

Agenda

ACCESS, INCLUSION AND WALKABILITY ADVISORY COMMITTEE

5 August 2020

Notice of Meeting

The next **Access, Inclusion and Walkability Advisory Committee** will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Wednesday 5 August 2020 commencing at **4:30pm**.

Yours sincerely



ANDREW BRIEN
CHIEF EXECUTIVE OFFICER

29 July 2020

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AGENDA

1. OFFICIAL OPENING

2. APPOINTMENT OF CHAIRPERSON AND DEPUTY CHAIRPERSON

The position of Chair and Deputy Chair will need to be reconsidered by the Access, Inclusion and Walkability Advisory Committee at this meeting. The reason being that the outcome of the vote for the Chair at the meeting held on 5 February 2020 was determined by one vote, and in that instance, there was one additional vote recorded beyond the number of members appointed to the committee. As it is only committee members who are permitted to vote for the position of Chair and Deputy Chair, a new election will need to take place.

3. ACKNOWLEDGEMENT OF COUNTRY

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

Noongar Language

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Whadjuk moort Noongar moort, boordiar's koora koora, boordiar's ye yay ba boordiar's boordawyn wah.

English Language Interpretation

We acknowledge the Traditional Custodians of the Land, the Wadjuk people of the Noongar Nation, and pay our respects to Elders past, present and emerging.

4. ATTENDANCE

Members

Cr Catherine Ehrhardt
Cr Stephanie Gray
Cr Sally Palmer
Cr Elli Petersen-Pik
Mr Kenneth Bird
Ms Catherine Marion
Ms Ellen McAllister
Mr Suresh Rajan
Ms Rochelle Richards
Mr Anthony Santoro

Officers

Mr Des Abel	Director Community and Development
Ms Karen Quigley	Manager Community Development
Ms Michele Fletcher	Coordinator Community Development
Ms Rachael Funch	Community Development Officer

Observers

4.1 Apologies

Nil

4.2 Approved Leave of Absence

Councillor	Date of Leave	Approved by Council
Cr Filomena Piffaretti, Deputy Mayor	4 August to 14 August 2020	Ordinary Council Meeting 21 July 2020
Cr Catherine Ehrhardt	3 August to 26 August 2020	Ordinary Council Meeting 21 July 2020

5. 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.

6. DELEGATED AUTHORITY BY COUNCIL

There are no items appearing in this agenda for which the Access, Inclusion and Walkability 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.

7. TERMS OF REFERENCE

TERMS OF REFERENCE	
Access, Inclusion and Walkability Advisory Committee (AIWAC)	
Meeting occurrence:	As required (generally 3-4 times per year)
Day of Meeting:	When suitable
Time of Meeting:	When suitable
Location of Meeting:	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062
Liaison Officer:	Director Community and Development or nominated officer
Purpose of Committee:	<p>The Access, Inclusion and Walkability Advisory Committee (AIWAC) provides advice and recommendations relating to:</p> <ul style="list-style-type: none"> • issues impacting people with disabilities, including the development and implementation of the City's Access and Inclusion Plan (AIP); • issues impacting seniors/older people, including the implementation of the City's Age Friendly Strategy; • walkability issues, including any city plans, policies and strategies related to it. <p>The AIWAC also ensures that all members of the community regardless of their race, disability, age, religion, education level, gender or sexual orientation have access to all Council services, information and facilities,</p>

	in accordance with the <i>Disability Services Act 1993</i> and the <i>Equal Opportunity Act 1984</i> .
Role of Representatives	<p>The roles and responsibilities of the City of Bayswater representatives on this Committee are:</p> <ul style="list-style-type: none"> • Member in own right; and • Spokesperson for City of Bayswater.
Elected Members:	<ul style="list-style-type: none"> • Four elected members • All other Councillors are deputies
Non-Council Members:	<p>Maximum of six (6) community members who either:</p> <ul style="list-style-type: none"> • reside within the City of Bayswater and are able to contribute expertise or advice on disability; • individuals from disability service organisations and/or disability support groups (including Durham Road School) operating within the City; • reside within the City of Bayswater and are able to contribute expertise or advice on matters related to seniors/older people; or • reside within the City of Bayswater and demonstrate interest in walking and/or have local transport and road safety knowledge.
Non-Voting Members:	<ul style="list-style-type: none"> • Director Community and Development • Manager Community Development • Other business unit Managers, as relevant • Other officers, as required.
Terms of Membership	<ul style="list-style-type: none"> • Elected members - two years commencing after each Ordinary Council election • Non-Council members - from the date of appointment by Council until October 2021.
Delegated Authority	Nil
Sitting Fees	Nil (included as part of the annual Sitting Fees paid to Councillors)

8. CONFIRMATION OF MINUTES

The Minutes of the Access, Inclusion and Walkability Advisory Committee Meeting held on 5 February 2020, which have been distributed, be confirmed as a true and correct record.

