

Agenda

COMMUNITY ACCESS AND INCLUSION ADVISORY COMMITTEE

16 AUGUST 2019

Notice of Meeting

The next **Community Access and Inclusion Advisory Committee** will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Friday, **16 August 2019**, commencing at **1:30pm**.

Yours sincerely



DOUG PEARSON
A/CHIEF EXECUTIVE OFFICER

9 August 2019

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AGENDA

1. OFFICIAL OPENING

2. ACKNOWLEDGEMENT OF COUNTRY

3. ATTENDANCE

Members

Cr Elli Petersen-Pik	Presiding Member
Cr Catherine Ehrhardt	
Cr Stephanie Gray	
Cr Sally Palmer	
Ms Catherine Marion	
Mr Don Francis	
Mr Tony Santoro	
Mr Galvin Phuong	
Mr Tim Priest	

Officers

Mr Des Abel	Director Community and Development
Ms Karen Quigley	Manager Community Development
Ms Michele Fletcher	Coordinator Community Development
Ms Marie Walker	Coordinator Community Development
Ms Sherilee Macready	Community Development Officer
Ms Melissa Dias	Community Development Officer
Mr Ross Cameron	Club Development Officer
Ms Karen D'Cunha	Administration Officer

Observers

Nil.

3.1 Apologies

Mr Martin Toldo

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 items appearing in this agenda for which the Community Access and Inclusion Advisory Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995*; this meeting is closed to the Public.

6. TERMS OF REFERENCE

TERMS OF REFERENCE Community Access and Inclusion Advisory Committee (CAIAC)	
Meeting occurrence:	As required (4 times per year)
Day of Meeting:	When suitable (Fridays)
Time of Meeting:	1:00pm - 2:30pm
Location of Meeting:	City of Bayswater Civic Centre, 61 Broun Ave Morley WA 6062
Liaison Officer:	Director Community and Development or nominated officer
Purpose of Committee:	The Community Access and Inclusion Advisory Committee (CAIAC) considers and makes recommendations on the implementation of the City's: <ul style="list-style-type: none"> • Disability Access and Inclusion Plan (DAIP); • Age Friendly Strategy; • Other City plans and strategies with a focus on access and inclusion. The CAIAC ensures that all members of the community regardless of their race, disability, age, religion or education level have access to all Council services, information and facilities, in accordance with the <i>Disability Services Act 1993</i> and the <i>Equal Opportunity Act 1984</i> .
Role of Representatives	The roles and responsibilities of the City of Bayswater representatives on this Committee are: <ul style="list-style-type: none"> • Member in own right; and • Spokesperson for City of Bayswater
Elected Members:	Cr Sally Palmer Cr Catherine Ehrhardt Cr Stephanie Gray, and Cr Elli Petersen-Pik. All other Councillors are deputies.
Non-Council Members:	Maximum of six (6) community members residing within the City of Bayswater.
Non-Voting Members:	Director Community and Development; Manager Community Development; Other business unit Managers as relevant and as required to be invited to attend meetings; Community Development Officer; and Other officers as required.
Terms of Membership:	Elected members - Two years commencing after each Ordinary Council election Non-Council members - from the date of appointment by Council until October 2019.
Delegated Authority:	Nil.
Sitting Fees:	Nil. (included as part of the annual Sitting Fees paid to Councillors)

7. CONFIRMATION OF MINUTES

The Minutes of the Community Access and Inclusion Advisory Committee Meeting held on 31 May 2019 which have been distributed, be confirmed as a true and correct record.

Moved:

Seconded:

8. REPORTS

8.1 Annual Disability Access and Inclusion Plan Report 2018-2019

Responsible Branch:	Community Development	
Responsible Directorate:	Community and Development	
Authority/Discretion:	<input type="checkbox"/> Advocacy <input type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input checked="" type="checkbox"/> Information Purposes
Voting Requirement:	Simple Majority Required	
Attachments:	1. City of Bayswater DAIP (2016-2020) Progress Report for 2018-19.	
Refer:	Item 10.5.1: OCM 25.06.2019 Item 10.5.1: OCM 12.03.2019 Item 10.5.1: OCM 29.01.2019 Item 13.2: OCM 25.09.2018 Item 13.18 OCM 28.08.2018	

SUMMARY

This report tables the City's Disability Access and Inclusion Plan (2016-2020) Annual Progress Report for 2018-19, as presented to the Department of Communities on 1 July 2019.

OFFICER'S RECOMMENDATION

That Council notes the Disability Access and Inclusion Plan (2016 - 2020) Progress Report for 2018/19, as presented to the Department of Communities on 1 July 2019 and as shown in Attachment 1.

BACKGROUND

The *Disability Services Act 1993* (amended 2004) requires State and local government authorities to develop, implement, and report annually on progress implementing their Disability Access and Inclusion Plan (DAIP) against seven Outcome Areas. Annual DAIP reports must be lodged with the Department of Communities by 1 July each year.

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

The overarching goal of the DAIP is to provide equity of access and inclusion to all services, facilities, functions and information provided by the City of Bayswater by identifying and addressing barriers that either restrict or prevent the full participation of people with disability in the community.

EXTERNAL CONSULTATION

As per the City's Community Access and Inclusion Advisory Committee (CAIAC) Terms of Reference, the Committee considers and makes recommendations on the implementation of the City's DAIP.

City Officers provide quarterly interim DAIP progress reports during each financial year to the CAIAC, which are supported internally. This gives committee members the opportunity to provide input into actions in the Plan. Information is then collated for the annual DAIP progress report to the Department of Communities.

OFFICER'S COMMENTS

A report was presented at the CAIAC meeting held on 13 July 2018, recommending Council notes that two DAIP 2016-2020 Outcome Areas be presented at each CAIAC quarterly meeting. This recommendation was supported by CAIAC members and further noted by Council on 28 August 2018 without change. Subsequently, input gained from the CAIAC at each quarterly meeting is included in the final content of the annual Progress Report to the Department of Communities.

The City's annual DAIP progress report has therefore been completed with input from the City's internal Community Access and Inclusion Working Group (CAIWG), and was also informed through recommendations from the CAIAC throughout 2018/19.

The annual DAIP progress report reflects the City's ongoing progress on the strategies within each DAIP Outcome area. The Department of Communities requires local governments to report on seven DAIP Outcome Areas each with specific strategies to be delivered. The City's DAIP has eight Outcomes Areas, as it has an additional Outcome area, which states, *"People with disability have the same opportunities as others to have their needs and entitlements considered in all City of Bayswater processes"*. This additional, eighth Outcome is not reportable to the Department of Communities, therefore is not detailed within the attached annual DAIP progress report.

Below are some highlights of DAIP (2016-2020) actions and activities undertaken by the City of Bayswater during 2018-2019, which have been included in the annual report to the Department of Communities.

Outcome Area 1 – Services and Events

DAIP Strategy: *All services and events to be conducted in buildings and facilities are accessible to everyone.*

- Accessible matting was purchased by the City of Bayswater in March 2019 with a purpose to be used at summer outdoor events where grass may provide a barrier for people with disability. The matting can be rolled out and pegged down to provide a continuous pathway around venues and spaces to benefit people with a physical disability or older adults with limited mobility.



An example of the accessible matting purchased for outdoor summer events.

Outcome Area 2 – Buildings and Facilities

DAIP Strategy: *Ensure that all City facilities and infrastructures comply with minimum access standards as requested by Australian Standards on Access and Mobility and are physically accessible and safe, particularly pedestrian facilities such as footpaths, bus stops, parks, reserves, and gardens.*

- **Example 1.** The City of Bayswater's aquatic centre, Bayswater Waves, implemented a significant project in 2018/19 to refurbish its existing hydrotherapy facilities. As part of the refurbishment, a project was implemented to create an accessible change room for people with disability. The new fully compliant change room facilities opened to the public in January 2019.



Accessible change room installed at Bayswater Waves Aquatic Centre

- Example 2. Hampton Square in Morley is a community recreational space that also includes two public floodlight tennis courts available free of charge for the community to use. The City planned in 2018/19 to improve the space, which consisted of delivering compliant sports floodlighting for tennis courts. In delivering this project, City staff took a proactive approach to broaden the project and its aims. To that end, staff considered other ways the space could be improved beyond lighting, with significant consideration given to accessibility and inclusion of people of all abilities and ways to reduce anti-social behaviour in the park. The project was completed in January 2019.



Significant improvements made to accessibility and inclusion at Hampton Square, Morley.

Outcome Area 3 - Information

DAIP Strategy: *The City's information is to be available and provided in alternative requested formats.*

- The City of Bayswater installed technologies in 2018/19 to improve accessibility and inclusion for people with disability utilising library services. A self-service loan station with radio-frequency identification technology was installed at each of the City's library locations in April 2019.



Self –service library loan desk improving accessibility and inclusion for people with disability.

Outcome Area 4 – Quality Customer Service

DAIP Strategy: *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.*

- The City delivered a new accessible community initiative in 2018/19 called ‘Little Libraries’. Little Libraries provides all-hours free access to books in communal areas, or areas where books are scarce, in an effort to encourage reading and sharing.



‘Little Libraries’ book access point located at McGilvray Oval, Noranda

Outcome Area 5 – Complaint Mechanisms

DAIP Strategy: *Complaints available to be lodged in a range of different methods and formats.*

- During 2018/19 the City of Bayswater increased its focus on promoting the Access and Inclusion Feedback Cards to the community. Methods that were employed included: advertorial articles in the local newspaper, social media posts, posting out to community organisations and health care providers, and articles in City of Bayswater publications.

