community members and stakeholders	<ul style="list-style-type: none"> • Survey marketing materials (A3 posters and A5 flyers) • Interactive corflute board • Pens and markers • Giant post-it note pad • Hardcopy surveys (incl. Easy Read, large print) • Giveaway merchandise 	<ul style="list-style-type: none"> • Direct email communications with all networks • City of Bayswater publications and e-newsletters • Social media • Physical posters 	15 November - 16 December 2024	CDO
5.	Online engagement – Facebook, Instagram, Campaign Monitor	Community members and stakeholders	<ul style="list-style-type: none"> • Survey marketing materials (social media posts, digital designs, A3 poster) 	<ul style="list-style-type: none"> • Direct email communications with all networks • City of Bayswater publications and e-newsletters • Social media 	15 November - 16 December 2024	CDO

6. Communication and Promotion

Communication is required to promote engagement activities, communicate project updates to stakeholders and report back on outcomes. An Engage Bayswater project page will include all of the information stakeholders need and is a good place to direct people to.

The activities plan above will prompt you to think of how you will communicate the opportunity to participate for your chosen engagement method(s). This can include a more personalised approach such as email or letter, and/or channels for promotion.

Promotion is required to encourage participation and tell people where and how they can get involved. This broader publicity will be guided by a promotion plan developed together with the Communications team and could include print, online and/or social media options.

What is your key message? What is your call to action? Which stakeholder groups do you aim to reach (target audience)? What geographical locations are you targeting? Are there barriers to receiving promotional information for your stakeholders?

Target Audience

The target audience is wide and inclusive of all people with varying strengths, abilities and needs across the City.

The City will focus on an audience that includes, but is not limited to:

- People with disabilities, their families, and carers;
- People from culturally and linguistically diverse communities (CALD);
- People who identify as LGBTQIA+;

Key Message

“You Matter”

Barriers

Ensuring all information, promotion and communication channels is provided in accessible formats and languages including easy-to-read English, adapted in other languages, large print options and accessible social media platforms.

Call to action

Share your thoughts! Complete our survey and go in the draw to win one of three \$50 vouchers.

7. Budget

Outline the budget to reflect the costs associated with the community engagement activities outlined in the Engagement Activities Plan and for promotion (at 5 and 6 above). The budget needs to cover any external engagement services (Consultant), materials (eg. Flyers) and engagement activities (e.g. Venue hire).

Activities	Financial Year	Budget
Printing (i.e. posters and flyers, corflute poll board)	2024/25	\$500

Online promotions (Instagram and Facebook)	2024/25	\$500
Community engagement workshops x 3 Catering and other costs	2024/25	\$1500
Pop-up engagements	2024/25	\$2000
Giveaways (TBC)	2023/24	\$1000
Interpretation and translation services	2024/25	\$2500
Contingency	2024/25	\$1000
TOTAL		\$9000

8. Closing the loop

You will need to identify actions to provide feedback to stakeholders on the outcome/ decision that is made and how their input influenced it.

Stakeholder	How will we communicate outcomes to stakeholders	What needs to be developed to report back i.e. outcomes report, council report, flyer	Person responsible	Timeline
Internal Stakeholders	<ul style="list-style-type: none"> Memorandum 	<ul style="list-style-type: none"> Memorandum for CEO, ELT, and Managers 	CDO	Launch AIP: March 2025
External Stakeholders	<ul style="list-style-type: none"> Engage Bayswater update Direct email communications with all networks City of Bayswater publications and e-newsletters Social media 	<ul style="list-style-type: none"> Social media post with survey results Plan launch marketing materials (social media posts, digital designs, A3 poster, A6 flyer) Outcomes report 	CDO	Launch AIP: March 2025
Councillors	<ul style="list-style-type: none"> Engage Bayswater update Memorandum 	<ul style="list-style-type: none"> Memorandum for Councillors Outcomes report with survey results 	CDO	Launch AIP: March 2025
Broader community	<ul style="list-style-type: none"> Engage Bayswater update Media release 	<ul style="list-style-type: none"> Social media post with survey results Plan launch marketing materials (social media posts, digital designs, A3 poster, A6 flyer) 	CDO	Launch AIP: March 2025

9. Evaluation

Evaluating community engagement involves assessing the quality of the engagement process. It seeks to measure how well the engagement process was planned, implemented and managed, and to inform continuous improvement of the City's engagement practice.

Consider the purpose of the community engagement and list below the performance criteria against which your engagement can be measured. The indicators you select will demonstrate performance against your criteria. Use the following questions as a guide to assist with developing the criteria.

