

# Agenda

## Inclusion and Diversity Advisory Committee

**Wednesday 12 October 2022**

### Notice of Meeting

The next Inclusion and Diversity Advisory Committee will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **Wednesday 12 October 2022** commencing at **6:00 pm**.

Yours sincerely



**JEREMY EDWARDS**  
**CHIEF EXECUTIVE OFFICER**

**6 October 2022**

---

<b>1</b>	<b>OFFICIAL OPENING</b> .....	<b>3</b>
<b>2</b>	<b>ACKNOWLEDGEMENT OF COUNTRY</b> .....	<b>3</b>
<b>3</b>	<b>ATTENDANCE</b> .....	<b>3</b>
	<b>3.2 Apologies</b> .....	<b>3</b>
	<b>3.3 Approved Leave Of Absence</b> .....	<b>4</b>
<b>4</b>	<b>DISCLOSURE OF INTEREST SUMMARY</b> .....	<b>4</b>
<b>5</b>	<b>DELEGATED AUTHORITY BY COUNCIL</b> .....	<b>4</b>
<b>6</b>	<b>TERMS OF REFERENCE</b> .....	<b>4</b>
<b>7</b>	<b>CONFIRMATION OF MINUTES</b> .....	<b>5</b>
<b>8</b>	<b>REPORTS</b> .....	<b>6</b>
	<b>8.1 Progress Report - Access And Inclusion Plan 2020 - 2024: June 2022 - August 2022</b> .....	<b>6</b>
	<b>8.2 Disability Access And Inclusion Annual Progress Report 2021-2022</b> .....	<b>22</b>
<b>9</b>	<b>PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA</b> .....	<b>60</b>
<b>10</b>	<b>GENERAL BUSINESS</b> .....	<b>61</b>
	<b>10.1 Committee Updates</b> .....	<b>61</b>
<b>11</b>	<b>NEXT MEETING</b> .....	<b>67</b>
<b>12</b>	<b>CLOSURE</b> .....	<b>67</b>

**1 OFFICIAL OPENING****2 ACKNOWLEDGEMENT OF COUNTRY**

In accordance with the City of Bayswater's Reflect Reconciliation Action Plan November 2019- November 2020, the Presiding Member will deliver the Acknowledgement of Country.

Noongar Language

*Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Wadjuk moort Noongar moort, boordiar's koora koora, 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.*

**3 ATTENDANCE****Members**

Cr Catherine Ehrhardt, Deputy Mayor	Chairperson
Cr Giorgia Johnson	
Cr Sally Palmer	
Cr Elli Petersen-Pik	
Nirmal Singh	
Giulia Lake	
Somayeh Mirzaei	
Stuart Jenkinson	
Kay Forest Barnard	
Clint Strindberg	

**Non-Voting Members**

Des Abel	Director Community and Development
Julie-Ann Gray	Manager Community Development
Melissa Dias	Coordinator Community Development
Silvia Rossi	Community Development Officer
Fatima Al Ghanimi	Principal Design and Traffic Engineer
Shonie McKibbin	Acting Principal Community Engagement

**Observers**

Belinda Sutton	Community Development Support Officer
----------------	---------------------------------------

**Leave of Absence**

Nil.

**3.2 Apologies**

Nil.

### 3.3 Approved Leave Of Absence

Councillor	Date of Leave	Approved by Council
Cr Assunta Meleca	12 October 2022 to 18 October 2022	Ordinary Council Meeting 20 September 2022

## 4 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.

## 5 DELEGATED AUTHORITY BY COUNCIL

There are no item appearing in this agenda for which the Inclusion and Diversity Advisory Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995 (WA)*; this meeting is closed to the Public.

## 6 TERMS OF REFERENCE

<b>TERMS OF REFERENCE Inclusion and Diversity Advisory Committee</b>	
<b>Purpose</b>	The purpose of the Committee is to provide advice and recommendations to Council in relation to: <ul style="list-style-type: none"> <li>• the development and implementation of the City's Access and Inclusion Plan (AIP); and</li> <li>• promoting equality and equal opportunity for people from culturally and linguistically diverse backgrounds and people who identify as LGBTQIA+. accessing and utilising the City's services and programs.</li> </ul>
<b>Elected Member Membership:</b>	Five Elected Members*. <i>*minimum three required under legislation</i>
<b>External Member Membership:</b>	A maximum of six community members as follows: <ul style="list-style-type: none"> <li>• Two members who: <ul style="list-style-type: none"> <li>(a) Reside in the City and live with a disability and/or are a parent, carer, advocate of a person with a disability; or</li> <li>(b) Reside or is a service provider/organisation within the City of Bayswater and are able to contribute expertise or advice on disability.</li> </ul> </li> <li>• Two members who: <ul style="list-style-type: none"> <li>(a) Reside in the City and who identify as LGBTQIA+; or</li> <li>(b) Reside or is a service provider/organisation within the City of Bayswater and are able to contribute expertise or advice on matters relating to LGBTQIA+.</li> </ul> </li> <li>• Two members who: <ul style="list-style-type: none"> <li>(a) Reside in the City and who identifies as being from a culturally and linguistically diverse background; or</li> <li>(b) Reside or is a service provider/organisation within the City of Bayswater and are able to contribute expertise or advice on matters relating to culturally and linguistically diverse backgrounds.</li> </ul> </li> </ul>

<b>Role of Representatives:</b>	The roles and responsibilities of the City of Bayswater representatives on this Committee are: <ul style="list-style-type: none"> <li>• Member in own right; and</li> <li>• Spokesperson for City of Bayswater.</li> </ul>
<b>Non-Voting members:</b>	Director Community and Development Manager Community Development
<b>Delegated Authority:</b>	Nil.
<b>Meetings:</b>	Committee meetings are to be in accordance with the <i>City of Bayswater Standing Orders Local Law 2021</i> .
<b>Meeting Frequency:</b>	Quarterly or as required.
<b>Day of Meeting:</b>	When suitable.
<b>Time of Meeting:</b>	When suitable.
<b>Location of Meeting:</b>	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062
<b>Liaison Officer:</b>	Director Community and Development or nominated officer

## 7 CONFIRMATION OF MINUTES

The Minutes of the Inclusion and Diversity Advisory Committee held on 8 June 2022 which have been distributed, be confirmed as a true and correct record.

**8 REPORTS****8.1 Progress Report - Access And Inclusion Plan 2020 - 2024: June 2022 - August 2022**

<b>Responsible Branch:</b>	Community Development
<b>Responsible Directorate:</b>	Community and Development
<b>Authority/Discretion:</b>	Information Purposes
<b>Voting Requirement:</b>	Simple Majority Required
<b>Attachments:</b>	1. IADAC Information Reports June- August 22 [ <b>8.1.1</b> - 12 pages] 2. Pedestrian Crossings Access Improvement for People [ <b>8.1.2</b> - 1 page]
<b>Refer:</b>	Item 10.6.5.1: OCM 24.08.2021 Item 10.6.2: OCM 23.03.2021

**SUMMARY**

For Committee/Council to note the City of Bayswater Access and Inclusion Plan 2020-2024 progress to date, as contained within **Attachment 1**.

**OFFICER'S RECOMMENDATION**

**That Council notes the information as detailed in Attachment 1 to this report on the City's Access and Inclusion Plan 2020–2024 progress from June 2022 to August 2022.**

**BACKGROUND**

At the Ordinary Council Meeting held on 24 March 2020, Council adopted the eight actions associated with the seven outcome areas within the AIP. This report provides a progress update for the City's Inclusion and Diversity Advisory Committee (IADAC) on the AIP 2020-2024 strategies progressed from June 2022 to August 2022.

**EXTERNAL CONSULTATION**

As this is a progress report only, community consultation is not required.

**OFFICER'S COMMENT**

The City progressed five deliverables within the Access and Inclusion Plan 2020 – 2024 Outcome Areas from June 2022 to August 2022, as detailed in **Attachment 1**.

<b>Outcome</b>	<b>Action</b>	<b>Information Report</b>
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.	1
Outcome 2	People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater.	3
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.	1
Outcome 4	People with disability receive the same level and quality of service from the staff of the City of Bayswater as other	1



## **STRATEGIC IMPLICATIONS**

In accordance with the City of Bayswater Strategic Community Plan 2021-2031 (as amended), the following applies:

Theme: Community

Goal C1: Create safe and inviting places for people to come together.

Goal C4: Empower the community by helping them develop social connections.

## **CONCLUSION**

It is recommended that Committee/Council notes the information provided in **Attachment 1**, as the City's Access and Inclusion Plan 2020–2024 progress update from June 2022 to August 2022.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: June 2022 – August 2022	
<b>AUTHOR</b>	Manager Environmental Health
<b>BRANCH</b>	Environmental Health
<b>STRATEGY</b>	<b>1.2 Build partnerships to support people with disability to participate in their community.</b>
<b>ACTION</b>	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	<p>The City’s Health and Wellbeing Program’s inclusive approach to program planning and delivery for all community members has this year organised wheelchair and seated tai chi.</p> <p><u>Wheelchair and Seated Tai Chi</u></p> <p>The Wheelchair and Seated Tai Chi - 4 week course was a trial for the City’s Health and Wellbeing Program.</p> <p>This Program took place on Saturday mornings throughout August at Maylands Library. Due to the positive feedback received from the participants in the program, another two free wheelchair and seated tai chi programs have been booked for October and November 2022, at Bayswater and Morley Libraries. <b>Image 1</b></p> <p><u>Tai Chi and Qigong</u></p> <p>The Tai Chi and Qigong Program commenced in June 2022 for four weeks on Tuesday mornings at The RISE. Due to the overwhelming response, a second class was added to the schedule with 70 people registering for the program. <b>Image 2</b></p> <p>The Tai Chi and Qigong program exercises were adapted for those participants preferring to be in a seated position.</p>
<b>OUTCOME</b>	<p><u>Wheelchair and Seated Tai Chi</u></p> <p>The Wheelchair and Seated Tai Chi Program booked out, with 15 people participating.</p> <p><u>Tai Chi and Qigong</u></p> <p>Due to the popularity of the Tai Chi and Qigong Program, another four week program was delivered in August 2022, with three classes on offer each Tuesday, with two classes scheduled for the morning and an additional evening class. This program attracted 70 registrations.</p>

	<p>In support of an inclusive community event the City provided the following accessible services:</p> <ul style="list-style-type: none"><li>• Online information on the City's Eventbrite registration web page acknowledging that the event is 'free' and 'accessible'.</li><li>• Accessible toilets are available at The RISE Maylands.</li></ul>
--	--