Outcome Area 6 – Consultation Processes

DAIP Strategy: *Opportunities for participation in public consultations by people with disability are widely and appropriately promoted and accessible.*

- The Participatory Budgeting project coordinated by the City in 2018/19 was designed to engage with residents to provide input into the City of Bayswater’s budget planning for the 2019/20 financial year. To that end, City staff members proactively employed a number of actions to engage and support people with disability to participate in this specific project:

Outcome Area 7 - Employment

DAIP Strategy: *Improve workplace flexibility to ensure people with disability are included in the City’s workforce.*

- In 2018, the City was contacted by a family seeking work experience opportunities for their son at one of its Recreation facilities. The young man identified as having an intellectual disability and indicated that he was keen to work at a gymnasium or similar recreational sporting facility. The City was keen to give the young man an opportunity to participate in a work placement, and proactively worked with his family and school to overcome several barriers to arrange this opportunity.

LEGISLATIVE COMPLIANCE

Disability Services Act 1993 (amended 2004)

OPTIONS

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

Option 1	Council notes the Disability Access and Inclusion Plan (2016-2020) Progress Report for 2018-19, as presented to the Department of Communities on 1 July 2019, and as shown in <u>Attachment 1</u>.	
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 governments. Additionally, the report meets the outcomes and objectives of the City's DAIP (2016 - 2020).	

Option 2	Council does not note the Disability Access and Inclusion Plan (2016-2020) Progress Report for 2018-19, as presented to the Department of Communities on 1 July 2019, and as shown in <u>Attachment 1</u>.	
Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction	Moderate	Moderate
Reputation	Moderate	Moderate
Governance	Moderate	Moderate
Community and Stakeholder	Moderate	Moderate
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Moderate	Moderate
Organisational Health and Safety	Low	Low
Conclusion	By Council not noting the information in this report, it is considered that the activities mentioned in this report could be interpreted as being unsupported by Council.	

FINANCIAL IMPLICATIONS

There are no financial implications applicable to this report.

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027, the following applies:

Theme:	Our Community.
Aspiration:	An active and engaged community.
Outcome C2:	Accessible services that recognise diversity.
Strategy C2.1	Ensure the City's Services and facilities are accessible and inclusive.

The City, through implementation of the eight Outcome Areas in the DAIP (2016 -2020) encourages an active and engaged community whilst continuously building on the provision of accessible services and facilities that recognise diversity.

CONCLUSION

This report provides Council the final City of Bayswater DAIP (2016-2020) Annual Progress Report for 2018-19, as presented to the Department of Communities on 1 July 2019. Therefore, it is recommended that the information provided in **Attachment 1** is noted by Council.

Attachment 1



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



Disability Access and Inclusion Plan (DAIP) Progress Report 2018–19



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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2018-19.

Public authorities have a unique role in driving the inclusion of people with disability within their organisations and within their communities. Their ability to include people with disability in civic life reduces disadvantage and progresses WA's economic and social potential. Inclusion through public authorities helps ensure that all people are welcomed, valued and included in all aspects of their organisation, services and facilities.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important part of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament.

Your contribution is greatly appreciated.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by **Monday 1 July 2019**.

Help in completing your Progress Report is available online, or you can contact the Access and Inclusion Team:

Email: access@dsc.wa.gov.au

Sue Henson: 08 9222 4580

Richard Struik: 08 6217 6263

Christopher Cable: 08 9440 2251

Important notes

1. Changes to this year's format are designed to encourage public authorities to reflect on the role of the DAIP itself, and on the narratives of your DAIP activities.
 - With regards to activities, we are asking for your narratives to highlight the challenges, learnings and outcomes. The level of detail may vary depending on the activity. It may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not.
 - How your narrative describes the involvement, impact and outcomes for people with disability is very important, the experiences and challenges and achievements demonstrate how we progress inclusive organisations and communities.
2. For the purposes of the report, the use of the term 'activity' is designed to capture specifically what has happened or is happening, rather than a broader strategy or objective.

- Photographs are welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. Captions and photo descriptions can be provided in the text box for each outcome area, in the file name, or in the file itself.
3. Note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

1. Name of public authority: City of Bayswater
2. Type of public authority (local or State): Local Government
3. Name of contact person: Sherilee Macready
4. Phone number: 08 9272 0658
5. Email: inclusion@bayswater.wa.gov.au

Please forward to the Department of Communities by **Monday 1 July 2019**.

About your Disability Access Inclusion Plan

6. Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Pick the category that best describes, along with a brief reason)

Community Development leads the implementation of DAIP as part of annual budget process	X
Service delivery Click or tap here to enter text.	
Office of Director General/Chief Executive Officer Click or tap here to enter text.	
Infrastructure Planning Click or tap here to enter text.	
Policy Click or tap here to enter text.	
Other Click or tap here to enter text.	

7. In 2018-19, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

DAIP Implementation plan	X
Internal working group or committee	X
External working group or committee	X
Community feedback and/or co-design mechanisms	X
An office staff member acquired a disability in 2018/19 and it resulted in the organisation responding to new building accessibility issues	X

8. In 2018-19, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

All new staff receive a copy of the DAIP	X
Workshops/seminars/training/events	X
DAIP is referenced in internal policies and procedures	X
DAIP planning is integrated into other organisational commitments	X
Improved and increased promotion of the City's access and inclusion tools through various channels i.e. local newspaper, social media, events and newsletters.	X

9. In 2018-19, did your organisation plan activities in your DAIP that were not implemented? (Please tick a single option)

Yes	
No	X

10. If Yes, what were the main reason(s)? (Please tick single or multiple options)

Change in budget resources	n/a
Change in staffing capacity/leadership	n/a
Change of priority	n/a
Loss of engagement with stakeholders	n/a
Other Click or tap here to enter text.	n/a

11. The [State Disability Plan](#) will be the 10-year vision driven by the aspirations of people with disability. It will build and expand upon current initiatives to ensure people with disability are empowered to participate in full civic life in their local communities.

From your organisation's experiences in implementing your DAIP, please advise of any actions, ideas or key priority areas that you want to see included in the State Disability Plan. You may also have insights into creating positive change around that action/idea and the players (organisations, departments etc) that might be involved to create that change.

- **Increased opportunities for grant funding across the local government sector to: continue to educate the community on disability access and inclusion matters; create new community development innovative programs to benefit people with disability; and improve or build new infrastructure (this is critical).**
- **Assisting organisations to better support the employment of and retention of people with disability, particularly in the area of "hidden disability" for example mental health.**
- **Assisting organisations with supporting people in the community with disability who come from CALD backgrounds, especially those who have experience being a refugee or asylum seekers.**
- **Strategies to support "hidden" disability, especially mental health experienced in the community.**
- **Consideration being given to, and support for, the increasing rate of dementia in our community, including younger onset dementia. Investigation of appropriate facilities/accommodation for people that experience younger onset dementia, who are often housed in community facilities designed for elderly people.**
- **Strategies and opportunities for local governments to partner with NDIS providers.**

Reporting your DAIP activities

1. General services and events

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

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

12. For this Outcome, how many new activities were commenced in 2018-19?

6

13. For this Outcome, how many activities were progressed (but not new) in 2018-19?

5

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 1. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

14. Activity 1

Accessible matting was purchased by the City of Bayswater in March 2019 with a purpose to be used at summer outdoor events where grass may provide a barrier for people with disability. The matting can be rolled out and pegged down to provide a continuous pathway around venues. The matting is provided to benefit people with a physical disability or older adults with limited mobility. The matting was trialled and successfully used at the City's Have a Go Day event in April 2019. It provided connectivity to stalls and food trucks in the outdoor area of the event, located at the RISE in Maylands. The matting was purchased in response to feedback from the City's Community Access and Inclusion Committee during their evaluation of the 2018 Have a Go Day event.

15. Activity 2

In February 2019, the City delivered a 'Lunch and Learn' presentation for interested staff outlining how to use City's 'Accessible Events Information Checklist'. The session was open to all staff but primarily targeted staff that coordinate events, workshops, community consultation sessions and external meetings. The activity was in response to a request from the City's Community Access and Inclusion Committee for the accessible events checklist to be promoted to staff. 25 staff attended the training and many reported that they found the explanation of the checklist useful and were looking forward to implementing the actions in their future planning for events, workshops, community consultation sessions and external meetings.

16. Activity 3

The City has been proactive in considering changes that could be made to its Citizenship Ceremonies to ensure they are more accessible for people attending. One of the main changes that was implemented in 2018/19 was a reduction in the number of people invited to attend the Ceremonies with a purpose to provide more space in the room for people with a physical disability. This has resulted in fewer chairs in the room and an increase in the width of aisles. A flow on benefit could be that with less numbers attending the venue, the Ceremonies could be more inclusive for people with certain cognitive disabilities. Another change was to review the Citizenship invitation to consider accessibility in the information provided. The event invitations have now been amended for clearer readability.

17. Activity 4

When reviewing external/community event applications received, the City now gives more consideration to the accessibility of events being applied for. For example, the City reviews the provision and location of accessible toilets; accessible pathways; and temporary parking areas at outdoor City events. In addition, City funding for community events and new initiatives, through its Community Grants Program ensures that events and initiatives funded are accessible and inclusive to all community members, including people with disability (this is included in funding criteria and assessment of grant applications). This is a direct result of ongoing disability awareness training provided to staff, coupled with the majority of the City's management team's involvement in the City's internal Community Access and Inclusion Working Group.

18/19. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

Activity 1 – Accessible matting

Activity 1 – Have a Go Day flyer

2. Buildings and facilities

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

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

20. For this Outcome, how many new activities were commenced in 2018-19?

7

21. For this Outcome, how many activities were progressed (but not new) in 2018-19?

4

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 2. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

22. Activity 1

The City of Bayswater's Aquatic Centre, Bayswater Waves, implemented a significant project in 2018/19 to refurbish its existing Hydrotherapy facilities. As part of the refurbishment, a project was implemented to create an accessible change room for people with disability. The existing facilities had a family change room but no accessible change room, and the Hydrotherapy area was regularly used by people with disability or individuals with limited mobility. The City saw the opportunity to provide an accessible change room in an effort to improve accessibility of the facilities and to comply with current building standards. The new fully compliant change room facilities opened to the public in January 2019 and have been well received by users of the facility.