Moved:

Seconded:

9. REPORTS

9.1 Disability Access and Inclusion Annual Progress Report 2019 - 2020

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. WA Department of Communities - Disability Services: Disability Access and Inclusion Plan (DAIP) Progress Report 2019-2020 for City of Bayswater.	
Refer:	Item 10.4.11 OCM 24.03.2020 Item 10.5.2 OCM 11.02.2020 Item 10.5.1.1 OCM 03.09.2019	

SUMMARY

This report tables the City's Access and Inclusion Plan (AIP) Annual Progress Report for 2019/20.

The annual report aligns with the outcomes of the City's Disability Access and Inclusion Plan (DAIP) 2016-2020 from 1 July 2019 to 31 March 2020, and the new AIP 2020-2024 from 1 April 2020 to 30 June 2020. As legislated, the full Annual Progress Report (**Attachment 1**) was lodged with the Department of Communities in July 2020.

OFFICER'S RECOMMENDATION

That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2019/20 (Attachment 1), as presented to the Department of Communities in July 2020.

BACKGROUND

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

The *Disability Services Act 1993* (amended 2004) requires State and local government authorities to annually report on their DAIP implementation progress against seven prescribed Outcome Areas. Annual DAIP reports must be lodged with the Department of Communities by 1 July each year. However, due to the COVID-19 pandemic the Department of Communities extended the reporting date to 31 July 2020.

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

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

EXTERNAL CONSULTATION

Community consultation was not required for this report.

OFFICER'S COMMENTS

Council endorsed the City's DAIP (2016-2020) final report for July to December 2019, on 5 February 2020. Since that time, the City's new Access and Inclusion Plan 2020-2024 was developed and approved by Council on 24 March 2020.

To that end, the City's DAIP annual report (**Attachment 1**) aligns with both the outcomes of the City's Disability Access and Inclusion Plan (DAIP) 2016-2020 from 1 July 2019 to 31 March 2020, and the new Access and Inclusion Plan (AIP) 2020-2024 from 1 April 2020 to 30 June 2020.

Some of the City's access and inclusion achievements from 1 March to 30 June 2020, which are also listed in **Attachment 1**, include:

Information and Communication

- The City developed an Easy English version of the Access and Inclusion Plan 2020-2024 to support people with disability and those with low English literacy.
- To support local Vietnamese businesses and their employees with safe food handling practices, both before and during the COVID-19 global pandemic the City translated an online FoodSafe food handler-training course and the COVID-19 Safety Plan template into Vietnamese. The translated documents are now being used by Environmental Health Australia and other local government authorities.
- In May 2020 the City partnered with disability service provider, E-QUAL to deliver a free City 'Community Upskiller' online workshop on the topic of 'Inclusive Volunteering'. Participants were informed about how to include people with disability as colleagues or clients.

Buildings and Facilities

- At Bayswater Waves the hoist for people with a disability at the 25m pool was renewed and replaced and can now provide for a person up to 150kg.
- During the COVID-19 period of restrictions (March – June 2020) the City's sports clubs were restricted from conducting their regular evening training on parks and reserves. This meant that the floodlights that are normally switched on at parks by sports club users were not being operated, leaving many reserves and public open spaces in darkness. In order to facilitate illuminated community access the floodlights at certain parks and reserves were set to operate early morning and late afternoon / by automated timers. The lighting allowed for continued community access and usage to public spaces around the City.

Consultation and Engagement

- The City has progressed work in supporting accessible and inclusive public consultation. The 'Shape Baysie' project commenced in February 2020, to inform the review of the City's Strategic Community Plan, 2017-2027. Due to restrictions put in place regarding social gatherings and physical distancing in response to the COVID-19 pandemic, the planned in-person community workshops could not take place. To enable community participation to continue, the City re-designed the engagement process to allow opportunities for the community to participate from home, including the development of a hard copy 'Conversation Kit', which was also available to download online, alongside an online survey and the introduction of online community workshops.