**Image 1:** Wheelchair and seated Tai Chi



**Image 2:** Tai Chi and Qigong classes

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: June 2022 – August 2022	
<b>AUTHOR</b>	Manager Community Development
<b>BRANCH</b>	Community Development
<b>STRATEGY</b>	<b>2.4 Improve pedestrian network accessibility within town centres.</b>
<b>ACTION</b>	(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.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	This year the City has nominated the People Friendly Streets project for the Most Accessible Community in Western Australia (MACWA) award (. This award is sponsored by The Regional Capitals Alliance WA. <b>Image 1</b>  The categories this year are: 1. Digital and technology accessibility initiatives; 2. Infrastructure and public open space inclusion and accessibility; and 3. Leadership.
<b>OUTCOME</b>	The City's People Friendly Streets project has been nominated for Category 2 – Infrastructure and public open space inclusion and accessibility.  <u>The People Friendly Streets Project</u>  The City's People Friendly Streets project <b>Image 2</b> , aimed to build the capability of people with disability (People Friendly Street Ambassadors) and their support workers to: <ul style="list-style-type: none"> <li>• Undertake an experiential streetscape appraisal of the Morley Activity Centre footpaths, visiting public spaces and local businesses;</li> <li>• Apply the City of Bayswater People Friendly Streets streetscape checklist (available in alternative formats) to identify issues relating to disability access; and</li> <li>• Use the Spinal Life Accessible Australia App. to review access to local businesses.</li> </ul> The City hosted a lunch on the International Day of People with Disability on 3 December with a presentation that showcased the People Friendly Streets project was delivered to the project participants and their support workers, Councillors, City employees, service providers and business owners.  The presentation objectives were to;

	<ul style="list-style-type: none"> <li>• Shared learnings arising from the People Friendly Streets streetscape appraisal as part of the RAC Reconnect Project; and</li> <li>• Co-design discussion on current and future streetscape opportunities and barriers to address access barriers.</li> </ul> <p>The People Friendly Streets ambassadors contributed to the presentation and became part of the ongoing co-design conversation.</p>
--	--



Image 1: MACWA Award application



Image 2: People Friendly Streets project invitation and participants

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022	
<b>AUTHOR</b>	<b>Manager Community Development</b>
<b>BRANCH</b>	Community Development
<b>STRATEGY</b>	<b>2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.</b>
<b>ACTION</b>	(b) 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.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	The new play space at Gibbney Reserve is currently under construction and will be completed by September 2022.
<b>OUTCOME</b>	<p>The outcomes delivered include; interactive and accessible play equipment such as a sand bench, trampolines at ground level, a hammock swing and roundabout. Accessible outdoor furniture will also be included such as accessible seating, picnic table and barbecue.</p> <p>In addition, a 1m x 1m playground communication board will also be included in this play space. In partnership with Wanslea WA, this initiative will be the first of its kind in Western Australia. <b>Image 1</b></p> <p>This personalised communication board features words and symbols to support communication in this new play space for our community, including people with complex communication needs.</p>



**Image 1:** Communication board at the inclusive play space at Gibbney Reserve

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022	
<b>AUTHOR</b>	Manager Community Development
<b>BRANCH</b>	Community Development
<b>STRATEGY</b>	<b>2.7 Support people with hearing impairment to enhance engagement and participation.</b>
<b>ACTION</b>	(c) Investigate the feasibility of installing hearing audio loops at frontline customer service desks.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	<p>Service counter hearing loops for the City's Morley, Bayswater and Maylands Libraries were identified as a priority to meet the needs of community members with hearing impairment.</p> <p>A counter hearing loop uses a gooseneck microphone to pick up the staff voice and transmits it through an amplifier. An induction loop coil is connected to the amplifier which allows visitors and customers to hear staff clearly if they have a telecoil or T switch on their hearing aid or speech processor (Cochlear implant).</p>
<b>OUTCOME</b>	<p>Counter hearing loops for the three City Library customer service areas have been installed. Staff training was undertaken on appropriate use and testing of the counter hearing loops in each library. <b>Image 1</b></p> <p>Provision of counter hearing loops for the customer services desks at The RISE and Bayswater Waves will be rolled out in the next financial year.</p>



**Image 1:** Bayswater Library counter hearing loop training for staff at Bayswater Library

<b>City of Bayswater</b> <b>Access and Inclusion Plan 2020 - 2024</b> <b>INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022</b>	
<b>AUTHOR</b>	<b>Manager Communications and Marketing</b>
<b>BRANCH</b>	Communications and Marketing
<b>STRATEGY</b>	<b>3.2 Review the accessibility of information in digital formats.</b>
<b>ACTION</b>	(a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	The City recently undertook an accessibility review of the website in line with W3C Web Accessibility Guideline.
<b>OUTCOME</b>	<p>As a result of the review the City has made a range of accessibility improvements to the website:</p> <ul style="list-style-type: none"> <li>• Adding skip to content buttons;</li> <li>• Updating the main menu on the desktop and mobile website as previous colours were not in sufficient contrast;</li> <li>• Adding tabs to move through links and image alt tags; and</li> <li>• Read aloud function and navigation tags for readers with reader view.</li> </ul> <p>Additional improvements have been included to streamline the look and overall function of the website, these include;</p> <ul style="list-style-type: none"> <li>• Introducing a visit section;</li> <li>• Refreshing and modernising the homepage;</li> <li>• Implementing new events and news category functions;</li> <li>• Embedding the City's Facebook feed into the site; and</li> <li>• Introducing an alert function to the site to use for COVID-19 announcements and other emergency alerts.</li> </ul>



**Image 1:** Website with print in good colour contrast and read aloud function

<b>City of Bayswater</b> <b>Access and Inclusion Plan 2020 - 2024</b> <b>INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022</b>	
<b>AUTHOR</b>	<b>Manager Library and Customer Services</b>
<b>BRANCH</b>	Library and Customer Services
<b>STRATEGY</b>	<b>4.1 Promote the City’s commitment to access and inclusion in the Customer Service Charter.</b>
<b>ACTION</b>	(a) Provide and promote a range of options for community members to connect and communicate with the City.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	<p>The City launched the library App. at the end of June 2022.</p> <p>The App. (available on iOS and android) allows library users to:</p> <ul style="list-style-type: none"> <li>• Join the library;</li> <li>• Search for and request items;</li> <li>• Access eResources;</li> <li>• Access details on and book in for library events;</li> <li>• Subscribe to the libraries eNewsletter;</li> <li>• Link to Engage Bayswater; and</li> <li>• Members are able to borrow items on their own devices.</li> </ul> <p>The App. has been designed with the following accessible and inclusive features:</p> <ul style="list-style-type: none"> <li>• Use of recognisable icons and images;</li> <li>• Clear and easy to understand;</li> <li>• Use of large print that is in good colour contrast; and</li> <li>• Intuitive and easy to follow.</li> </ul>
<b>OUTCOME</b>	<p>As a result of using mobile devices and App. people with disability experiences are enhanced in the areas of communication, independence and social interaction. As a result they are more connected with the world around them and the world is more connected with them.</p> <p>In August, a total of 357 downloads of the library App was recorded.</p>

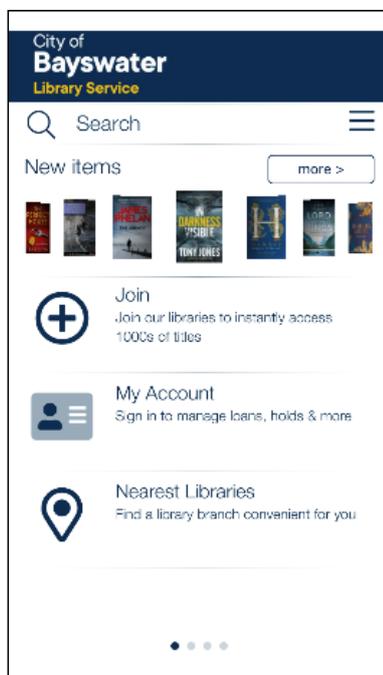


Image 1: The Library App.

<b>City of Bayswater</b> <b>Access and Inclusion Plan 2020 - 2024</b> <b>INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022</b>	
<b>AUTHOR</b>	<b>Manager Community Development</b>
<b>BRANCH</b>	Community Development
<b>STRATEGY</b>	<b>7.1 Advance employment practices to increase the employment of people with disability.</b>
<b>ACTION</b>	(b) 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.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	<p>The City's membership with the Australian Network on Disability (AND) has been renewed for 2022/23.</p> <p>Through the City's ongoing membership with AND the City continues to have access to expert advice, education and training opportunities, such as the delivery of two online Disability Confidence Training for Managers on 18 and 25 August 2022.</p> <p>The City services a diverse and multicultural community. In preparing our Workforce Plan, we are committed to a workplace and workforce that is inclusive and diverse and have progress measures for the number of employees with disability.</p>
<b>OUTCOME</b>	<p>On 18 and 25 August, City Managers, Co-ordinators and Supervisors attended Disability Confidence Managers Training delivery. This was presented by Michele Nealon, Relationship Manager of Australian Network on Disability (AND). This training was attended by 21 staff members.</p> <p>The session objectives included:</p> <ul style="list-style-type: none"> <li>• Understand the importance of disability confidence for individuals and the whole organisation;</li> <li>• Increase awareness of what disability is in the Australian society;</li> <li>• Build confidence in using the right language and doing the right things;</li> <li>• Understand the value of inclusive behaviours and attitudes;</li> <li>• Understand the key concepts, such as workplace adjustments, essential requirements and sharing information;</li> <li>• Understand disclosure of disability from both employees and employers' perspective; Be confident to have appropriate discussions regarding performance management;</li> <li>• Have awareness of the legislative requirements and considerations to the management of risk;</li> </ul>

	<ul style="list-style-type: none"><li>• Recognise the importance of access to learning and development opportunities; and</li><li>• Know where to find further information and assistance.</li></ul> <p>Participants provided the following feedback:</p> <p><i>“A very informative and useful session, helpful strategies that can be applied to support and assist employees with disability in the workplace.”</i></p>
--	---



Image 1: Online Disability Confidence Managers Training

<b>City of Bayswater</b> <b>Access and Inclusion Plan 2020 - 2024</b> <b>INFORMATION UPDATE REPORT: JUNE 2022 to AUGUST 2022</b>	
<b>AUTHOR</b>	<b>Manager People, Culture and Safety</b>
<b>BRANCH</b>	People, Culture and Safety
<b>STRATEGY</b>	<b>7.2 Continue investment in building and promoting an inclusive workplace culture.</b>
<b>ACTIONS</b>	(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.
<b>DELIVERABLE</b>	<input type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> <b>2022/23</b> <input type="checkbox"/> 2023/24
<b>INFORMATION</b>	<p>A review of the City's recruitment practices and processes has been completed by Australian Network on Disability. A report has been received that identifies areas for improvement.</p> <p>The City is currently developing and updating strategies, actions and processes in consultation with the City's diverse subgroups that align with the Workforce Diversity and Inclusion Plan.</p> <p>The purpose of this review of current Human Resources (HR) practices is to attract, recruit and retain staff from diverse backgrounds and to achieve greater representation and decision making in the workforce.</p>
<b>OUTCOME</b>	<p>Further to review of the City's recruitment practices and processes, the City has implemented the following changes to the City's HR practices;</p> <ul style="list-style-type: none"> <li>• A diversity statement has been placed in each advertisement;</li> <li>• All interview confirmation emails ask if applicant needs any adjustments made prior to interview; and</li> <li>• Checking if successful applicants require adjustments prior to commencing with the City.</li> </ul> <p>The City is currently drafting the wording for adjustment questions and the preferred method of communication at application stage.</p>

## Pedestrian Crossings Access Improvement for People with a Disability



Undertaking of a comprehensive audit of pedestrian crossings in all town centres within the City of Bayswater has been recommended by the Inclusion and Diversity Advisory Committee at its meeting held on 8 June 2022. The purpose of the study is to assess the suitability of existing pedestrian crossings for people with disability and provide improvements where required.