23. Activity 2

Hampton Square in Morley is a community recreational space that also includes two public floodlight tennis courts available free of charge for the community to use. The City had a plan for 2018/19 to improve the space, which consisted of delivering compliant sports floodlighting for tennis courts. In delivering this project, the City took a proactive approach to broaden the project and its aims. To that end, the City considered other ways the space could be improved beyond just lighting, with significant consideration given to accessibility and inclusion of people of all abilities (including disability) and ways to reduce anti-social behaviour in the park. Feedback received from residents included the need to improve the space to increase community use.

The project was completed in January 2019 and the facilities now include:

- Resurfaced tennis courts;
- New floodlight installation;
- Two accessible parking bays added in close proximity to the square;
- Connection of pathway from the car park to the tennis courts and the existing playground with a break in the limestone wall created to allow for access into the playground for people with disability; and
- Two accessible picnic benches with connecting pathways.

This was a project that was delivered by several City teams working together and in collaboration.

Since the completion of this project, the City has received positive feedback from the community. This can be evidenced through anecdotal feedback from residents to the effect that anti-social behaviour has reduced; the space has become more welcoming, accessible and inclusive; it is a facility that people with a physical disability can go and play tennis and recreate; and observations of increased use of the space by the local community.

Future City plans for this area include investigating options to improve the bathroom facilities to include an accessible toilet.

24. Activity 3

During 2018/19, an accessibility audit of the City's Civic Centre's customer service area, specifically for staff, was undertaken. This was primarily in response to a staff member acquiring a physical disability. The aim was to accommodate the individual staff member but also to improve accessibility for other staff. As a result of the audit: areas that were considered to not provide the most appropriate accessibility were identified and modified. Some of the changes were a very simple fix, whereas other areas required upgrades such as automatic doors. It is felt that these upgrades would assist both current and future staff but also members of the community visiting the City.

25. Activity 4

The City's Ranger and Security team employed a number of focused measures to address accessibility issues in the community during 2018/19 that might impact on people with disability. These included:

- Regular monitoring of footpath obstructions by City Rangers, for example, immediate removal of shopping trolleys or other obstacles;
- A focus on an enforcement of infringements for people who illegally park vehicles across footpaths;
- An audit of the City's footpaths focussing on accessibility and required maintenance works;
- A street lighting audit to identify where lighting could be improved; and
- Proactively policing of unlawful parking in ACROD bays.

In addition to the above, the City has been proactive in continuing to educate the community, through social media and the local newspaper about the obstruction of footpaths and how this affects everyone in the community, in particular people with disability and parents with prams.

26/27. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

- Activity 1 – 1 photo of accessible change room
- Activity 2 – 2 x photos Hampton Square
- Activity 3 – 1 photo of automatic door in customer service area.

3. Information and Communication

DAIP Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

28. For this Outcome, how many new activities were commenced in 2018-19?

7

29. For this Outcome, how many activities were progressed (but not new) in 2018-19?

6

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 3. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

30. Activity 1

The City of Bayswater installed technologies in 2018/19 to improve accessibility and inclusion for people with disability utilising library services. A self-service loan station with radio-frequency identification technology was installed at each of the City's library locations in April 2019.

The loan stations have been designed for all library users with a focus on providing improved accessibility for people with physical, hearing, vision and cognitive disabilities. The loan stations have many accessibility features, for example:

- Large screens for people with low vision;
- Touch screens;
- Content is provided in simple language;
- Height adjustable tables; and

- The information is displayed in 16 different languages.

This project is an excellent example of the City providing information to people with disability in a format that will enable them to access to the information as readily as other people are able to access it.

Future plans include investigating effective ways to promote the service further to the target audience.

31. Activity 2

In March 2019, the City launched its new Corporate Branding Style Guide. The Branding Style Guide is used for marketing and communication with the community and primarily includes the City's name, logo, corporate colours and fonts to use in all communications (hard copy and electronic). Consideration was given to accessibility, as staff are required to use: Sans Serif fonts, minimum font sizes, and contrasting colours. Promotional materials and correspondence communication to the community have improved as a result of the roll out of the branding style guide.

32. Activity 3

The Disability Service Commission's 'A Guide to Disability Access and Inclusion Plans (DAIPs) for Local Government Contractors', together with an accompanying letter and a copy of the City's DAIP, was disseminated to specific contractors to increase their awareness and to provide suggestions on ways to improve access for people with disabilities at events and activities. This was in response to a more specific request from the City's Community Access and Inclusion Committee for staff to request food and beverage contractors provide floor matting at outdoor events. This was disseminated to all (23) food/beverage contractors registered with the City of Bayswater in October 2018 and all contractors engaged for the City's Have a Go Day annual event, which took place in April 2019. Future plans include the guide to be disseminated to all contractors engaged for City events. The outcome of this awareness raising activity will become more evident in the next financial year when follow up observations can be made with contractors and suppliers who received the information and continue to be engaged with the City.

33. Activity 4

The City's Community Engagement team used the Disability Service Commission document entitled 'Information Checklist' extracted from Access and Inclusion Resource Kit – January 2014' to inform the design of the recent City-wide Community Survey. Consultants preparing the survey were specifically required to make the font type and size more appropriate for accessibility purposes. This was a proactive action by the City's Community Engagement team in response to the 'Information Checklist' provided. This aligns with the strategy of: 'City staff and contractors are aware of and use appropriate communication methods when providing information to people with disability.'

34/35. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

- Activity 1 – 1 photo of Library self-service loan desk

4. Quality of service

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

36. For this Outcome, how many new activities were commenced in 2018-19?

3

37. For this Outcome, how many activities were progressed (but not new) in 2018-19?

4

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 4. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

38. Activity 1

The Community Development Branch arranged the City's first Wheelchair Challenge for staff in August 2018. Four teams participated across the organisation, including two from outstation recreational branches.

This challenge had three aims:

1. To raise awareness across the organisation of the challenges that people with a disability experience in everyday life, in this case, particularly those with a physical disability. This awareness was seen to be important in working towards staff having a high level of awareness in their interactions with people with disability in the community;
2. To raise funds for Rebound WA who help people with a physical disability to rebound from adversity; and
3. To provide a team building opportunity for staff.

A staff member with a physical disability was involved in advising on and assisting with delivering the activity. The staff member was appointed as the "Wheelchair Challenge Mentor" for the day of the Challenge. He took the time to speak with different staff members across the organisation, either to offer guidance or to note some of their observations and feelings while they were participating in the Challenge. He also gave the staff a training lesson at the start of the Challenge about how to use a wheelchair, and upon completion of the activity, provided written feedback outlining areas that could be improved in the building.

The Wheelchair Challenge Mentor also suggested that staff participating in the Wheel Challenge navigate through specific areas that would expose most people to a good range of routine functions to try. This included using the City's lift, going in and out of doors and accessible toilet facilities.

The activity was very successful. As a result, some of the staff learnings were the following:

- All staff that officially participated (used a wheelchair), noted that the activity was worthwhile and an eye opener to the challenges that people with a disability might face on a daily basis.
- Other staff that were involved indirectly by interacting with the staff that were using the wheelchairs, or by contributing to the fundraising component provided verbal observations. This meant that the learnings went beyond the four teams who officially registered.
- Physical barriers were identified that could be considered for redressing in the future, particularly with reference to improving basic building facilities for staff and members of the public.

The City plans to arrange another Wheelchair Challenge into the future.

39. Activity 2

The City delivered a new accessible community initiative in 2018/19 called 'Little Libraries'. Little Libraries provides all-hours free access to books in communal areas, or areas where books are scarce, in an effort to encourage reading and sharing.

The project was delivered in partnership with Bayswater Men's Shed, who designed and built the miniature wooden libraries with the idea that residents take a book and replace it with another book for others to share.

The Little Libraries were installed in Noranda and Bayswater.

By providing added (customer) services out in the community in the form of this project, services are made more accessible and inclusive for all members of the community, including those with hidden disability i.e. mental health issues.

The City's Place Managers reported the success of the project to date through anecdotal community feedback. The City's Library Services team monitor and update books on a regular basis, and have confirmed that they have observed a high use turnover of books at both locations indicating a high level of community participation, accessibility and ownership.

40. Activity 3

One of the City's roles is to investigate unkempt properties or houses unfit for habitation. In undertaking these activities, the City provides referrals to relevant community support service providers where appropriate. The aim is to assist the occupants who are in need, including people with disability.

41. Activity 4

Click or tap here to enter text.

42/43. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

- Activity 1 – 1 photo of Wheelchair Challenge
- Activity 2 – 2 x photos of Little Libraries project

5. Complaints and safeguarding

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

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

44. For this Outcome, how many new activities were commenced in 2018-19?

2

45. For this Outcome, how many activities were progressed (but not new) in 2018-19?

3

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 5. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

46. Activity 1

In 2018/19 the City increased its focus in promoting the City of Bayswater's Access and Inclusion Feedback Cards to the community. Methods that were employed included: advertorial articles in the local paper; social media posts; and posting out to the community and health care providers (in October 2018) which resulted in a number of feedback cards being returned within two months; and articles in City of Bayswater publications.

47. Activity 2

A new internal process has been put in place by the City to support a consistent approach to responding to community complaints and escalating them to a Manager, Director, or the CEO. This new process of escalating complaints is accessible to all members of the community, including people with disability.

48. Activity 3

The City of Bayswater is committed to providing excellent customer service and actively seeks feedback on its services, compliance or staff conduct. Feedback and complaints can be received by the City by a number of different methods and formats. These are promoted to the community in electronic and paper formats. For community members who are hearing impaired and/or have a speech impairment, they can receive assistance to contact the City via the National Relay Service. The City's new website is also accessible and is equipped with accessible tools for community use.