Promotion of the 'Shape Baysie' project was also designed to reach a broad cross section of the community and included the use of social media, hard copy postcards delivered to households and information shared through local community and service provider networks.

This accessible and inclusive approach has been deployed with another City project named, 'Our Park, Our Place'. The City has been working with project partners (Greening Australia and the Behaviour Change Collaborative) to ensure that opportunities to participate and to have a say, are accessible for all.

The City is supporting the implementation of Western Australia's largest collaboration to map well-being and resilience levels as residents recover from the impacts of COVID-19. Whilst the project is being managed by CATALYSE, the City has worked to ensure that the survey could be completed in multiple ways, adding a hard copy option and a downloadable word document option, alongside the standard online survey.

Employment, People and Culture

- The City is the first local government in Australia using the Big Red Sky recruitment system to become Web Content Accessibility Guidelines 2.0 (WCAG 2.0) compliant. Big Red Sky (BRS) is a candidate management system used by many government and non-government organisations. While the City's website is compliant with WCAG 2.0 the City identified that when candidates were directed through to the City's BRS site it was no longer compliant. The City worked with BRS over many months to assure that the site was brought up to WCAG 2.0 compliance. This technology has enabled the City to provide accessible and equal employment job opportunities for a wider range of people with disability.
- The City partnered with 'Experience Lab' to devise a new workshop aimed directly at the theme of workplace mental health. The workshop entailed vignettes of situations where anxiety, depression and stress arise; definitions and theory; skills development; and wellness culture plan and support. Four interactive workshops were delivered for staff in June 2020. All workshops took place at the City of Bayswater Civic Centre of which 100 staff attended.

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	That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2019/20 (<u>Attachment 1</u>), as presented to the Department of Communities in July 2020.		
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 outcomes and objectives of the City's DAIP (2016-2020) and Access and Inclusion Plan (2020-2024).		

FINANCIAL IMPLICATIONS

There are no financial implications applicable to this report.

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), 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) and the seven Outcome areas in the Access and Inclusion Plan (2020-2024) encourages an active and engaged community whilst continuously building on the provision of accessible services and facilities that recognise diversity.

CONCLUSION

This report provides the final City of Bayswater DAIP annual progress report for 2019/20, derived from the implementation of the DAIP 2016-2020 (1 July 2019 to 31 March 2020), and the City's new AIP 2020-2024 (1 April to 30 June 2020). The annual report, as shown in **Attachment 1** was submitted to the Department of Communities in July 2020.

Attachment 1



Government of Western Australia
Department of Communities



Disability Access and Inclusion Plan (DAIP) Progress Report 2019–2020

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2019-2020.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement 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.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices.
- The influence of access and inclusion measures on customers, clients, residents or communities.

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 **Friday 31 July 2020**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@dsc.wa.gov.au

Phone: 08 9222 4580 or 08 6217 6263

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This 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. You can add extra text boxes if needed.
- Activities reported should also consider those reported by agents and contractors on behalf of your organisation.
- Photographs are most 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. 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

Name of public authority: City of Bayswater

Name of contact person: Rachael Funch

Phone number: 9272 0658

Email: rachael.funch@bayswater.wa.gov.au

Access and inclusion progress

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP 2016-2020 Strategy: All services and events to be conducted in buildings and facilities are accessible to everyone.

- (1.1) The City has established a partnership with service provider 'Therapy Focus' which resulted in the inclusion of a young person with disability attending two 'How to Adult workshops' – Interview Skills and Good with Money workshops. These workshops were held at accessible venues; Galleria Shopping Centre; and Multicultural Services Centre of WA, during September 2019. Refer Image 1 of the City's Community Development team at the opening of Therapy Focus, Bayswater.
- (1.2) The City contracted two AUSLAN interpreters for its 'Carols by Candlelight' event on 14 December 2019, to provide sign language to interpret formal speeches and Christmas carols. This initiative aimed to encourage people who are deaf or with a hearing impairment to participate in a large-scale community event. Refer Image 2 of Auslan interpreter from Vital Interpreting Personnel at 'Carols by Candlelight' event.
- (1.3) The City's Environmental Health staff have undertaken assessments of events in accordance with the Public Building Regulations and WA Department of Health guidelines. Officers involved in the approval process broadened their scope of assessment to consider the general accessibility of the entire premise for all events. This has resulted in raising staff awareness and understanding, and improving accessibility at City events.
- (1.4) The City has introduced the use of the 'Companion Card' at Embleton Golf Course and Maylands Driving Range. DAIP Strategy: All staff and relevant contractors involved in services and events to have an effective working knowledge of disability awareness and DAIP competency. City has actively promoted the importance of

access and inclusion to community event organisers and contractors. This has been done through additions made to documentation that contractors complete when expressing an interest to the City to become involved in its events. Staff involved in the event approval process have equally increased awareness and understanding of their responsibilities in-line with DAIP strategies. This is contributing to enhanced accessibility at events held across the City.