Actions and requirements of this project include, but not limited to:

- Selection of an expert consultant who has undertaken similar wide studies within town centres of a local government authority and can balance the industry standards with the relevant standards.
- The consultant can devise a team of individuals with first-hand experience in the field to assist in the audit.
- Conducting site inspections of all crossings within the town centres, capturing photographic evidence, and undertaking measurements of the existing infrastructure, to assess whether they are conforming to current standards and guidelines associated with people with disability and vulnerable road users (VRU).
- Preparation of maps and plans where required, in addition to any design drawings of upgraded assets and infrastructure.
- Provision of a comprehensive report outlining short, medium, and long-term actions and improvement strategies resulting from the audit, where the long-term strategies align with any future large-scale redevelopments in the area, such as the Galleria Shopping Centre.
- Knowledge of Main Roads WA (MRWA) requirements for the feasibility of upgrading signalised intersections to accommodate VRU. Any work to be undertaken at signalised intersections will require consultation with, and approval from MRWA. If traffic signal phasing is to be upgraded to accommodate safer crossings for pedestrians, then the approval process will be extensive comprising a minimum of two stages which will include LinSig traffic modelling to assess intersection performance post upgrades prior to any approval is being granted by MRWA.

The City currently has limited in-depth expertise required to undertake such an extensive audit. It is suggested that an independent expert consultant in the disability field, be contracted to conduct the work associated with this project and meet with the Committee to provide first-hand expectations as required.

This project will form a similar process to that of the current project associated with the review of the Local Bike Plan which is being undertaken by an external consultant due to its scale, inclusive of the consultation and design requirements. The cost estimate of the Local Bike Plan review project is approximately \$60,000, and this project is expected to be within a similar scale and cost bracket. Accordingly a budget allocation of \$60,000-\$70,000 is required for a consultant expert in the disability field to undertake the works associated with the audit. The City can assist in the scoping of the project, and the appointment and management of the consultant.

## 8.2 Disability Access And Inclusion Annual Progress Report 2021-2022

<b>Responsible Branch:</b>	Community Development
<b>Responsible Directorate:</b>	Community and Development
<b>Authority/Discretion:</b>	Information Purposes
<b>Voting Requirement:</b>	Simple Majority Required
<b>Attachments:</b>	1. City of Bayswater DAIP Progress Report 2021-2022 [8.2.1 - 34 pages]
<b>Refer:</b>	Item 10.4.7: OCM 26.05.2020 Item 10.4.5: OCM 23.06.2020 Item 13.2: OCM 22.09.2020

### SUMMARY

This report tables the City's Disability Access and Inclusion Plan (DAIP) Annual Progress Report for 2021/22.

The annual report aligns with the outcomes of the City's Access and Inclusion Plan (AIP) from 1 July 2021 to 30 June 2022. As legislated, the full Annual Progress Report, as presented in **Attachment 1** was lodged with the Department of Communities in July 2022.

### OFFICER'S RECOMMENDATION

**That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2021/22, which was formally lodged with the Department of Communities in July 2022, as presented in Attachment 1 to this report.**

### BACKGROUND

The *Disability Services Act 1993* (amended 2004) requires State and local government authorities to annually report on their DAIP implementation progress against seven prescribed Outcome Areas: services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment. The annual Disability Access and Inclusion Plan report must be lodged with the Department of Communities by 1 July each year.

The overarching goal of the City of Bayswater Access and Inclusion Plan 2020 – 2024 is to plan and implement improvements to access and inclusion by identifying and addressing barriers that either restrict or prevent the full participation of people with disability in the community.

Each quarter of the financial year, City staff provide interim Access and Inclusion Plan progress reports to the City's Community Access and Inclusion Advisory Committee (Inclusion and Diversity Committee since 23 November 2021). This gives committee members the opportunity to provide input into actions being implemented within the Plan throughout the year. Information provided each quarter is then collated for the annual DAIP progress report to the Department of Communities.

The Minister for Disability Services uses the information provided within the annual report to develop a further report that showcases the work being done by public authorities across Western Australia, highlighting examples of leading practice and demonstrating the value of Disability Access and Inclusion Plans.

### EXTERNAL CONSULTATION

As this is a progress report only, community consultation is not required.

## OFFICER'S COMMENTS

The City successfully implemented the 28 strategies forecast to be delivered during 2021/22, which is the second of four financial years of the City of Bayswater Access and Inclusion Plan 2020 – 2024 to be implemented. The strategies have been delivered within existing operational budget provisions, together with the capital upfront cost of \$35,800 for year two of the plan.

Some of the City's access and inclusion achievements for July 2021 – June 2022, which are listed in the DAIP Annual Progress Report 2021-2022 in **Attachment 1** include the actions below.

### Services and Events

- To celebrate the International Day of People with Disability 2021, the City was successful in obtaining a grant for \$1,000 from Developmental Disability WA to contribute towards the delivery of the 'City of Bayswater People Friendly Streets Project'. The People Friendly Streets Project encapsulated a co-design approach where the City partnered with Spinal Life WA and local disability service providers, Interchange and Mission Australia and invited people with lived experience of disability and their support workers who live, work or visit the Morley Activity Centre to participate in the project. Participants were engaged in an experiential walking tour and streetscape appraisal of the City's RAC Reconnect project to inform public space improvements in the Morley Activity Centre. The project was showcased on the International Day of People with Disability at the City of Bayswater Civic Centre on 3 December 2021.
- The City continues to actively provide and promote an assisted waste collection service to people with disability in the community, known as a 'gopher' (assisted waste collection) service whereby the City's contractor, Cleanaway stops, collects and returns the bins from the eligible property. The service assists residents living with disability to remain independent in the community and ensures that waste is continued to be removed from the property, to prevent any associated public health issues occurring. As at 30 June 2022, the City of Bayswater contractor, Cleanaway, provided a service to 71 residents within the City. The suburbs receiving the service are Bayswater (21 persons), Morley (19 persons), Maylands (12 persons), Noranda (12 persons), Bedford (6 persons) and Embleton (1 person). Issues or potential improvements are discussed with the City's waste contractor at continuous improvement meetings.

### Buildings and Facilities

- The feasibility of building an Adult Changing Place Facility was investigated during the detailed design stage of the Bayswater Waves refurbishment project to improve the range of accessible facilities. Investigations determined that a facility could be built by combining two existing rooms into one. A statement of compliance was issued and the facility is now registered on the official Changing Places website. The Changing Place facility provides suitable amenities for people who use the hydrotherapy pool, and who cannot use a standard accessible toilet /shower.
- An upgrade of accessible parking to AS2890.6 2009 requirements has formed part of the year's upgrades to Crimea Reserve, Noranda Athletics Oval, Hawaiians Noranda Netball parking, Riverside Gardens carpark and Maylands Waterland.

### Information and Communication

- In accordance with the City's Customer Services Charter a high-quality standard is set for customer service. Upon request, the City has provided a number of documents in alternative formats some of which include: the Strategic Community Plan, City of Bayswater Annual Report 2019/20, Rates Brochure 2021, Community Engagement Strategy 2021-25,

Homelessness Strategy 2021-2025, Age Friendly Strategy 2021-2025, Innovate RAP 2021 – 2023 and Bayswater Beat newsletter.

- The City has increased its use of video with captions on its social media channels, and uses infographics, in publications and on signage, so that information is accessible and easy to understand.

#### Quality of Service

- The City's three libraries have been recording story time videos and these are shared via social media and on the City's website once a month. The videos then remain available for six months for people to view in their own time. All videos are captioned to improve accessibility, and each video receives an average of 800 views over the six-month period that they are available.

#### Complaints and Safeguarding

- The City undertook extensive community engagement and consultation to develop the City of Bayswater Age Friendly Strategy 2021-2025. The Age Friendly Strategy was developed to address the needs of older community members ages 65 years and older or 50 years and older if from an Aboriginal and Torres Strait Islander peoples. More than 800 comments were received during the engagement process. Methods of engagement included surveys presented in alternative formats including large and contrasting print, hard and electronic format.

#### Consultation and Engagement

- From August 2021 to June 2022, several community engagement initiatives have been planned and delivered, with access and inclusion being considered as part of the process. This has included Pridefest, Keeping Control of Cats Local Law, Community Recreation Plan / Bike Plan / Traffic Management Plan, and Place Making Projects – Morley and Bedford Precincts.

#### Employment, People and Culture

- The City embraces its obligation under the *Equal Opportunity Act 1984* to prepare and implement an Equal Employment Opportunity and Diversity Plan, entitled "City of Bayswater's Workforce Diversity and Inclusion Plan" to support employment recruitment and retention practices. This Plan was endorsed by the City's Executive Leadership Team in November 2021.

### **LEGISLATIVE COMPLIANCE**

- *Disability Services Act 1993 (amended 2004)*

### **RISK ASSESSMENT**

In accordance with the City's Risk Management Framework, the officer's recommendation has been assessed against the City's adopted risk tolerance. Comments are provided against each of the risk categories.

<b>Officer's Recommendation</b>	<b>That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2021/22, which was formally lodged with the Department of Communities in July 2022, as presented in Attachment 1 to this report.</b>	
<b>Risk Category</b>	<b>Adopted Risk Appetite</b>	<b>Risk Assessment Outcome</b>
Strategic Direction	Moderate	Low
Reputation	Low	Low
Governance	Low	Low
Community and Stakeholder	Moderate	Low

Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
<b>Conclusion</b>	It is considered that there are low risks associated with the information provided in this report, as reporting to the Department of Communities against DAIP strategies is a legislative requirement for local government. Additionally, the report meets outcomes and objectives of the City's Access and Inclusion Plan 2020-2024.	

### FINANCIAL IMPLICATIONS

There are no financial implications applicable to this report.

### STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2021-2031, the following applies:

- Theme: Community  
 Goal C1: Create safe and inviting places for people to come together.  
 Goal C4: Empower the community by helping them develop social connections.

The City of Bayswater Access and Inclusion Plan 2020 – 2024 and its implementation achieves the above strategic goals.

### CONCLUSION

This report provides the final City of Bayswater DAIP annual progress report for 2021/22, as presented in **Attachment 1**, which was submitted to the Department of Communities in July 2022. With the submission of the annual report to the Department of Communities, the City has met its obligations, as outlined in the *Disability Services Act 1993 (amended 2004)*.



