

Agenda

Inclusion and Diversity Advisory Committee

Monday 28 August 2023

Notice of Meeting

The next Inclusion and Diversity Advisory Committee will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **Monday 28 August 2023** commencing at **6:30 pm**.

This meeting is closed to the public.

Yours sincerely



JEREMY EDWARDS
CHIEF EXECUTIVE OFFICER

21 August 2023

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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 Assunta Meleca	
Cr Sally Palmer	
Nirmal Singh	
Giulia Lake	
Stuart Jenkinson	
Kay Forest Barnard	

Non-Voting Members

Des Abel	Director Community and Development
Julie-Ann Gray	Manager Community Development

Officers

Melissa Dias	Coordinator Community Development
Emily Hodson	Community Development Officer

Observers

Nil.

Leave of Absence**3.1 Apologies**

Cr Elli Petersen-Pik
Somayeh Mirzaei
Clint Strindberg

3.2 Approved Leave of Absence

Nil.

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

TERMS OF REFERENCE Inclusion and Diversity Advisory Committee	
Purpose	The purpose of the Committee is to provide advice and recommendations to Council in relation to: - the development and implementation of the City's Access and Inclusion Plan (AIP); and - 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.
Elected Member membership:	Five Elected Members*. <i>*minimum three required under legislation</i>
External Member membership:	A maximum of six community members as follows: - Two members who: (a) Reside in the City and live with a disability and/or are a parent, carer, advocate of a person with a disability; or (b) Reside or is a service provider/organisation within the City of Bayswater and are able to contribute expertise or advice on disability. - Two members who: (a) Reside in the City and who identify as LGBTQIA+; or (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+. - Two members who: (a) Reside in the City and who identifies as being from a culturally and linguistically diverse background; or (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.

Role of Representatives:	The roles and responsibilities of the City of Bayswater representatives on this Committee are: • Member in own right; and • Spokesperson for City of Bayswater.
Non-Voting members:	Director Community and Development Manager Community Development
Delegated Authority:	Nil.
Meetings:	Committee meetings are to be in accordance with the <i>City of Bayswater Standing Orders Local Law 2021</i> .
Meeting Frequency:	Quarterly or as required.
Day of Meeting:	When suitable.
Time of Meeting:	When suitable.
Location of Meeting:	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062
Liaison Officer:	Director Community and Development or nominated officer

7 CONFIRMATION OF MINUTES

Note: The Inclusion and Diversity Advisory Committee Meeting of 18 May 2023 was adjourned by the Chairperson due to the lack of a quorum and did not proceed.

The Minutes of the Inclusion and Diversity Advisory Committee held on 23 February 2023 which have been distributed, be confirmed as a true and correct record.

8 GENERAL BUSINESS**8.1 Committee Updates****1. Maylands Street Festival – (Alison Dalziel, Director, Localise)**

Alison will attend to request a workshop with Committee Members to discuss Accessibility and Inclusion at Maylands Street Festival 2023.

2. Pridefest – (Emily Hodson, Community Development Officer)

Facilitated discussion around ideas for events and initiatives for Pridefest 2023.

3. International Day of People with Disability Event (IDPwD) – (Emily Hodson, Community Development Officer)

Facilitated discussion around current ideas being explored for IDPwD event and seek additional idea contributions.

4. Inclusion and Diversity Committee - Notice of Resignation – (Julie-Ann Gray, Manager Community Development).

Committee Member Clint Strindberg/Cougar Morrison has relocated outside of the City of Bayswater municipality. As a result of this move as well as other commitments, Clint/Cougar has given their notice of resignation from the Inclusion and Diversity Committee on 2 August 2023.

We would like to thank Clint/Cougar for their contribution to the committee, their efforts and advice regarding the City's Inclusion and Diversity Committee, and broader advocacy of diversity in the City of Bayswater.

5. Multicultural Framework Consultation - (Julie-Ann Gray, Manager Community Development)

The City attended a consultation session with WALGA and other government officers at the Department of Home Affairs on 14 August 2023. The Multicultural Framework Review is looking at ways for all three tiers of government with the community can work together to support a cohesive multicultural society and advance a vibrant and prosperous future for all Australians.

The discussion with the review panel explored the experiences about what is working well and what could be better, and what is important to communities in WA. All attendees were encouraged to share the invitation to make comment or a submission to the Department.

The City is a member of the Diversity Council of Australia and their draft submission has been shared with members of the committee and City officers.

- [Here](#) is a link for more information and to make an individual submission.
- Submissions are open from 24 July to 29 September 2023.
- The information in accessible formats – [In your Language](#) and [audio listening format](#).
- [Here](#) are the Terms of Reference for the review.

9 REPORTS

9.1 Access and Inclusion Plan 2020 - 2024 Progress Report: January - June 2023

Responsible Branch:	Community Development
Responsible Directorate:	Community
Authority/Discretion:	Information Purposes
Voting Requirement:	Simple Majority Required
Attachments:	- Q3 Quarterly Update Report January to March 2023 [9.1.1 - 19 pages] - Q4 Quarterly Update Report April to June 2023 [9.1.2 - 21 pages]
Refer:	Item 10.6.3.1: OCM 25.10.2022

SUMMARY

For Committee/Council to note the City of Bayswater Access and Inclusion Plan 2020-2024 (AIP) progress to date, as contained within the quarterly reports in **Attachment 1** and **Attachment 2**.

OFFICER'S RECOMMENDATION

That Council notes the information as detailed in **Attachment 1** and **Attachment 2** to this report on the City's Access and Inclusion Plan 2020 - 2024 progress from January 2023 to June 2023.

BACKGROUND

At the Ordinary Council Meeting held on 24 March 2020, Council adopted the 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 (IDAC) on the AIP strategies progressed from January 2023 and June 2023.

EXTERNAL CONSULTATION

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

OFFICER'S COMMENTS

The City progressed 17 deliverables within the AIP Outcome Areas from January 2023 to March 2023, as detailed in **Attachment 1**.

Outcome	Action	Information Report
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.	7
Outcome 2	People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater.	6
Outcome 4	People with disability receive the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater.	2
Outcome 5	People with disabilities have the same opportunities as others to make complaints to the City of Bayswater.	1
Outcome 7	People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater.	1

The City progressed 20 deliverables within the AIP Outcome Areas from April 2023 to June 2023, as detailed in **Attachment 2**.

Outcome	Action	Information Report
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.	4
Outcome 2	People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater.	7
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.	2
Outcome 4	People with disability receive the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater.	3
Outcome 6	People with disability have the same opportunities as other people to participate in any public consultation by the City of Bayswater.	1
Outcome 7	People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater	3

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.

Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
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
Conclusion	It is considered that there are low risks associated with the information provided in this report, as it is for noting and meets the outcomes and objectives of the City's AIP. The information is used to inform the City's Annual Progress Report to the Department of Communities for 2023/24.	

FINANCIAL IMPLICATIONS

The following financial implications are applicable:

Item 1:	Implementation of the City's AIP, second financial year (2022/23)		
Asset Category:	Not applicable	Source of Funds:	Municipal
LTFP Impacts:	This item is not itemised in the City's Long Term Financial Plan		
Notes:	The budget amount listed in the table below was adopted by Council at the Special Council Meeting held 18 July 2022. The budget listed is reflective of the 2022/23 adopted annual operational budget to implement the City's AIP		

strategies in 2022/23.

ITEM NO.	CAPITAL / UPFRONT COSTS (\$)	ONGOING COSTS (\$) ANNUAL		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$67,366 (Year 2022/23)	N/A	N/A	N/A	N/A	N/A	\$67,366 (Year 2022/23)

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.

CONCLUSION

It is recommended that Committee/Council notes the information provided in **Attachment 1** and **Attachment 2** as the City's AIP progress updates from January 2023 to June 2023.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and services providers.
ACTION	(a) Develop and share an information package and contractors, inclusion information on how to make services and events more accessible.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City of Bayswater Community Concert (featuring Dami Im) was held at Robert Thompson Reserve, Noranda on 4 February. As this was a large-scale event, the City created an accessibility space with signage, so that people with accessibility equipment such as wheelchairs or frames could experience an equitable view of the concert.
OUTCOME	The City received positive feedback on AUSLAN interpreters and will continue this initiative at large scale concerts coordinated by the City in future. The City now has ACROD parking, accessible walkways and facilities all located within close proximity at events.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and services providers.
ACTION	(a) Develop and share an information package and contractors, inclusion information on how to make services and events more accessible.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City continues to encourage access and inclusion at City events with ACROD parking and accessible walkways, allowing people with disability to feel comfortable and enjoy City run events (Image 1). Further, AUSLAN interpreters have attended all events this quarter to provide sign language for accessible entertainment to patrons with hearing impairments.
OUTCOME	The City received positive feedback on AUSLAN interpreters and will continue this initiative at large scale concerts coordinated by the City in future. The City now has ACROD parking, accessible walkways and facilities all located within close proximity.

Image 1 and 2: A resident with vision impairment at Music in the Park, and AUSLAN Interpreter alongside Dami Im.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Principal Strategic Planning and Place
BRANCH	Development and Place
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print. (b) 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.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City recently sought applications for the Placemaking Grants, which offered funding to help improve shopfronts and accessibility.
OUTCOME	The City received 38 applications and exhausted the allocated funding.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(c) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City of Bayswater Libraries engaged an AUSLAN interpreter for a Drag Queen Storytime (Image 1) on 25 March as this event attracts a large attendance.
OUTCOME	The event was well attended with 84 adults and children. As well as making the event more accessible to hearing impaired community members it also raises awareness of the AUSLAN language.

Image 1: Cougar Morrison and AUSLAN interpreter, Aleisha, at Drag Queen Storytime.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(c) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City of Bayswater Libraries ran a 7-week program of Sensory Storytime during Term 1, 2023. This program was developed with assistance from the Community Capacity Building team at Wanslea, who work with children with disability. The program is designed to be beneficial for children with sensory processing difficulties, and this encouraged the use of all five senses (Image 1).
OUTCOME	A total of 15 families participated and enjoyed the program. Feedback from parents/caregivers communicated that they saw an increase in confidence in their children over the course of the program.