49. Activity 4

Click or tap here to enter text.

50/51. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

6. Consultation and engagement

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

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

52. For this Outcome, how many new activities were commenced in 2018-19?

5

53. For this Outcome, how many activities were progressed (but not new) in 2018-19?

4

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 6. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

54. Activity 1

The City has made meaningful connections with new disability service/support agencies that moved into City of Bayswater during 2018/2019. In recent times, there had not been a dedicated external disability related agency situated in the City of Bayswater, although agencies in the surrounding areas have, and do engage with clients in the City of Bayswater suburbs.

During the last 12 months, the City connected with Mission Australia/NDIS and Interchange (Morley). These organisations have recently extended their operations to the City of Bayswater. The City has recently connected with these two key organisations through: a 'meet and greet' session with City staff; inviting them to present to the City's Community Access and Inclusion Committee about their services; and working together to find opportunities for them to "meet and greet" with local community members.

This has increased the reach to people with disability through their clients and lays the groundwork for more members of the community to be encouraged and supported to participate in community consultation activities with the City of Bayswater.

55. Activity 2

The City of Bayswater conducts community surveys as part of its public consultation process, with a focus on ensuring that opportunities for participation in public consultation by people with disability are widely and appropriately promoted and accessible.

A good example from 2018/19, included the public consultation period to gain input for the City's Youth Plan (The Platform). This occurred between January and April 2019.

The Youth Officer promoted the survey widely through various means, and surveys were undertaken by staff and youth volunteers in the following ways:

- At five community events;
- Through a consultation session at one of the local high schools; and
- Via the City's online platform, Engage Bayswater.

The survey was made accessible to young people in that a range of formats was offered, and face-to-face conversation opportunities. Youth volunteers and staff were available to offer people assistance if/as required.

The result was that 340 surveys were completed during the public consultation period, which was a high submission rate from young people. Whilst it is unknown how many people with disability were engaged, the engagement process was inclusive and accessible to all young people.

56. Activity 3

The Participatory Budgeting (new project) coordinated by the City in 2018/19 was designed to engage with residents to provide input into the City of Bayswater's budget planning for the 2019/20 financial year. The City's Community Engagement team aimed to work towards the DAIP strategy of: 'Opportunities for participation in public consultations by people with disability are widely and appropriately promoted and accessible'.

To that end, Community Engagement proactively employed a number of actions to engage and support people with disability to participate in this specific project:

- Promoted the project via a range of tailored communications methods to ensure the identified target audience was reached. This included a mix of print media and online social media, and emails to local community groups and services.
- Community engagement activities were taken to community facilities to provide face-to-face access for people who don't have access to or are unable to use online formats.
- Fact Sheets and other information about the project were published on the project online platform 'Engage Bayswater' in a range of formats e.g. Word, pdf, and a short video.

The in-person activities were reasonably successful in promoting the project to people who may not have otherwise been aware, or participated in the initiative. A good response was received when utilising popular and accessible community venues for engagement activities, and from the sharing of project information on social media and directly with community groups and service providers.

A key learning for the City associated with this project was that including access as a key consideration in the planning of engagement projects is crucial in ensuring projects are properly designed. This also includes the communications and promotion aspects, to reach the target stakeholders, including people with disability.

57. Activity 4

Click or tap here to enter text.

58/59. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

7. Employment, people and culture

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

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

60. For this Outcome, how many new activities were commenced in 2018-19?

4

61. For this Outcome, how many activities were progressed (but not new) in 2018-19?

9

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 7. As requested in the introduction, we are seeking a narrative about the activity and its outcomes.

62. Activity 1

In 2018, the City was contacted by a family who was seeking work experience for their son at one of its Recreation facilities. The young man identified as having an intellectual disability and indicated that he was keen to work at a gymnasium or similar recreational sporting facility. The City's Recreation team was keen to give the young man an opportunity to participate in a work placement, and proactively worked with the family, his school, and the City's Human Resources team to overcome several barriers to arrange the work placement opportunity.

A work placement program was set up, and the result was the young man undertook work experience at Bayswater Waves Health Club from October to November 2018. The Recreation team reported that the placement was a success.

Recent progress includes, City staff are investigating opportunities and pathways to create a paid employment opportunity for the young man, if feasible. A meeting with a Disability Employment Service provider has been set up for early July 2019 to see what assistance they can offer to the City and how the City might progress with a placement.

The City of Bayswater DAIP strategies under this Outcome Area that relate to this activity are as follows:

- Improve workplace flexibility to ensure people with disability are included in the City's workforce.
- The City offers employment opportunities directly to people with disability, via disability employment agencies.

63. Activity 2

The City selects on merit for open employment opportunities and gives fair and due consideration to all candidates, including people with disability.

The City of Bayswater has held several meetings with Disability Employment Service (DES) providers over the past 12 months, including Bizlink (East Perth Office) and Status (Morley Office). The City is committed to work more closely with service providers in relation to specific suitable vacancies, as they arise. This aligns with two strategies that the City of Bayswater is working towards in Outcome Area 7 - "The City continues to offer employment opportunities directly to people with disability via disability employment agencies; and the City selects on merit for open employment opportunities and give fair and due consideration to all candidates".

It has been beneficial to connect/reconnect with local DES providers and establish current approaches to assisting people with Disability into employment. This has been strengthened by having various City staff attend recent Lighthouse Project workshops, facilitated by Local Government Professionals WA. These workshops have included a focus on support for people with disability and employers to gain a full understanding of new strategies, including the funding now available from the National Disability Insurance Scheme (NDIS). There has already been a positive outcome in the work towards recruiting a person with a disability which is outlined in item 62. Activity 1.

64. Activity 3

The City of Bayswater's comprehensive staff training program in 2018/19 has included a range of workshops and sessions attended by a high percentage of staff on the topic of equal opportunity, diversity and inclusion. These workshops/ training have been delivered by a facilitator and a team of actors, which enabled course participants to engage in the learning process as they explored different scenarios, including hidden disability. The City has found that through participant feedback following the workshops, staff now feel more ready to make real changes to their attitudes and behaviour and positively impact others.

All new employees who participated in the workshops also gained an insight to the City's DAIP through attending training provided by a facilitator who has a disability. The facilitator was involved in the part-design and the delivery of the training. During the pre-delivery phase

a meeting was set up between City staff and the facilitator to discuss the objectives of the training and how best to deliver the training.

In addition, staff in front line services, such as customer service; community development; libraries; and recreation, have been supported to develop a better understanding of the underlying causes and presenting behaviours associated with a potential 'hidden' disability through further training. The aim of this training was to assist staff to develop skills to identify and manage challenging behaviours, in person and over the telephone. Built on a foundation of respect and empathy, the following outcomes were achieved:

- Greater confidence in staff to manage distressed callers;
- A clarification of possible pathways which are appropriate for participants to take within their role;
- A sense of self care as important and supported by the City.

Other relevant training has included topics such as managing performance for a cohort of managers and coordinators. This included navigating any disability discrimination to enable support and appropriate solutions to be found with the aim of retaining staff who may acquire a disability in the life of their employment.

65. Activity 4

Click or tap here to enter text.

66/67. Please attach any photographs you have of the activities, and if there are people in your photo, please included signed permission.

Agents and contractors

The Disability Services Act 1993 requires practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion. This can often help encourage awareness and activity across the private and community sectors.

Agents and contractors can include non-government and not-for-profit organisations and businesses that undertake work on behalf of your organisation. Public authorities are responsible for determining which of their agents and contractors have a role in the DAIP. Often this is based on the importance of the service, its level of public interaction or level of risk management. Employees employed by a public authority under a contract should not be considered as contractors for this report.

In this section you will be asked about how your organisation links its DAIP commitments with the work of its agents and contractors.

68. Which of the following methods are used by your organisation to support your DAIP?
(Please tick single or multiple options)

Inform agents and contractors about the DAIP through contracts or agreements	<input checked="" type="checkbox"/>
Require agents and contractors to implement a DAIP or have access and inclusion policies and procedures	<input type="checkbox"/>
Require an annual report on DAIP related activities	<input type="checkbox"/>
Provide training or resources	<input checked="" type="checkbox"/>
We have no identified agents and contractors	<input type="checkbox"/>
Other Click or tap here to enter text.	<input type="checkbox"/>

69. Please provide a description of any significant DAIP activities driven or led by your organisation's agents and contractors in 2018-19.

Refer to section 3 (item 32). The overall outcomes of the City's awareness raising with its contractors and suppliers in 2018/19 will become more evident in the next financial year when follow up observations can be made with contractors and suppliers who have received information on the City's DAIP and continue to be engaged by the City.

70. How many of your agents or contractors were considered to have a role in your DAIP?
(please tick one box)

0	<input type="checkbox"/>
1-20	<input type="checkbox"/>
21-50	<input type="checkbox"/>
51 plus	<input checked="" type="checkbox"/>

Feedback about our access and inclusion services

71. In 2018-19, did your organisation use any of the access and inclusion resources on www.disability.wa.gov.au? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

72. If Yes, were you satisfied with the resources? (please tick one)

Very satisfied	<input type="checkbox"/>
Satisfied	<input checked="" type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Comments [Click or tap here to enter text.](#)

73. In 2018-19, has your organisation contacted the Access and Inclusion team? (please tick one)

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

74. If Yes, were you satisfied with the service provided? (please tick one)

Very satisfied	<input type="checkbox"/>
Satisfied	<input checked="" type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>

Very satisfied	
Very dissatisfied	

Comments [Click or tap here to enter text.](#)

75. Do the changes to the DAIP Progress Reporting template for 2018-19 better suit your organisations approach to managing access and inclusion?

Yes	x
No	
No Difference	

Thank you for completing the 2018-19 DAIP Progress Report.