Government of **Western Australia**  
Department of **Communities**



# **Disability Access and Inclusion Plan (DAIP)**

## **Progress Report 2021/2022**

DAIP Progress Reporting Template 2021/2022

---

[A Western Australia for Everyone: State Disability Strategy 2020-2030](#) (the Strategy) sets the foundation for building a more inclusive Western Australia. The Strategy intends to protect, uphold and advance the rights of people with disability living in Western Australia. The vision of the Strategy is that people with disability, and those who share their lives, are engaged and feel empowered to live as they choose in a community where everyone belongs.

The Strategy references the role of Disability Access and Inclusion Plans (DAIPs) as an important way of ensuring that public authorities continue to improve access and inclusion outcomes for people with disability.

Collecting information about the effectiveness of DAIPs through a Progress Report is a requirement of the [Disability Services Act 1993](#). The information will be used by the Minister for Disability Services to report to the Western Australian Parliament in by December 2022.

DAIP progress report due date is **Friday 29 July 2022**.

To send completed Progress Reports, or for enquiries, email:  
[statedisabilitystrategy@communities.wa.gov.au](mailto:statedisabilitystrategy@communities.wa.gov.au)

DAIP Progress Reporting Template 2021/2022

---

## Reporting guidelines

- You need to answer all questions.
- Submit a Word version of your report to [statedisabilitystrategy@communities.wa.gov.au](mailto:statedisabilitystrategy@communities.wa.gov.au)
- An activity is an action or initiative which advanced your DAIP strategies over the reporting period. In most cases, activities will have been completed within the reporting period. Where ongoing key actions or established practices have significantly progressed, you may consider these relevant to your report.
- Detail as many activities as you consider appropriate. The description of an activity should include:
  - Why the activity was implemented.
  - What was done.
  - The outcome or impact of the activity, and any learnings associated with the activity.
  - Where possible, include evidence such as direct quotes or feedback, quantitative/qualitative data and photos or other imagery. Permission from individuals featured in photos should be sought and made available upon request.
- Key areas of interest for the 2021/2022 Reporting period include:
  - Disability employment - In particular, any available data about the number of people with disability employed in your organisation, and where activities have increased the rate of employment under DAIP Outcome 7.
  - How the influence of your DAIP extends outside your organisation- For example activities led by agents or contractors of your organisation, or by other external parties. Please include such activities in the most appropriate outcome area.
  - Examples of innovation - Where you have adopted new approaches or techniques to enhance or safeguard access and inclusion or improved the capacity to implement and evaluate DAIP activities.

DAIP Progress Reporting Template 2021/2022

---

# Progress Report 2021/2022

## Your details

**Name of public authority:** City of Bayswater  
**Name of contact person:** Silvia Rossi, Community Development – Access and Inclusion Officer  
**Phone number:** 9272 0622  
**Email:** mail@bayswater.wa.gov.au

## 1. General Services and Events

**DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

**Strategy - Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.**

### **1.1a Develop and share an information package for agents and contractors including information on how to make services and events more accessible.**

The City of Bayswater Event Guidelines located on the City's 'Planning an Event' webpage provides information on legislative requirements that are applicable to events of which the *State Disability Services Act* (1993) and *Disability Discrimination Act* (1992) are referenced. The Event Guidelines specify access requirements for events such; as accessible toilet facilities, accessible parking, unobstructed paths of travel and directional signage.

As an adjunct to the Event Guidelines the City provides a 'Guide to Accessible Events' (available on the 'Planning an Event' page). This information package for agents and contractors, includes the following guidelines on how to make services and events more accessible and inclusive:

- Understanding why planning for accessible and inclusive events are important;
- Inclusive communication;
- Use of disability access symbols;
- Information about the WA Companion Card;
- Planning an accessible and inclusive event checklist;
- Links to external information resources; and
- A link to the City of Bayswater Access and Inclusion Plan 2020 – 2024.

Below is a list of City and Community run events held over the last financial year which incorporated accessible elements in accordance with the City's Event Guidelines and Guide to Accessible Events information:

- Avon Descent, August 2021

Page 4 of 24

DAIP Progress Reporting Template 2021/2022

---

- Carol's by Candlelight, December 2021
- Movie in the Park, May 2022
- Bayswater Growers Markets, Saturday Mornings
- Baysie Rollers Summer Movie Nights, January – March 2022

[Refer to Outcome 1: Image 1 to 4]

**1.1b Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.**

The City continues to actively provide and promote an assisted waste collection service to people with disability in the community, known as a 'gopher' (assisted waste collection) service whereby the City's Cleanaway contractor stops, collects and returns the bins from the eligible property. The service assists residents living with disability to remain independent in the community and ensures that waste is continued to be removed from the property, to prevent any associated public health issues occurring.

As at 30 June 2022, the City of Bayswater contractor, Cleanaway, provided a service to 71 residents within the City. The suburbs receiving the service are Bayswater (21 persons), Morley (19 persons), Maylands (12 persons), Noranda (12 persons), Bedford (6 persons) and Embleton (1 person). Issues or potential improvements are discussed with the City's waste contractor at continuous improvement meetings.

**Strategy - Build partnerships to support people with disability to participate in their community.**

**1.2a 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.**

The City has progressed with delivering an inclusive range of services, programs and events over the financial year. Examples are listed below.

- City of Bayswater Community Grants Program

The Better Bayswater Grant application form has embedded the below information to ensure applicants are aware of the importance of access and inclusion, and also are informed about the City's Access and Inclusion Plan 2020 – 2024.

*"Please describe what steps you will take to ensure that the program/project will be accessible and inclusive.*

*Please refer to the City of Bayswater Access and Inclusion Plan 2020 - 2024 which is available on the City's website".*

The City uses a wide range of communication methods (hard copy and electronic formats) to promote services, and an alternative format upon request is provided, such as large print.

- City of Bayswater - What's On Calendar

DAIP Progress Reporting Template 2021/2022

---

The City's What's On Calendar web pages acknowledge community programs and events that are "free" and "accessible" by embedding these words in the promotional images. In addition, an advanced search function has been added to enable community to search for events that are "free" and/or "accessible".

### **1.2b Investigate hosting Easy English sessions to support people with low literacy**

The City has hosted 'Read Write Now' volunteers in the activity rooms in the Maylands and Morley libraries for over 14 years. The 'Read Write Now' program aims to improve reading, writing, maths, study or basic computer skills literacy for adults who have left the school system. Volunteer tutors deliver the weekly 1.5 hour sessions which is developed jointly by the tutor and participant to meet their literacy goals.

### **1.2c 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.**

In November 2021, the City invited small businesses located in the Morley Activity Centre, as part of the RAC Reconnect Program, to the City's People Friendly Streets Upskiller seminar. The seminar occurred on the International Day of People with Disability.

The City of Bayswater People Friendly Streets project aimed to build the capability and capacity of people with disability (referred to as 'People Friendly Street Ambassadors') and their support workers to use the:

- City of Bayswater People Friendly Streets streetscape checklist (available in alternative formats); and
- The Spinal Life Accessible Australia App to assess business accessibility to local businesses; King Hot Pot, Boba Boba and Bite my Banh Mi who had been engaged in the project. The Accessible Australia App was used to rate the accessibility of businesses and informs the user about the level of accessibility as it relates to elements such as; accessible parking, the main entrance, circulation, space and toilets.

The Spinal Life Australia provides a 'Good Access is Good Business' checklist to support local business owners and operators to identify the level of access their business offers to customers with disability. This checklist is available on the City's Business Access and Inclusion webpage.

### **1.2d Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.**

The City's monthly Club Connection e-newsletter continues to promote clubs, raise community awareness and participation. This includes; showcasing upcoming events, Community Upskillers training, available grants plus important sport and community news.

- [Inclusion Solutions - Building Inclusive Communities WA 2021 Project](#)

Between August and December 2021, the City continued its one year partnership with Inclusion Solutions with the roll out of the 'Building Inclusive Communities WA' project. This project helped to build the capacity of volunteer run clubs and community groups to attract

DAIP Progress Reporting Template 2021/2022

---

and retain a diverse group of members through the provision of; mentoring and practical support, workshops and online webinars such as; 'Intersectionality, Diversity and Valuing the Individual'. Over the year, 48 people participated in the BICWA project.

[Refer to Outcome 1: Image 5]

**1.2e Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of People with Disability'.**

- International Day of People with Disability - Bayswater Library

On 3 December 2021, a library employee with disability hosted story time at Bayswater Library. This special story time session raised awareness of disability, celebrated diversity in the community and gave young people the opportunity to gain a different perspective on people living with disability. For the City employee who presented story time, it gave them the opportunity to share their story in a safe and welcoming environment, which gave them greater confidence to share their lived experience with people they do not know well.

[Refer to Outcome 1: Image 6]

- International Day of People with Disability – People Friendly Streets Project

To celebrate the International Day of People with Disability, the City was successful in obtaining a grant for \$1,000 from Developmental Disability WA to contribute towards the delivery of the 'City of Bayswater People Friendly Streets Project'.

The People Friendly Streets Project encapsulated a co-design approach where the City partnered with Spinal Life WA and local disability service providers; Interchange and Mission Australia and invited people with lived experience of disability and their support workers who live, work or visit the Morley Activity Centre to participate in the project.

Participants were engaged in an experiential walking tour and streetscape appraisal of the City's RAC Reconnect project to inform public space improvements in the Morley Activity Centre on 18 November 2021.

The People Friendly Streets Project aimed to build the capability and capacity of people with disability (referred to as 'People Friendly Street Ambassadors') and their support workers to use the:

- City of Bayswater developed People Friendly Streetscape Checklist (available in alternative formats); and
- The Spinal Life Accessible Australia App to assess accessibility to local businesses; King Hot Pot, Boba Boba and Bite my Banh Mi.

Participants identified opportunities where the City could improve the footpaths, public spaces and access to businesses to be more inclusive, user friendly and inviting for all.

The project was showcased on the International Day of People with Disability at the City of Bayswater Civic Centre on 3 December 2021. Approximately 45 people attended the event. People Friendly Street Ambassadors were celebrated for their invaluable contribution to the project. Their experiences and insights of the barriers to access and inclusivity of existing Morley Activity Centre footpaths, public spaces and businesses were shared along with

Page 7 of 24

DAIP Progress Reporting Template 2021/2022

---

opportunities to improve streetscape access and business inclusion in the precinct area as part of the RAC Reconnect Project.

The valuable insights shared during the presentation served to;

- Increase awareness of the needs of people with disability;
- Inform a diverse array of stakeholders of the importance of a welcoming, accessible and inclusive community space; and
- Equip people with disability and their support workers, with skills to build their capacity and support advocacy efforts to improve access in the built environment.

This event was open to the public and was promoted through City of Bayswater online and print communication channels and Eventbrite and was showcased in the City's Bayswater Beat and on the Developmental Disability WA platform.

[Refer to Outcome 1: Image 7

DAIP Progress Reporting Template 2021/2022

---

## 2. Buildings and Facilities

**DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

**Strategy - Improve building accessibility in the planning, design and construction phases.**

**2.1d Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.**

As part of the City's capital works program, funding was allocated to the refurbishment of the existing male and female toilets at the Morley Community Centre.

