

Minutes

COMMUNITY ACCESS AND INCLUSION ADVISORY COMMITTEE

31 MAY 2019

By signing these minutes I certify that they were confirmed at the Community Access and Inclusion Advisory Committee held on 4 September 2019.

**CR ELLI PETERSEN-PIK
CHAIRPERSON**

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MINUTES

MINUTES of the meeting of the Community Access and Inclusion Advisory Committee which was held in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **31 May 2019** commencing at 1:00pm.

Committee Recommendations to Council are subject to adoption, or otherwise, at the following Ordinary Meeting of Council, as recorded in Minutes of that Council Meeting.

1. OFFICIAL OPENING

The Chairperson, Cr Elli Petersen-Pik, declared the meeting open at 1:01pm.

2. ACKNOWLEDGEMENT OF COUNTRY

The Chairperson, Cr Elli Petersen-Pik, acknowledged the Traditional Custodians of the land, the Whadjuk people of the Noongar nation, and paid respects to Elders past, present and emerging.

3. ATTENDANCE

Members

Cr Elli Petersen-Pik	Presiding Member
Cr Catherine Ehrhardt	
Cr Sally Palmer	(from 1:03pm)
Ms Catherine Marion	
Mr Don Francis	
Mr Galvin Phuong	(from 1:05pm)
Mr Tim Priest	
Mr Martin Toldo	

Officers

Ms Karen Quigley	Manager Community Development
Mr Bryce Coelho	Manager Engineering Services
Mr Joe Gomboc	Manager Building Works
Mr Jeremy Maher	Manager Sustainability and Environment (from 1:30pm)
Ms Michele Fletcher	Coordinator Community Development
Ms Marie Walker	Coordinator Community Development
Ms Sherilee Macready	Community Development Officer
Ms Melissa Dias	Community Development Officer
Ms Tara Swindells	Community Engagement Support Officer
Ms Karen D'Cunha	Administration Officer

Observers

Ms Chantelle Jameison	Mission Australia / National Disability Insurance Scheme (NDIS)
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3.1 Apologies

Cr Stephanie Gray

Mr Tony Santoro

Mr Des Abel

Ms Evelina Dobrowolski

Mr Dan West

Director Community and Development

Manager Library and Customer Services

Manager People, Culture and Safety

Cr Sally Palmer joined the meeting at 1:03pm.

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.

The following disclosures of interest were made at the meeting:

Name	Item No.	Type of Interest	Nature of Interest
Mr Tim Priest	8.2 and 10.2	Indirect Financial	Mr Priest's employer, Rebound WA, received a grant from City of Bayswater (\$320 ex GST) in May 2019 (better Bayswater Grant). This funding is to be applied to Wheelchair basketball activity and disability awareness education, led by Rebound WA for youth (Chisholm College and John Forrest High School students).

5. DELEGATED AUTHORITY BY COUNCIL

There are no items appearing in this minutes 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

TERMS OF REFERENCE Community Access and Inclusion Advisory Committee (CAIAC)	
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

COMMITTEE RESOLUTION

The Minutes of the Community Access and Inclusion Advisory Committee held on 22 February 2019, which had been distributed, are to be presented for confirmation as a true and correct record.

CR CATHERINE EHRHARDT MOVED, CR SALLY PALMER SECONDED

CARRIED UNANIMOUSLY: 7/0

Mr Galvin Phuong joined the meeting at 1:05pm.

8. REPORTS

8.1 Progress of Disability Access and Inclusion Plan 2016-2020 - Outcomes 5 and 6

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. DAIP Outcome 5 – Complaint Mechanisms: Branch Update from Library and Customer Services 2. DAIP Outcome 5 – Complaint Mechanisms: Branch Update from Community Development 3. DAIP Outcome 5 – Complaint Mechanisms: Branch Update from Building Works 4. DAIP Outcomes 6 – Consultation Processes: Branch Update from Community Engagement 5. DAIP Outcome 6 – Consultation Processes: Branch Update from Community Development	
Refer:	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

For Council to note the Disability Access and Inclusion Plan 2016 - 2020 (DAIP) progress to date relating to Outcome 5: *Complaint Mechanisms* and Outcome 6: *Consultation Processes*, as discussed within this report, which the input of the Community Access and Inclusion Advisory Committee (CAIAC) has been sought.

OFFICER'S RECOMMENDATION

That Council:

1. Notes the information provided in this report regarding the progress of the Disability Access and Inclusion Plan 2016 - 2020 Outcome Areas, namely:
 - (a) Outcome 5 – Complaint Mechanisms.
 - (b) Outcome 6 – Consultation Processes.
2. Notes the following actions suggested by the Community Access and Inclusion Advisory Committee in relation to Outcome Areas 5 and 6:
 - (a) _____
 - (b) _____
 - (c) _____.

ADVISORY COMMITTEE RECOMMENDATION TO COUNCIL

That Council:

1. Notes the information provided in this report regarding the progress of the Disability Access and Inclusion Plan 2016 - 2020 Outcome Areas, namely:
 - (a) Outcome 5 – Complaint Mechanisms.