- What needs to happen for this process to be a success?
 - For the project team
 - For the organisation
 - For the stakeholders / community
- How will you know if this has been achieved?
- What data will you collect to indicate this?
- How will you collect the data?

You will also need to evaluate your engagement against the community engagement principles (see page 1). Think about performance criteria that you can collect to show you are upholding one or more of these principles.

Remember that indicators need to be **S**pecific, **M**easurable, **A**chievable, **R**elevant and **T**ime-bound. Data will need to be collected during the implementation of your community engagement to inform the evaluation process at the end of the project.

Performance Criteria	Indicator	How will data be collected	When will data be collected	Which CE principle does this align to? (if any)
Number of surveys completed	Minimum 200 completed	<ul style="list-style-type: none"> Engage Bayswater online survey Hardcopy survey 	15 November – 16 December 2024	Inclusivity
Participation from external stakeholders	Includes representation from varying age groups, abilities, gender and sexuality and cultures from a variety of consultation approaches. At least: <ul style="list-style-type: none"> Three workshops 5-15 attendees 	<ul style="list-style-type: none"> In person Pop-up engagement stalls at community events Community engagement workshops School engagement workshops 	15 November – 16 December 2024	Inclusivity

10. Approvals

Ensure that the engagement plan has been reviewed, endorsed and approved. The engagement will need to be recorded in the Community Engagement Register: to be made available to staff undertaking engagement.

	Name	Date
Manager	<i>Julie-Ann Gray</i>	<i>04/09/2024</i>
Community Engagement Team		

- Register the final plan in ECM, using the ‘Community Consultation – Community Relations – B: Community Engagement - Plans

7.2 International Day of People with Disability

In keeping with the theme for International Day of People with Disability - '*Confident, Capable and Creative: Come with Me*', the City is hosting a silent disco event for all age groups and abilities on 3 December 2024 at Morley Community Centre.

Two sessions are being scheduled:


- Family session for ages 0-12 from 4-5pm; and
- Sunset session for ages 12+ at 5-6pm

Bookings are required and can be made via the [Eventbrite](#) link.


7.3 Access and Inclusion Plan 2020–2024 - Information Update June-August 2024

An update on disability projects/initiatives that have been completed by the City and delivered between June-August 2024 is provided at Attachment 7.3.1 for noting.

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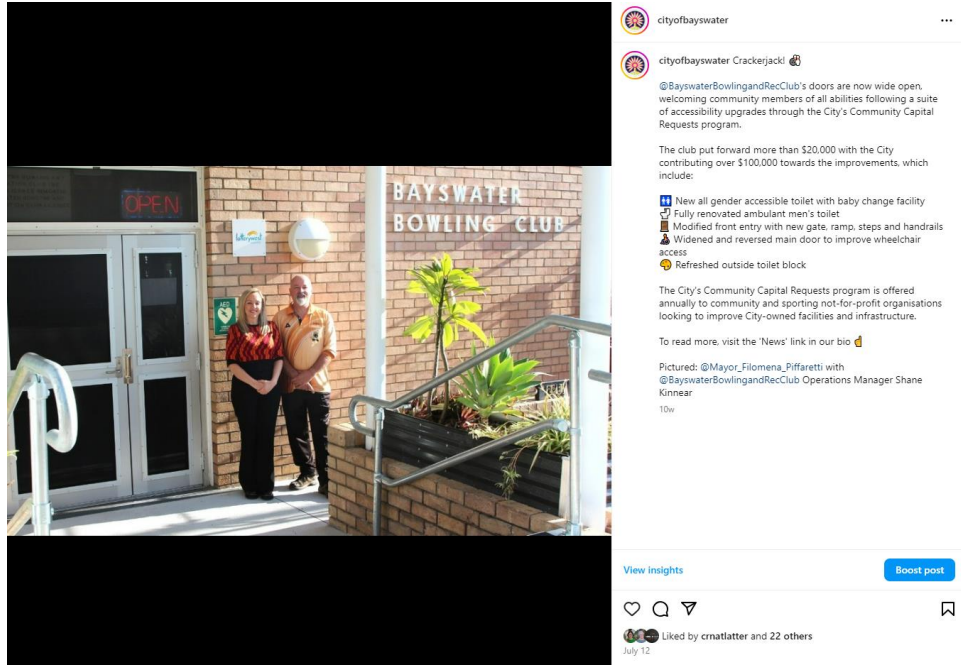
City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and services providers.
ACTION	(a) Develop and share an information package and contractors, inclusion information on how to make services and events more accessible.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<p><u>Avon Descent Finish Line Festival</u></p> <p>At the Avon Descent Finish Line Festival, the City introduced a quiet zone near the finish line with bean bags and an enclosed tent area for privacy. This was a relaxing zone where people could relax and engage with the Access and Inclusion Officer on community needs. The area was well utilised throughout the day with the space being used by a variety of people.</p>
OUTCOME	The City has invested in purchasing a quiet zone tent and signage for use at future events.
IMAGE 1	 <p><u>Quiet zone at Avon Descent Finish Line Festival</u></p>