The existing accessible toilet was modified to meet current Australian Standard requirements. The floor space was increased with the removal of an existing wall. A complete replacement of fittings and fixtures was undertaken in the male and female toilets, and in the upgraded accessible toilet. The works included provision of; ambulant toilets, sensor lighting, non-slip tiling and grab rails. Additional works included the removal of an existing stage to maximise available space and installation of a new swipe access system.

[Refer to Outcome 2: Images 1 and 2]

**2.1d Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.**

An access barrier was identified at the Bayswater Library rear emergency egress route which comprises a set of stairs which presented a risk to visitors and staff with disability during evacuation. Remedial works to address this in accordance with Australian Standard requirements was undertaken at the Bayswater Library to remove the steps at the rear emergency egress point. The steps were replaced with a compliant pedestrian ramp, constructed to Australian Standards requirement for the purpose of providing an accessible emergency egress route for people with disability who are unable to negotiate steps. The provision of an emergency egress ramp has significantly reduced the risk to people with disability in the event of an emergency to evacuate to the designated muster point at Bert Wright Park.

[Refer to Outcome 2: Image 3]

**2.1e Advocate for sheltered parking over accessible bay facilities, in close proximity to Bayswater and Morley Community Centres.**

The City's two Community Centres at Morley and Bayswater deliver programs for older adults. The centres are open for activities Monday to Friday from 8.30am to 3.00pm, and after hours for hire. Approximately 670 older people are registered as members of the centres.

Depending on activities scheduled at either Morley Community Centre and Bayswater Community Centre, attendance can range anywhere from 20 to 120 members per day at

Page 9 of 24

DAIP Progress Reporting Template 2021/2022

---

each centre. Access appraisals were undertaken for both Morley and Bayswater Community Centres. The Access appraisals included a review of:

- Accessible parking;
- Temporary drop off and pick up zones;
- Accessible pathways and kerb ramps;
- Transport shelter; and
- Entrance.

A report of findings and recommendations for both the Morley and Bayswater Community Centres were forwarded for future capital works programming to improve access and safety for patrons attending the centres.

**2.1f Develop a resource to ensure the community, builders and relevant stakeholders are informed of their rights and responsibilities to provide an accessible pedestrian environment.**

*Due to recruitment of a dedicated human resource, this deliverable was not finalised this financial year.*

**2.1g Engage a consultant to design a customer service area at the Civic centre that meets the needs of employees and customers**

*This project was not finalised this financial year.*

**Strategy- Improve the range of accessible restroom facilities.**

**2.2a Consult people with disability and relevant service providers to identify community need and location for a Changing Place facility, and funding opportunities.**

The Public Transport Authority (PTA) informed the City that a new changing place facility would be installed at the new Bayswater Train Station. This facility will be located within the Bayswater Town Centre in a high demand precinct area which is within a 5-10 kilometre radius of many of the City's community and public facilities. The City will contribute to building community awareness of the PTA Changing Places facility when the facility is open.

**2.2b Investigate the feasibility of purchasing, hiring or building a Changing Place facility: and funding opportunities.**

The feasibility of building an Adult Changing Place Facility was investigated during the detailed design stage of the Bayswater Waves refurbishment project to improve the range of accessible facilities. Changing Places facilities include an adjustable height, adult sized change table ceiling hoist, peninsular toilet and additional circulation space to meet the needs of people with complex disabilities and their carers.

Investigations determined that a facility could be built by combining two existing rooms into one. A statement of compliance was issued and the facility is now registered on the official

DAIP Progress Reporting Template 2021/2022

---

Changing Places website. The Changing Place facility provides suitable amenity for people who use the hydrotherapy pool, and who cannot use a standard accessible toilet /shower.

[Refer to Outcome 2: Image 4]

**2.2c Investigate installing a supine change table (for an adult person laying face upwards) at the Bayswater Waves. In consultation with service providers and users.**

The Changing Place facility includes a supine automated Ropox shower and changing bed, Guldmann GH3 ceiling mounted hoist, toilet facilities, and modified accessible fittings throughout.

Generally, people requiring the use of a Changing Places facility are accompanied by a carer who can assist with tasks such as opening a pool gate that is fitted with a high latch.

The City received feedback from a community member with disability who raised concerns regarding the hydrotherapy pool entry gate, in particular the height of the child safety locking mechanism situated at 1,400mm from ground level, and the force required to open the gate. Options to resolve this issue are currently under investigation, including:

- Automation of the gate using swipe card operation whilst ensuring child safety is not compromised; and
- Provide a Master Locksmiths Access Key (MLAK) access to the hydrotherapy pool entry gate or alternatively automate the gate and implement managed swipe card access.

The City will arrange a disability access audit of the existing standard User Acceptance Test (UAT/showers to identify whether modifications or upgrades are required to meet current codes and Australian Standards (i.e. AS1428.1 2009).

**Strategy - Improve and promote accessible parking infrastructure.**

**2.3a Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards.**

An upgrade of accessible parking to AS2890.6 2009 requirements has formed part of this year's upgrades to Crimea Reserve, Noranda Athletics Oval, Hawaiians Noranda Netball parking, Riverside Gardens carpark and Maylands Waterland.

**2.4a Improve the pedestrian network accessibility within the town centres.**

The City has recently funded the detailed design for a section of Russell Street (between Broun Avenue and Rudloc Road), Morley with the intent to carry out a full streetscape upgrade. This detailed design is expected to be complete by mid-2023. This project is part of the implementation of the Morley Streetscape Plan (2020).

On 18 November 2021 the City's People Friendly Streets Project, a co-design approach where the City partnered with Spinal Life WA and local disability service providers,

DAIP Progress Reporting Template 2021/2022

---

Interchange and Mission Australia invited people with lived experience of disability and their support workers who visit the Morley Activity Centre to;

- Participate in an experiential tour and streetscape appraisal of the activity centre footpaths, pedestrian crossings and public spaces; and
- To inform upgrade design and space improvements in the Morley Activity Centre.

As part of the RAC Reconnect WA and People Friendly Streets projects, some 'quick win' physical improvements were identified within the streetscape appraisal.

**Strategy - Improve accessibility in natural recreational environments.**

**2.5b Prioritise remedial action plans to improve accessibility and wayfinding in natural recreational environments.**

The City continues to share current Australian Standard (AS) advice and guidance with internal and external stakeholders to ensure that the City meets its obligations for access to City infrastructure, both new and old. Between July and September 2021, the below accessibility infrastructure projects were implemented.

- Maylands Tennis Club - Continuous Accessible Pathways and Ramp

During September 2021, new compliant pathway and access ramp to Maylands Tennis Clubrooms, Maylands were completed.

The new pathway has now removed the barrier of physical access and gives all users the same opportunity to enjoy the facilities at the site. The pathway connects all users from the carpark to existing pathways, picnic shelters, hard surface tennis courts and to the Maylands Tennis clubroom facilities.

Following Department of Biodiversity Conservation and Attractions approval for all works, the City engaged contractors to complete the works in time for the Maylands Tennis Club opening day. This was a great outcome with the below positive feedback received from the club;

*"Good morning,*

*We have the Club's open day on Sunday and I would like to thank you for the recent work done around the Club. The ramp, pergola and surrounding areas look great. We had the opening of the junior Club on Saturday and the 90 plus people there (kids and their parents) saw a very clean and "fresh looking" Club. Appearances do make a difference and I'm sure that this coupled with the genuine buzz contributed to the wonderful success of the day*

*Thank you from MTC"*

The access ramp is now completed. The ACROD marked car bays will be completed as part of resurfacing works due mid-2022.

- Crimea Reserve - Continuous Accessible Pathways and Accessible Parking

DAIP Progress Reporting Template 2021/2022

---

During September 2021, new pathways and accessible parking bays were installed at Crimea Reserve, Morley. This will help all users to access the reserve facilities, existing perimeter pathways from south to north of the reserve and food truck vendors.

In response to feedback from reserve users of this site, the City installed the pathways in time for Morley Eagles Baseball summer season and exhibition fixture against Perth Heat. This was great outcome with positive feedback received from the club below;

*“Nice work COB. We did have a patron not be able to wheel chair into our club rooms and change rooms, but the improvements have made this possible now for access.”*

- Emberson Reserve - New Pathways

During September 2021, new compliant pathways were installed at Emberson Reserve, Morley. The pathway connects from Beverley Street, to the existing play space with a rubber soft fall entry, accessible picnic shelter, accessible barbeque and change room facilities. This project is a welcome addition to the local sporting club Bayswater City Soccer Club currently registered in the 'United Reds Football League' as it provides the opportunities for kids of all abilities to play soccer. Improvements to the existing facilities, now provides access to accessible unisex toilets and changing rooms that were previously not accessible.

[Refer to Outcome 2: Image 5, 6, and 7]

**Strategy - Develop accessible design and inclusive play spaces to support social development for people with a range of disability.**

**2.6a Design and develop play spaces in line with the City's Parks and Play Space Classification Hierarchy, 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.**

The City identified a range of access barriers at the following parks and reserves and scheduled in capital works improvement which were completed in November - December 2021:

- Charles Reserve
- Kirkpatrick Reserve
- Riverside Gardens Dog Park.
- Robert Thompson Reserve.

The below access improvements were included.

Charles Reserve

- A connecting pathway to allow passage between Belgrave and Charles Streets to provide better access for people with disability and park users to utilise the play space area;
- Modified picnic bench to accommodate persons in a wheelchair or pram; and

DAIP Progress Reporting Template 2021/2022

---

- Play space area modification so the accessible pathway is flush with the play space entry and there is room on the existing picnic bench for a wheelchair or pram.

#### Kirkpatrick Reserve

- A connecting pathway now enables people with disability and park users to utilise the entirety of Kirkpatrick Reserve; and
- Modifications were made to the existing picnic bench area to accommodate wheelchair users and parents with prams.

#### Riverside Gardens Dog Park

- A connecting pathway was installed in December 2021 to enable people with disability and park users to utilise the pathway to the dog exercise area. Images 1 and 2.

#### Robert Thompson Reserve

- Exercise equipment was supplied and installed on rubber soft fall and is located off the existing pathway on the reserve. Equipment includes: leg press, chin up bar, shoulder press, and quad extension.

[Refer to Outcome 2: Image 8]

### **Strategy - Support people with hearing impairment to enhance engagement and participation.**

#### **2.7c Investigate the feasibility of installing hearing audio loops at frontline customer service desks.**

This financial year the City of Bayswater undertook an audit of hearing facilities across the City's libraries. New counter audio loops were purchased and installed for the City's three libraries Morley, Bayswater and Maylands.