- (b) Outcome 6 – Consultation Processes.
- 2. Notes the following actions suggested by the Community Access and Inclusion Advisory Committee in relation to Outcome Areas 5 and 6:
 - (a) In relation to Outcome 6 – for officers to investigate how to simplify and make documents more relevant for people with an intellectual disability.
 - (b) For officers to continue to partner and network with local service providers such as Mission Australia/NDIS, Interchange, ACTIV and Umbrella Community Care, to seek community feedback from people with disability who may not be able to provide feedback via other mechanisms.
 - (c) For City officers to include disability job providers in their consultation processes.

MS CATHERINE MARION MOVED, CR SALLY PALMER SECONDED

CARRIED UNANIMOUSLY: 8/0

REASON FOR CHANGE

The Committee changed the Officer's recommendation to include further suggestions on Outcome Areas 5 and 6.

BACKGROUND

The City's DAIP 2016 - 2020 outlines eight desired Outcome Areas and associated strategies which are progressed each financial year over the term of the Plan.

The CAIAC's terms of reference outlines one of the responsibilities of the Committee is to consider and make recommendations on the City's DAIP.

A report was presented to the CAIAC meeting held 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 at that meeting and subsequently noted by Council on 28 August 2018.

DAIP Outcome Areas 7 and 8 were discussed at the CAIAC meeting held on 22 February 2019 and the Committee's recommendation was endorsed by Council on 12 March 2019 as follows:

"That Council:

1. *Notes the information provided in this report regarding the progress of the Disability Access and Inclusion Plan 2016 - 2020 Outcome Areas, namely:*
 - (a) *Outcome 7 - Employment.*
 - (b) *Outcome 8 - Needs and Entitlements.*
2. *Notes the following actions suggested by the Community Access and Inclusion Advisory Committee in relation to Outcomes 7 and 8:*
 - (a) *The City to consider conducting an anonymous survey or similar of its workforce to gather more accurate workforce diversity statistics. This could be aligned to the upcoming Disability Access and Inclusion Plan review."*

This report offers two DAIP Outcomes Areas and associated progress reports from various City branches for consideration by the CAIAC, namely Outcome 5: *Complaint Mechanisms*, which broadly relates to ensuring people with disability have the same opportunities as others to make complaints to the City, and Outcome 6: *Consultation Processes*, which generally relates to people with disability having the same opportunities as others to participate in any public consultation. These are the two final Outcome Areas for discussion with the CAIAC in the 2018/19 financial year.

EXTERNAL CONSULTATION

Community consultation was not required for this report.

OFFICER'S COMMENTS

DAIP Outcome Areas 5 and 6 are presented below for consideration by CAIAC members and Council. These include the current strategies in the DAIP being addressed by the City during 2018/19 as tabled below:

DAIP Outcome 5: Complaint Mechanisms

Outcome	Outcome 5 Strategies
<ul style="list-style-type: none"> People with disability have the same opportunities as others to make complaints to the City of Bayswater. 	<ul style="list-style-type: none"> Complaints available to be lodged in a range of different methods and formats. All premises offered for the lodgement of complaints to be physically accessible. Ensure that the City's complaint policies and procedures are consistent with the DAIP 2016-2020.

DAIP Outcome 6: Consultation Processes

Outcome	Outcome 6 Strategies
<ul style="list-style-type: none"> People with disability have the same opportunities as others to participate in any public consultation. 	<ul style="list-style-type: none"> Opportunities for participation in public consultation by people with disability are widely and appropriately promoted and accessible. Ensure that the City's consultation policies and procedures are consistent with the DAIP 2016-2020.

Officers have consulted with internal stakeholders from various branches, whose core business relates to progressing the above strategies of Outcomes 5 and 6. Various branch updates are presented as attachments to this report. The reports focus on the City's current progress in working towards achieving projects and initiatives aligned with the two outcomes, and future plans for the remainder of the 2018/19 financial year.

LEGISLATIVE COMPLIANCE

Disability Access and Inclusion Plan (DAIP) 2016-2020.

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 information in this report and the actions suggested by the CAIAC in regard to Outcome 5 – Complaint Mechanisms, and Outcome 6 - Consultation Processes of the City's DAIP 2016 - 2020.		
Risk Category	Adopted Risk Appetite	Risk Outcome	Assessment
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	There are low risks associated with the information provided in this report, as it meets the outcomes and objectives of the City's DAIP and the information will be used to inform the City's annual report to the Department of Communities for 2018/19. The risks associated with any CAIAC suggested actions are unknown at this stage.	

Option 2	Council does not note the information in this report and the actions suggested by the CAIAC in regard to Outcome 5 – Complaint Mechanisms, and Outcome 6 - Consultation Processes of the City's DAIP 2016 - 2020.	
Risk Category	Adopted Risk Appetite	Risk Outcome Assessment
Strategic Direction	Moderate	Moderate
Reputation	Low	Moderate
Governance	Low	Moderate
Community and Stakeholder	Moderate	Low
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
Conclusion	By Council not noting the information in this report, it may compromise the quality of the annual report provided to the Department of Communities for 2019/19, as the activities mentioned within this report could be interpreted as being unsupported by Council. The risks associated with any CAIAC suggested actions are unknown at this stage.	

