

Inclusive Bayswater

Access and Inclusion Plan



2025 — 2030



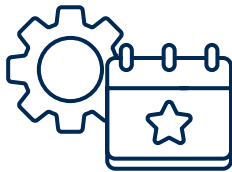
Cover photographs

1. *A young girl with light skin smiles as she enjoys a wheelchair-accessible playground swing.*
2. *Two men with light skin walking together holding hands.*
3. *A young boy with tanned skin plays with a soccer ball by the river.*

Our goals

We have 7 goals in this plan.

Our plan is about



1. Services and events



2. Buildings and places



3. Information



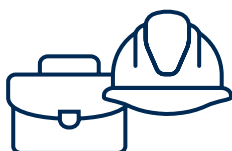
4. Customer service



5. Complaints



6. Having your say



7. Jobs

About this plan



Hard words

This plan is written so it is easy to read.



The first time we write a hard word

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

You can get help with this plan



You can get someone to help you

- read this plan
- know what this plan is about
- find more information.

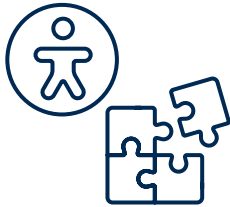


You can ask for more information.



About this plan

This plan is written by the City of Bayswater.



This plan is our **Access and Inclusion Plan**.

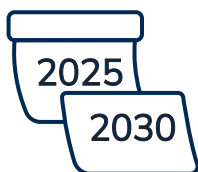
Access means everyone can use it.

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, people from different cultural backgrounds and languages, and LGBTQIA+ people.

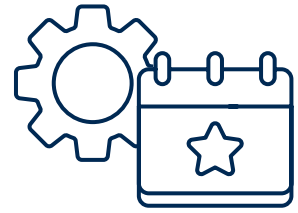
LGBTQIA+ means lesbian, gay, bisexual, transgender, queer and questioning, intersex, asexual and more.



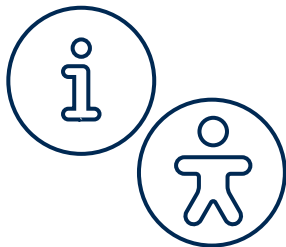
This plan goes from 2025 to 2030.

Goal 1

Services and events

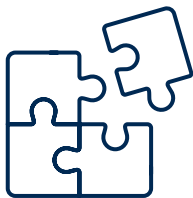


We want you to be able to use our services and go to our events.



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, people from different cultural backgrounds and languages, and LGBTQIA+ people.

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



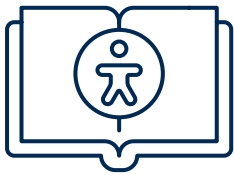
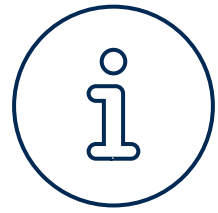
- toilets and change rooms



- 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

- in different languages



- 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 everyone.

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



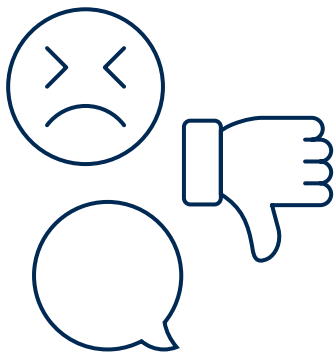
- train our staff about access and inclusion.

Goal 5

Complaints



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

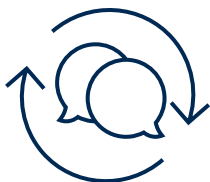


A complaint is when you

- are **not** happy

and

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



We will

- do better to keep track and respond to feedback



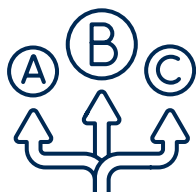
- make sure people are happy to tell us what they think



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

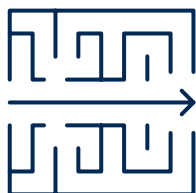
Goal 6

Having your say



We want you to have your say and be part of the 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

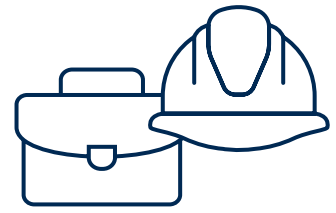
- how we followed the plan

and

- how we helped the community.

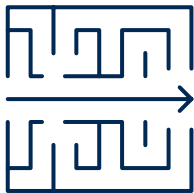
Goal 7

Jobs



We want people with disability, people born in different countries, and LGBTQIA+ people 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.

Contact us

You can talk to us and ask for help.



Call **9272 0622**



Visit the **City of Bayswater Civic Centre**
61 Broun Avenue
Morley WA



Email **inclusion@bayswater.wa.gov.au**

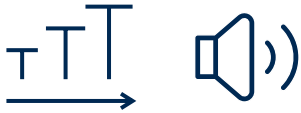


Visit our website **www.bayswater.wa.gov.au**



If you speak a language that is not English, please
contact **TIS – Translating and Interpreting Service**

Call **131 450**



Contact us if you need documents

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



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 National Relay Service website

www.communications.gov.au/accesshub/nrs

City of
Bayswater

61 Broun Avenue, Morley WA 6062

Civic Centre Opening Hours: 8.30am – 4.30pm (Monday to Friday)

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