



Easy English

City of Bayswater Access and Inclusion Plan 2020 - 2024



bayswater.wa.gov.au

City of
Bayswater





Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about

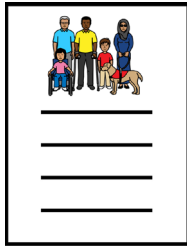


- find more information.

About this book



This book is written by the City of Bayswater.



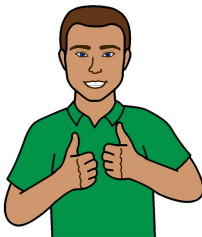
This book is about our
Access and Inclusion Plan.



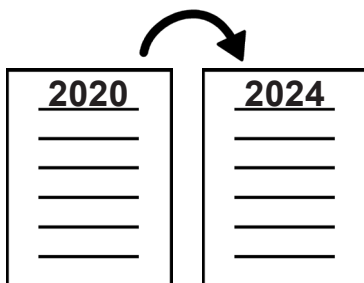
Access means everyone can use it.



Inclusion means people belong and can join in.



The plan says what we will do to make our city
a great place to live for people with disability.



The plan goes from 2020 to 2024.

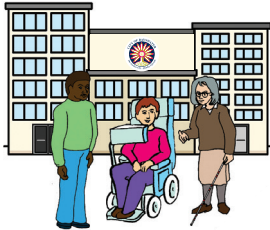
Our goals

We have 7 goals in the plan.

Our plan is about



1. Services and events



2. Buildings and places



3. Information



4. Customer service



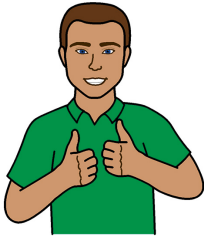
5. Complaints



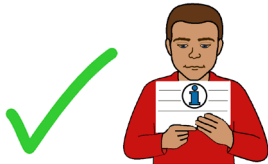
6. Having your say

7. Jobs

Goal 1 - Services and events

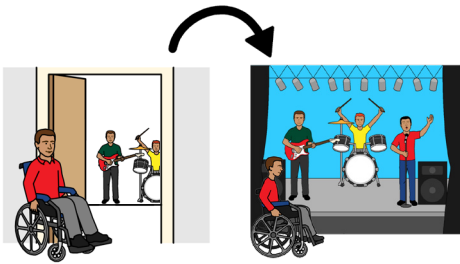


We want you to be able to use our services and go to our events.



We will

- make sure people have information to get to our events and use our services



- have activities that everyone can join and be part of

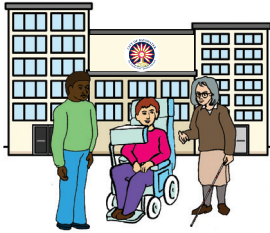


- show other groups who run events how to help everyone join in.



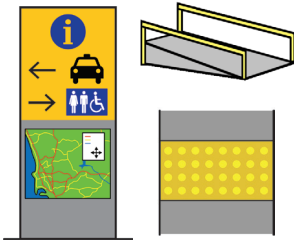
We will teach the community about disability.
For example, we will celebrate
International Day of People with Disability.

Goal 2 - Buildings and places



We want everyone to be able to

- use our buildings and places



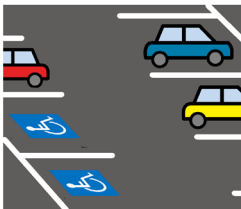
- move around our buildings and places.



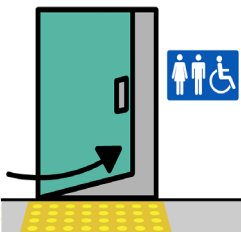
We will work to make things better.

For example

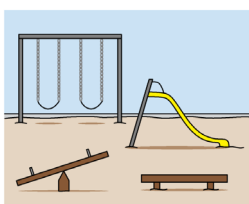
- foot paths and road crossings



- car parks



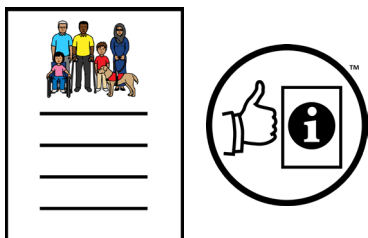
- toilets and change rooms



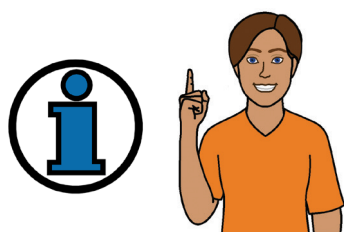
- playgrounds.