8.2 The Platform Youth Action Plan (2019/20 - 2020/21)

Responsible Branch:	Community Development	
Responsible Directorate:	Community and Development	
Authority/Discretion:	<input type="checkbox"/> Advocacy <input checked="" type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input type="checkbox"/> Information Purposes
Voting Requirement:	Simple Majority Required	
Attachments:	1. The Platform Youth Action Plan (2019/20 -2020/21)	
Refer:	N/A	

SUMMARY

The City has finalised its inaugural Youth Action Plan, entitled *The Platform Youth Action Plan (2019/20 – 2020/21)*. This Plan will provide the strategic direction for youth programs and activities delivered by the City of Bayswater over the course of the next two years.

OFFICER'S RECOMMENDATION

That Council endorses The Platform Youth Action Plan (2019/20 - 2020/21) as presented in Attachment 1 to this report.

BACKGROUND

To date, the City has been delivering youth programs, initiatives and events in consultation with the City of Bayswater Youth Advisory Council, as there has been no underpinning strategy or plan to formally guide the City's youth development. There has also never been an evaluation framework to clearly assess whether the initiatives being delivered are successful or addressing the needs of local young people in the community.

The City of Bayswater Corporate Business Plan 2019-2023, identifies a need to develop a strategic document to guide the City's youth development. The action states, "*Deliver and implement a youth plan*".

The Platform Youth Action Plan (the Plan) is the first of its kind for the City. The priority areas and actions incorporated within the Plan have been developed through comprehensive consultation with internal stakeholders, schools and (most importantly) young people.

The Plan outlines how the City will work with young people, parents/caregivers, schools, youth service providers and other levels of government to build capacity and develop skills in young people.

EXTERNAL CONSULTATION

Stakeholders

Community engagement consultations were conducted between January and April 2019.

The City engaged a range of stakeholders, including:

- Young people aged 12-25 years;
- Parents and caregivers;
- Youth agencies; and
- Schools.

Consultation methods/ feedback channels

Feedback was received through various communication channels, including:

- Online survey;
- Face to face pop-up engagements at five City of Bayswater events; and
- Youth Focus Group at Chisholm College.

The City worked closely with Bayswater Youth Advisory Council throughout the development of the Plan, as an important approach adopted by the City for meaningful engagement was having youth-led consultation.

OFFICER'S COMMENTS

The Platform Youth Action Plan (2019/20 - 2020/21) is the key strategic document for the City's youth development program. It will steer the City, together with the City's Youth Advisory Council (YAC) to progress the needs and aspirations of young people aged 12 – 25 years living in the City of Bayswater.

The Plan sets out a vision, key priority areas and actions. These have been developed through consultation with internal stakeholders, schools and young people. It outlines how the City will work with young people, parents/caregivers, schools and youth service providers to build capacity and develop skills in young people. These partnerships and collaborations will support initiatives that respond to the changing needs of young people.

The City's work in this area aligns with the State Government's current development of a Western Australian youth strategy, which will facilitate a coherent approach for the many sectors and stakeholders who are working towards better outcomes for young people.

Youth-led Consultation

To develop The Platform, the City listened to almost 400 young people who live, work and study in the City to find out what issues are important to them.

City of Bayswater Youth Advisory Council (YAC)

The City of Bayswater YAC were instrumental in the planning, design and promotion of the Plan's consultation process, and they will continue to work closely with the City to implement the Plan.

To assist the City in achieving positive outcomes for young people, the YAC will be provided with leadership training and development opportunities to support the implementation of the Plan.

Age Groups

There are two distinct age groups listed within the Plan ranging from 12 - 25 years:

- **12 – 17 years** - this age group generally represents young people making a transition from primary school to the demands of high school.
- **18 – 25 years** – this age group generally represents young people making the transition from high school to further education, training, work, independence, expanding social horizons, career pressure, financial responsibility, or facing major life decisions.

Emerging Themes

The Plan addresses three key themes that emerged from the Plan's consultation phase:

- Theme 1: Health and wellbeing;
- Theme 2: Education and employment; and

- Theme 3: Community connection.

The City will respond to young people's needs by addressing specific opportunities for each of the age groups 12 - 17 and 18 - 25 years within the three key themes.

City's Role in Implementing The Platform Youth Action Plan

The City has four distinct roles aligned to the implementation of the Plan over the 2019/20 and 2020/21 financial years, which are:

- Facilitate - Encouraging collaboration between young people, community groups, local business and the wider community;
- Deliver - Providing direct service or program delivery;
- Advocate - Advocating to groups such as the Commissioner for Children and Young People and the Youth Affairs Council of WA (YACWA); and
- Partner - Collaborating with youth service providers, schools, colleges, universities and TAFE.

The implementation of the Youth Action Plan will be in accordance with the allocated annual budget aligned to youth activities for 2019/20 and 2020/21.

Next Steps

Following Council endorsement of the Plan, it will be launched to the community with support from the YAC and released on the City's website.

The draft Plan presented to Council as **Attachment 1** only includes the proposed content of the Plan. The layout and visual aspect of the Plan is yet to be designed i.e. photographs and infographics. The content presented within the Plan as statistics and pie graphs will be re-designed to infographics that young people can better relate to.

LEGISLATIVE COMPLIANCE

Nil.

OPTIONS

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

Option 1	That Council endorses The Platform Youth Action Plan (2019/20 -2020/21) as presented in <u>Attachment 1</u> to this report.	
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 is low risk associated with endorsing the information presented in The Platform Youth Action Plan (2019/20 - 2020/21). Endorsement will mean that the City can take a more strategic, focussed approach to youth development. It will also provide an evaluation framework to assess initiatives being delivered are successful and meet young people's needs.	

Option 2	That Council does not endorse The Platform Youth Action Plan (2019/20 - 2020/21) as presented in <u>Attachment 1</u> to this report.	
Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction	Moderate	Moderate
Reputation	Low	Moderate
Governance	Low	Low
Community and Stakeholder	Moderate	Moderate
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
Conclusion	It is considered that there is moderate risk associated with not endorsing The Platform Youth Action Plan (2019/20 - 2020/21). The City followed leading practice by undertaking extensive youth-led consultation to develop the Plan. To not endorse the plan may be seen as devaluing the principles of youth engagement. Furthermore, the youth development program would continue to be delivered with limited strategic focus.	

FINANCIAL IMPLICATIONS

The following financial implications are applicable:

- Item 1:** Implementation of The Platform Youth Action Plan (2019/20 - 2020/21).
- Asset Category:** N/A **Source of Funds:** Municipal
- LTFP Impacts:** The Platform Youth Action Plan (2019/20 - 2020/21) is not listed in the LTFP.
- Notes:** The Platform Youth Action Plan (2019/20 - 2020/21) will be implemented over the course of two years according to the allocated annual operational budget.

ITEM NO.	CAPITAL / UPFRONT COSTS (\$)	ONGOING COSTS (\$)		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$37,000 for 2019/20	\$37,000	\$92,572 (as per salaries against youth services administration in 2019/20 budget).	Nil	N/A	N/A	\$37,000

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027, the following applies:

- Theme:** Our Community
- Aspiration:** An active and engaged community
- Outcome C1:** A strong sense of community through the provision of quality services and facilities.
- Strategy C.1.2:** Deliver community programs that encourage community interaction and participation.

The development of the City's inaugural Youth Action Plan responds to the City's aspiration listed in its Strategic Community Plan to have an active and engaged community. Additionally, the implementation of The Platform Youth Action Plan will further enhance interaction and participation of the City's local young people.

CONCLUSION

The City has undertaken an extensive consultation with young people aged 12-25 to develop its first Youth Action Plan. The City worked closely with YAC, as it recognised the importance of having youth-led consultation.

Young people told the City that they have distinctly different needs from adults. The opportunities and challenges experienced by young people also change throughout their teenage years and into early adulthood. This is why the Plan identifies actions to be implemented within two distinct age groups of 12 - 17 and 18 - 25 years of age.

The consultation completed by the City has informed the development of specific outcomes and actions in the Plan. The identified actions will be implemented through partnerships with schools, youth agencies, local organisations, multicultural communities and neighbouring local governments.

Attachment 1

The Platform Youth Action Plan (2019/20 – 2020/21)



**The Platform
Youth Action Plan
(2019/20 – 2020/21)**

The Platform Youth Action Plan (2019/20 – 2020/21)

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The Platform Youth Action Plan (2019/20 – 2020/21)

1. Acknowledgement

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

The City of Bayswater acknowledges the Traditional Custodians of the land, the Whadjuk people of the Noongar Nation, and pays its respects to elders past, present and emerging.

2. Message from the Chief Executive Officer

The City of Bayswater is proud to present The Platform Youth Action Plan (2019 – 2021) ('The Platform').

The City is committed to actively engaging with young people and responding to their current and future needs. The Youth Action Plan sets out key themes, opportunities and priority areas that have been developed through a broad community engagement process with local young people.

The Platform is one of the informing documents that support the City's Strategic Community Plan 2017-2027. These documents are available on the City of Bayswater website or are currently being developed and provide further information about various community development actions and strategies to which the City has committed to deliver. Additional documents will continue to be added over time, as required.

You can use this information to partner with us to deliver improved community development outcomes with shared resources and knowledge.

We trust that The Platform becomes an important reference point for young people, their families and all other interested community stakeholders.



The Platform Youth Action Plan (2019/20 – 2020/21)

3. Introduction

The purpose of The Platform is to steer the City of Bayswater, together with the City's Youth Advisory Council (YAC) to progress the needs and aspirations of young people aged 12 – 25 years living in the City of Bayswater.

To develop The Platform we listened to almost 400 young people who live, work and study in the City to find out what issues are important to them across the following three themes each with specific actions and priorities:

- Theme 1: Health and wellbeing
- Theme 2: Education and employment
- Theme 3: Community connection

Progressing actions within the themes will ensure the City is responsive to the current priorities of young people while maintaining a clear and consistent strategic focus over the 2019/20 – 2020/21 financial years.