### 3. Information and Communication

**DAIP Outcome 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.**

**Strategy - Diversify accessible information and communication methods.**

**3.1b Provide information in accessible formats on request for people with disability.**

The City's Customer Service Charter sets a high-quality standard for customer service. The Charter sets service standards that include providing documents in alternative formats on request and offers the Translator and Interpreter Service and the National Relay Service for customers who wish to contact the City. Numerous communications and publications produced by the City this year are available in alternative formats upon request some of which include;

- Strategic Community Plan;
- City of Bayswater Annual Report 2019/20;
- Rates Brochure 2021;
- Community Engagement Strategy 2021-25;
- Homelessness Strategy 2021-2025;
- Age Friendly Strategy 2021-2025;
- Innovate RAP 2021 – 2023; and
- Bayswater Beat newsletter.

The following marketing material was produced for seniors and were designed using larger font and clearer contrast for easy of reading:

- Seniors week calendar of activities flyer;
- Dementia Action Week A4 flyer; and
- Age Friendly Ambassador Conversation café and infographics.

**Strategy - Diversify accessible information and communication methods.**

**3.1c Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, large print and hard copy formats.**

The City regularly promotes the achievements of the City's Access and Inclusion Plan through a range of communication channels including media releases, photograph opportunities, the advertorial, Bayswater Beat, E-newsletter, Facebook and LinkedIn. The City has increased its use of video with captions on its social media channels, and uses infographics, in publications and on signage, so that information is accessible and easy to understand. Examples of videos with captions on social media and YouTube include:

DAIP Progress Reporting Template 2021/2022

---

- Online Storytime <https://www.facebook.com/watch/?v=370826311343198>
- Two Art Awards <https://www.facebook.com/watch/?v=266233345523682>
- City celebrates PrideFEST <https://www.youtube.com/watch?v=wceFhEcq54k&t=1s>
- NAIDOC Week:  
<https://www.facebook.com/bayswatercity/videos/945845486148227>
- Maylands Laneway video:  
<https://www.facebook.com/bayswatercity/videos/306603661206158>

**Events:**

- People Friendly Streets Project Upskiller <https://fb.me/e/2Sljz3Ey>
- International Day of People with Disability Storytime <https://fb.me/e/1jEkJSWE4>
- Multicultural English Conversation Group <https://fb.me/e/3qWXn43BJ>

[Refer to Outcome 3: Images 1 – 4

DAIP Progress Reporting Template 2021/2022

---

## 4. Quality of service

**DAIP Outcome 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.**

**Strategy - Promote the City's commitment to access and inclusion in the Customer Service Charter.**

### **4.1a Provide and promote a range of options for community members to connect and communicate with the City.**

The City of Bayswater libraries are often the first point of contact when people are seeking information. Team members assist people to find their way around the City's website and support people with hardcopy documentation if they do not have access to a computer or skills to use a computer.

#### Online Storytime

Since April 2021, the City's three libraries have been recording storytime videos and these are shared via social media and on the City's website once a month. The videos then remain available for six months for people to view in their own time. By providing this program in an online format, families that are unable to attend regular in-person sessions can still participate in early literacy activities. This may include children with physical disabilities and children on the autism spectrum who have sensory processing issues.

All videos are captioned to improve accessibility, and each video is receiving an average of 800 views over the six-month period that they are available.

**Strategies -Build disability confidence to enhance staff and community capacity.**

### **4.2a Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.**

- Lunch and Learn – World Autism Awareness Day

To celebrate neurodiversity in the workplace, on World Autism Awareness Day 25 employees were introduced to the City's new internal Diversity and Inclusion - Disability Sub-group.

Attendees viewed a clip of Dylan Alcott the 2022 Australian of the Year acceptance speech.

Attendees were introduced to an employee with autism, who shared a lived experience of living with autism as a staff member, and this was supported by Senior staff who shared in an enriching conversation as a result. Qualitative feedback from attendees suggests that the lunch and learn was well received with positive comments received from attendees such as;

- A very positive and educational experience; and

DAIP Progress Reporting Template 2021/2022

---

- A very informative and insightful session. To celebrate World Autism Awareness Day on 2 April 2022, the Workplace Diversity and Inclusion Disability Sub-group delivered a lunch and learn on 8 April 2022.

An additional presentation was made in May 2022, to the Management and Executive Leadership Team on Autism, with an enriching discussion amongst leaders at the City.

**4.2c Develop and implement an online City of Bayswater access and inclusion induction training program for staff and Councillors.**

Community Development Online Learning Module

The City developed an online learning Community Development module which introduces the six key strategies linked to the City of Bayswater's Strategic Community Plan of which the City's Access and Inclusion Plan (AIP) 2020-2024. The module introduces new employees to the AIP's 7 Outcome Areas and the role of the Committee overseeing the plans implementation.

City of Bayswater Workplace Diversity and Inclusion Plan

The City launched its internal 'Workforce Diversity and Inclusion Plan' in November 2021 which aims to enhance employment recruitment and retention practices. The plan is overseen employees and volunteers across the following six sub-groups:

1. Disability;
2. Culturally and linguistically Diverse Backgrounds;
3. LGBTIQ+;
4. Aboriginal and Torres Strait Islander peoples;
5. Youth; and
6. Women.

DAIP Progress Reporting Template 2021/2022

---

## 5. Complaints and safeguarding

**DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.**

**Strategy - Review and improve the City's processes to improve feedback mechanisms.**

**5.1a Invite people with disability to be part of consultations to help the City improve customer service satisfaction levels.**

The City undertook extensive community engagement and consultation to develop the City of Bayswater Age Friendly Strategy 2021-2025. The Age Friendly Strategy was developed to address the needs of older community members ages 65 and older or 50 years and older if from an Aboriginal and Torres Strait Islander peoples.

More than 800 comments were received during the engagement process. Methods of engagement included surveys presented in alternative formats including large and contrasting print, hard and electronic format.

The Age Friendly Strategy publication is available in alternative formats including hard copy in large print, electronic format, audio and Braille.

## 6. Consultation and engagement

**DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

**Strategy Consider access and inclusion in the planning, design and delivery of public consultation.**

### 6.1a Embed access and inclusion in community engagement planning process.

From August 2021 to June 2022, several community engagement initiatives have been planned and delivered, with access and inclusion being considered as part of the process. This has included:

- PrideFest - For PrideFest an interactive poll was developed to get the conversation going around what the role of LGAs are in promoting gender inclusion. The poll formed part of the City's pop-up at Hyde Park and was also available online.
- Keeping and Control of Cats Local Law - The City collected submission for changes to local laws has been improved. For the Cat Local Law, the team developed a survey to receive feedback. This was to ensure that people that are not able / comfortable in writing English to be able to let us know their position without having to write a submission.
- Community Recreation Plan / Bike Plan / Traffic Management Planning - For suitable projects (recreation, bike and traffic plans) the City added a map engagement tool. This allows people to drop a pin onto a map to provide feedback. This exercise was duplicated in hard copy at pop-ups in the community. This makes it possible for people to engage in a more spatial way if they are not able to follow the usual written survey type tool.
- Place Making projects – Morley Precinct and Bedford Precincts - The City has also included ideas boards that allow photograph uploads as well as text. For the place-making project in Morley the City employed its access and inclusion committee members to undertake an access audit in site. In Bedford the engagement included walking audits of the various town focus areas.

The projects listed above received very good on-line participation, with:

- More than 800 people contributing to the relevant surveys;
- 75 ideas posted online; and
- 435 pins dropped onto online maps.

All projects were also well visited by the community at in-person pop-up events. Engagement activities have included measures to improve access and inclusion, including:

- Using the principles of easy English when asking questions.
- Hard copy surveys available at libraries.
- Pop up stalls in community spaces to reach people and provide opportunities to participate in person.

DAIP Progress Reporting Template 2021/2022

---

- Alternative ways of collecting feedback, such as interactive drawing / design, voting with democracy, popping colour coded dots onto a map.
- Inclusion of Word versions of surveys on Engage Bayswater.
- Promotion of initiatives via a variety of mediums, including social media, e- newsletter and Bayswater Beat.

[Refer to Outcome 6: Images 1 and 2]

**Strategy - Consider access and inclusion in the planning, design and delivery of public consultation.**

**6.1b 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.**

In order to deliver public consultations, the City has a raft of information and equipment to optimise access for all. City employees have access to relevant information and equipment such as portable hearing loops, finding and working with Auslan interpreters, and local suppliers of accessible amenity such as; matting, portable accessible toilets and ramp. Links to information are provided on the City's intranet, for example:

- Decision Making Tree – Engaging Interpreters;
- Do you Need an Interpreter Factsheet;
- Interpreter essentials;
- Working with Interpreters Onsite;
- Working with Telephone Interpreters;
- Creating Accessible Events; and
- Accessible Events Checklists.

**Strategy - Expand the variety of consultation methods offered by the City.**

**6.2b Monitor the diversity of people, including people with disability engaging in public consultations by including questions to gauge the diversity of contributors.**

Community members were invited to share their ideas on public space improvements at the proposed upgrades to the Bedford Shopping Precincts.

Given the high health risks associated with COVID-19, an alternative virtual, online engagement process was offered to people with lived experience of disability to participate and contribute ideas to this project.

Bedford Shopping Precinct - Disability Co-Design Workshop

On 31 March 2022, the City hosted a co-design workshop with contribution from participants with lived experience of disability to help understand how the local shopping centres in Bedford can be improved to be more accessible for all users.

DAIP Progress Reporting Template 2021/2022

---

The City sent an invitation to service providers and community member with lived experience calling for participants to attend a co-design workshop. The workshop was undertaken via MS Teams, and through the use of google maps and photos, participants gained an understanding of the local shopping precincts in Bedford.

Valuable feedback, ideas and suggestions were gained on improvements to access and usability within each precinct. This was a valuable and beneficial session that will inform ongoing design and upgrades of the Bedford Shopping Precincts.

DAIP Progress Reporting Template 2021/2022

---

## 7. Employment, people, and culture

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

**Strategy - Advance employment practices to increase the employment of people with disability.**

### **7.1c Investigate and source funding to develop a mentoring program in partnership with a disability employment provider.**

The City services a diverse and multicultural community. The City is committed to a workplace that is inclusive and diverse and have progressed measures for the number of employees with disability.

The City maintained its membership with the Australian Network on Disability and intends to progress a range of opportunities to inform our roadmap for future actions in consultation with the internal Workforce Disability Sub-group.

**Does your organisation have any supplementary data to share about the rate of disability employment as a proportion of your workforce, including any targets?**

The City of Bayswater endorses and promotes the principles of equity, diversity and inclusion underpinned by a positive workforce culture that appreciates and respects the social and cultural backgrounds of all employees. An inclusive culture supports strong employee engagement and improved levels of workforce participation.

The City embraces its obligation under the Equal Opportunity Act 1984 to prepare and implement an Equal Employment Opportunity (EEO) and Diversity Plan, entitled "City of Bayswater's Workforce Diversity and Inclusion Plan" to support employment recruitment and retention practices. The Workforce Development Plan was endorsed by the City's Executive Leadership Team in November 2021.

The City of Bayswater Workplace Diversity and Inclusion Plan is overseen by six sub-groups consisting of staff and volunteers covering the following topics:

1. Disability;
2. Culturally and linguistically Diverse Backgrounds;
3. LGBTIQ+;
4. Aboriginal and Torres Strait Islander peoples;
5. Youth; and
6. Women.