- (1.5) Rebound WA successfully applied for the City's 'Better Bayswater Grant'. The funding was used to deliver Rebound WA's 'Wheel Life Program' with over 200 students from local secondary schools - Chisholm Catholic College and John Forrest College. Program officer, Amber Merrit taught students how to play wheelchair basketball whilst providing insights into what it is like to live with disability. Refer **Image 3** of Rebound WA Program Officer, Amber Merrit with students.
- (1.6) On 25 May 2020 the City partnered with disability service provider, E-QUAL to deliver a free City 'Community Upskiller' workshop on the topic of 'Inclusive Volunteering'. Due to the COVID-19 pandemic restrictions, the workshop was delivered as a webinar. Participants were informed about how to include people with disability as colleagues or clients. Participants engaged in interactive exercises to highlight unconscious bias and appropriate language when communicating with people with different types of disability. The guest presenter provided invaluable lived experiences and reminded participants to consider people with disability for volunteer roles. The presenter acknowledged that volunteering can also take place in the home and may be preferred by a person with disability where their home may provide for a safer environment. Refer **Image 4** of the 'Inclusive volunteering' participants with EQUAL disability consultants.
- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

Refer to attached Outcome 1 Images.

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP Strategy – Ensure that all City buildings comply with the 'access to premise' standard requirement in the Building Code of Australia.

- (2.1) The City continues to share current Australian Standard(AS) advice and guidance with internal and external stakeholders to ensure that the City meets its obligations for access to buildings both new and old. For example, in November 2019, City Libraries sought cost estimates to install a lift to the Bayswater Library mezzanine floor. Council endorsed the 2020/2021 budgeted amount of \$40,000 to purchase the lift of which the City is awaiting arrival for installation during 2020/2021.

DAIP Strategy – Ensure that all future regional and district playground renewal projects have at least one piece of equipment in each playground that is accessible and inclusive for all people, including children with a disability.

- (2.2) In July 2019 the City endorsed a 'Play Space Strategy', as a framework to guide the planning, design and management of play spaces across the City. To this end, the following initiatives have been implemented:

Accessible and inclusive play equipment has been installed at Bardon Park, Maylands. Refer [Image 1](#) of accessible roller slide conveyor play equipment, Upper Bardon Park, Maylands; Accessible pathways and tennis courts provided at Hampton Park, Morley and Bayswater Tennis Club. Refer [Image 2](#); A new accessible clubroom at Bayswater Tennis Club; and Accessible vehicle access and drop off point at Morley Sports Club Pavilion, RA Cook Reserve, Morley.

DAIP Strategy – Ensure that all City facilities and infrastructure comply with minimum access standards as required by Australian Standards on Access and Mobility (i.e.: AS 1428 suite) and are physically accessible and safe: particularly pedestrian facilities such as footpaths, bus stops, parks, reserves, and gardens.

- (2.3) The Community Access and Advisory Committee identified an access and inclusion improvement opportunity to provide better access to the City's foreshore area in line with the objectives of the DAIP 2016-2020. A pathway was already located on the foreshore at the rowing club, however, a new ramp was required in order to provide for access to the river. The City obtained Council endorsement in September 2019 to apply to the Western Australian Planning Commission (WAPC) to utilise cash-in-lieu (CIL) funds to construct a multi-user access ramp. The City was successful in receiving funding and looks forward to reporting on this new installation as part of the 2020/2021 annual progress report.