4. Community and Youth Development

Youth development is one program area of the City of Bayswater Community Development team. Community development programs contribute toward the growth of community leadership through building the capacity, skills and knowledge of people, including young people. This strengthens community wellbeing, resilience and connection to the place where people live, work or play.

Youth development is a shared responsibility. In addition to the programs and services the City delivers, we also partner with other organisations to achieve positive outcomes for young people in our community. These partnerships include; schools, youth organisations, peak bodies, local and state government authorities, businesses, community groups and sporting clubs.

5. City of Bayswater Youth Advisory Council

The City of Bayswater has a well-established Youth Advisory Council (YAC) which is made up of a diverse group of youth representatives aged between 12-25 years who live, work, study or play in the City of Bayswater.

The YAC will assist to guide the implementation of the Youth Action Plan through:

- Assisting with the planning and delivering of youth programs, events and initiatives alongside City staff;
- Providing a voice for young people through communicating local needs and aspirations; and
- Contributing feedback to youth related strategies, policies and engagement across the organisation.

To assist the City in achieving outcomes for youth, the YAC are provided with training and development opportunities to support the implementation of the Youth Action Plan.

The Platform Youth Action Plan (2019/20 – 2020/21)

6. Where the City of Bayswater is located

The City of Bayswater is situated on the banks of the Swan River, the Derbal Yerrigan, and at its closest boundary is only 4km from the Perth Central Business District. The City of Bayswater is bounded by the City of Swan in the north, the Town of Bassendean in the east, the Swan River and the City of Belmont in the south, and the Cities of Stirling and Vincent in the west.

The City of Bayswater is made up of a number of suburbs, including Noranda, Morley, Embleton, Bedford, Bayswater, Maylands, and parts of Dianella and Mount Lawley.

7. Young people living in the City of Bayswater

Based on the most recent Australian Bureau of Statistics data (2016), there were 10,083 young people aged 12-25 years living in the City of Bayswater, representing 15.2% of the City's total population.

The suburb of Morley has the largest concentration of young people aged 12 - 17 years and 18-25 years, followed by the suburbs of Bayswater and Noranda. There is also a high concentration of young people aged 18 - 25 years in the suburbs of Maylands and Bayswater in comparison to other suburbs.

The Platform Youth Action Plan (2019/20 – 2020/21)

Demographic snapshot of young people living in the City of Bayswater

Age Distribution Total youth population 10,083 <ul style="list-style-type: none"> 12 - 17 years 34% 18 - 25 years 65% 	Gender <ul style="list-style-type: none"> Male 51% Female 49% 	Birthplace Top 5 countries of birth: <ul style="list-style-type: none"> Australia 68% India 3% New Zealand 3% China (excludes Special Administrative Regions (SARS), and Taiwan) 2% Vietnam 2%
Aboriginal or Torres Strait Islander <ul style="list-style-type: none"> Identified as Aboriginal and Torres Strait Islander 3% 	Parents Country of Birth <ul style="list-style-type: none"> Both parents born overseas 42% Both parents born in Australia 35% One parent born overseas 18% 	Ethnicity Top 5 ethnicities: <ol style="list-style-type: none"> English 28% Italian 9% Irish 8% Vietnamese 6% Chinese 4%
Language Spoken at Home other than English Top five languages <ol style="list-style-type: none"> Vietnamese 5% Mandarin 3% Cantonese 2% Italian 1% Arabic 1% 	Family Household <ul style="list-style-type: none"> Couple family with children - 49% One parent family 18% Group household 9% Lone person household 3% 	Need for assistance Needed help with their day to day activities due to disability 2%
Internet <ul style="list-style-type: none"> Accessed from the dwelling 87% Not accessed from the dwelling 4% 	Education <ul style="list-style-type: none"> Attended a primary or secondary school 33% Attending Technical or Further Educational institution 6% Undertaking study at a University or other Tertiary institution 20% 	Qualifications <ul style="list-style-type: none"> Year 10 8% Year 11 8% Year 12 29% Certificate 10% Bachelor Degree 10%
Employment <ul style="list-style-type: none"> Employed in fulltime work 20% Employed in part-time work 26% Unemployed, looking for work (looking for either fulltime or part-time work) 8% 	Industry Top 5 industries: <ol style="list-style-type: none"> Cafes and Restaurants 4% Takeaway Food services 4% Supermarket and Grocery Stores 3% Clothing retailing 1% Hairdressing and Beauty Services 1% 	Occupations Top 5 occupations: <ol style="list-style-type: none"> Sales Assistants 7% Checkout Operators and Office Cashiers 2% Waiters 2% Kitchenhands 2% Bar Attendants and Baristas 1%
Voluntary Work Had undertaken volunteer work 16%	Method of Travel to Work <ul style="list-style-type: none"> Car as driver or passenger - 31% Bus 4% Train 2% Walked only 1% Bicycle 1% 	

The Platform Youth Action Plan (2019/20 – 2020/21)

8. How we reached young people

The City of Bayswater YAC were instrumental in the planning, design and promotion of The Platform consultation process. This approach was fully supported by the City, because we acknowledge the importance of having a meaningful consultation process that is youth-led.

Community engagement consultations were opened between January and April 2019. We engaged a range of stakeholders, including:

- Young people aged 12-25 years;
- Parents and caregivers;
- Youth agencies;
- Schools; and
- City of Bayswater staff.

Feedback was received through various communication channels, including:

- Online survey - 'The Platform';
- Face to face pop-up engagements at City of Bayswater events; and
- Youth Focus Group.

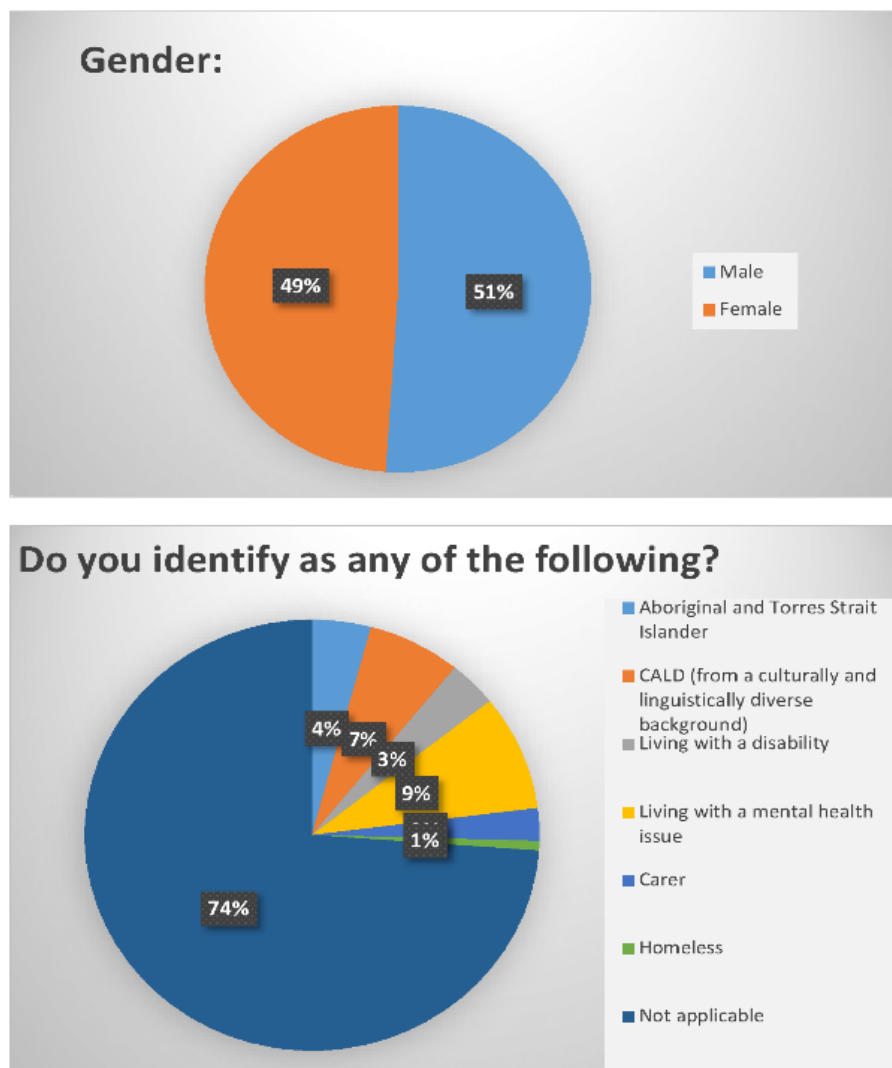
The consultation was promoted in the following ways:

- On the City's website www.bayswater.wa.gov.au;
- City's social media, Facebook and Instagram;
- Bayswater Beat (Autumn 2019);
- Direct correspondence to schools, community organisations youth service providers;
- Distribution of posters and flyers to local businesses, community organisations, libraries and schools;
- Local newspapers; and
- Outdoor signage.