FINANCIAL IMPLICATIONS

Nil.

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.

- Outcome Area 5, the City encourages feedback from the community to assist with providing accessible services that recognise diversity.
- Outcome Area 6, the City encourages an active and engaged community that participates in public consultation.

CONCLUSION

It is recommended that Council notes the information provided about Outcome Areas 5 and 6 of the Disability Access and Inclusion Plan 2016 – 2020 discussed within this report and its attachments. This is in line with the report noted by Council on 28 August 2018, which confirmed the presentation of two DAIP Outcomes at CAIAC meetings each quarter.

Attachment 1

City of Bayswater Disability Access and Inclusion Plan 2016 - 2020 INFORMATION UPDATE REPORT	
AUTHOR	Manager Library and Customer Services.
BRANCH	Library and Customer Services.
OUTCOME AREA	5 – Complaint Mechanisms.
DAIP STRATEGIES	<ol style="list-style-type: none"> 1. Complaints available to be lodged in a range of different methods and formats. 2. Ensure that the City's complaint policies and procedures are consistent with the DAIP 2016-2020.
INFORMATION	<p>The City of Bayswater is committed to providing excellent customer service and actively seeks feedback on the City's services, compliance or staff conduct. Feedback and complaints can be received by the City by the following methods and formats:</p> <ul style="list-style-type: none"> • In person. Customers can speak with a staff member located at: <ul style="list-style-type: none"> ○ Civic Centre. ○ Libraries located at Morley, Bayswater and Maylands. • By telephone during business hours. • Written communication: <ul style="list-style-type: none"> ○ Email to mail@bayswater.wa.gov.au • Mail to the City of Bayswater. <p>The City is committed to creating an accessible and inclusive community for people from diverse backgrounds, including people with disability and/or from culturally and linguistically diverse backgrounds. Community members who have trouble speaking or listening can receive assistance to contact the City via the National Relay Service as follows:</p> <ul style="list-style-type: none"> • TTY / Voice calls 133 677. • Speak and Listen 1300 555 727. • SMS relay 0423 677 767. • Translation services via the Translating and Interpreting Service. This can be via the telephone or onsite in person. • AUSLAN interpreter via AUSLAN Services.
OUTCOMES	<ul style="list-style-type: none"> • A process is in place to support a consistent approach to responding to complaints and escalating them to a Manager, Director or the CEO. • The Customer Service Charter is under review.

Attachment 2

City of Bayswater Disability Access and Inclusion Plan 2016 - 2020 INFORMATION UPDATE REPORT	
AUTHOR	Community Development Officer
BRANCH	Community Development
OUTCOME AREA	5 – Complaint Mechanisms
DAIP STRATEGIES	<ol style="list-style-type: none"> 1. Complaints available to be lodged in a range of different methods and formats. 2. All premises offered for the lodgement of complaints to be physically accessible.
INFORMATION	<p>Strategy 1:</p> <ul style="list-style-type: none"> • City of Bayswater regularly promotes and distributes its 'Access and Inclusion feedback cards' to the community and key community organisations as a mechanism for providing feedback/complaints on barriers to access and inclusion. The feedback cards list a range of formats that people can utilise to lodge their feedback/complaints. • During 2018/19 the feedback cards were posted out to key community organisations and health/medical care providers, together with a copy of the City's DAIP 2016-2020, to increase the reach of the message in the community. • The Access and Inclusion feedback cards are also promoted to the community through many forms of media e.g. social media; newspaper advertorials; residential publications such as Bayswater Beat and online formats. <p>Strategy 2:</p> <ul style="list-style-type: none"> • The Community Development team reports to Building Works any suggestions for improving physical access to City buildings on an as needs basis.
OUTCOMES	<ol style="list-style-type: none"> 1. By widely promoting the Access and Inclusion feedback cards, stakeholders such as residents, health care providers, medical practitioners, disability providers, schools, aged care providers and community centres/facilities are being made aware that there are a range of formats and methods for lodging their access and inclusion feedback/complaints to the City. 2. By reporting suggestions for improvement in physical access to City buildings, staff can work together to ensure that all premises where people with disability lodge their complaints are physically accessible.

Attachment 3

City of Bayswater Disability Access and Inclusion Plan 2016 - 2020 INFORMATION UPDATE REPORT	
AUTHOR	Manager Building Works
BRANCH	Building Works
OUTCOME AREA	5 – Complaint Mechanisms
DAIP STRATEGIES	All premises offered for the lodgement of complaints to be physically accessible.
INFORMATION	<ul style="list-style-type: none"> Currently complaints can be physically lodged with the City of Bayswater at: <ul style="list-style-type: none"> Administration Civic Centre in Morley - entrance and main customer service foyer is physically accessible. Rangers and Security Office in Bayswater – entrance is physically accessible but could do with some improvements. New work is scheduled to improve the entryway drainage and realignment. Bayswater Community Centre – physically accessible - fitted with automatic doors in 2018. Morley Community Centre – physically accessible – fitted with automatic doors in 2018. Maylands Public Library – physically accessible Bayswater Public Library – physically accessible. Morley Public Library – physically accessible. An Access Audit of the City of Bayswater's Civic Centre Administration building was undertaken in August 2018 to assess improvements that could be made to increase physical accessibility for internal staff. <p>Following that, a work order was issued to install automatic doors at key areas of the building that staff members use. This work is scheduled to be undertaken this financial year.</p>
OUTCOMES	<ul style="list-style-type: none"> By improving access to public buildings the City is able to offer premises that are physically accessible for members of the community who wish to physically lodge their complaints. The Access Audit undertaken in August 2018 identified a number of areas that could be improved at the Civic Centre Administration building. Improvements made will have a flow on effect to assist community members who wish to access the building to lodge a complaint.