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Library Services Manager
BRANCH	Library and Customer Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(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.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<p><u>Alternative Print</u> The Library Service provides access to Council information in a variety of formats and ensures that documentation prepared for the City’s three libraries is also available in alternative formats. This initiative aims to create a more accessible and inclusive environment, facilitating the engagement of individuals.</p>
OUTCOME	The incorporation of alternative print formats into City documentation, including grants, donations, sponsorships, and events, ensures a more inclusive and accessible experience for individuals with disabilities. By prioritising alternative print and making it accessible from the City’s libraries the City aims to enhance the readability and comprehension of information, fostering greater participation and engagement among people with diverse needs.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Library Services Manager
BRANCH	Library and Customer Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(b) Investigate hosting Easy English sessions for people with low literacy.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<p><u>English Conversation Groups</u></p> <p>The English Conversation Groups, facilitated by volunteers at Maylands and Morley Libraries, offered individuals whose first language is not English a valuable opportunity to practice and enhanced their conversation skills. Throughout this reporting period, a total of 25 sessions were conducted, engaging 306 participants. These groups served as a platform for individuals to refine their conversational abilities, contributing to the cultivation of an inclusive environment.</p>
OUTCOME	The provision of free literacy programs empowers community members to enhance their skills in a secure and inviting setting. As a result, participants experience a greater sense of belonging and connection in their community, fostering a supportive atmosphere that encourages lifelong learning and social engagement.
IMAGE 1	 <p><u>English Conversation Group - Morley Library</u></p>

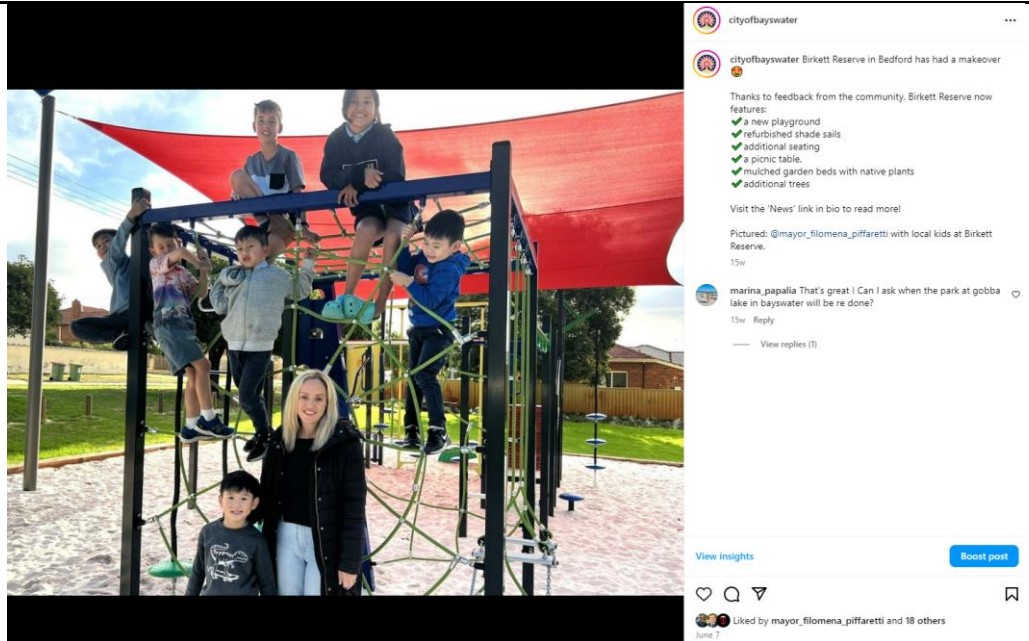
City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(a) Embed universal access considerations into the Project Management Framework, including procurement, approvals and construction.
DELIVERABLE	<input checked="" type="checkbox"/> 2023/24
INFORMATION	<p><u>Bayswater Bowling and Recreation Club accessibility upgrades</u> Bayswater Bowling and Recreation Club has received a suite of accessibility upgrades through the City's Community Capital Requests program. The club put forward more than \$20,000 with the City contributing over \$100,000 towards the improvements, which include a new all gender accessible toilet with baby change facility; fully renovated ambulant men's toilet; modified front entry with new gate, ramp, steps and handrails; widened and reversed main door to improve wheelchair access; and a refreshed outside toilet block.</p> <ul style="list-style-type: none"> • Web news article • Instagram post • Facebook post • Community e-newsletter <p><u>Birkett Reserve upgrades</u> The city completed a \$150,000 play space and landscape upgrade to Birkett Reserve in Bedford, as part of the City's Play Space Strategy. Existing play equipment was replaced with a large, brand-new playground including a two-seat swing set. The new swing set features a wheelchair accessible swing, allowing kids of all abilities to enjoy the improved playground.</p> <ul style="list-style-type: none"> • Web news article • Instagram post • Facebook post • Community e-newsletter
OUTCOME	These projects highlight the City's commitment to improving facilities and infrastructure to enable better access.