Image 1: Sensory exploration tray



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	Published monthly, the Club Connection e-newsletter provides up-to-date information on grants, training opportunities and community news and information. In the January 2023 edition, an item was included on the refurbishment works that will be taking place at Bayswater Waves to improve access for people with disability. This included information on the new wheelchair-friendly desk upgrade, additional railing and improvements on the indoor and outdoor ramps (Image 1). In the February 2023 edition, an item was included on the State Government's Sport and Recreation Inclusive Participation Grants Program. This program provides financial support to organisations to create inclusive, accessible, safe and welcoming environments, operations and participation opportunities in sport and recreation settings for people from low participation groups. This includes people with disability (Image 2).
OUTCOME	The City continues to provide information to assist people with disability to have the same opportunities as other people to access the services at the City of Bayswater.

Image 1: January 2023 e-newsletter

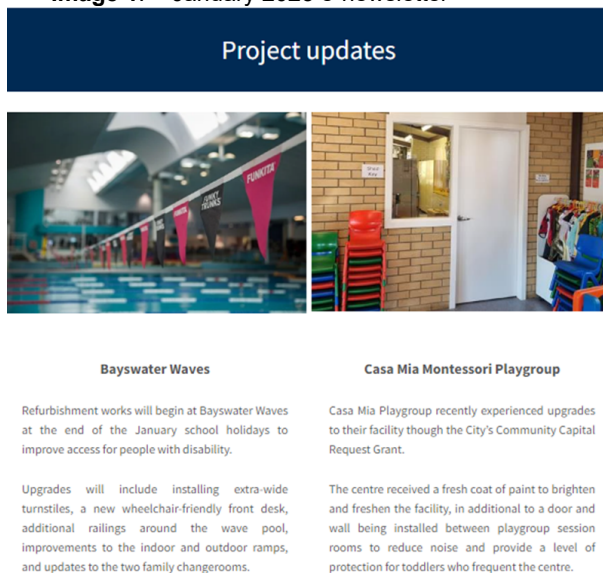
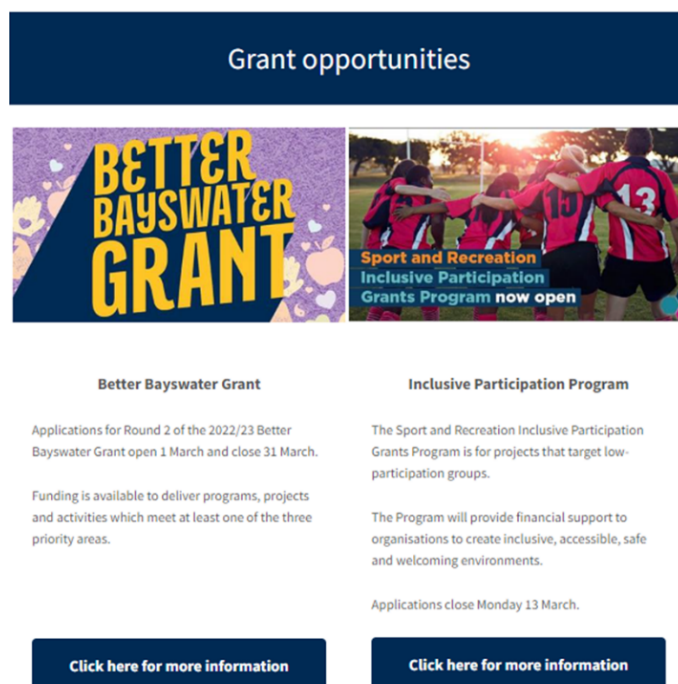


Image 2: February 2023 e-newsletter

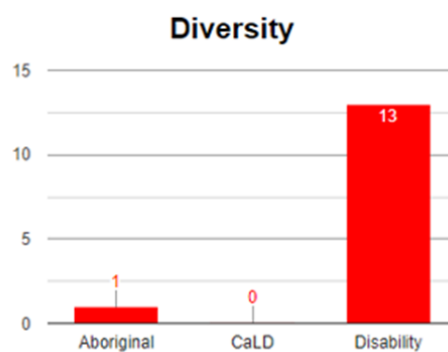


City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City of Bayswater supports the KidSport program, a State Government initiative which enables eligible Western Australian children to participate in community sport by offering them financial assistance towards club fees.
OUTCOME	From January to March 2023, the City's Club Liaison Officer processed 13 vouchers for children with disability (Image 1). Scorpions Netball Club (4) and Bayswater Tennis Club (2) were the clubs who received the most vouchers from children with disability in this period. Netball (5) proved to be the most popular sport.

Image 1: Diversity statistics for City of Bayswater Kidsport applications during the January - March 2023 period.

Jan 2023 - Mar 2023

Date range



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and considerations.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	Morley Bowling Club has replaced a natural turf bowling green with a new synthetic turf bowling green at the Morley Noranda Recreation Club at McGilvray Avenue, Noranda. The size of the bowling green has been extended and ramp access included to assist mobility access. The \$270,000 project was jointly funded by Morley Bowling Club, the City of Bayswater and the Department of Local Government Sport and Cultural Industries Community Sport and Recreation Facilities Fund.
OUTCOME	The synthetic all-weather green has helped the Morley Bowling Club recruit a much wider group of participants. The green had unusually high banks, making it difficult for players to step up and down onto the surface of the green. The project included lowering the banks and a new ramp (Image 1) which has provided a more inclusive facility and supports greater community participation at the Club.

Image 1: Extended synthetic turf bowling green at Moley Bowling Club and access ramp.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Engineering and Spatial Services
BRANCH	Engineering and Spatial Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(c) Engage accredited access consultants to conduct audits and prepare remedial action plans for upgrades to City Buildings, including pedestrian movement network to nearest public transport infrastructure.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City is currently reviewing gaps in the footpath network in addition to the long-term cycle path and local bike path network. The missing links will be identified and placed in a forward works program for future budget consideration. Where there is bus stop infrastructure, the Public Transport Authority assesses the area for DDA (<i>Disability Discrimination Act</i>) compliance.
OUTCOME	During the January to March 2023 period, the City completed the following footpath infrastructure: Pram Ramps- Upgrades <u>Morley</u> • 492 Morley Drive • 496 Morley Drive • 28 Kennington Road • 60 Field Street • 142 Crimea Street • 65 Noranda Avenue • 70 Noranda Avenue • 59 Camboon Road <u>Noranda</u> • 2A and 2B Wylde Road Pram Ramp – New Installations <u>Morley</u> • 1 Timms Place • 2 Timms Place • 61 Halvorson Road • 58 Halvorson Road

	• 1 Jennifer Road • 2 Jennifer Road • 44 Robann Way • 41 Lincoln Road • 17 Robann Way • 140 Crimea Street • 60 Field Street • 146 Crimea Street • 162 Crimea Street <u>Embleton</u> • 206 Broun Avenue <u>Bayswater</u> • 120B Hardy Road New Path Installations • Crimea Street from Morley Drive to Fedders Street • Lincoln Road – Robann Way to Jennifer Road • Timms Place from Halvorson Road to Morley Drive Bus Stop Upgrades • Stop 15906 Crimea Street • Stop 15907 Crimea Street • Stop 15908 Crimea Street • Stop 16581 Timms Place • Stop 15596 Hardy Road
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City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City has installed two electronic, adjustable height desks in the public computer area at Morley Library (Image 1).
OUTCOME	The adjustable desks enable improved access to the public computer area and associated technologies for wheelchair and other mobility equipment users.

Image 1: The print release kiosk at Morley Library has been mounted to an adjustable desk.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City has installed 10 large print, high contrast keyboards (Image 1) for use with the public computers at Morley Library.
OUTCOME	The high contrast keyboards enable improved access and amenity for patrons who are vision impaired using the public computer service.

Image 1: Large print, high contrast keyboard.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Engineering and Spatial Services
BRANCH	Engineering and Spatial Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure.
ACTION	(a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards (b) Prioritise a Capital works program to upgrade City owned and managed designated accessible parking bays to Australian Standards
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City is progressively auditing the existing accessible parking infrastructure in City owned and managed carparks, including on-street parking bays, to identify the existing condition of the asset and areas for improvement.
OUTCOME	Once the audits are complete, the City will prioritise a capital works program to upgrade the City owned and managed designated accessible parking bays to Australian standards.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Engineering and Spatial Services
BRANCH	Engineering and Spatial Services
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres.
ACTION	(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.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	In November 2021, the City delivered the People Friendly Streets Project, supported by a grant through Developmental Disability WA. The project was a co-design approach which saw the City partner with Spinal Life WA, Interchange and Mission Australia. The City plans to roll out similar initiative in the remaining town and activity centres and has recently made budget requests to facilitate this.
OUTCOME	The City has submitted a request for \$50,000 to undertake an accessibility audit of the Maylands town centre in the 2023/24 financial year.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City often supports publications and disseminates community messaging on behalf of key organisations, including disability service providers. These messages are often circulated to City owned services such as libraries and recreation services as these facilities are often the first point of contact for community members seeking information. The National Disability Services project team recently reached out to the City to share a newly launched project 'Ready to Go Home' which aims to reduce discharge delays from hospital and improve hospital stay experiences for people with disability. The 'Your Hospital Guide' is a pack of seven topics including: 1. Be prepared for a hospital stay; 2. Your hospital stay; 3. Decision making during a hospital stay; 4. Discharge planning checklist; 5. Your discharge summary; 6. After your hospital stay; and 7. NDIS Basics.
OUTCOME	Hard copy packs have been placed at all City libraries, while digital versions of the packs can be obtained via the NDS website in Easy English, accessible Word, e-braille and pdf formats. Video versions of the resource will be available and circulated over the coming months.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(a) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	On 8 February, the City of Bayswater hosted the Sensorium Theatre at Morley Library to deliver a professional development workshop. The purpose of this training was to support the development and delivery of the Libraries' new Sensory Storytime program, as well as identifying areas where sensory experiences can be introduced into regular programming. This will make the City's Storytime programming more accessible to all children and their carers. One of the aims of the City's early literacy program is to model behaviours to parents/carers which will empower them to talk, read, sing and play with children every day. Showing parents how easy and inexpensive it can be to create sensory play will hopefully encourage them to continue this at home. The session hosted approximately 20 staff working in the early childhood and access and inclusion area from five local governments and service providers such as Wanslea.
OUTCOME	The City's library staff have also implemented some of the ideas gained and incorporated them into improving the Sensory Storytime program. Other outcomes were: • Insight into the different ways people can process the same sensory inputs and have different reactions to them; • Assurance that everything and anything can be used to create a sensory experience on any budget; • Repetition can help increase participation and develop understanding; • Increased confidence and inspiration to begin incorporating sensory elements into their programming; and • Knowledge and understanding of key signs, AUSLAN and communication boards and other communication methods that can be used to assist non-verbal children or those who might have trouble communicating.