The Platform Youth Action Plan (2019/20 – 2020/21)

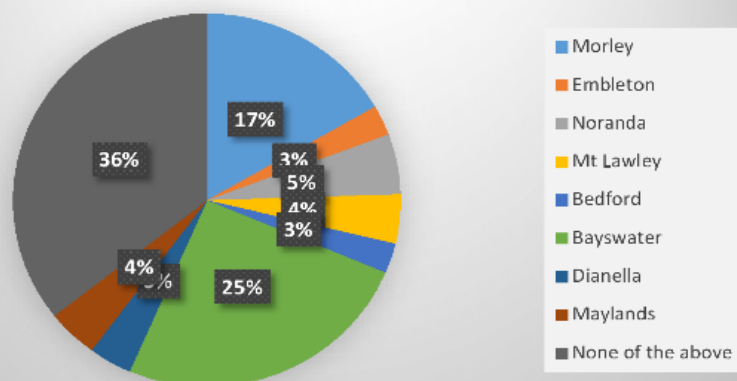
9. Who we reached

Infographic summary responses from young people aged 12 – 25 years:

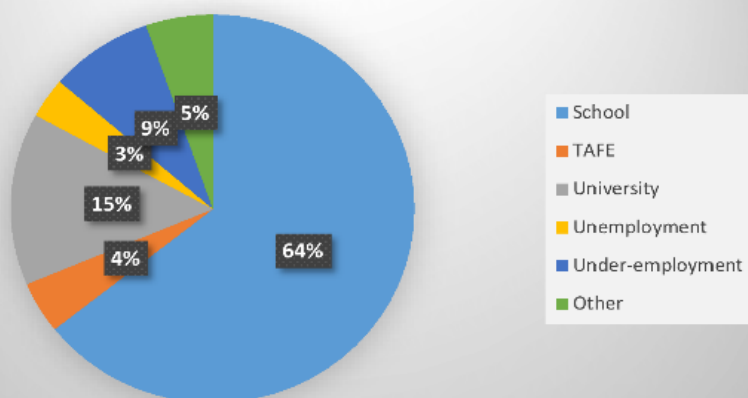


The Platform Youth Action Plan (2019/20 – 2020/21)

What suburb do you live in?



I am currently in:



The Platform Youth Action Plan (2019/20 – 2020/21)

10. What young people told us

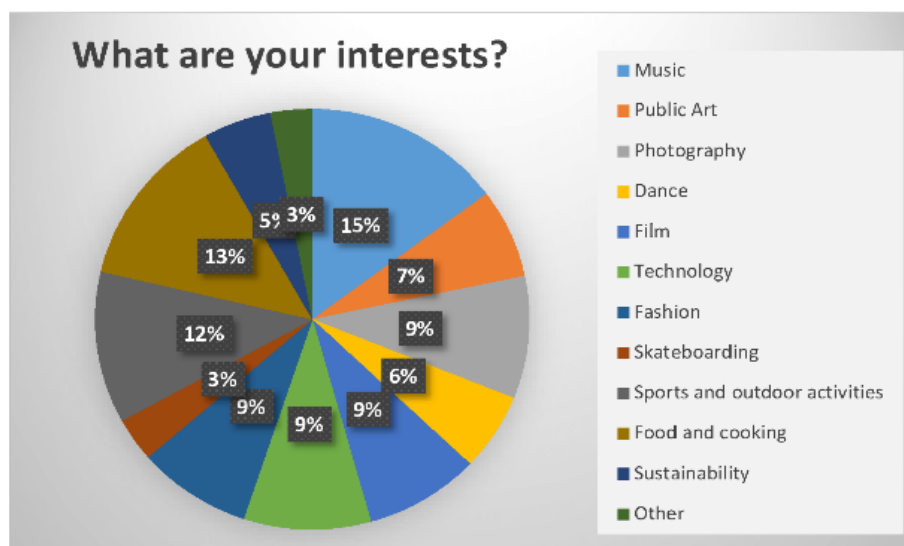
Young people told us that they have distinctly different needs from adults. The opportunities and challenges experienced by young people also change throughout their teenage years and into early adulthood.

There are two distinct groups within the 12 - 25 years age range:

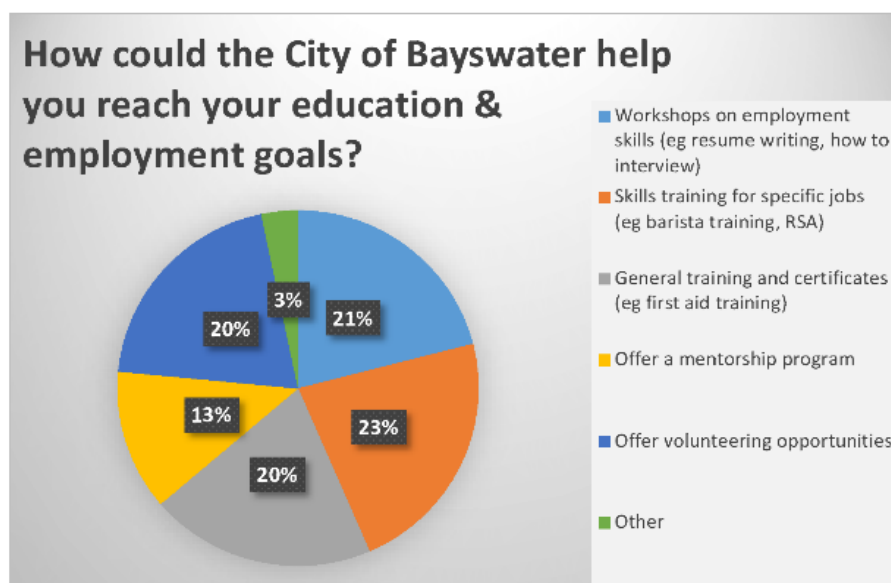
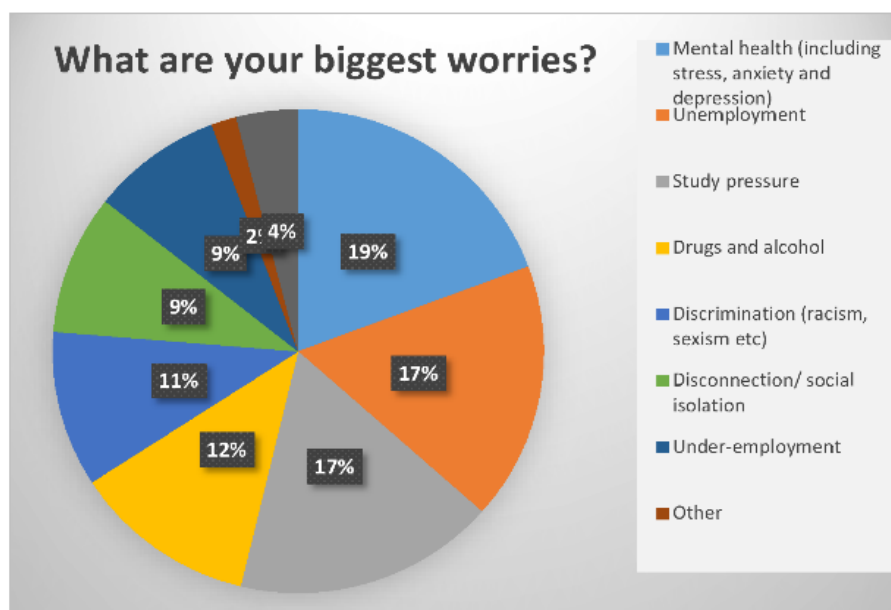
- **12 – 17 years** - the transition from primary school to the demands of high school including life decisions around the future.
- **18 – 25 years** – the transition from school to further education/ training, work, independence, expanding social horizons, career pressure, financial responsibility, and facing major life decisions.

Community consultation findings identified a range of opportunities that young people would like to see the City of Bayswater focus on based on their interests, concerns, places in the community that they liked to visit and how they preferred to find out what is going on in the City of Bayswater.

Infographic summary responses from young people aged 12 - 25 years:

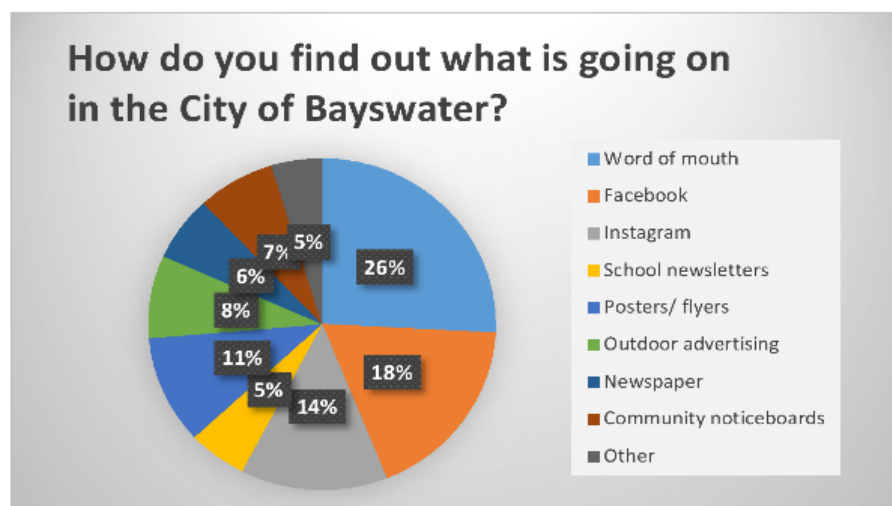
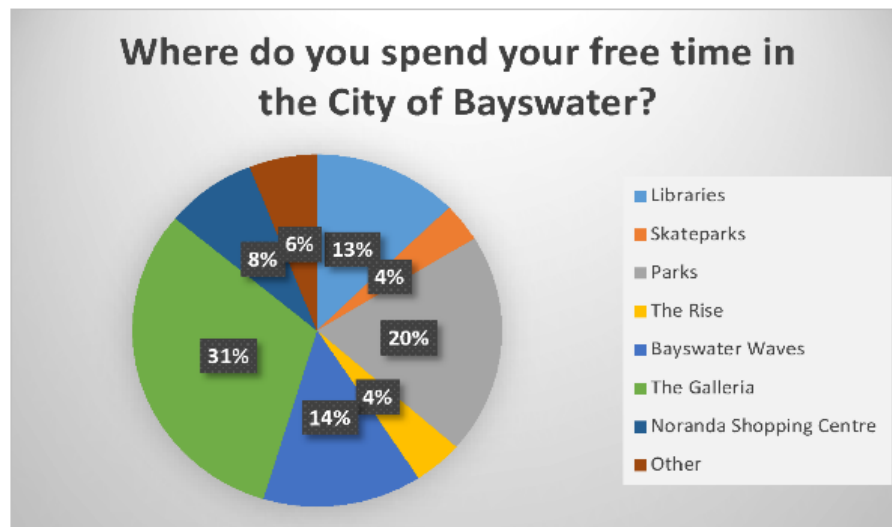


The Platform Youth Action Plan (2019/20 – 2020/21)

**Places young people like to visit for community connection**

Young people across both of the 12 - 25 years age groupings told us that public spaces were very important to them to establish community connection. They expressed desire for safe, clean and aesthetically pleasing community spaces to connect with their peers and enjoy events and activities.