IMAGE 1




Instagram post about Bayswater Bowling and Recreation Club accessibility upgrades

IMAGE 2



Instagram post about Birkett Reserve upgrades

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities
DELIVERABLE	<input checked="" type="checkbox"/> 2023/24
INFORMATION	<p><u>Automated Door at Bayswater Community Centre</u></p> <p>Bayswater Community Centre installed a new automated door. Officers consulted with members of the Disability Advisory Group to ensure the entry/exit button was installed at a suitable height for wheelchair users.</p>
OUTCOME	Improved access to the Community Centre and Accessible public toilet located inside the building.
IMAGE 1	 <p>Automated door at Bayswater Community Centre</p>


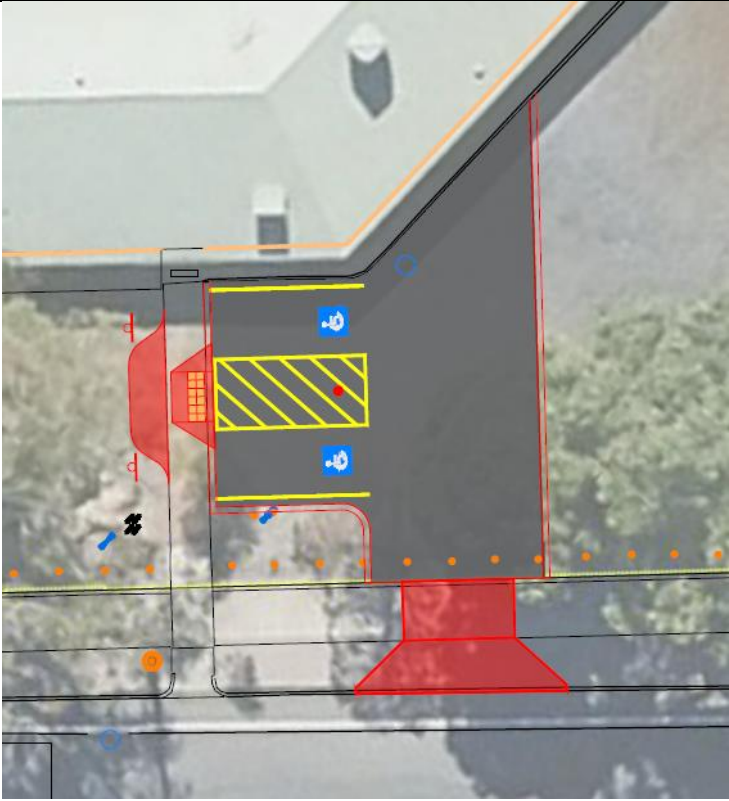
City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: SEPTEMBER– DECEMBER 2023	
AUTHOR	Transport Infrastructure Manager
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure
ACTION	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<u>Emberson Reserve Parking</u> Vehicles were reported to obstruct the access to Emberson Reserve from Emberson Avenue, where there are ramps connecting to the reserve.
OUTCOME	In response to queries regarding the reserve and provision of ACROD bays, the City prepared a plan to modify the parking arrangement along Emberson Avenue to ensure an unobstructed access to the reserve and upgrade the ACROD bays on Paine Road to current standards. The works are scheduled to commence in October 2024
IMAGE 1	 <p><u>Field St entrance to Emberson Reserve</u></p>


IMAGE 2



Paine Road entrance to Emberson Reserve

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: SEPTEMBER– DECEMBER 2023	
AUTHOR	Transport Infrastructure Manager
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure
ACTION	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<p>Pat O'Hara Reserve</p> <p>There is a lack of ACROD bays and connectivity from the existing carpark to the reserve and associated buildings.</p>
OUTCOME	The City undertook a design for the upgrade of the carpark and ACROD bays as well as extension of the carpark and providing a path to the reserve. The implementation works are scheduled to be completed within the current financial year.
IMAGE 1	<p>ACROD bays a Pat O'Hara Reserve</p>