Attachment 4

City of Bayswater Disability Access and Inclusion Plan 2016 - 2020 INFORMATION UPDATE REPORT	
AUTHOR	Community Engagement Advisor
BRANCH	Community Engagement
OUTCOME AREA	6 – Consultation Processes.
DAIP STRATEGIES	<ol style="list-style-type: none"> 1. Opportunities for participation in public consultation by people with disability are widely and appropriately promoted and accessible. 2. Ensure that the City's consultation policies and procedures are consistent with the DAIP 2016-2020.
INFORMATION	<p>The community engagement team supports staff to plan and implement accessible engagement activities in support of City projects. Strategies include:</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Using community organisations and service providers to promote significant projects. • Using of different mediums to promote projects. • Ensuring engagement promotional material is accessible. <p>Accessible opportunities:</p> <ul style="list-style-type: none"> • Giving people more than one way to participate, being conscious of different accessibility needs. • Ensuring our venues are accessible. • Offering multiple opportunities for in-person events. • Providing documents online in word and pdf. <p>Recent examples:</p> <ul style="list-style-type: none"> ○ Delivery of the Participatory Budgeting (PB) project included pop up sessions at the City's libraries to inform people about the project and provide access to the online budget allocator tool. ○ The PB project page on Engage Bayswater included Fact Sheets in both Word and PDF format. Information was also available via a short video. ○ The Community Directory (including community groups and service providers) have been regularly emailed to promote City projects, to assist in informing community members about consultation opportunities.
OUTCOMES	Community members have adequate opportunity to participate in projects that impact them.

Attachment 5

City of Bayswater Disability Access and Inclusion Plan 2016 - 2020 INFORMATION UPDATE REPORT	
AUTHOR	Community Development Officer
BRANCH	Community Development
OUTCOME AREA	6 – Consultation Processes
DAIP STRATEGIES	1. Opportunities for participation in public consultation by people with disability are widely and appropriately promoted and accessible.
INFORMATION	<ul style="list-style-type: none"> The City promotes opportunities for public participation through their access and inclusion networks, i.e. Interchange; Mission Australia/NIDS. Surveys are conducted at community events to gain feedback on accessibility and inclusivity and other aspects of the event, which gives community members, including people with disability, the opportunity to voice their opinion. The City consults the community, which includes people with disability in specific plans, strategies and new initiatives being developed. This is often done via surveys (hard copy or electronic via Engage Bayswater). The City's strategies, plans and new initiatives that are developed take access and inclusion into consideration. <p>Recent examples:</p> <ul style="list-style-type: none"> The City promotes public consultation opportunities from across the organisation to their access and inclusion specific networks by way of email or other accessible means. The City has recently made meaningful connections with new organisations which have moved into the City, for example Mission Australia/NDIS and Interchange in 2018/19. This has increased the community consultation reach to people with disability. Have a Go Day 14 April 2019 - Surveys aimed at gaining feedback on the event and its accessibility and inclusiveness were conducted by the City at this year's event. Surveys were conducted by the City at a number of recent community events to gain input for the City's Youth Plan (The Platform) for e.g. at Have a Go Day; Baysie Waves Fest; Maylands Laneway Festival; Baysie Art and Street Fest; and Progress Street Party.
OUTCOMES	<ul style="list-style-type: none"> By promoting opportunities for public participation through existing access and inclusion networks, the City aims to reach as many people with disability as possible. By conducting surveys at a range of community events and community gatherings, the City is able to give people with disability an opportunity to participate in public consultation about the events that they attend.

8.2 Youth Advisory Council - Progress Update

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. Youth Program Marketing	
Refer:	Item 10.5.2: OCM 12.03.2019	

MR TIM PRIEST DECLARED AN INDIRECT FINANCIAL INTEREST

In accordance with section 5.61 of the Local Government Act 1995, Mr Tim Priest declared an indirect financial interest in this item as his employer, Rebound WA, received a grant from City of Bayswater (\$320 ex GST) in May 2019 (better Bayswater Grant). This funding is to be applied to Wheelchair basketball activity and disability awareness education, led by Rebound WA for youth (Chisholm College and John Forrest High School students). Mr Tim Priest remained in the room during voting on this item.

SUMMARY

This report contains a summary of youth development events and workshops delivered from January 2019 to May 2019 by the City in collaboration with the City's Youth Advisory Council (YAC).