\City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	5.1 Review and improve the City's processes to improve feedback mechanisms.
ACTION	(b) Establish an online database, such as the Customer Relation Management System, to streamline the City's complaint and feedback processes to support consistent reporting of access and inclusion matters e.g. ECM, social media, phone and feedback cards.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The Complaint Management Policy and Complaint Management Practice is reaching its final draft stage and is currently being reviewed. The City ensures anyone who is dissatisfied with a City service can easily and simply make a complaint and provide feedback. This can be done by providing an accessible complaint handling process which makes it as easy as possible for everyone in the diverse community to find and use. The system will reflect the preferences and needs of the community, including people who may otherwise have trouble due to age, disability, language, geographical, health, or cultural reasons. Designate methods and locations to lodge complaints that are visible and easily accessible to customers with complaints lodged by: telephone, email, in writing, websites, and in person. The City advises that assistance is available by contacting the National Relay Service.
OUTCOME	It is anticipated that a report addressing the audit recommendations will soon be presented to the City's Executive Leadership Team to seek endorsement, and then submitted to the Audit and Risk Management Committee.

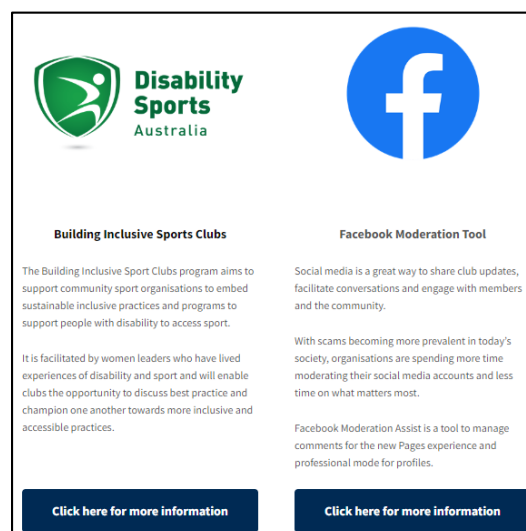
City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: January – March 2023	
AUTHOR	Manager People Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.2 Continue investment in building and promoting an inclusive workplace culture.
ACTION	(b) In consultation with staff, review workplace design and ergonomics to enable reasonable adjustments for staff with disability.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City aims to provide an inclusive, flexible recruitment process and provide accessible work facilities to enable employment of more people with disability. The Workplace Adjustments Management Practice (the MP) has been developed collaboratively between internal stakeholders. The MP outlines how the City can support people with disability by implementing reasonable adjustments to make the recruitment process and ongoing employment accommodating and equitable.
OUTCOME	The MP was endorsed by the City's Executive Leadership Team in March. It will be promoted internally as a resource that provides guidance on how to support employees with disability to undertake the inherent requirements of their role. In addition, the MP supports potential employees with adjustments throughout the recruitment process and positions the City as an inclusive employer.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.
ACTION	(a) Develop and share an information package and inclusion information on how to make services and events more accessible.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City of Bayswater is committed to increasing accessibility for City led events by implementing access and inclusion elements that make the experience more enjoyable for those with specific requirements. Inclusions such as Auslan interpreters, ACROD parking and dedicated accessible spaces have encouraged community members to participate.
OUTCOME	The City has purchased two quantities of 10m x 1.98m accessible and mobile matting. The accessible matting is used on a range of surfaces and accommodates a wide range of users including people with mobility or visual impairments, members of the aged community, people using wheelchairs or mobility equipment, strollers or other special access needs. The access matting provides a firm, safe, cool and stable surface for users. The matting will be used for the first time at the Avon Descent Finish Line Festival on Sunday 13 August to allow easy access from the river to the activities alongside the pathways.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Sustainability, Environment and Waste
BRANCH	Sustainability and Environment
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.
ACTION	(b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City offers an assisted waste program that ensures residents' bins are collected from their residence, emptied and returned. This service is provided on an as need basis, and as such responds to resident referrals by doctors and community service providers, or the residents themselves.
OUTCOME	The City continued to deliver the assisted waste program throughout the 2022 – 2023 reporting period. The City registered four new services, bringing the total services to 73 as at 30 June. The suburb distribution of these services throughout the 2022-2023 reporting period is as follows: • Bayswater - 22 • Bedford - 6 • Embleton - 1 • Maylands - 7 • Morley - 23 • Noranda - 14

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(b) Investigate hosting Easy English sessions for people with low literacy.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City ensures opportunities for community members to participate in free programs to develop and practice to improve their literacy skills in safe and welcoming environment, resulting in greater sense of belonging and connection in their community.
OUTCOME	<u>English Conversation Groups</u> The English Conversation Groups facilitated by volunteers at Maylands and Morley Libraries provided an opportunity for community members whose first language is not English to practice and develop their conversation skills. Throughout this quarter, participation in the groups has increased significantly compared to previous years, in part due to COVID restrictions easing. <u>Read Write Now</u> Maylands Library has been working with Read Write Now, a free literacy tutoring service for adults, to encourage their volunteers to use the library as a venue to meet participants.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	Published monthly, the Club Connection e-newsletter provides up-to-date information on grants, training opportunities and community news and information.
OUTCOME	In the May 2023 edition (Image 1), an item was included on the Building Inclusive Sports Clubs Program. This initiative aims to support local sporting organisations to embed sustainable inclusive practices and programs to support people with disability to access sport. The program is facilitated by women who are leaders with lived experience of disability and sport, providing clubs with the opportunity to discuss best practice and champion one another towards more inclusive and accessible environments. It is delivered by Victoria University in partnership with Disability Sports Australia through funding from the Australian Government.

Image 1: May 2023 Newsletter

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure.
ACTION	(a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards.
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City is required to conduct an audit of all car parks within the City to ensure their compliance with the current standards and guidelines and upgrade as necessary.
OUTCOME	City completed the audit of several carparks within the City assessing ACROD compliant bays and ramps amongst other criteria. The audit process is ongoing and will be used to identify and prioritise carpark upgrade projects.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.3 Improve and promote accessible parking infrastructure.
ACTION	(a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards.
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	An incident was reported to the City regarding an elderly resident tripping over the kerb at the entrance to Morley Library. Upon conducting a review of the car park and accessibility arrangement, it was deemed that the access arrangement to the Library was non-compliant.
OUTCOME	A design has been prepared (Image 1) to modify access to the Morley Library in addition to the ACROD parking arrangement on site to upgrade all facilities to ACROD compliant.

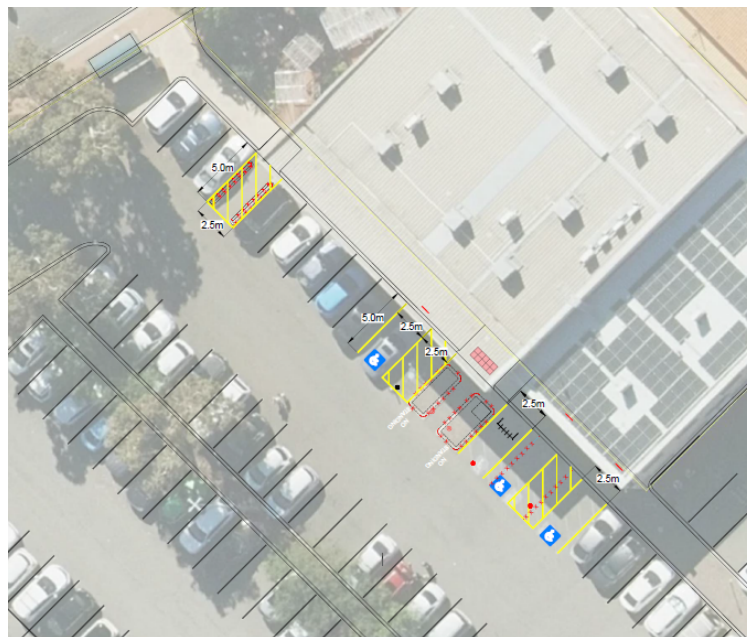


Image 1: Modified design for the access arrangement and ACROD bays at the Morley Library

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres.
ACTION	(b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	A resident requested for a median crossing connecting two bus stops on Broun Avenue, Morley, to assist pedestrians with mobility aides and wheelchair users in crossing the busy road to get from/to the bus stops.
OUTCOME	Upon the commissioning of the design in late 2022 (Image 1), the City completed the construction of the ramps and the associated facilities of the midblock crossing.

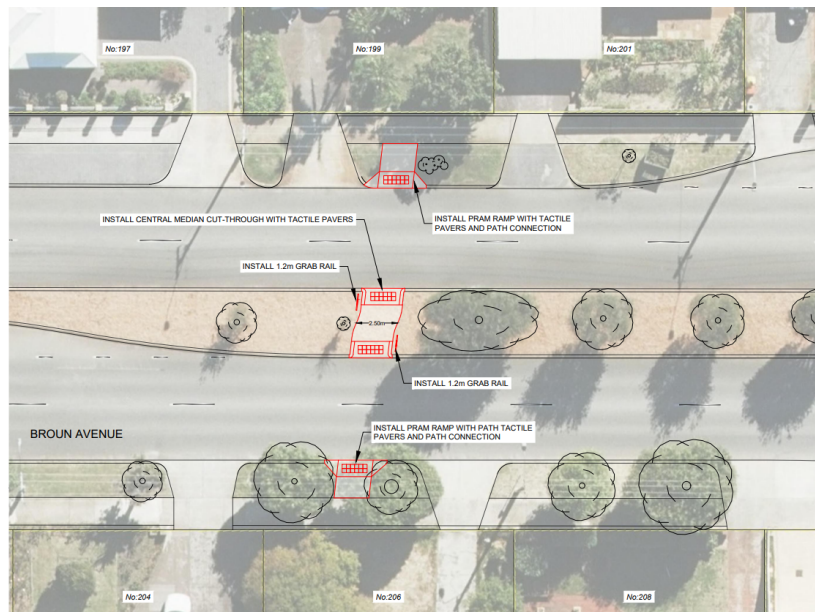


Image 1: Design for the Broun Avenue Pedestrian Median Crossing

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres.
ACTION	(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.
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City is required to conduct an audit of the crossing facilities within the Morley, Maylands and Noranda Town Centres.
OUTCOME	The City engaged a consultant to undertake an audit of the Morley Activity Centre bounded by Bishop Street to the South, Walter Road to the North, Old Collier Road to the East, and Russell Street to the West (see Image 1).