- (2.4) The City has increased compliance and enforcement in relation to vehicles and trolleys obstructing driveways and pedestrian access areas. A review has commenced that includes an audit of all City owned and managed accessible parking infrastructure and compliance with Australian Standards. The findings will be reported on as part of the 2021/2022 annual progress report. Rangers have also been actively identifying and reporting maintenance and lighting issues, which may be hazardous.
- (2.5) The City has completed due diligence and design verification to install wheel stops at parking bays in front of Dome Café in Maylands. Remedial works have also been undertaken to a ramp at the City's Rangers and Security building in Bayswater, to enable easy access to the office by customers. In addition, kerb ramps at Coles Maylands and Progress Street, Morley have been installed to improve accessibility. Refer Images 3 and 4 of Kerb ramps at Coles Maylands and Progress Street, Morley.
- (2.6) A new, accessible footpath has been installed at Maylands Yacht Club and on Park Street between Grand Promenade and Rosebery Street, Bedford. Refer [Image 5](#).
- (2.7) The City has recently addressed an issue at the Bayswater Library and Community Centre car park and driveway, where tree roots lifted bitumen and kerbing, resulting in the area becoming hazardous and difficult to access by patrons visiting those venues. The City has since removed the tree roots that were causing the damage and resurfaced the pathways to provide for safe and accessible access.
- (2.8) The City has collaborated with the Public Transport Authority to upgrade bus stops and bus shelter to access standard on Guildford Road – Newton Street/Guildford Road, Bayswater. Refer Image 6. In September 2019, works were undertaken to increase the accessibility of the Noranda Sporting complex, with the installation of a new pathway and crosswalk to connect the back of Hawaiian's Noranda Shopping Centre to the Noranda Nook; Morley Noranda Recreation Club; adjacent public toilets; and the surrounding sporting complex. To complement this new pathway, a range of colourful and contemporary 'Age Friendly' seating was installed at Noranda Nook. The seating specifically accommodates the physical needs of older people and is a great addition for people of any age and ability to interact and enjoy the space.
- (2.9) New footpaths have been installed to provide connection to allow wheelchair access to the existing barbeque and picnic tables at Upper Bardon Park in Maylands. Refer [Image 7](#).
- (2.10) During the recent height of the COVID-19 pandemic restrictions (March – June 2020) the City's sports clubs were not able to conduct their regular evening training on parks and reserves. This meant that the floodlights that are normally switched on at parks by sports club users were not being operated due to the restrictions in place. This left many reserves and public open spaces with minimal lighting, restricting community access and usage of these public spaces. In order to facilitate illuminated community access, the floodlights at certain parks and reserves were re-set to operate early morning and late afternoon / evening by automated timers. Beaufort Park, Emberson Reserve, Houghton Park and Shearn Memorial Park floodlights all set to auto timers to illuminate the reserve 5.30am - 7.30am and 5.30pm - 8.30pm for the whole community to undertake personal exercise.

- (2.11) At Bayswater WAVES Recreation Centre the disability hoist at the 25m pool was renewed and replaced and can now provide for a person up to 150kg.
- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

Refer attached Outcome 2 Images.

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP Strategy: The City's website complies with Worldwide Web Consortium (W3C) Web Accessibility Guidelines and provides downloadable information in a range of file formats.

City has reviewed and updated all of the information on relevant City of Bayswater website pages. This information is now available in various formats.

- (3.1) As part of the City's new Access and Inclusion Plan 2020-2024, endorsed by Council 24 March 2020, the City developed an Easy English version of the document to support people with disability and those with low English literacy. This is the very first Easy English version of any City corporate document and will now open up the opportunity to consider Easy English versions of other documents into the future, as appropriate. The Access and Inclusion Plan is available in hard copy and in alternative formats, such as large print, upon request from people with disability. Refer [Image 1](#) for the Access and Inclusion Plan 2020 - 2024 - Easy English version cover page.
- (3.2) To support local Vietnamese businesses and their employees with safe food handling practices, both before and during the COVID-19 global pandemic, one of the City's Environmental Health Officers, translated an online FoodSafe food handler-training course into Vietnamese. Together with Environmental Health Officer, Binh Luong, Van also translated the COVID Safety Plan into Vietnamese. The translated documents are now being used by Environmental Health Australia and other local government authorities.
- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

Refer attached Outcome 3 Images.

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP Strategy: Ensure that staff involved in front line customer service roles receive additional training on appropriate communication techniques and personal interaction skills.