ADVISORY COMMITTEE RECOMMENDATION TO COUNCIL
(OFFICER'S RECOMMENDATION)

That Council notes the youth workshops, initiatives and events delivered by the City from January 2019 to May 2019 in collaboration with the City's Youth Advisory Council.

CR CATHERINE EHRHARDT MOVED, CR SALLY PALMER SECONDED

CARRIED UNANIMOUSLY: 8/0

BACKGROUND

The City of Bayswater Youth Advisory Council (YAC) consists of youth representatives aged between 12-25 years who live, work, study or recreate in the City of Bayswater. YAC members meet monthly to assist with the planning, implementation and delivery of a variety of initiatives that aim to improve outcomes for the City's youth. The YAC is currently made up of seven young people (with capacity of up to 10 members).

The City's officers facilitate the YAC to:

- Assist with planning of youth programs, events, activities and initiatives.
- Advise on youth engagement across the organisation.
- Participate in various youth program activities set by the City.
- Promote the youth program within networks and target group.
- Evaluate and review events, programs and initiatives undertaken.

The Community Access and Inclusion Committee (CAIAC) last received a six monthly progress report on the YAC activities on 22 February 2019. This progress report reflects activities undertaken by YAC over the period January 2019 – May 2019.

EXTERNAL CONSULTATION

The City's YAC has recently assisted with community engagement initiatives for the City's inaugural Youth Action Plan (The Platform) during this reporting period. Between January and April 2019, consultation was undertaken with young people and relevant stakeholders on the issues that are most important to young people, and how the City can assist in these areas into the future.

Over the months of May and June 2019, the City (with assistance from the YAC) will be analysing and interpreting the information received from the community consultation activities completed. These results will inform the Youth Action Plan, which will provide a strategic approach, and a framework for youth development initiatives from 2019 to 2021.

OFFICER'S COMMENTS

Bayswater YAC support and contribute to the ongoing planning and implementation of the City's youth program and other youth related projects, initiatives and events being delivered by the City.

A summary of youth workshops, initiatives and events that were delivered by the City during January 2019 – May 2019 are listed below:

	Summer Workshops	Target Group (age - years old)	Month	Attendees
1.	Public Speaking	18 – 25	January	11
2.	Essential Oils	12 – 17	January	7
3.	Barista Training	18 – 25	January	6

	Autumn Workshops	Target Group (age - years old)	Month	Attendees
1.	Improv Crash Course	18 – 25	April	9
2.	Cartooning	12 – 17	April	14

	YAC Engagement Activities for The Platform	Target Group (age - years old)	Month
1.	Baysie Waves Fest	12 – 25	January
2.	Maylands Laneway Festival	12– 25	February
3.	Baysie Art and Street Fest	12– 25	March
4.	Progress St Party	12– 25	April
5.	Have a Go Day	12– 25	April

In addition to the above, monthly meetings were held with the YAC and used to debrief on activities and workshops undertaken. A meeting with the YAC is also planned for June 2019 along with a group visit to Parliament House. However, no workshops are planned to be delivered in June 2019.

Workshop Objectives

The How to Adult workshop series has the following objectives:

1. To provide young people aged 12-25 years old the opportunity to gain new skills through free workshops.
2. To offer workshops that participants find fun and enjoyable.

Workshop Evaluations

To evaluate the workshops undertaken, a short feedback form was distributed at the end of each session. The feedback form sought information on how participants found out about the workshop, if they enjoyed it and whether they gained new skills.

Workshop Participant Feedback

Based on participant feedback, the objectives of the workshops facilitated by the City were met. To assess this, participants were asked to rate their agreement (on a scale of 1-5) with the following statements:

The workshop improved my skills (Objective 1)	
Public Speaking	4.3
Essential Oils	3.7
Barista Training	5
Improv Crash Course	3.6
Cartooning	4
AVERAGE	4.1

I enjoyed the workshop (Objective 2)	
Public Speaking	4.7
Essential Oils	4.5
Barista Training	4.6
Improv Crash Course	4.8
Cartooning	4.4
AVERAGE	4.6

Overall, participants found the workshops engaging and informative. As a result, a large majority indicated that they would recommend this workshop to other people.

I would recommend this workshop to other people	
Public Speaking	4.7
Essential Oils	4.2
Barista Training	5
Improv Crash Course	4.5
Cartooning	4.3
AVERAGE	4.5

Continuous Improvement/ Future Actions

- The booking process for the youth workshops will be reviewed for workshops held in 2019/20. A \$5 deposit (which would be refunded on arrival) is proposed to be introduced to decrease incidents of people booking a place but not attending. This is proposed in the City's Fees and Charges Schedule for 2019/20.
- In future, workshop topics will be selected based on feedback obtained from The Platform youth engagement consultation.
- The City plans to recruit new YAC members. There is also opportunity to further promote Bayswater Youth Advisory Council at future youth workshops.

LEGISLATIVE COMPLIANCE

N/A

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 youth workshops, initiatives and events delivered by the City from January 2019 to May 2019 in collaboration with the City's Youth Advisory Council.		
Risk Category	Adopted Risk Appetite	Risk Outcome	Assessment
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	There are low risks associated with this option as the subject youth workshops and activities were delivered in consultation with the City's YAC and within budget.		