Image 2: Boundary of Morley Activity Centre being Audited for Disability Compliant Crossings

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres.
ACTION	(b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	Resident requested the provision of crossing facilities across McGilvray Avenue at the Malaga Drive intersection, Noranda to increase access to safe crossings.
OUTCOME	A design was commissioned (Image 1) to provide ramps and crossing facilities that are ACROD compliant.



Image 1: Design for crossing facilities across McGilvray Avenue

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Transport Infrastructure
BRANCH	Engineering Services
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres.
ACTION	(b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	A resident requested an extension of the path from the pedestrian laneway opposite Weatherill Way to provide a safe pedestrian crossing facility across McGilvray Avenue.
OUTCOME	A design was commissioned (Image 1) to provide ramps and crossing facilities, across McGilvray Avenue that are ACROD compliant.



Image 1: Design of path connectivity and ACROD compliant crossing facility across McGilvray Avenue, Noranda

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	2.5 Improve accessibility in natural recreational environments.
ACTION	(a) Audit and prioritise high demand natural recreational environments to improve accessibility and wayfinding.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City has been working with a number of agencies including Rowing WA, Paddle WA, user clubs, Department of Local Government Sport and Culture; and the Department of Biodiversity Conservation and Attractions (DBCA), in order to identify a practical and viable solution for all ability access at A.P. Hinds Reserve. The preferred option is to progress with installation of mobi-matting from the boat sheds at Hinds Reserve to the river edge, in order to provide a consistent level surface with appropriate foot grip and traction across what is currently uneven and boggy turf.
OUTCOME	As of June, the City has been liaising with DBCA to determine what/if any approvals are required prior to progressing the installation of the mobility matting. The City is currently awaiting an outcome.

Image 1: Mobi-mat beach matting



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Communications and Marketing
BRANCH	Communications and Marketing
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(b) Provide information in accessible formats on request for people with disability.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The Communications and Marketing team provide numerous publications in accessible formats upon request, including the Bayswater Beat and Strategic Community Plan.
OUTCOME	The City shared the following communications in alternate formats during the March 2023 - June 2023 period: Videos with captions • Draft Local Planning Strategy Documents (available in other formats upon request) • Suburb profile • Service Directory for Older Adults (English, Italian, Vietnamese and Chinese versions) • Harmony Week Origin Stories book • Annual Report 2021/22 Events The City delivers a range of events and programs across various portfolios, including but not limited to, community events, youth, aged friendly, libraries, public health and wellbeing, sustainability and waste. The City utilises a variety of different mediums to promote these events, including hard copy, digital and social media channels and City produced publications to ensure promotion is wide reaching. Examples of some of the events and their digital promotions have been linked below: • Youth Week Bayswater Skatepark Jam Session • Savvy Seniors – Advocacy and Aged Care Information • Learning English Through Storytime • Best and Most Useful Smartphone Apps • Introduction to Auslan • Evening in the Park multicultural celebration • Harmony Week Origin Stories book

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Rangers and Security Services
BRANCH	Rangers and Security Services
STRATEGY	3.1 Diversify accessible information and communication methods
ACTION	(d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City continues to focus effort on ensuring footpaths and other areas for use of pedestrians, mobility devices etc. are kept clear to enhance community safety.
OUTCOME	This is an ongoing action, with actions ranging from verbal and written warnings for offenders.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	A sensory zone will be included at larger children's library events. This will consist of a sensory tent that is wheelchair accessible. The tent will feature sensory toys, soothing lights and earmuffs. This provides a calming space for children with sensory processing difficulties but still allows them to be part of the session.
OUTCOME	The sensory zone was set-up for the recent Drag Queen Storytime with 70 attendees in June. The space was used on the day by a child with autism who was overstimulated by the session. The child's mother wrote an appreciative email about the event and the inclusion of this resource.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City hosted a highly engaging Auslan workshop for young people aged 12 – 25 years, delivered by Deaf tutor Nobuo Hara. The workshop included deaf awareness, lived experience case studies to build disability confidence, as well as basic Auslan greetings.
OUTCOME	The introductory Auslan workshop was very well received with nine participants. With effective teaching methods and a humorous approach, participants found the session informative and enjoyable with a 95% satisfaction rate. The feedback received was overwhelmingly positive, highlighting Nobu's expertise in Auslan and his exceptional teaching skills. Participants walked away having learnt 50 signs. Overall, the workshop successfully provided a basic understanding of Auslan sentence structure, fingerspelling and greetings, making it a valuable learning experience.

Image 1: Auslan workshop at Maylands Library.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity. 7.2 Continue to invest in building and promoting inclusive workplace culture.
ACTION	(e) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience. (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.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The City organised a social inclusion lunch and learn for City of Bayswater staff delivered by Inclusion Solutions. The session aimed to build disability and social inclusion confidence in staff, and promote an inclusive workplace culture. It included an overview of social inclusion theories, unconscious bias, inclusive language, and how to foster genuine connections with people from all backgrounds. An invitation was extended to all City staff.
OUTCOME	The session was well received by approximately 20 staff, who enjoyed the engaging interactive activities, reflections, group discussions, case studies and testimonials. Feedback about the session was positive, with participants stating that they felt more confident about social inclusion both in their personal lives and in the workplace.

Image 1 & 2: Social Inclusion Lunch and Learn for staff at the Civic Centre.



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Principal Community Engagement
BRANCH	Community Engagement
STRATEGY	6.1 Consider access and inclusion in the planning, design and delivery of public consultation.
ACTION	(a) Embed access and inclusion in community engagement planning process.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	During the reporting period, accessibility and inclusion continued to be a primary consideration in engagement practice. The City continues to place a strong focus on providing multiple ways to participate, hosting 16 different face-to-face consultation sessions at multiple venues around the City. Highlights were: <u>Low Cost Urban Road Safety Program</u> As well as the online survey, an interactive mapping tool was utilised for this project, allowing the community to interact visually and spatially. Drop-in sessions were hosted. In addition, paper copies of the survey and map were made available at libraries. Letters were dropped to residents in the area with a name and contact number to call. This has been well utilised by the community. <u>Local Planning Strategy</u> An information video was made to make this complex strategy more understandable for the community. 3,495 people viewed the video – which raised awareness in a simplified way. <u>Safe Routes to School</u> With a diverse and multicultural community within the City, the City identified a need to provide project information, surveys and maps in different languages to schools as part of the 'Safe Routes to School' program. The City investigated options and found that Engage Bayswater features a 'Google Translate' function. After testing the feature in a few languages across the various tools, the City provided a simple instruction sheet to accompany the project information and shared it with participants. An example of the project page, survey and interactive map translated into Vietnamese is given in the attached images.

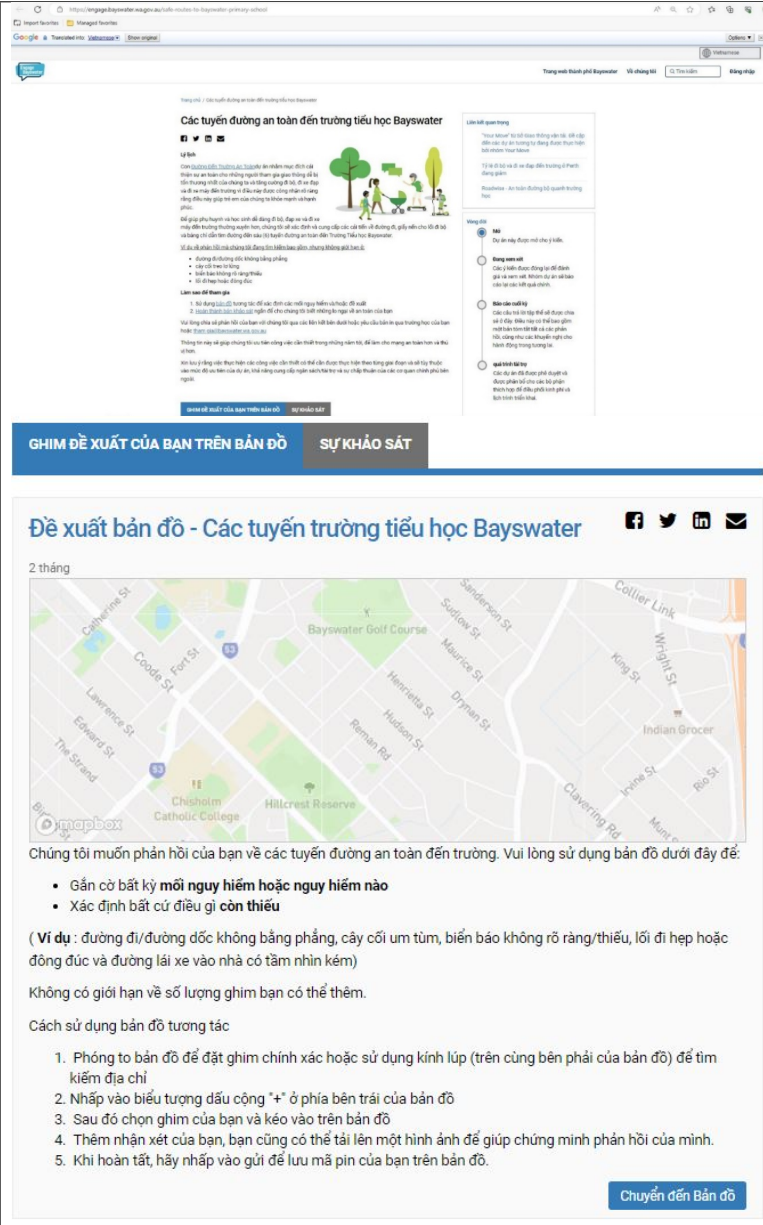
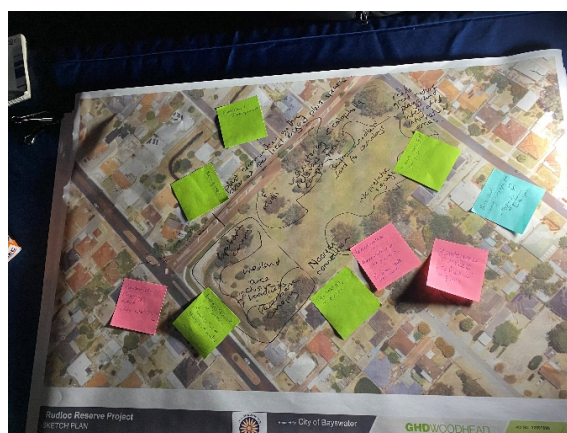
	 The screenshot shows the Bayswater Primary School website. The main heading is "Các tuyến đường an toàn đến trường tiểu học Bayswater". Below this, there is a map of the school area with various streets labeled. To the right of the map, there is a section titled "LƯU Ý QUAN TRỌNG" (Important Notes) with several bullet points. Below the map, there is a section titled "GHIM ĐỀ XUẤT CỦA BẠN TRÊN BẢN ĐỒ" (Pin your suggestions on the map) and a button labeled "SỰ KHẢO SÁT" (Survey). Below this, there is a section titled "Đề xuất bản đồ - Các tuyến trường tiểu học Bayswater" (Map suggestion - Bayswater Primary School routes) with a map showing the school area and a list of streets. Below the map, there is a section titled "Chúng tôi muốn phản hồi của bạn về các tuyến đường an toàn đến trường. Vui lòng sử dụng bản đồ dưới đây để:" (We want your feedback on safe routes to school. Please use the map below to:). This section includes a list of instructions for using the map, such as "Gắn cờ bất kỳ mối nguy hiểm hoặc nguy hiểm nào" (Flag any hazards or dangers) and "Xác định bất cứ điều gì còn thiếu" (Identify anything missing). Below the list, there is a section titled "CÁCH SỬ DỤNG BẢN ĐỒ TƯƠNG TÁC" (How to use the interactive map) with a list of steps: "1. Phóng to bản đồ để đặt ghim chính xác hoặc sử dụng kính lúp (trên cùng bên phải của bản đồ) để tìm kiếm địa chỉ", "2. Nhấp vào biểu tượng dấu cộng '+' ở phía bên trái của bản đồ", "3. Sau đó chọn ghim của bạn và kéo vào trên bản đồ", "4. Thêm nhận xét của bạn, bạn cũng có thể tải lên một hình ảnh để giúp chứng minh phản hồi của mình.", "5. Khi hoàn tất, hãy nhấp vào gửi để lưu mã pin của bạn trên bản đồ." Below the list, there is a button labeled "Chuyển đến Bản đồ" (Go to Map).
OUTCOME	There was robust engagement in the projects during the reporting period, as reflected in the outcomes below: • There were 578 pinpoints dropped on mapping tools; • There were 16,000 visits online during the reporting period with 2,400 engaged people – 1,236 being surveys; • Videos attracted 52 views, photographs 991 views; and • 5,470 downloads were made of maps, designs and visual aides.