- (4.1) Over the past six months, the City has empowered its 'Age Friendly Ambassador' volunteers to connect with people in a wide range of social settings, including local shopping centres; community centres; club and groups; community events; and the local neighbourhood. This has provided increased opportunities to engage with a wide cross section of people, including people with disability, who may not normally get involved in City of Bayswater events and activities. Additionally, the Age Friendly Ambassadors reflect the diversity and multiculturalism of the City of Bayswater, most of whom speak at least two languages, including Urdu; Hindi; Ukrainian; and Italian. For example, the City partnered with Morley Galleria Shopping Centre during Seniors Week (10 to 17 November), to host an information stall with Ambassadors participating and handing out information about local services and activities to a diverse range of residents. The City's Environmental Health team have undertaken training in regards to customer service and dealing with people that have disability, which is improving skills and knowledge for staff.
- (4.2) On 11 July 2019, 20 staff from various City branches participated in a 'Disability Awareness' training workshop with Independent Disability Consultant, Ben Sgherza. Refer **Image 1** of Ben Sgherza with Coordinator Project Services, David Bruce.
- (4.3) The City partnered with 'Experience Lab' to devise a new workshop aimed directly at the theme of workplace mental health. The workshop entailed vignettes of situations where anxiety, depression and stress arise; definitions and theory; skills development; and wellness culture plan and support. Four interactive workshops were delivered for staff in June 2020. All workshops took place at the City of Bayswater Civic Centre of which 100 staff attended and were up-skilled. Refer **Image 2** for 'Experience Lab' mental health workshop with staff.
- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

Refer attached Outcome 4 Images

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes or No (delete non-applicable)
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

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

- (5.1) The City's Customer Service Charter is made available on the website and is available at the Civic Centre in a hard copy format. The Customer Service Charter includes a range of methods to lodge a complaint including contacting the City by phone, email, facsimile or by mail. Information to support people with disability is provided including the National Relay Service, provision of information in alternative formats, and AUSLAN interpreters. In addition, people from culturally and linguistically diverse backgrounds are supported to lodge a complaint through the provision of information on how to access translation services.

DAIP Strategy: All premises offered for the lodgement of complaints to be physically accessible. The City's Customer Service Charter is in the process of review. This includes updating customers on accessible premises where complaints/feedback can be lodged in person such as the Civic Centre.

- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

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.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

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

- (6.1) The City undertook community consultation for the review of the DAIP 2016-2020 to support the development of the City's Access and Inclusion Plan 2020-2024. Promotion of the review was undertaken using the following platforms: delivery of two community forums; promotion through the City's Engage Bayswater website; City of Bayswater website; City of Bayswater Facebook page; advertisement in local newspaper; Club Connection e-newsletter; flyers at all customer service areas at City facilities; flyers at selected events; and direct emails to organisations associated with people with a disability. On 21 November 2019, two community feedback forums were held at two separate City locations (one-day event and one in the early evening). The City engaged disability consultants E-Qual to facilitate the forums. In partnership with Morley Galleria Shopping Centre, the City, along with VisAbility and Specsavers undertook the final day of the Access and Inclusion Plan community consultation by hosting an interactive booth at the Galleria on 3 December 2019. Refer [Image 1](#) for the Interactive community consultation booth at Galleria Shopping Centre, Morley. Additionally, workshops for the City's Councillors and Management team were delivered in November 2019. A snapshot of DAIP 2016-2020 achievements were presented as well as the community feedback received over the lifetime of the Plan. The City's Councillors and Management were provided with the opportunity to provide feedback to inform the development of the new Access and Inclusion Plan 2020-2024.
- (6.2) The City's Community Access and Inclusion Advisory Committee held their final meeting for the term (2017-2019) on 16 August 2019. Refer [Image 2](#) for the City of Bayswater Community Access and Inclusion Advisory Committee. Committee members were provided with a small gift to thank them for their valuable contribution. Following Local Government Elections a new Access, Inclusion and Walkability Advisory Committee (AIWAC) was established and endorsed by Council on 28 January 2020. AIWAC is comprised of four Councillor's and six community members who identify as either a person with a lived experience of disability; care, family member; support worker; service provider; or business owner. The new committee held their first meeting on 5 February 2020. Due to the COVID-19 pandemic, Council made a decision to temporarily suspend AIWAC meetings until the end of July 2020, at which point a review will be undertaken to

see if an extension of the suspension period is required or they are to resume as per normal.