Option 2	Council does not note the youth workshops, initiatives and events delivered by the City from January 2019 to May 2019 in collaboration with the City's Youth Advisory Council.		
Risk Category	Adopted Risk Appetite	Risk Outcome	Assessment
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	By not noting the workshops and activities delivered by the City in consultation with the City's YAC it may be perceived as Council devaluing the input of YAC and the importance of skill building activities for young people.		

FINANCIAL IMPLICATIONS

The following financial implications are applicable:

Item 1: Delivery of youth activities.

Asset Category: N/A

Source of Funds: Municipal

LTFP Impacts: Not itemised in the LTFP.

Notes: The below figures reflect the total annual budget allocated for the youth development program over a 12 month period. The workshops delivered as detailed within this report have cost a total of \$3,390.

ITEM NO.	CAPITAL / UPFRONT COSTS (\$)	ONGOING COSTS (\$) ANNUAL		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$3,390	N/A	N/A	N/A	N/A	N/A	\$32,000

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 C1.2: Deliver community programs that encourage community interaction and participation.

The YAC is a forum for local young people aged 12-25 years old to have a voice in their community, plan events and activities for young people and advise the City of what is important to them.

CONCLUSION

From January to May 2019, Bayswater YAC has assisted with the planning and promotion of a wide range of workshops and events for young people aged 12 - 25 years old.

Bayswater YAC has also supported the City in undertaking extensive consultation with the City's young people and relevant stakeholders to gain perspective on the issues facing our youth and what they would like to see prioritised over the next two years. The YAC will further assist the City to analyse and interpret the information, to support the development of the upcoming Youth Action Plan (The Platform).

Moving forward, the workshop topics for the 'How to Adult' workshop series will be based on the feedback received from the recent community consultation activities for the Youth Action Plan (The Platform).

Attachment 1



Public Speaking

For ages 18–25 years

Do you want to conquer your fear of public speaking?

Learn how to engage an audience and think on your feet.



Thursday 24 January 2019
3pm–5pm



City of Bayswater Civic Centre
61 Broun Ave, Morley WA

Barista Workshop

For ages 18–25 years

Looking for a job as a barista? Or just serious about good coffee? Either way, this workshop is for you.

You will learn practical skills from professional baristas and leave with a certificate!



Wednesday 30 January 2019
5pm–8pm



Espresso Cafe
Hawaiian's, Benara Rd, Noranda WA

Essential Oils

For ages 12–17 years

Discover how essential oils can help you. Learn how to create blends, and make your own special recipe to take home.



Thursday 31 January 2019
3pm–4.30pm



City of Bayswater Civic Centre
61 Broun Ave, Morley WA

REGISTER

All workshops are free, registration required.

Register online at www.cityofbayswateryouthservices.eventbrite.com.au



For more information contact 9270 4122
or email yac@bayswater.wa.gov.au

Preference is given to City of Bayswater residents for bookings.

facebook.com/yac.bayswater/





Improv Crash Course

For ages 18 - 25 years

Learn how to be more spontaneous, truthful, and brave through the art of making stuff up. The Improv Crash Course will give you tools and tricks to increase your confidence, be more creative and communicate clearly.



Monday 15 April
5pm - 8pm



City of Bayswater Civic Centre
61 Broun Ave, Morley WA

Self Defence

For ages 18 - 25 years

Discover simple self-defence techniques in a fun, supportive environment. Gain confidence while learning practical skills in a hands-on workshop.



Tuesday 16 April
5pm - 8pm



City of Bayswater Civic Centre
61 Broun Ave, Morley WA

Cartooning

For ages 12-17 years

Learn how to create your own cartoon characters with Jason Trevenen, a former Disney animator. Get inspired, build your skills and unleash your creativity.



Friday 26 April
10am - 1pm



City of Bayswater Civic Centre
61 Broun Ave, Morley WA

REGISTER

All workshops are free and registration is required.

Register online at www.cityofbayswateryouthservices.eventbrite.com.au



For more information contact 9270 4122
or email yac@bayswater.wa.gov.au

Preference is given to City of Bayswater residents for bookings.



facebook.com/yac.bayswater/



THE PLATFORM

BE HEARD.

Are you aged 12-25?

Live in the City of Bayswater?

Let's talk about opportunities for youth

engagebayswater.wa.gov.au

9270 4122
yac@bayswater.wa.gov.au
facebook.com/yac.bayswater

CITY OF BAYSWATER
The Garden City - Quality Lifestyle

BAYSWATER YAC
Youth Advisory Council

9. PREVIOUS MATTERS DEALT WITH NOT ON THE MINUTES**9.1 Completed actions from Community Access and Inclusion Advisory Committee held 22 February 2019.**

Cr Elli Petersen-Pik advised he has received a response to the letter sent to Australia Post in April 2019, regarding parcel collection services to City of Bayswater residents (**Attachment 1**). The response letter (**Attachment 2**) outlines the Australia Post's commitment to assist with the matter, with additional shelving added to the Bayswater Local Post Office. It was considered a positive response from Australia Post with a positive outcome for City residents.