Image 1: Crime & Safety stand – Music in the Park



Image 2: Rudloc Reserve Consultation



City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability.
ACTION	(a) 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) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.
DELIVERABLE	☐ 2020/21 ☒ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	The Index will provide feedback on current processes and provide guidance on areas in which to improve recruitment practices and processes. The City will use some of the resources provided by Australian Network on Disability (AND) membership to focus on additional training for staff and advice on ways to improve HR practices.
OUTCOME	The City's annual membership with AND has been renewed. The City has also registered its interest to take part in the Access and Inclusion Index Self-Assessment for 2023-2024.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: April to June 2023	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.2 Continue to invest in building and promoting an inclusive workplace culture.
ACTION	(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.
DELIVERABLE	☐ 2020/21 ☐ 2021/22 ☒ 2022/23 ☐ 2023/24
INFORMATION	City representatives recently liaised with a local educational institution catering for children with disability with the view to provide work experience opportunities at the City.
OUTCOME	Hosting students with disability through work experience will reduce unconscious bias in the workplace. Staff visited an enterprise workshop to gain an understanding of the tasks the students were completing. The City is currently reviewing how these skills can be utilised within the organisation to provide meaningful opportunities for work experience participants.

9.2 (Disability) Access and Inclusion Annual Progress Report 2022-2023

Responsible Branch:	Community Development
Responsible Directorate:	Community
Authority/Discretion:	Information Purposes
Voting Requirement:	Simple Majority Required
Attachments:	1. 2022 2023 DAIP Annual Report [9.2.1 - 26 pages]
Refer:	Item 10.6.3.1: OCM 25.10. 2022

SUMMARY

This report tables the City's Disability Access and Inclusion Plan (DAIP) Annual Progress Report for 2022/23.

The annual report aligns with the outcomes of the City's Access and Inclusion Plan (AIP) from 1 July 2022 to 30 June 2023. As legislated, the full Annual Progress Report, as presented in **Attachment 1** was lodged with the Department of Communities in July 2023.

OFFICER'S RECOMMENDATION

That Council notes the City's (Disability) Access and Inclusion Plan Annual Progress Report for 2022/23, which was formally lodged with the Department of Communities in July 2023, 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 Inclusion and Diversity Committee (previously the Community Access and Inclusion Advisory Committee) and Council. 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 29 strategies forecast to be delivered during 2022/23, which is the third 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 provision for year three of the four-year plan.

Some of the City's access and inclusion achievements for July 2022 – June 2023, which are listed in the DAIP Annual Progress Report 2022-2023 in **Attachment 1** include the below actions.

Services and Events

The City has developed a new Sensory Storytime program curated for children with autism or other challenges related to sensory experiences in partnership with the Wanslea Community Capacity Building team. The Sensory Storytime program is aimed at engaging children in activities that support the development of social play and literacy within a group setting. Each session focuses on a different theme with; songs, activities, a reading of one story; and then sensory playtime and exploration, that encourages the use of all five senses. The City of Bayswater Libraries delivered a seven-week program of Sensory Storytime commencing in February 2023. A total of 15 families participated and enjoyed the program. Feedback from parents/caregivers indicated that parents saw an increase in confidence in their children over the course of the program.

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 of 30 June 2023, the City of Bayswater contractor, Cleanaway, provided a service to 73 residents within the City. The suburbs receiving the service are Bayswater (22 persons), Morley (23 persons), Maylands (7 persons), Noranda (14 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

In October 2022, the City's Play Space Strategy was reviewed and updated, maintaining the position of accessibility and inclusion as a priority. The City has committed to including at least one piece of equipment that is accessible and inclusive for all people, including children with disability, across all future district play space redevelopments. Installations that occurred during the 2022/23 reporting period included a zero-depth pool entry at Maylands Waterland, and a basket swing and 1m x 1m communication board at Gibbney Reserve.

Information and Communication

In August 2022, the City undertook an accessibility review of the website in line with the W3C Web Accessibility Guideline. As a result of the review the City has made a range of accessibility improvements to the website including:

- Adding skip to content buttons;
- Updating the main menu on the desktop and mobile website to ensure sufficient contrast;
- Adding tabs to move through links and image alt tags; and
- Read aloud function and navigation tags for readers with reader view.

Quality of Service

The City launched the Libraries App (The App) in June 2022. The App (available on iOS and android) allows library users to:

- Join the library;
- Search for and request items;

- Access eResources;
- Access details on and book in for library events, via -
 - Subscribe to the Libraries eNewsletter;
 - Link to Engage Bayswater; and
 - Members able to borrow items on their own devices.

The App has been designed with the following accessible and inclusive features:

- Use of recognisable icons and images;
- Clear and easy to understand;
- Use of large print that has accessible colour contrasts; and
- Intuitive and easy to follow.

As a result of using mobile devices and the App, the experiences of people with disability are enhanced in the areas of communication, independence and social interaction. As at 30 June 2023, the App has been downloaded on a total of 863 devices and has been launched 12,366 times.

The City hosted a highly engaging Auslan workshop for young people aged 12 – 25 years delivered by Deaf tutor Nobuo Hara. The workshop included Deaf awareness, lived experience case studies to build disability confidence, as well as basic Auslan greetings. The introductory Auslan workshop was very well received by the participants. Participants walked away having learnt 50 signs. Overall, the workshop successfully provided a basic understanding of Auslan sentence structure, fingerspelling and greetings, making it a valuable learning experience.

Complaints and Safeguarding

In 2022, the City received an internal audit report that was conducted on the City's customer requests and complaint handling, escalation, and resolution policies, procedures and processes. Several recommendations were made and as such, an internal 'Customer First Working Group' was established to implement these. Key recommendations included drafting and implementation of a Complaint Management Policy and Management Practice to provide overarching guidelines for staff to adhere to.

Consultation and Engagement

During the reporting period, accessibility and inclusion continued to be a primary consideration in the City's engagement practice, by focusing on providing multiple ways to participate including walking audits, workshops, pop-ups, door knocks and hard copy surveys. As at 30 June 2023, the City has recorded a total of 38,200 participants in community engagement projects across the reporting period.

Employment, People and Culture

In alignment of the City's internal Workforce Diversity and Inclusion Plan, the Workplace Adjustments Management Practice (WAMP) has been developed. The WAMP provides a guiding framework for the City to support and enable people with disability, during recruitment and employment, through the provision of reasonable adjustments to the physical environment to accommodate disability.

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.

Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
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
Conclusion	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 2022/23, as presented in **Attachment 1**, which was submitted to the Department of Communities in July 2023.

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 2022/2023

Public Authority Details

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

City of Bayswater DAIP Progress Reporting 2022/2023

The [Disability Services Act 1993](#) requires Public Authorities to report annually on the implementation of its Disability Access and Inclusion Plan (DAIP). These reports are used to generate the DAIP Minister's Progress Report each year which will be tabled in Parliament by December 2023.

[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.

DAIP progress report is due on **Monday 31 July 2023**.