The Platform Youth Action Plan (2019/20 – 2020/21)



The Platform Youth Action Plan (2019/20 – 2020/21)

11. How the City of Bayswater will respond to young people's needs

The Platform Youth Action Plan addresses three key themes:

- Theme 1: Health and wellbeing;
- Theme 2: Education and employment; and
- Theme 3: Community connection.

The Youth Action Plan will respond to young people's needs by addressing specific opportunities for each of the age groups 12 - 17 and 18 - 25 years within the three key themes.

The City has four distinct roles to facilitate change over the 2019/20 and 2020/21 financial years which are listed within the Youth Action Plan as:

- Facilitate - Encouraging collaboration between young people, community groups, local business and the wider community;
- Deliver - Direct delivery of programs and services;
- Advocate - Advocacy to groups such as the Commissioner for Children and Young People and the Youth Affairs Council of WA (YACWA); and
- Partner - Collaboration with youth service providers, schools, colleges and universities and TAFE.

The implementation of the Youth Action Plan will be in accordance with the allocated annual budget aligned to youth activities for 2019/20 and 2020/21.

The Platform Youth Action Plan (2019/20 – 2020/21)

YOUTH ACTION PLAN

THEME 1: HEALTH AND WELLBEING					CITY'S ROLE				DELIVERY	
No.	Ages	What we will achieve (Outcomes)	How we will get there (Opportunities)	How we know we have succeeded (Measurement)	FACILITATE	ADVOCATE	DELIVER	PARTNER	2019 - 2020	2020 - 2021
1	12 - 17 years	Young people are offered services to support mental health	Investigate suitable partnerships with local high schools that contribute to enhancing mental health.	Report on partnerships with high schools.				X	X	X
2	12 - 17 years	Young people in the City of Bayswater are more independent and prepared for the responsibilities of adulthood	Deliver <i>How to Adult – Wellbeing and Life Skills</i> workshops that enhance confidence and capability.	Four workshops are delivered and a minimum satisfaction rating of 75% is received from participants			X		X	X
3	12 - 25 years	Young people are offered opportunities to participate in activities that enhance mental and physical health	Deliver diverse activities at a range of venues across the City in partnership with local organisations.	Number of partnerships established to deliver activities.			X	X		X
4	12 - 25 years	Young people are connected with organisations that offer mental health services	Identify partnerships and promote organisations that improve mental health information and support.	Mental health services and programs are promoted through at least six social media posts per year	X				X	X

The Platform Youth Action Plan (2019/20 – 2020/21)

THEME 2: EDUCATION AND EMPLOYMENT					CITY'S ROLE				DELIVERY	
No.	Ages	What we will achieve (Outcomes)	How we will get there (Opportunities)	How we will know we have succeeded (Measurement)	FACILITATE	ADVOCATE	DELIVER	PARTNER	2019 - 2020	2020 - 2021
1	12 - 17 years	Young people in the City of Bayswater are more confident to manage their study workload	Deliver study sessions for young people to assist them with study and school pressures.	Two study skills information sessions are delivered and a minimum satisfaction rating of 75% is received from participants.			X			X
2	12 - 17 years	Young people in the City of Bayswater are offered employment skills to increase their ability to gain work experience or employment	Deliver <i>How to Adult – Employable Me</i> series to develop employment skills.	Four workshops are delivered and a minimum satisfaction rating of 75% is received from participants.			X		X	X
3	18 - 25 years	Employment opportunities are improved for young adults living in the City of Bayswater that are either underemployed or unemployed	Establish partnerships with local businesses to deliver work experience, skill building, mentoring, etc.	Successful external grant application to implement the opportunity.	X		X	X		X
4	12 - 25 years	City of Bayswater has a strong, diverse Youth Advisory Council (YAC)	Provide leadership training to develop the skills of the City of Bayswater YAC.	80% of YAC members attended youth leadership training.			X		X	X
			Involve the YAC in the planning and delivery of City events, programs and facilities for young people.	100% of YAC members involved in the City's youth program, events or facility development.	X		X		X	X

The Platform Youth Action Plan (2019/20 – 2020/21)

THEME 3: COMMUNITY CONNECTION					CITY'S ROLE				DELIVERY	
No	Ages	What we will achieve (Outcomes)	How will we get there (Opportunities)	How will we know we have succeeded (Measurement)	FACILITATE	ADVOCATE	DELIVER	PARTNER	2019 - 2020	2020 - 2021
1	12-17 years	Relationships are established with local high schools to inform the City of Bayswater's youth programming	Provide the opportunity for high schools to meet with the City to share information, identify partnership and promotional opportunities.	Meetings with local high schools are held twice a year.	X		X	X	X	X
2	12 - 25 years	Active membership in Eastern Metropolitan Regional Council, Youth Officer Group.	Participate in quarterly meetings Eastern Metropolitan Regional Council	Attend four meetings per year at Eastern Metropolitan Regional Council per year			X		X	X
3	12 - 25 years	Young people are engaged when decisions are made that affect them	Ask young people for their ideas and opinions when the City is making decisions that affect them (i.e. policy, facilities, strategies).	Number of opportunities offered to participate on committees, panels and forums (i.e. Engage Bayswater).	X				X	X
4	12 - 25 years	Opportunities are explored for young people to participate in actions that arise from a range of City strategies and plans (refer to page 3)	Encourage creative expression in young people.	Work with schools to involve all parts of the community in arts and culture.	X			X	X	X
			Increase appreciation of the cultural richness in our community.	Number of opportunities to participate in actions that arise from the City's cultural plan and strategies.	X			X	X	X
5	12 - 25 years	Young people are engaged when decisions are made that affect them	Ask young people for their ideas and opinions when the City is making decisions that affect them (i.e. policy, facilities, strategies).	Number of opportunities offered to participate on committees, panels and forums (i.e. Engage Bayswater).	X				X	X

The Platform Youth Action Plan (2019/20 – 2020/21)

12. How we measure and communicate our success

12.1 Measuring our success

We measure the way we do things so that we know we are on the right track in making a positive difference in our community. We measure our success in the following ways:

- Community participation in programs, events and initiatives;
- Success in grant funding and other partnerships;
- Award recognition for specific projects and or programs that contribute toward sustainable change;
- Project and program evaluation surveys; and
- Community satisfaction rates with the City of Bayswater community development initiatives (captured in various ways, including through surveys).

12.2 How we report our success

- Annual report to Council on the implementation of The Platform Youth Action Plan;
- Bi-annual reports to the Community Access and Inclusion Advisory Committee; and
- Acquittals to partners and funding bodies.

12.3 Communicating our achievements

We communicate achievements with our community through social media, newsletters, website, annual report, and a range of other formats.

13. Acknowledgement of young people

"The City of Bayswater would like to acknowledge and thank all of the young people who contributed their opinions and ideas, and generously gave up their spare time to assist in the development of the Plan"

14. Other useful information and tools

14.1 Community Development in the City of Bayswater Information Booklet

The City has developed a Community Development in the City of Bayswater information booklet to explain the City's role and approach to the facilitation of community development. It is the City's intention that this information booklet becomes a reference toolkit for residents and community groups. It can be accessed through the City's website, www.bayswater.wa.gov.au

14.2 Socio-Economic Indexes for Areas (SEIFA scores)

Socio-Economic Indexes for Areas (SEIFA) is an Australian Bureau of Statistics product that ranks areas in Australia according to relative socio-economic advantage and disadvantage. Visit the City of Bayswater website to view SEIFA scores relevant to City of Bayswater suburbs.

14.3 Suburb Profiles

Based on the most recent Australian Bureau of Statistics data (2016) the City has completed a basic suburb profile for each of its suburbs to inform the community about the assets, strengths and opportunities within each suburb. The Suburb Profile can be found on the City's website.

The Platform Youth Action Plan (2019/20 – 2020/21)

14.4 Additional Demographic Insights

Visit Australian Bureau of Statistics QuickStats for more demographic insights:

<https://www.abs.gov.au/websitedbs/censushome.nsf/home/quickstats?opendocument&navpos=220>

Contact Us

If you have any queries or require further information, contact the City's Community Development team:

Telephone (08) 9272 0622

Email mail@bayswater.wa.gov.au

Website www.bayswater.wa.gov.au

Disclaimer

ABS 2016 Census - Every effort has been made to provide accurate information, however the City of Bayswater does not warrant or represent that the information contained is free from errors or omissions and accepts no responsibility for any loss, damage, cost or expense (whether direct or indirect).

This Plan is available in alternative languages and formats upon request.

9. PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

9.1 Partnership with Umbrella Multicultural Community Care

9.2 Dementia Overview Staff Training

9.3 Foreshore Access at Hinds Reserve

10. GENERAL BUSINESS

10.1 Have a Go Day Feedback

10.2 Review of Disability Action and Inclusion Five Year Plan

10.3 Lighthouse Grant Application

10.4 CAIAC End of Term and Expressions of Interest Process 2019

11. CONFIDENTIAL ITEMS

Nil.

12. NEXT MEETING

The date and location of the next meeting of the Community Access and Inclusion Advisory Committee is to be advised.

13. CLOSURE