Attachment 1

15 April 2019

Christine Holgate
Chief Executive Officer
Australia Post
GPO Box 9911
MELBOURNE VIC 3001



61 Broun Avenue, Morley WA 6062
PO Box 467, Morley WA 6943

P: (08) 9272 0622
F: (08) 9272 0665
mail@bayswater.wa.gov.au

National Relay Service: 1800 555 660

www.bayswater.wa.gov.au

Dear Ms Holgate,

PARCEL COLLECTION SERVICES TO CITY OF BAYSWATER RESIDENTS

On behalf of the City of Bayswater Community Access and Inclusion Advisory Committee, I am writing to request an improvement in Australia Post's parcel collection services to benefit the residents of the City of Bayswater who live in the suburbs of Maylands (6051) and Bayswater (6053), particularly seniors and those with disabilities.

The City of Bayswater is committed through its *Strategic Community Plan 2017-2027* and *Disability Access and Inclusion Plan 2016 – 2020* to ensuring that services and facilities are accessible and inclusive to all.

The Committee has heard concerns that a large number of residents are being asked to collect their parcels from more distant post offices (POs), sometimes a few suburbs away, rather than the closest PO to their homes. For example, many Maylands residents are routinely sent to the Inglewood PO, which is a couple of kilometres away for most Maylands residents, and is not connected by public transport to Maylands. Sometimes Maylands residents have even been sent to the Bassendean PO, which is several kilometers away.

We were told by one of the local POs that the issue is not necessarily storage space, but the fact that many contractors who work for Australia Post have been automatically sending parcels (both big and small) to larger POs, without even checking if the local PO is at capacity or not.

This practice is a significant service barrier for people with limited mobility, including those who do not drive due to disability. For those who must use public transport, the return journey from distant post offices can take hours out of their day. Some are forced to ask favours from family or friends to pick up the parcel for them.

Parcel collection is a basic service that should be provided by each local PO **as a default** (without the need to make special requests etc.). The Australia Post website mentions a commitment to *"do our best to make sure everyone can easily access all of our information and services"*, so the Committee is hopeful that this complaint be considered as a matter of priority. We are asking that you review the current services to these two suburbs and provide a parcel collection service that better meets the needs of our residents. We look forward to receiving a written response from Australia Post regarding the matter.

Should you have any queries regarding this correspondence, please feel free to contact the Manager Community Development, Karen Quigley on 9272 0622 or by email karen.quigley@bayswater.wa.gov.au.

Yours faithfully,


COUNCILLOR ELLI PETERSEN-PIK
CHAIRPERSON - COMMUNITY ACCESS
AND INCLUSION ADVISORY COMMITTEE

Attachment 2

Our ref: 1900491

10 May 2019

Councillor Elli Petersen-Pik
PO Box 467
MORLEY WA 6943

CITY OF BAYSWATER DOCUMENT REGISTRATION		
HWM	SMH	FIN
GEO		RAT
HRM		IS
DM		OSS
EC		PLG
IB		BLD
APES		DTS
AV		MEH
VCO		DEP
14 MAY 2019		
DOCUMENT No:		
RETENTION: 7YRS		
ATT:		



Dear Mr Petersen-Pik,

I refer to your letter dated 15 April 2019 to Australia Post's Group Chief Executive Officer and Managing Director, Christine Holgate, regarding the collection of carded articles for residents in Maylands (6051) and Bayswater (6053). I have been asked to review and respond to the matter on Ms Holgate's behalf.

From the outset, and on behalf of Australia Post, I offer my sincere apologies for any frustration caused. As you may be aware, this matter has been under review with several Senior and Territory managers as it is an important matter to address. Our Purpose and Values, which underpin everything we do, list Inclusivity and Safety as pillars of the benchmark that we set ourselves every day, and we apply the principles of these pillars both to our staff and to our communities. With a view to ensuring these two pillars can be harmonious in this instance, we are implementing interim measures while continuing discussion on long-term remedies that may be available.

Both outlets are working on maximising their capacity for safe storage, and following your approach, I am pleased to advise that more shelving has been installed in the Bayswater LPO. Carding for residents in the near vicinity has already commenced for this outlet. I trust that this extra storage will reduce the impact on Maylands LPO who in turn will be able to receive more for residents in their near proximity.

Staff at both Maylands and Bayswater LPO's are at risk of slips and trips if they try to store too high a volume of parcels for their capacity, which is why we must sometimes bypass to a larger capacity outlet if we are to ensure the safety of those staff. By way of reassurance, we are aiming to bypass only items which are either too large or if the outlet is truly at capacity at the time. This is the same process that exists for any outlet. Furthermore, we are ensuring there is open and timely communication on capacity levels so that there will be no risk of bypass if the outlet has space.

Thank you for taking the time to bring this matter to the attention of our Group Chief Executive Officer and Managing Director. I trust the above information is of assistance.

Yours sincerely

Katharyn Jones
Board & Shareholder Liaison

Corporate Services
GPO Box 1777 MELBOURNE VIC 3001

T: 07 3025 9418
F: 03 9206 4139
W: auspost.com.au

Have a Go Day 2019- Manager Community Development informed that the event feedback analysis was still being finalised. City staff will present the feedback to the CAIAC at the next meeting, with an aim to seek guidance and feedback from the CAIAC on how the Have a Go Day event should be presented and delivered into the future.