The City of Bayswater reported the following data in the equal employment opportunity annual collection for 2022. The following data shows the representation of people with disability employed in the City of Bayswater based on the information previously submitted to the Public Sector Commission.

DAIP Progress Reporting Template 2021/2022

	March 2020	March 2021
People with disability Headcount	17	20
People with disability Representation	4.5%	4.3%
People with disability Response Rate	71.1%	84.8%

## General feedback

If you have anything else you wish to share about your organisation’s experiences, please include below:

### City of Bayswater Workplace Diversity and Inclusion Plan

The endorsement of the City of Bayswater Workplace Diversity and Inclusion Plan in November 2021 has resulted in the establishment of the Workplace Diversity and Inclusion six diversity sub-groups of which the Disability Sub-group is one. Sub-group members are representative of employees with lived experience of disability throughout the organisation. The Disability Sub-group highlight and address issues faced by staff with disabilities in the workplace, giving staff a platform from which to discuss any issues.

Currently the Sub-group is involved in providing input into the following tasks:

- Working through recommendations from Australian Network on Disability Benchmark Report.
- Review of current recruitment methods to update language and processes to ensure they are in line with current methodology.
- Inclusion of 'disability' as a word in our diversity statements on recruitment advertising.
- Promotion of the City as employer of choice for people with disability.

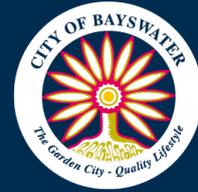
Establishment of the City of Bayswater Disability Sub-group has resulted in promotion of ideas and making people with disability more visible by encouraging them to have a voice. Over the next financial year the City aims to achieve the following;

- Through consultation with the Australian Network on Disability and review of our recruitment and on-boarding processes, ensure that the City recruitment management processes are cognisant and accommodating of the needs of applicants with disability.
- Develop workplace adjustment management plans and processes with implementation and review processes that ensure employees with disability are empowered with the confidence to discuss workplace adjustments and access requirements with their immediate supervisors and managers.
- Roll out education and training to managers, co-ordinators and supervisors on workplace adjustments and on being proactively and sensitively responsive to the needs of our employees with disability, including the advisory role of a minor committee of Council; the Inclusion and Diversity Advisory Committee.

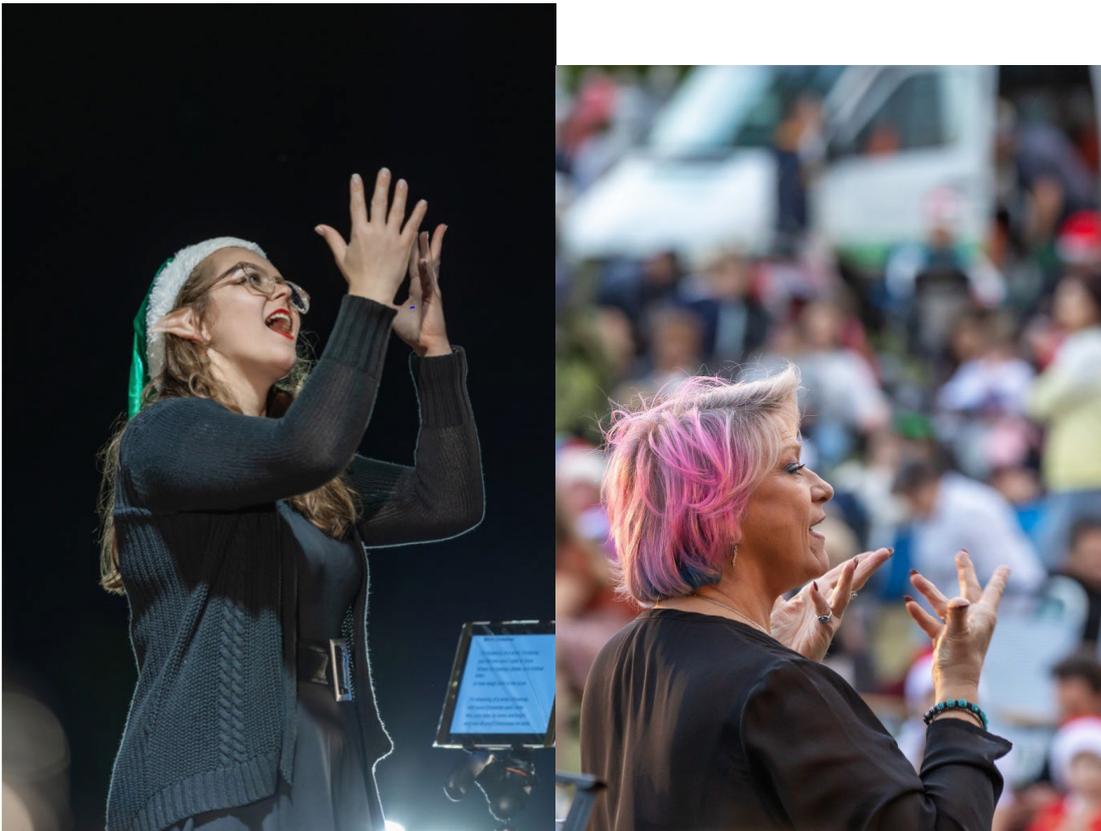
City of  
**Bayswater**

# Outcome 1 Images

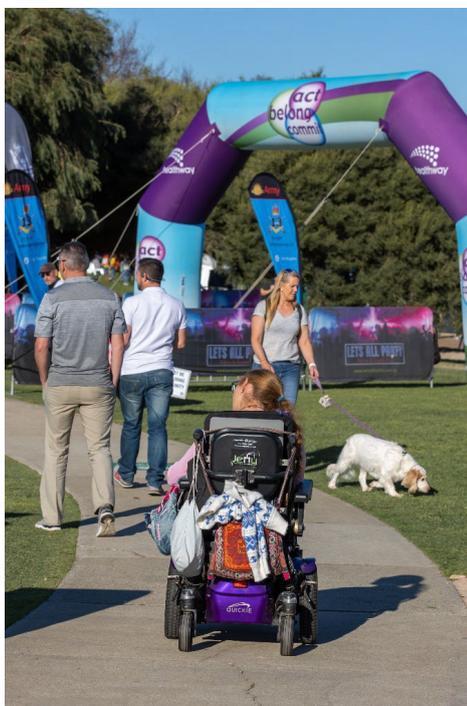
61 Broun Avenue, Morley WA 6062 | P: 9272 0622 | F: 9272 0665 | mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au



## Outcome 1 - General services, programs and events



*Image 1: City of Bayswater Carols by Candelight, Auslan Interpreters*



**Image 2:** *Avon Descent, continuous accessible path of travel*



**Image 3:** *Movie in the Park, captions*



**Image 4:** Movie in the Park, portable accessible toilet

**Content**

Supported by Lotterywest, the Building Inclusive Communities WA Project proud partners for 2021 include:

- The City of Albany
- The City of Armadale
- The City of Bayswater
- The Shire of Broome
- The City of Bunbury
- The Shire of East Pilbara
- The Shire of Exmouth
- The City of Fremantle
- The Town of Port Hedland
- The City of Rockingham
- UWA Sport

**Intersectionality, Diversity and Valuing the Individual**

BUILDING INCLUSIVE COMMUNITIES WA 2021

THE XG PROJECT inclusion solutions

**Image 5 - Inclusion Solutions - Intersectionality webinars, September 2021**

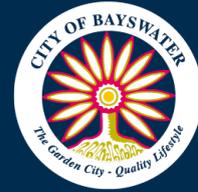


**Image 6:** Bayswater Library Storytime, International Day of People with Disability - Friday 3 December 2021.



**Image 7** People Friendly Streets Upskiller, 3 December 2021 and Spinal Life Australia presenting the Accessible Australia App

# Outcome 2 Images



61 Broun Avenue, Morley WA 6062 | P: 9272 0622 | F: 9272 0665 | mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au

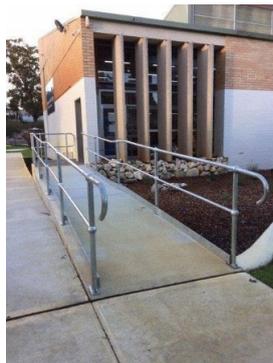
## Outcome 2 – Buildings facilities and procurement



**Image 1** Morley Community Centre



**Image 2** Morley Community Centre upgrades to sanitary facilities including ambulant cubicles and unisex accessible toilet



**Image 3:** Egress ramp at Bayswater Library



**Image 4** *Changing Place Bayswater Waves*



**Image 5** *New pathways and ramp to Maylands Tennis Clubrooms and courts*



**Image 6** *Crimea Reserve new Pathways and accessible parking*



**Image 7** *Emberson Reserve New Pathways connecting accessible picnic table and accessible barbecue*



**Image 8** *Accessible picnic bench and connecting paths at Charles Reserve, Belgrave Street and Kirkpatrick Reserve*

City of  
**Bayswater**

# Outcome 3 Images

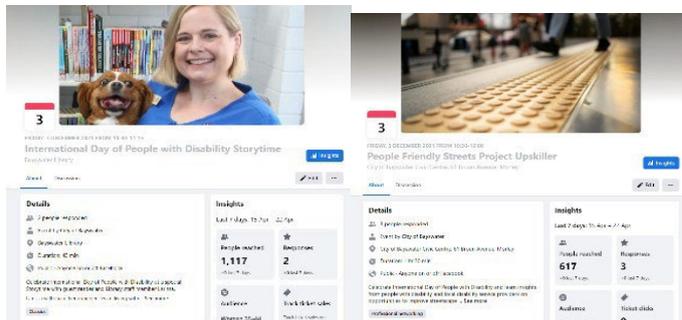
61 Broun Avenue, Morley WA 6062 | P: 9272 0622 | F: 9272 0665 | mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au



## Outcome 3 - Information and Communication



**Image 1** Learning English through Story time (LETS) and Computers for Beginners (50+) English Conversation Group.



**Image 2** People Friendly Streets Upskiler and Storytime, International Day of People with Disability.

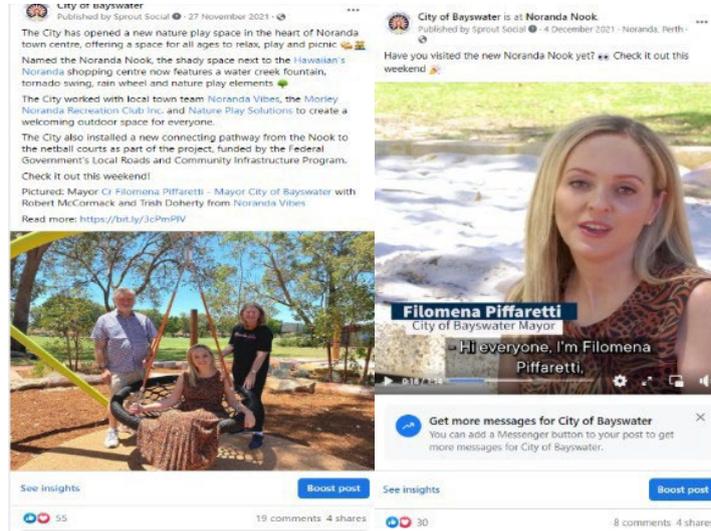


Image 3 Noranda Nook, nature play with accessible and inclusive play elements



Image 4 Inclusive Event Planning

City of Bayswater

# Outcome 6 Images

61 Broun Avenue, Morley WA 6062 | P: 9272 0622 | F: 9272 0665 | mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au



## Outcome 6 - Consultation and engagement



**Image 1** City of Bayswater community engagement for the Community Recreation Plan and pop up stall for the Bike Plan



**Image 2** Interactive poll Pridefest and Ideas Board

**9 PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA**

Nil.