- (6.3) The City's Community Engagement team has progressed work in supporting accessible and inclusive public consultation. The 'Shape Baysie' project commenced in February 2020, to inform the review of the City's Strategic Community Plan, 2017-2027. Due to restrictions put in place regarding social gatherings and physical distancing in response to the COVID-19 pandemic, the planned in-person community workshops could not take place. To enable community participation to continue, the Community Engagement project team re-designed the engagement process to allow opportunities for the community to participate from home, including the development of a hard copy 'Conversation Kit', which is also available to download online, alongside an online survey and the introduction of online community workshops. Promotion of the 'Shape Baysie' project was also designed to reach a broad cross section of the community, including the use of social media, hard copy postcards delivered to households and information shared through local community and service provider networks. This accessible and inclusive approach has been deployed with another City project named, 'Our Park, Our Place'. City staff have been working with project partners (Greening Australia and the Behaviour Change Collaborative) to ensure that the opportunities to participate are accessible for all. In addition, the City is supporting the accessible implementation of Western Australia's largest collaboration to map well-being and resilience levels as residents recover from the impacts of COVID-19. This study, released in June 2020, is being managed by CATALYSE, and the City's Community Engagement team worked to ensure that the survey could be completed in multiple ways, adding a hard copy option and a downloadable word document option, alongside the standard online survey.
- (c) Please attach any labelled photos and permission forms (where appropriate) to your email response.

Refer attached Outcome 6 Images

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.

NOTE: To help reduce reporting obligation on authorities, we are trialling a data sharing arrangement with the Public Sector Commission. If your organisation has or will complete Equal Employment Opportunity Reporting for 2019-2020 to the Public Sector Commission, you may choose **not to complete this question**.

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP (2016-2020) - Employment Strategy 1

All City of Bayswater venues used for recruitment and / or employment are accessible. City obtained funding and arranged installation of four automated doors to improve accessibility within the Civic Centre for employees and visitors with physical impairments.

DAIP (2016-2020) - Employment Strategy 2

The City continues to offer employment opportunities directly to people with disability via Disability Employment Agencies.

- i The City partnered with disability employment provider 'Edge Employment Solutions' to place a person with a disability into a position at the Bayswater WAVES Recreation Centre resulting in increased employment of people with a disability and increased organisational knowledge. Refer Image 1 of employee Jack, at the Bayswater WAVES Recreation Centre - Fitness Centre.
- ii The City has become the first local government in Australia using the Big Red Sky recruitment system to become WCAG 2.0 compliant. Big Red Sky (BRS) is a candidate management system used by many government and non-government organisations. While the City's website is compliant with WCAG 2.0 the City identified that when candidates were directed through to the City's BRS site it was no longer compliant. The City worked with BRS over many months to assure that the site was brought up to WCAG 2.0 compliance. This technology has enabled the City's People, Culture and department to provide accessible and equal employment job opportunities for a wider range of people with disabilities, including blindness and low vision; deafness and hearing loss; learning disabilities; cognitive limitations; limited movement; speech disabilities; photosensitivity; and combinations of these.
- (c) Please attach and share any photographs you have of the activities, and if there are people in your photo, please included signed permission.

Refer attached Outcome 7 Image

8. Agents and Contractors

The Disability Services Act 1993 requires authorities to take 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.

- (a) Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? Yes
- (b) If Yes, please briefly describe your organisation's approach.

The City's Procurement Policy (reviewed June 2020) demonstrates the City's commitment to the principles of transparency, probity and good governance in procurement practices and provides guidance in ensuring full compliance with applicable legislation. Policy objectives include, but are not limited to, progressively working towards full sustainability and corporate social responsibility principles. Tender Exemption is also applicable to Australian Disability Enterprise. For example, the City works with WA Disability Enterprise to contract bbq cleaning services with disability service provider – Interlife. In alignment with the Procurement Policy the City provides Agents; contractors (where providing services to the public); funded and sponsored agencies; and non-government and not-for-profit organisations that undertake work on behalf of the City of Bayswater (internal and external), with the following information.

- 1. City web link to the current Access and Inclusion Plan.
- 2. Disability Access and Inclusion Plan (DAIPs): Agents and Contractors Guide that provides information including: Requirements of agents and contractors, agent and contractor questions and answers, ways to provide access for people with disability, reporting requirements of public authorities and much more.
- 3. Disability Access and Inclusion Plan (DAIPs): Contractor Progress Report. The types of work that agents or contractors may perform on behalf of the City include building and works, direct service provision and information and communication.