To send completed Progress Reports, or for enquiries, please email:
statedisabilitystrategy@communities.wa.gov.au

City of Bayswater DAIP Progress Reporting 2022/2023

Reporting Guidelines

- Detail activities that can showcase your organisation's work in implementing your DAIP.
- Highlight any progress made towards your organisation's DAIP.
- When detailing an activity or action, please provide:
 - description of the activity;
 - outcome or impact of the activity; and
 - quantitative (anything that can be measured) and qualitative data (feedback, direct quotes etc. ;).
- Focus areas for this reporting period are:
 - Outcome 3; strategies or activities that improved communication accessibility. For example, training, policy standards or communication tools to ensure people with different communication needs experience an equitable level of service. Please see *Attachment 1 – Outcome 3; Information and Case Studies*
 - Outcome 5: strategies or activities that have resulted in a more accessible and inclusive complaints management process. Please see *Attachment 2 – Outcome 5; Information and Case Studies*
 - Outcome 7; Increased employment and retention of people with disability in Public Authorities.
 - any new approaches being taken to increase the rate of disability employment.
 - Any new approaches or strategies to retain existing people with disability employed at Public Authority.

Administrative Requirements:

- Please send your Progress Report in Word format.
- Please include high resolution¹ photos wherever possible. Permission from individuals featured in photos must be sought and made available upon request as photos will be used in preparing Minister's Progress Report to be tabled in Parliament.

City of Bayswater DAIP Progress Reporting 2022/2023

Progress Report

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.

This outcome area is about enhancing or ensuring that all people can access your organisations public events and general services.

- (a) Description of activity, action, or event.
- (b) Outcome achieved and any supporting evidence (including photographs and feedback from people with disability and / or the community)

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

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

Tender Documents

- (a) Tender documents for civil projects that will have a direct impact on the public are independently reviewed by the City's Business Services division prior to being released to the market.
- (b) During this period, the City has reviewed how it assesses tender documents. As a result, where there is a civil project that is likely to impact on public access, construction of footpaths and access ramps, the tender scope is reviewed. The review now ensures that it includes provisions for the contractor to maintain appropriate access during the work, if it is likely to be protracted. The review also includes whether any such temporary access can be accommodated within the contractor's fee structure or if a fee variation is required.

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

Assisted Waste Collection Service

- (a) 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, and assists to reduce associated public health issues.
- (b) During this period, the City of Bayswater waste contractor, provided the assisted waste collection service to 73 residents within the City. The suburb breakdown of the assisted waste collection service are as follows:
 - Bayswater (22 persons);
 - Morley (23 persons);
 - Maylands (7 persons);
 - Noranda (14 persons);
 - Bedford (6 persons); and
 - Embleton (1 person).

City of Bayswater DAIP Progress Reporting 2022/2023

Any matters related to the service 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.

- 1.2 (a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.**

Community Events

- (a) The City hosted a range of community and civic events throughout the reporting period, with access and inclusion features embedded into the event delivery. Key events include Avon Descent Finish Line Family Fun Day, City of Bayswater Community Concert featuring Dami Im, Evening in the Park and Music in the Park. The City also purchased accessibility matting, in May 2023, for greater accessibility and inclusion of people with disability at all event sites.
- (b) Key accessibility aspects included the presence of AUSLAN interpreters at Dami Im Community Concert (Image 1 & 2), and the creation of an accessibility space that is clearly sign posted to allow people with accessibility equipment to experience an equitable view close to the stage. The City also ensures ACROD parking, accessible walkways and facilities are all located within close proximity at events. These features received positive feedback from event attendees and will continue to be an included initiative at large scale City led community events in the future. The newly procured access matting will also be utilised frequently, with the first large City led community event being Avon Descent Finish Line Family Day in August 2023.



Image 1 and 2: AUSLAN Interpreter at the City of Bayswater Community Concert featuring Dami Im.

Sensory Storytime

- (a) The City has developed a new Sensory Storytime program curated for children with autism or other challenges related to sensory experiences. The Sensory Storytime program is aimed at engaging children in activities that support the development of social play and literacy within a group setting. Each session focuses on a different theme with; songs, activities, a reading of one story; and

then sensory playtime and exploration that encourages the use of all five senses (**Image 1**).

- (b) The City of Bayswater Libraries delivered a seven-week program of Sensory Storytime commencing in February 2023. This program was developed in partnership with the Wanslea Community Capacity Building team, who specialise in working with children with disability. A total of 15 families participated and enjoyed the program. Feedback from parents/caregivers indicated that parents saw an increase in confidence in their children over the course of the program.



Image 1: Sensory Storytime- Sensory exploration tray

Drag Queen Storytime

- (a) The City of Bayswater Libraries hosted five Drag Queen Storytime sessions as at 30 June 2023. A key role of a drag performer reading stories to children is a focus on promoting inclusivity, diversity and self-expression. The aim is to create a welcoming environment that encourages acceptance and celebrates individuality. The sessions are a way of teaching children about; acceptance, empathy and creativity; and the enjoyment and love of literacy and reading. The City's Library Service hosted approximate 300 Storytime sessions per year, of this number in 2022/23, five sessions involved Drag Queen Storytimes.
- (b) The City engaged an AUSLAN interpreter (**Image 1**), which made the sessions accessible for those with hearing impairments, whilst also raising awareness of AUSLAN. The sessions so far have attracted a collective audience of 471 attendees (225 children and 246 adults).



Image 1: Cougar Morrison and AUSLAN interpreter at Storytime

City of Bayswater DAIP Progress Reporting 2022/2023

1.2 (c) 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.

SEED Community Placemaking Grant

- (a) The City reviewed its SEED Community place making grant to investigate how it the funding could enable businesses to apply to improve their shopfronts and access to their premises.
- (b) This grant now encourages initiatives to improve accessibility to improve business shopfront and access to their premises.

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

Club Development

- (a) The City's has a dedicated Club Liaison Officer who is responsible for delivering club development services, support and information to the City of Bayswater community.

KidSport

- (b) The City supports the KidSport program, a State Government initiative which enables eligible Western Australian children to participate in community sport by offering them financial assistance towards club fees. As at 30 June 2023, the City processed 18 vouchers for children with disability.

Club Connection E-Newsletter

Published monthly, the Club Connection e-newsletter provides up-to-date information on grants, training opportunities, community news and other information.

Throughout this reporting period, the City promoted a range of opportunities for local clubs, including the Accessibility Champions Course. This is, a free online course to champion greater accessibility within local sporting clubs and leisure providers for people with disability. The City continues to provide information to assist people with disability so that they have the same opportunities as other people to access the services at the City of Bayswater.

Community Directory

- (a) The City's Community Directory lists a variety of clubs, community groups and not-for-profit organisations that offer services and activities across the City.
- (b) As at 30 June 2023, the directory includes 92 service providers, community groups and sports clubs that provide programs and activities to those living with disability.

Health and Wellbeing Program

- (a) The City's Health and Wellbeing Program aims to provide inclusive, all ability opportunities for all community members to participate.
- (b) The Health and Wellbeing program delivered the following activities which were positively received:

Wheelchair and Seated Tai Chi

- (a) This four-week program ran multiple times throughout the year, targeting community members of all abilities at Bayswater and Morley library. Facilitated

by a qualified Tai Chi instructor, the program attracted 23 participants across all events (**Image 1**).

Feedback from the program was positive with one participant stating that the sessions were “low impact, but still challenging”, and another participant stating that “the teacher was patient and encouraging.”

Healthy at Home – All Abilities Yoga

- (a) The All Abilities Yoga was delivered as a part of the Healthy at Home Program for older adults operating at the Community Centres. The yoga sessions were open to people of all abilities and could be performed in a seated or standing position. The sessions were facilitated by a qualified yoga instructor and health practitioner.

A total of 32 participants attended the City's All Abilities Yoga sessions. Feedback was very positive with participants stating the course “was designed with inclusion in mind”, with the instructor “providing modifications and clear instructions.”



Image 1: Wheelchair and seated Tai Chi at Bayswater Library

1.2 (e)

Raise public awareness and understanding of people with disability by celebrating local achievements on ‘International Day of People with Disability’.

International Day of Disability 2022: Sensory Storytime Event

- (a) The City's International Day of People with Disability is held annually is an annual day celebrated on 3 December. To align with 2022's theme; *Not all Disabilities are Visible*, the City hosted Sensory Storytime at the City of Bayswater Civic Centre (**Image 1**).

The event featured:

- The children's story, *We're Going on a Bear Hunt*, by Michael Rosen was read by storyteller and classical pianist Richard Bridger. Richard is blind and a Braille reader, who read his own personal copy of the book that was translated into Braille when he was a child.
- Richard was accompanied by an AUSLAN Interpreter, and the story was projected onto a screen with captions providing an alternative format.

City of Bayswater DAIP Progress Reporting 2022/2023

- Children engaged in a sing along with Richard on piano, while the AUSLAN interpreter taught basic sign language for children to sing and sign along.
 - Sensory stations were set up around the room for the children to engage in sensory play.
 - Kites Toybox Sensory Toy Library, attended and displayed a sample of toys, resources and information to support play and development for children living with developmental challenges. Toys from the Toy Library were available for the children to explore.
 - The City was successful in attaining a grant from Developmental Disability WA for \$1,000 to contribute towards the event.
- (b) The Sensory Storytime event was well attended, with a total of 45 community members participating.



Image 1: Sensory Storytime at City of Bayswater Civic Centre

City of Bayswater DAIP Progress Reporting 2022/2023

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

This outcome area is about enhancing or ensuring accessibility in the planning, design, and improvement of built infrastructure.

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

2.1 (a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and considerations.

Morley Bowling Club Upgrades

- (a) Morley Bowling Club replaced a natural turf bowling green with a new synthetic turf bowling green at the Morley Noranda Recreation Club. The size of the bowling green was extended and ramp access included to assist mobility access. The \$270,000 project was jointly funded by Morley Bowling Club, the City of Bayswater and the Department of Local Government Sport and Cultural Industries Community Sport and Recreation Facilities Fund.
- (b) The synthetic all-weather green has helped the Morley Bowling Club attract a much more diverse group of participants. Previously, the green had high banks, making it difficult for players to step up and down onto the surface of the green. The project included lowering the banks and installing a new ramp to support inclusion and greater community participation at the Club (**Image 1 and 2**).



Image 1 and 2: Upgraded accessibility ramp at Morley Bowling Club.

2.1 (c) Engage accredited access consultants to conduct audits and prepare remedial action plans for upgrades to City Buildings, including pedestrian movement network to nearest public transport infrastructure.

Pedestrian and Bike Path Network

- (a) The City has reviewed gaps in the City's footpath network and the long-term cycle path and local bike path network throughout the reporting period. The missing links have been placed into a forward works program for future budget

City of Bayswater DAIP Progress Reporting 2022/2023

consideration. The Public Transport Authority assesses bus stop infrastructure for DDA (*Disability Discrimination Act*) compliance.