**10 GENERAL BUSINESS****10.1 Committee Updates****1. Facilitated discussion on early engagement with City staff.**

A discussion will be facilitated on the City's remit and the role of IADAC. This discussion is aimed at exploring the role of IADAC in its advisory capacity. As representatives of the City's diverse communities, IADAC's feedback and input into current and proposed City projects and services would greatly benefit and add value to City initiatives.

For this reason, it is proposed that IADAC be engaged in the early stages of project scoping and planning and that project briefings on current or proposed projects across the City be added to the IADAC agenda for discussion.

**2. Update on the City of Bayswater Workplace Diversity and Inclusion Committee**

Refer to [Attachment 1](#)

**3. Pridefest, November 2022**

The City of Bayswater will be participating in Pridefest this year. The programme as follows is yet to be confirmed:

**Saturday 5 November**

- A morning tea meet and greet with Clint Strindberg and Kay Forest Barnard at the Maylands Activity Room.
- Drag Queen Storytime at the Maylands Library.

**Sunday, 6 November**

- Playgroup with Pride at Noranda Park.
- Intersex Support Group meeting at Steam Haus in Maylands.

**Sunday 13 November:**

- Fairday 2022 at Hyde Park where the City of Bayswater will have a stall.

**Friday 18 November**

- OUTdance Class at the Morley Noranda Recreation Club.

**Friday, 25 November:**

- Drag Bingo at Coventry Markets.

**4. Award Submission – People Friendly Streets**

This year the City has nominated the People Friendly Streets Project for a MACWA award (Most Accessible Community in Western Australia). This award is sponsored by The Regional Capitals Alliance WA.

The categories this year are:

1. Digital and technology accessibility initiatives.
2. Infrastructure and public open space inclusion and accessibility.
3. Leadership.

The City of Bayswater People Friendly Streets Project has been nominated for Category 2 – Infrastructure and public open space inclusion and accessibility.

**5. Discussion and update on safe routes to school and pedestrian crossings in the town centres**

Refer to **Attachment 2**

**Attachment 1****City of Bayswater Workplace Diversity and Inclusion Committee****Background**

Under sections 145 and 146 of the EO Act, each authority must prepare and implement an EEO Management Plan and report annually. From time to time, EEO Management Plans may be amended and a revised copy must be forwarded to the Director of Equal Opportunity in Public Employment.

The City embraces its obligation under the *Equal Opportunity Act 1984* to prepare and implement an equal employment Opportunity (EEO) and diversity Plan, titled the "City of Bayswater's Workforce Diversity and Inclusion Plan".

The Public Sector Commission (the Commission) conducts the equal employment opportunity (EEO) annual collection as a way of assisting authorities to fulfil annual reporting obligations under Part IX of the Equal Opportunity Act 1984 (EO Act). The reporting cycle is from 1 April thorough to 31 March to track the progress of public sector employers (including local governments) against our obligations and in 2021, the requirements included for the first-time people of diverse sexualities and gender.

**The City's response**

The City's last EEO Management Plan expired in 2018 and a new Plan was developed over an extended period time to enable the City to better reflect contemporary thinking and put in place strategies and actions to underpin a Plan to support the implementation. The Plan was approved by the Executive Leadership Team in November 2021, and was included in data collection reporting period for 2021/22 which covered April 2021 to end March 2022, submitted to the Public Sector Commission.

The City's Workforce Diversity and Inclusion Plan is underpinned by a **Committee and six sub-groups** who are responsible for developing strategies and actions, some of which may reflect external facing City Plans, such as the Reconciliation Action Plan and the Access and Inclusion Plan.

This plan reflects a commitment towards the six diverse groups identified as:

1. Women
2. Australia's First Nation People, Aboriginal and Torres Strait Islander Peoples
3. People with Disability
4. Youth and Young Professionals
5. Culturally and Linguistically Diverse People
6. People of diverse sexualities and gender

The Public Sector Commission (the Commission) conducts the equal employment opportunity (EEO) annual collection as a way of assisting authorities to fulfil annual reporting obligations under Part IX of the Equal Opportunity Act 1984 (EO Act). The reporting cycle is from 1 April thorough to 31 March to track the progress of public sector employers (including local governments) against our obligations and in 2021, the requirements included for the first-time people of diverse sexualities and gender.

For some subject areas, the Plan reflected work already commenced by the City, with a focus on people with disability and the initial Reconciliation Action Plan – Reflect, but until 2021, the City had not broadened its focus to include strategies and actions for each of the 6 diverse groups.

In consideration of people with disability, the City's participated in the Australian Network on Disability Access (AND) and Inclusion Index comprehensive assessment. The AND evaluation report for 2020/2021 informs a body of work for to assist the City in how we improve diversity and inclusion for people with disability, and are linked to initiatives from Outcomes 4 and 7 in the City of Bayswater's Access & Inclusion Plan 2020-24.

There are also commitments from Reconciliation Action Plans - Reflect and Innovate incorporated in the Plan, where there is the potential to enable an internal focus on some of the City's external commitments led by Community Development, as together we strive to improve diversity and inclusion across our workforce.

The City's commitments in the Plan will align with the Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025. For some areas of focus, we will need to be innovative and consider new strategies and actions in the life of this Plan, in other areas we will consolidate on existing or ongoing actions, and across all areas, improve our data collection

### **Key Points**

The 3-year plan includes 2021 and will expire at the end of 2023. Critical to the success of the Plan are 2 pillars, communication and engagement.

### **Communication strategy**

Our communication strategy has been developed with the aim of keeping workplace diversity and inclusion front of mind and increase awareness to inform attitudes and behaviours. This is an important part of a broader cultural shift to engage with the benefits of a diverse workforce.

A cornerstone the communications strategy is reporting on achievements and celebrating success.

Methods:

- Prompt publication of minutes and agendas from the Workforce Diversity & Inclusion Committee by email and on notice boards across the City
- Standing Agenda item on leadership meeting agendas, including Operational Leadership Team, Directorate meetings and Branch meetings
- Develop and implement on City's intranet a portal of relevant information, stories and ideas
- Regular education and briefings on related subject matters
- Incorporate relevant feedback in employee culture surveys
- Align presentation of information with relevant accessibility standards, where practical.

### **Workforce Diversity and Inclusion Committee**

The City has established a dedicated Committee with terms of reference approved by the Executive Leadership Team (ELT) in November 2021. The Committee members consists of an Executive Director (current Chair), and representatives of People, Culture & Safety and Community Development, as well as representatives from each of the six diverse subgroups. The Committee reports to the Executive Leadership Team.

The Workforce Diversity and Inclusion Committee has a regular schedule of meetings and will provide an essential role in the ongoing successful management and effective performance of City-wide workplace access, inclusion and diversity initiatives.

The Committee:

- Reports at least every six months to the Executive Leadership Team (ELT)
- Considers the implications of new or changed legislative or policy requirements and makes recommendations on required changes
- Reviews and makes recommendations on matters such as the City's Employment Equity and Workplace Diversity management practices, procedures and guidance materials for endorsement by the Executive Leadership Team
- Considers and monitors actions that improve compliance with underpinning legislation, standards, codes of practice, policies and procedures
- Considers reports, identifying trends and breaches in the employee Code of Conduct that are relevant to diversity and inclusion
- Reviews progress against the Workforce Diversity and Inclusion Plan and initiatives that are described in the City's Access & Inclusion Plan and Reconciliation Action Plans
- Reviews the collection and quality of data required in our annual reporting obligations under Part IX of the Equal Opportunity Act 1984
- Considers actions that ensure best practice and continuous improvement approach is adopted by the City in diversity and inclusion matters, which may be informed by audit and external surveys
- Reviews training, development and other initiatives to promote, maintain and improve the opportunities for a truly diverse workforce.

**Attachment 2**

City of  
**Bayswater**



## Pedestrian Crossings Access Improvement for People with a Disability

Undertaking of a comprehensive audit of pedestrian crossings in all Town Centres within the City of Bayswater has been recommended by the Inclusion and Diversity Advisory Committee meeting held on 8<sup>th</sup> June 2022. The purpose of the study is to assess the suitability of existing pedestrian crossings for people with disabilities and provide improvements where required.

Actions and requirements of this project include, but not limited to:

- Selection of an expert consultant who has undertaken similar wide studies within town centres of a Local Government Authority and can balance the industry standards with the relevant standards.
- The consultant can devise a team of individuals with firsthand experience in the field to assist in the audit.
- Conducting site inspections of all crossings within the Town Centres, capturing photographic evidence, and undertaking measurements of the existing infrastructure, to assess whether they are conforming to current standards and guidelines associated with the people with disabilities and vulnerable road users (VRU).
- Preparation maps and plans where required, in addition to any design drawings of upgraded assets and infrastructure.
- Provision of a comprehensive report outlining short, medium, and long-term actions and improvement strategies resulting from the audit, where the long-term strategies align with any future large-scale redevelopments in the area, such as the Galleria Shopping Centre.
- Knowledge of Main Roads WA (MRWA) requirements for the feasibility of upgrading signalised intersections to accommodate VRU. Any work to be undertaken at signalised intersections will require consultation with, and approval from MRWA. If traffic signal phasing is to be upgraded to accommodate safer crossings for pedestrians, then the approval process will be extensive comprising of a minimum of two stages which will include LinSig traffic modelling to assess intersection performance post upgrades prior to any approval is being granted by MRWA.

Engineering Services team lack the in-depth expertise required to undertake such an extensive audit. It is recommended that an independent expert consultant in the disability field, be contracted to conduct the work associated with this project and meet with the committee to provide first hand expectations as required.

This project will form a similar process to that of the current project associated with the review of the Local Bike Plan which is being undertaken by an external consultant due to its scale, inclusive of the consultation and design requirements. The Local Bike Plan review project cost estimate is approximately \$60,000, and this project is expected to be within the same scale and cost bracket. Therefore, it is recommended to consider a budget of \$60k-\$70k to engage a consultant expert in the disability field to undertake the works associated with the audit. Engineering Services in-house team can assist in the scoping of the project, and the appointment and management of the consultant.

**11 NEXT MEETING**

The next meeting of the Inclusion and Diversity Advisory Committee will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley, commencing at a time and date to be advised.

**12 CLOSURE**