City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: SEPTEMBER– DECEMBER 2023	
AUTHOR	Transport Infrastructure Manager
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure
ACTION	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	Upper Hillcrest Reserve There is a lack of ACROD bays at the Upper Hillcrest reserve that service the clubs.
OUTCOME	The City undertook a design for the provision of two ACROD bays and the associated ramps for ease of access to the building.
IMAGE 1	 <p>ACROD bays at Upper Hillcrest Reserve</p>

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: SEPTEMBER– DECEMBER 2023	
AUTHOR	Transport Infrastructure Manager
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure
ACTION	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<u>F J Beales Park</u> The City was requested to provide a connectivity across Lincoln Road to connect to the playground to assist vulnerable road users, inclusive of those with a mobility impairment or parents with prams.
OUTCOME	The City installed pram ramps across Lincoln Road and provided a direct path to the playground.
IMAGE 1	 <p>Pram Ramps across Lincoln Road</p>

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Coordinator Turf Services
BRANCH	Parks and Gardens
STRATEGY	2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.
ACTION	(a) Design and develop play spaces in line with the City’s Parks and Play Space Classification Hierarchy, providing 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.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<u>Accessible path at Houghton Park Tennis Courts</u> The City installed an accessible pathway from car park to courts at Houghton Park Tennis Courts from Babbington Crescent / Bedford St car park to the tennis courts. This involved a new pad and path being laid.
OUTCOME	Houghton Park tennis courts are now more accessible as a result of an accessible pathway being installed at Houghton Park Tennis Courts.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Library Services Manager
BRANCH	Library and Customer Services
STRATEGY	4.1 Promote the City’s commitment to access and inclusion in the Customer Service Charter.
ACTION	(b) Provide and promote a range of options for community members to connect and communicate with the City.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	<p><u>Diverse Communication Channels</u> The Library Service actively advocates for diverse communication channels between the community and the City. Libraries often serve as the initial point of contact for information seekers, our Library staff are consistently observed aiding individuals in navigating the City’s website. Additionally, they provide assistance with hardcopy documentation for those without access to a computer or the skills to use one. This commitment ensures that community members have a range of accessible options to connect and communicate with the City, promoting inclusivity.</p>
OUTCOME	Enhanced community engagement and connectivity, fostering a deeper sense of belonging among community members.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience
DELIVERABLE	<input checked="" type="checkbox"/> 2023/24
INFORMATION	<p><u>Accidental Counsellor Training</u> The City engaged the services of Lifeline to deliver Accidental Counsellor training to Community Development and Libraries staff. The training taught staff how to use the Recognise, Respond and Refer method when working with people experiencing mental health issues.</p>
OUTCOME	Increased awareness for staff who are directly working with the Community.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	<u>Library Services Manager</u>
BRANCH	Library and Customer Services
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(b) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.
DELIVERABLE	<input checked="" type="checkbox"/> 2024/25
INFORMATION	The Morley Library hosted a six-week program of Sensory Storytime during July and August 2024. This program has been designed specifically for children with sensory processing issues, providing a welcoming and supportive environment for them and their families. Sensory Storytime sessions include tailored activities such as tactile play, visual stories and auditory stimuli adjusted to be calming and engaging. The program attracted 60 participants over the six weeks that it ran.
OUTCOME	Feedback from parents/caregivers communicated that they saw an increase in confidence in their children over the course of the program.
IMAGE 1	 <p>Sensory Storytime – Morley Library</p>

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2024 – AUGUST 2024	
AUTHOR	<u>People and Culture Advisor</u>
BRANCH	People Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability.
ACTION	a) Join Australian Network on Disability and take the Access and Inclusion Index Self-Assessment to maximise employment impact and contribute to a national benchmark.
DELIVERABLE	<input checked="" type="checkbox"/> 2023/24
INFORMATION	The City is undertaking the Access and Inclusion Index Self-Assessment for the first time since 2020. The City is required to provide information on nine key areas of the business to get an overall assessment of access and inclusion maturity.
OUTCOME	Once the information is collated and the report is prepared, it will give the City a good comparison against the previous 2020 report to see what areas of the business have improved and what work still needs to be done.

8 GENERAL BUSINESS

Items not listed on the agenda to be raised by Members at this point.

9 NEXT MEETING

The next meeting of the Disability Advisory Group will take place at a date and time to be confirmed.

10 CLOSURE