Goal 3 - Information

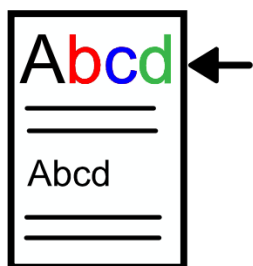
We want to write information that is easy to understand. For example, Easy English.



We wrote this plan in Easy English.



We want you to understand the information we send you.



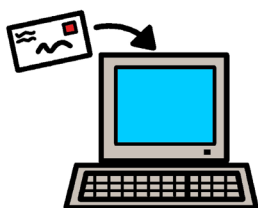
We can give information in a way that works for you. For example, we can give documents

- with large letters

- using audio



- in braille



- on the computer

- on paper.



We will do checks to make sure our website is easy to use.

Goal 4 - Customer service

We want our staff to treat everyone with respect.

We will

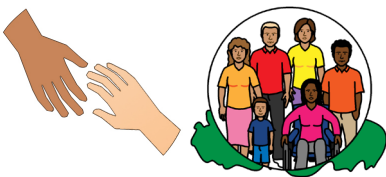
- use the **National Relay Service**.

The National Relay Service helps people make phone calls.



- listen to **feedback** from people with disability.

Feedback means you say what you think about our services.



We will

- make sure there are different ways the community can get help from us



- train our staff about access and inclusion.

Goal 5 - Complaints

We want you to be able to make a **complaint**.



A complaint is when you

- are **not** happy

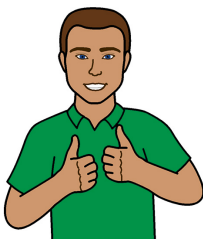
and



- tell us why you are **not** happy.

We will

- do better to keep track and respond to feedback



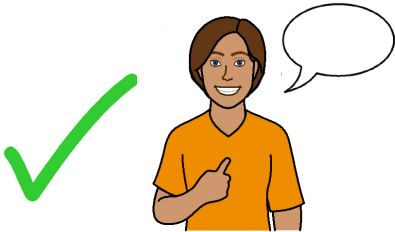
- make sure people are happy to tell us what they think



- ask people to help us find ways to make customer service better.

Goal 6 - Having your say

We want you to have your say and be part of choices we make.

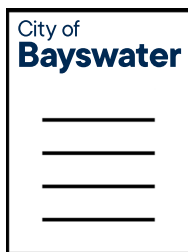


We will

- make it easy to have a say about our city



- make sure our staff can help people to tell us what they think



- write a report each year about
 - how we followed the planand
 - how we helped the community.

Goal 7 - Jobs



We want people with disability to work with us.



We will do work to

- make it easy for people to apply for a job



- make our work places more accessible



- train our staff about disability



- give people the support they need.



More information

For more information contact
the City of Bayswater.



Call 9272 0622



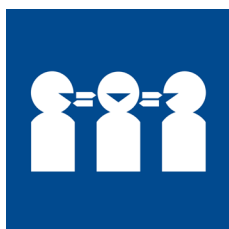
Website

www.bayswater.wa.gov.au



Email

mail@bayswater.wa.gov.au



If you speak a language other than English
please contact TIS - Translating and
Interpreting Service

Call 131 450



If you need help to speak or listen

Contact us through the National Relay Service.

Call the National Relay Service help desk

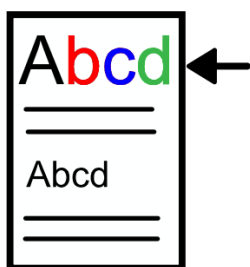
1800 555 660

Voice relay 1300 555 727

SMS relay 0423 677 767

Go to the NRS website

communications.gov.au/accesshub/nrs



Contact us if you need documents

- with large letters
- that use audio
- in braille
- on the computer
- on paper.



Call 9272 0658



Email mail@bayswater.wa.gov.au

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in April, 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the City of Bayswater.

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