

Implementation Plan

This Plan outlines our key priorities and the actions we will take to achieve them. A more detailed implementation plan supports this, setting out what needs to be done, who is responsible, and the timeframes for delivery. City staff and managers are accountable for meeting deadlines and ensuring progress is made.

Implementation is overseen by both an internal working group and an external advisory group made up of community representatives, which meets quarterly to review progress. Updates are also provided to the Executive Leadership Team on an annual basis.

The anticipated budget amounts 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 Council-led annual business planning and budgeting process. Major capital works projects identified in the Implementation Plan will be accordingly detailed in the long-term financial plan (LTFP).

The community is kept informed through the City's Annual Report and other regular communications. Reporting to State Government agencies will occur as required. A full review of this Plan is scheduled for 2029.

Outcome 1: Everyone has the same opportunities as other people to access the services of, and any event organised by, the City of Bayswater.	
Strategy	Actions
1.1. Support the community to hold events that prioritise accessibility and inclusion throughout planning, design and delivery	a. Continue to promote information and provide community upskiller programs for sporting clubs and community groups including information on how to make services and events more accessible and inclusive
	b. Raise awareness and understanding of people from different backgrounds by supporting external community events to celebrate significant days
	c. Raise awareness and understanding of people from different backgrounds by strengthening collaboration between City staff in supporting internal events and initiatives to celebrate significant days
1.2. Build partnerships and engage diverse community groups and organisations to facilitate and promote events more widely for increased participation	a. Provision and awareness of interpreting services such as Auslan and other languages on request at major City events and services
	b. Identify, encourage and support LGBTQIA+, CaLD and disability community groups and organisations to apply for City grants and facilitate inclusive events for all

1.3. Improve availability of accessible features at events and services	a. Embed information to improve access and inclusion into City documentation including grants, donations, sponsorships, services and events
1.4. Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers	a. Promote where appropriate and maintain the City's assisted waste collection service to support the independence of eligible residents in their homes

Outcome 2: Everyone has the same opportunities as other people to access buildings and other facilities of the City of Bayswater.

Strategy	Actions
2.1. Maintain and upgrade City buildings, facilities, and infrastructure to improve accessibility, inclusion and safety in all stages from planning to construction	a. Develop a checklist process for auditing the accessibility and inclusion of premises that officers can use as a guide
	d. Continue to prioritise upgrades to City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
2.4 Prioritise accessibility and inclusion of diverse groups in the planning, design and development of new City assets or features	a. Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction
	b. Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibilities when providing contracts, service agreements, tenders, and decision-making frameworks
	d. Develop accessible design and inclusive play spaces where possible to support social development of people with a range of disability and diverse backgrounds
2.5 Improve accessibility and inclusion information about City buildings, facilities and venues	b. Promote access and inclusion upgrades and developments through the City's social media, newsletter and media releases
	d. Identify accessibility features of City buildings, facilities and parks, and publish on the City's website
	e. Investigate the display of significant symbols and visual cues on City buildings and facilities that promote an inclusive and safe space such as a rainbow flag symbol, Aboriginal and Torres Strait Islander flag symbols and assistance dog symbol

Outcome 3: Everyone receives 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
3.1. Utilise a diverse range of promotion methods to inform community members about City programs, events and processes	a. Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, and hard copy formats in large print and/or Easy English where possible b. Promote availability of Auslan and other language interpreters for City services and for communicating with the City where available c. Identify target groups, stakeholders and locations across disability, CaLD and LGBTQIA+ backgrounds to aid effective promotion and engagement
3.2. Promote and increase the use of inclusive language across the City's written, audio, visual and verbal communications	a. Review City's Written and Brand Style Guides to build on the use of correct terminology and inclusive language in terms of disability, LGBTQIA+ and cultural and linguistic diversity c. Ensure video content has captions and explore audio description and accompanying transcripts where possible
3.3. Improve accessibility of, and access to, information about City documents and processes via alternative formats, language translations and support options	a. Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with disability, people from diverse backgrounds or with low literacy
3.4. Increase staff capacity to develop accessible and inclusive written and visual content on City communication platforms	a. Explore opportunities to build capacity in staff to develop Easy English documents and organise Auslan and other language interpreters b. Create a dedicated Access and Inclusion page on Baynet (internal intranet) to provide guidance and resources for staff, for example: - Promoting the 'Guide to Accessible Events, Services and Information' once developed - Using inclusive language - Preferred suppliers Guidance for best practice reporting for Plan progress and City Advisory Groups, once reviewed
3.5. Review the accessibility of information in digital formats	b. Review the City's internal platforms such as Baynet, Litmos, and employee induction documents (e.g. subtitles and transcript for all videos)

Outcome 4: Everyone receives 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
4.1. Build access and inclusion confidence and awareness of diverse needs and barriers to enhance staff and community capacity	a. Participate in the WA Local Government Access and Inclusion Officer Network to build and maintain relationships, and partake in access and inclusion knowledge sharing and learning opportunities
4.2. 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
4.3. Promote inclusion across the City with no tolerance for discrimination or hateful speech	a. Share the City's inclusivity statement at City events, services, venues, public consultation projects, and digital platforms such as City websites

Outcome 5: Everyone has the same opportunities as other people to make complaints to the City of Bayswater.

Strategy	Actions
5.1. Continue to identify opportunities to improve the accessibility of City feedback and complaints processes	a. Review the City's complaints and feedback procedures for accessibility

Outcome 6: Everyone has the same opportunities as other people to participate in any public consultation by the City of Bayswater.

Strategy	Actions
6.1. Prioritise access and inclusion in the planning, design and delivery of public consultation	c. Promote the availability of alternative formats in public consultation
6.2. Explore consultation methods to encourage participation by all	a. Continue to use multiple engagement methods to encourage participation

Outcome 7: Everyone has the same opportunities as other people to access inclusive employment at the City of Bayswater.

Strategy	Actions
7.1. Explore ways to increase employment opportunities for people with disability and people from diverse backgrounds within the City	a. Promote employment opportunities widely, in a range of formats and through Disability Employment Services and disability networks
	b. Increase the representation of people with and without disabilities from diverse backgrounds through employment, placement opportunities, or mentoring
7.2. Review the accessibility, inclusivity and flexibility of recruitment and induction processes, and work practices for people with disability and people of all ages and backgrounds	a. Improve induction and onboarding process to be more accessible and inclusive
	b. Continue reviewing and refining workplace design and ergonomics to enable reasonable adjustments for staff with disability
	c. Provide information in recruitment materials and advertisements to encourage applications from people with disability, Aboriginal and Torres Strait Islander peoples, people from diverse backgrounds and people of all ages
	d. Provide flexible working arrangements for staff where possible
	e. Seek feedback from employees with disability and people from diverse backgrounds about their experiences working for the City
7.3. Foster a workplace culture that embraces diversity, equity, inclusion and belonging for all people	c. Continue the City's membership with peak bodies for access and inclusion to build on disability and diversity inclusion goals and confidence