- (b) The City completed a range of infrastructure upgrades and installations at approximately 32 sites across the City including pram ramp upgrades and new installations, new path installations and bus stop upgrades.

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

Bayswater Family Centre Access Upgrades

- (a) The Community Capital Program is part of the City's Community Grants Program. Community and sporting not-for-profit organisations can apply for matched funds to improve City-owned facilities and infrastructure. As part of the 2022/2023 Community Capital Request program, the City partnered with Cahoots (disability service provider) to replace five doors to enable disability access at the Bayswater Family Centre.
- (b) This project greatly improved the accessibility of the Bayswater Family Centre, enabling Cahoots to continue a broad range of inclusive social activities held at the centre (**Image 1 and 2**).

Key benefits include:

- Provision of a welcoming venue for people of all abilities, by enhancing the inclusive and accessible nature of the facility
- Continued support through Cahoots to over 1,500 people in the Perth metro area, most of whom are living with a disability.

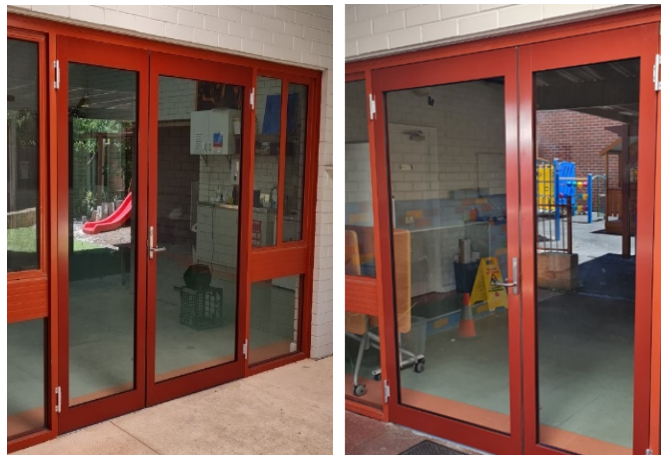


Image 1 and 2: Accessible entry at Bayswater Family Centre

Equipment Upgrades at Morley Library

- (a) The City has installed two electronic, adjustable height desks (**Image 1**) and 10 large print, high contrast keyboards (**Image 2**) in the public computer area of the Morley Library.
- (b) This equipment enables improved access to the public computer area and associated technologies for wheelchair and other mobility equipment users and

improved access and amenity for patrons who are vision impaired using the public computer service.



Image 1: Print Release Kiosk mounted on an electronic height adjustable desk

Image 2: Large print high contrast keyboard

Strategy - Improve the range of accessible restroom facilities.

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

Changing Places Request for Funds

- (a) The City continued to seek funding for the construction of another changing places facility.

Strategy - Improve and promote accessible parking infrastructure.

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

Accessible Parking Infrastructure

- (a) During this reporting period, the City has worked on progressively auditing the existing accessible parking infrastructure in City owned and managed carparks, including on-street parking bays, to identify the existing condition of the asset and areas for improvement.
- (b) Progress to improve accessible parking at the City is ongoing. The City will prioritise a capital works program to upgrade the City owned and managed designated accessible parking bays to Australian standards.

2.4 (a) Improve the pedestrian network accessibility within the town centres.

City of Bayswater Pedestrian Network Accessibility Audit

- (a) In November 2021, the City delivered the *People Friendly Streets Project*, supported by a grant through Developmental Disability WA. The project was a co-design approach which saw the City partner with Spinal Life WA, Interchange and Mission Australia.
- (b) The City continued to seek funding for an accessibility audit of the Maylands town centre.

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

City of Bayswater DAIP Progress Reporting 2022/2023

- 2.6 (a) 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.**

Play Space Strategy Review

- (a) In July 2019, the City endorsed a 'Play Space Strategy' as a framework to guide the planning, design and management of play spaces across the City.
- (b) In October 2022, the Play Space Strategy was reviewed and updated, maintaining the position of accessibility and inclusion as a priority. The City has committed to including at least one piece of equipment that is accessible and inclusive for all people, including children with disability, across all future regional and district play space redevelopments. **Image 1 and 2** below picture the zero-depth pool entry at Maylands Waterland Redevelopment and the basket swing installed at Gibbney Reserve, respectively.



Image 1



Image 2

Gibbney Reserve Play Space Upgrades

- (a) A new play space at Gibbney Reserve was completed in September 2022. The City partnered with a range of stakeholders, including Wanslea WA to include accessibility features that are a first of their kind in Western Australia.
- (b) Outcomes include; interactive and accessible play equipment such as a sand bench, trampolines at ground level, a hammock swing and roundabout. Accessible outdoor furniture is also included such as accessible seating, picnic table and barbecue. In addition, a 1m x 1m playground communication board is included in this play space. 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.



Image 1 and 2: Communication board at Gibbney Reserve.

City of Bayswater DAIP Progress Reporting 2022/2023

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

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

Counter Hearing Loops

- (a) Counter hearing loops for the three City Library customer service areas were installed in 2022. Staff training was undertaken on appropriate use and testing of the counter hearing loops in each library (Image 1).
- (b) The feasibility of installing counter hearing loops for the customer services desks at the Rise and Bayswater Waves will be investigated in the 2023 – 2024 financial year.



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

City of Bayswater DAIP Progress Reporting 2022/2023

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.

This outcome area is about enhancing and ensuring that information and communications are inclusive and accessible.

Strategy - Diversify accessible information and communication methods.

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

City of Bayswater Communications

- (a) 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.
- (b) Numerous communications and publications produced by the City during this period continued to be available in alternative formats upon request some of which include:
 - Bayswater Beat;
 - Strategic Community Plan;
 - Suburb Profiles;
 - Service Directory for Older Adults;
 - Rates Brochure 2022;
 - Community Engagement Strategy 2021-25;
 - Homelessness Strategy 2021-2025;
 - Age Friendly Strategy 2021-2025; and
 - Innovate RAP 2021 – 2023.

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

Celebrating Access and Inclusion Plan 2020 – 2024 Achievements

- (a) The City has continued to celebrate and communicate small wins and achievements throughout the reporting period across both virtual and hard copy channels.
- (b) In addition to the hard copy publications such as the Bayswater Beat, the City has considered access and inclusion across its social media channels and event promotions, which are detailed below:
 - 50+ videos with captions shared;
 - 120 + events held and promoted; and
 - 60 + posts celebrating access and inclusion initiatives at the City.

City of Bayswater DAIP Progress Reporting 2022/2023

Strategy- Review accessibility of information in digital formats.

3.2 (a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.

W3C Web Accessibility Guidelines

- (a) In August 2022, the City undertook an accessibility review of the website in line with W3C Web Accessibility Guideline.
- (b) As a result of the review the City has made a range of accessibility improvements to the website:
 - Adding skip to content buttons
 - Updating the main menu on the desktop and mobile website to ensure sufficient contrast
 - Adding tabs to move through links and image alt tags
 - Read aloud function and navigation tags for readers with reader view

Additional improvements have been included to streamline the look and overall function of the website including;

- Introducing a visit section
- Refreshing and modernising the homepage
- Implementing new events and news category functions
- Embedding the City's Facebook feed into the site
- Introducing an alerts function to the site to use for COVID-19 announcements and other emergency alerts.

Live-Streaming Council Meetings

- (a) The City commenced the live-streaming of its Agenda Briefing Forums, Ordinary Council Meetings and Special Council Meetings in April 2021.
- (a) Live-streaming allows interested community members to 'tune-in' to Council Meetings, without having to physically attend the meeting. The live-streamed recordings are also available on the City's website in an archive.

The live-streaming service is provided through YouTube, which allows for closed captions and volume control to be used, making these meetings accessible to those with hearing impairments. The City has been using this feature since it commenced live-streaming its meetings.

Live-streaming makes it easy to search for items of interest in the meeting recordings, as well as allowing those with a hearing impairment to read the transcript of the meeting. The recordings have view rates of anywhere between 80 and 800 views for each meeting.

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.

This outcome area is about enhancing and ensuring that the quality and range of your services and processes are consistent, inclusive, or readily adjust to people's needs.

Strategy - Promote the City's commitment to access and inclusion in the Customer Service Charter.**4.1 (a) Provide and promote a range of options for community members to connect and communicate with the City.**Library Services App

(a) The City launched the Library Services App (The App) in June 2022. The App (available on iOS and android) allows library users to:

- Join the library;
- Search for and request items;
- Access eResources;
- Access details on and book in for library events;
- Subscribe to the Library Services eNewsletter;
- Link to Engage Bayswater; and
- Members are able to borrow items on their own devices.

The App has been designed with the following accessible and inclusive features:

- Use of recognisable icons and images
- Clear and easy to understand
- Use of large print that has accessible colour contrasts; and
- Intuitive and easy to follow

As a result of using mobile devices and the App, the experiences of people with disabilities are enhanced in the areas of communication, independence and social interaction. This allows people with disabilities to connect with the world around them and for the world to connect with them. As at 30 June 2023, the app has been downloaded on a total of 863 devices and has been launched 12,366 times.

Bayswater Community Centre Phone Line

- (a) During the 2022-2023 period, the Bayswater Community Centre recurrently experienced technical issues with its phone line, which was frequently dropping out and not accessible at all times.
- (b) The discovered an issue with the Telstra line. Following this, the line was disconnected for a period of three months, which saw inquiries diverted to a new line. Extensive communications were sent out to the community, notifying them of the new phone number for Bayswater Community Centre. With the majority of the older adult members who attend the Centre preferring telephone communication over email, the new phone line has significantly improved accessibility for the Centre.

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

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

Sensorium Theatre Professional Development Workshop

- (a) One of the aims of the City's early literacy program is to model behaviours to parents/carers which will empower them to talk, read, sing and play with children every day. Showing parents how easy and inexpensive it can be to create sensory play will hopefully encourage them to continue this at home.
- (b) In February 2023, the City of Bayswater hosted the Sensorium Theatre at Morley Library to deliver a professional development workshop. The purpose of this training was to support the development and delivery of the Libraries' new 'Sensory Storytime' program, as well as identifying areas where sensory experiences can be introduced into regular programming. Ultimately, this will make the City's Storytime programming more accessible to all children and their carers.
- (c) The session hosted approximately 20 staff working in the early childhood and access and inclusion area from five local governments and service providers such as Wanslea.