At 1:32pm Mr Jeremy Maher, Manager Sustainable Environment, joined the meeting.

At 1:33pm Ms Tara Swindells, Community Engagement Support Officer, withdrew from the meeting and did not return.

The Manager Sustainable Environment updated the Committee on the City's measures to improve foreshore access which has been impeded by erosion at Hinds Reserve. He explained that there is a larger issue of erosion and deposition across a whole section of the river, which includes Hinds Reserve. The Swan River Trust has been consulted and have advised that any larger structures built to improve foreshore access at Hinds Reserve may cause further issues at other points of the shoreline.

The Committee was supportive of the Manager Sustainable Environment's suggestions of a temporary (1-2 year) solution including sand renourishment of the area and removal of an existing path panel. The sand renourishment will be carried out in conjunction with upcoming works for the Avon Descent. There is not a budget allocation for the removal of the path panel. The Manager Community Development advised she will investigate potential grants for the funding and report back to the next committee on her findings.

At 2:06pm, Mr Martin Toldo withdrew from the meeting and did not return.

At 2:12pm, Ms Catherine Ehrhardt withdrew from the meeting and did not return.

At 2:15pm, Mr Jeremy Maher, Manager Sustainable Environment, withdrew from the meeting and did not return,

10. GENERAL BUSINESS

10.1 Presentation from Mission Australia / National Disability Insurance Scheme (NDIS)

Ms Chantelle Jamieson, Community Engagement Facilitator, presented on the Mission Australia/NDIS partnership. She advised there is confusion within the community about access and support for NDIS. The process begins with the submission of an application. Following this the applicant is deemed eligible by the NDIS and a local area coordinator contacts the applicant to set a meeting. During the meeting the local area coordinator assesses the applicant's needs and goals to ascertain the best allocation for their funding.

Ms Jamieson advised that if anybody is seeking information on the NDIS the coordinators in the local branches of Midland and Morley will do their best to support. The Morley branch is located at unit 2, 9 Boag Road.

Ms Jamieson recommended that the City can assist by connecting with organisations like Mission Australia to refer people with disability to the most appropriate provider to meet their needs. The City can also help Mission Australia/NDIS to connect with people with disability in the community.

10.2 Better Bayswater Grant

MR TIM PRIEST DECLARED AN INDIRECT FINANCIAL INTEREST

In accordance with section 5.61 of the Local Government Act 1995, Mr Tim Priest declared an indirect financial interest in this item as his employer, Rebound WA, received a grant from City of Bayswater (\$320 ex GST) in May 2019 (Better Bayswater Grant). This funding is to be applied to Wheelchair basketball activity and disability awareness education, led by Rebound WA for youth (Chisholm College and John Forrest High School students). Mr Tim Priest remained in the room during discussion on this item.

The Coordinator Community Development gave an update on how the Better Bayswater Grant has helped the local community, with grants being given to organisations such as Ellis House, Orana House and Rebound WA. The next round of the Better Bayswater Grant program is scheduled for October 2019.

10.3 State Disability Commission Plan

The Coordinator Community Development updated the Committee about the State Disability Commission Plan, which outlines the disability strategies and actions at a State level. City staff has provided feedback into the development of the Plan.

10.4 New Access Ramps at Coles Maylands

Cr Elli Petersen-Pik thanked City staff for the assistance provided with the access and inclusion feedback he had submitted to the City for action in 2018 regarding installation of new ramps at Coles in Maylands. Ramps have now being installed and provide better access for people with disability and parents with prams.

The Manager Engineering Services explained that the next stage will be to put in a 'zebra' (pedestrian) crossing to finalise improvements outside Coles in Maylands.

10.5 Engineering Services Update

The Manager Engineering Services advised that the tripping hazard of uneven brickwork on the path at the corner of Russell Street and Walter Road has been rectified. He also informed the Committee that a footpath connection for prams and wheelchairs had been installed in Progress Street to improve access. The existing disabled parking bays in Progress Street have also been improved with new pram/wheelchair ramps.

A path connection to allow access to picnic tables have been constructed in Nora Hughes Park and a proposed one has been scheduled for Upper Bardon Park.

Ms Catherine Marion advised that the trolley bay on the post office side of the Galleria Shopping Centre is not being used, as people have to walk across drain to access it and it is about 50 - 60m away. She advised she had reported this to Galleria management.

Mr Galvin Phuong thanked City staff for the new bus shelters on Crimea Street, which is appreciated by young people in the City of Bayswater.

10.5 Building Services Update

A compliant disability access ramp is currently under construction at the Bayswater Tennis Club. Once completed the ramp will provide access from the lower courts and clubhouse to the upper court level.

12. CONFIDENTIAL ITEMS

Nil.

13. NEXT MEETING

The next meeting of the Community Access and Inclusion Advisory Committee will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on 4 September 2019 commencing at **1:00pm**.

14. CLOSURE

There being no further business to discuss, the Chairperson, Cr Elli Petersen-Pik declared the meeting closed at 2:41pm.