The City's library staff have implemented changes to improve the 'Sensory Storytime' program.

Outcomes included:

- Insight into the different ways people can process the same sensory inputs and respond differently to them;
- Assurance that a sensory experience can be created on any budget;
- Strategies to increase participation and support staff to develop an understanding of the benefits of sensory experience;
- Increased confidence and inspiration in incorporating sensory elements into programming; and
- Insight into how various communication methods such as key signs, AUSLAN and communication boards can be used to assist non-verbal participants or those who might have trouble communicating.

4.2 (d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.

National Disability Services- 'Ready To Go Home' Project

- (a) The City supports and disseminates publications and community messaging on behalf of key organisations, including disability service providers. These messages are often circulated to City owned services such as libraries and recreation services as these facilities are often the first point of contact for community members seeking information.

The National Disability Services project team contacted the City to share a newly launched project "Ready to Go Home" which aims to reduce discharge delays from hospital and improve hospital stay experiences for people with disability.

The 'Your Hospital Guide' is a pack of seven topics including:

1. Be prepared for a hospital stay
 2. Your hospital stay
 3. Decision making during a hospital stay
 4. Discharge planning checklist
 5. Your discharge summary
 6. After your hospital stay
 7. NDIS Basics.
- (b) Hard copy packs have been placed at all City libraries, while digital versions of the packs can be obtained via the NDS website in Easy English, accessible Word, e-braille and PDF formats. Video versions of the resource were made available and will be circulated and shared accordingly.

Youth Auslan Workshop

- (a) The City hosted a highly engaging Auslan workshop for young people aged 12 – 25 delivered by deaf tutor Nobuo Hara. The workshop included deaf awareness, lived experience case studies to build disability confidence, as well as basic Auslan greetings.
- (b) The introductory Auslan workshop was very well received with nine participants. With effective teaching methods and a humorous approach, participants found the session informative and enjoyable with a 95% satisfaction rate. The feedback received was overwhelmingly positive, highlighting Nobu's expertise in Auslan and his exceptional teaching skills. Participants walked away having learnt 50 signs. Overall, the workshop successfully provided a basic understanding of Auslan sentence structure, fingerspelling and greetings, making it a valuable learning experience.



Image 1: Auslan workshop at Maylands Library.

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

This outcome area is about enhancing and ensuring that complaints mechanisms effectively receive and address complaints from any members of the community, staff or customers.

Strategy - Review and improve the City's processes to improve feedback mechanisms.**5.1 (b) Establish an online database, such as the Customer Relation Management System, to streamline the City's complaint and feedback processes to support consistent reporting of access and inclusion matters e.g. ECM, social media, phone and feedback cards.**Customer Requests and Complaint Handling, Escalation, and Resolution

- (a) In 2022, the City received an internal audit report that was conducted on the City's Customer Requests and Complaint Handling, Escalation, and Resolution policies, procedures and processes. A few recommendations were made and as such, an internal 'Customer First Working Group' was established to implement these. The Group's membership was made up of a range of internal stakeholders to ensure a comprehensive roll out could be achieved.
- (b) Key recommendations included drafting and implementation of a Complaint Management Policy (The Policy) and Management Practice (The MP) to provide overarching guidelines for staff to adhere to.

These key policy documents will ensure that:

- Anyone who is dissatisfied with a City service can easily make a complaint and provide feedback by providing an accessible complaint handling process;
- The customer request management system will reflect the preferences and needs of the community, including people who may otherwise have trouble due to age, disability, language, geographical, health, or cultural reasons;
- Designated methods and locations to lodge complaints are visible and easily accessible to customers with complaints lodged by: phone, email, in writing, websites, and in person; and
- The City advises assistance is available by contacting the National Relay Service.

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

This outcome is about enhancing and ensuring consultation and engagement strategies consider the ways in which all people can participate to inform information, strategies, or decision-making processes of an organisation.

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

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

Community Engagement at the City of Bayswater

- (a) During the reporting period, accessibility and inclusion continued to be a primary consideration in the City's engagement practice, by focusing on providing multiple ways to participate.
- (b) In addition to online engagements, the City has engaged by means of:
 - One walking audit- Bedford Shopping Precinct
 - Three workshops
 - 22 pop ups at various locations
 - Door knocks for the Drake Street Bike Path project
 - Dedicated, project specific email addresses and phone numbers
 - Hard copy surveys
 - Project information videos
 - Translation tools on the Engage Bayswater portal

As at 30 June 2023, the City has recorded a total of 38,200 participants in community engagement projects across the reporting period.

6.1 (b) 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.

IAP2 Essentials of Engagement - Staff Training

- (a) In April 2023, the City hosted the IAP2 'Essentials of Engagement' training for City staff.
- (b) The training was delivered to approximately 35 City staff from a range of branches who conduct community engagement and liaise with the community regularly. The module covered the key models of engagement and practice, and unpacked the following:
 - The community Engagement Model to provide clarity in planning
 - Community and stakeholder engagement used in the Australasian context
 - The five key elements that underpin effective engagement
 - The characteristics of successful engagement

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- Introduction to new engagement practices such as gamification and participatory budgeting.

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

This outcome is about your organisation's activity in directly employing people with disability; and enhancing the recruitment and maintenance of the employment of people with disability.

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

7.1 (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.

Australian Network on Disability Membership 2022/2023

- (a) The City services a diverse and multicultural community and is committed to being a workplace and workforce that is inclusive and diverse. One of the ways in which the City has done this is through the City's continued membership with the Australian Network on Disability (AND) in the 2022-2023 financial year.
- (b) Through the AND membership, the City continues to have access to expert advice, education and training opportunities. On the 18 and 25 August 2022, City managers, co-ordinators and supervisors attended Disability Confidence Managers Training delivered virtually (**Image 1**).

The session objectives included the importance of disability confidence, inclusive behaviours and concepts, legislative requirements and considerations and how and where to access resources.

Feedback was positive, with comments mentioning how informative and useful the session was and how the strategies presented could be confidently implemented to support and assist employees living with disability in the workplace.



Image 1: Online Disability Confidence Managers Training

- (c) The City continues to facilitate two committee with representation of people who experience disability, diversity and multiculturalism; the City's Inclusion and Diversity Advisory Committee and the Workforce Diversity and Inclusion Committee.

7.2 (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.

Recruitment Practice Review and Amendments

- (a) The City's recruitment practices and processes were reviewed by Australian Network on Disability, which provided a range of areas for improvement.
- (b) Throughout the reporting period, the People, Culture and Safety team have developed and updated strategies and actions to align with the internal Workforce Diversity and Inclusion Plan. The purpose of reviewing these practices is to attract, recruit and retain staff from diverse backgrounds and to achieve greater representation and decision making in the workforce. Changes include but are not limited to:
 - A diversity statement has been placed at the bottom of each advertisement;
 - All interview confirmation emails ask if applicant needs any adjustments made prior to interview;
 - Checking if successful applicants require adjustments prior to commencing with the City; and
 - Amending the wording for adjustment questions and the preferred method of communication at the job application stage.

Social Inclusion Lunch and Learn

- (a) The City delivered a social inclusion lunch and learn for City of Bayswater staff, delivered by Inclusion Solutions. The session aimed to build disability and social inclusion confidence in staff and promote an inclusive workplace culture. It included an overview of social inclusion theories, unconscious biases, inclusive terminology, and how to foster genuine connections with people from all backgrounds. An invitation was extended to all City staff.
- (b) The session was well received by approximately 20 staff, who enjoyed the engaging interactive activities, reflections, group discussions, case studies and testimonials. Feedback about the session was positive, with participants stating that they felt more confident about social inclusion both in their personal lives and in the workplace.

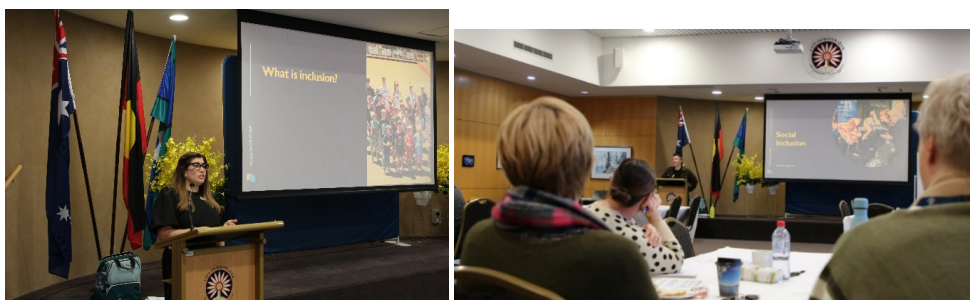


Image 1 and 2: Social Inclusion Lunch and Learn for staff at the Civic Centre.

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7.2 (b) Continue investment in building and promoting an inclusive workplace culture.

Workplace Adjustments Management Practice

- (a) The City aims to provide an inclusive and flexible recruitment process and practice and improve accessibility of work facilities to enable more employment of people living with disability.
- (b) The City's Workplace Adjustments Management Practice (WAMP) has been developed in collaboration between the Access and Inclusion Officer and members of People, Culture & Safety team. The WAMP provides a guiding framework for the City to support and enable people with disability, during recruitment and employment, through the provision of reasonable adjustments to the physical environment to accommodate disability.
- (c) The Workforce Diversity & Inclusion Committee has informed the WAMP to ensure it takes into consideration workplace design and ergonomics to enable reasonable adjustments for those with a disability. Endorsed in March 2023, the WAMP is a major step in working towards the employment and retention of staff living with a disability. It has been promoted internally as a resource that provides guidance on how to support employees with a disability to undertake the inherent requirements of their role. In addition, the MP supports potential employees with adjustments throughout the recruitment process and positions the City as an inclusive employer.

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Additional Questions

1. Were there any factors that impacted on your ability as a Public Authority to implement your Disability Access and Inclusion Plan?
 - Human resources and budget restrictions/competing departmental priorities.
2. What specific activities did your organisation undertake to promote or raise awareness of your Disability Access and Inclusion Plan in this reporting period?
 - Initiatives the City has implemented, be this internally or within the community, are always aligned to a specific action within the Access and Inclusion Plan 2020-2024 and communicated.

General Feedback

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

Thank you for completing the 2022/2023 DAIP Progress Report.

10 NEXT MEETING

The next meeting of the Inclusion and Diversity Committee will be advised at a later date.

11 CLOSURE