9. General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

The City of Bayswater is proud of the comprehensive community engagement and outcomes achieved during 2019/2020 to finalise the Disability Access and Inclusion Plan 2016-2020 and development of the Access and Inclusion Plan 2020 – 2024 (Plan) which has been fully costed and endorsed by Council over the life of the Plan.

The new Plan builds upon the work already achieved by the City in its efforts to improve physical access to buildings and facilities; ensure people with disability can access services and events; provision of information in preferred formats upon request; ensuring people with disability participate in consultations and provide feedback to the City as well as continuing to progress employment initiatives.

The Plan benefits not only people with disability, but also the wider community, including older people and parents with prams. A significant achievement for 2019/2020 has been the creation of the Easy English version of the Plan. The very first Easy English version of any City corporate document. Positive feedback was received from both Council and staff including:

"What a fantastic initiative! Thank you for sharing this with us. Thank you for making this happen to support our community." – City of Bayswater Mayor, Dan Bull "I just wanted to say a quick well done to your team for your hard work on this - the document looks great! Such a good, inclusive way forward for the City. I look forward to what you bring out next".
Administration Officer, City of Bayswater.

Thank you for completing the 2019-2020 DAIP Progress Report.

City of
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Outcome 1 Images

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



Outcome 1 - General services and events



Image 1 *City of Bayswater Community Development team at opening of Therapy Focus, Bayswater, 2 October 2019*



Image 2 Auslan interpreter from Vital Interpreting Personnel at 'Carols by Candlelight' event.



Image 3 Rebound WA Program Officer, Amber Meritt with students.

City of
Bayswater



Image 4 *'Inclusive Volunteering' participants with EQUAL disability consultants.*

City of
Bayswater

Outcome 2 Images

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



Outcome 2 - Buildings and facilities



Image 1 *Accessible roller slide conveyor play equipment, Upper Bardon Park, Maylands.*



Image 2 *Accessible vehicle access and drop off point at Morley Sports Club Pavilion, RA Cook Reserve, Morley.*



Image 3 *Kerb ramps installed at Coles Maylands and Progress Street, Morley.*



Image 4 *Kerb ramps installed at Coles Maylands.*



Image 5 *New footpath installed at Maylands Yacht Club and on Park Street between Grand Promenade and Rosebery Street, Bedford.*

City of
Bayswater



Image 6 *Upgrades to bus stop and bus shelter at Newton Street & Guildford Road, Bayswater.*



Image 7 *New footpaths installed at Upper Bardon Park, Maylands.*



Outcome 3 - Information and Communication



Image 1 Access and Inclusion Plan 2020-2024 - Easy English version cover page.

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Outcome 4 Image

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Outcome 4 - Quality of service



Image 1 Ben Sgherza, Independent Disability Consultant with Coordinator Project Services, David Bruce.



Image 2 Experience Lab Mental Health workshop with staff.

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Bayswater

Outcome 6 Images

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



Outcome 6 - Consultation and engagement



Image 1 *Interactive community consultation booth at Galleria Shopping Centre, Morley.*



Image 2 *City of Bayswater Community Access and Inclusion Advisory Committee.*

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Bayswater

Outcome 7 Image

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



Outcome 7 - Employment, people and culture



Image 1 *Employee Jack, at the Bayswater WAVES Recreation Centre - Fitness Centre.*

9.2 Progress Report - Access and Inclusion Plan 2020 - 2024

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. Outcome 3.1a Branch update from Community Development 2. Access and Inclusion Plan 2020-2024 – Easy English	
Refer:	Item 10.4.11: OCM 24.03.2020	

SUMMARY

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

OFFICER'S RECOMMENDATION

That Council notes the information provided in this report regarding the progress of the City's Access and Inclusion Plan 2020–2024.

BACKGROUND

At the Ordinary Council Meeting held on 24 March 2020, Council adopted the City of Bayswater Access and Inclusion Plan (AIP) 2020 – 2024. As legislated, the AIP was subsequently lodged with the Department of Communities providing positive feedback regarding the Plan's detailed strategies over the course of the next four years.

The City's AIP outlines seven desired Outcome Areas and associated strategies, which are progressed each financial year over the four-year term of the Plan. The Outcome areas are:

- Outcome area 1 – Services and Events;
- Outcome area 2 – Buildings and Facilities;
- Outcome area 3 – Information;
- Outcome area 4 – Customer Service;
- Outcome area 5 – Complaint Mechanisms;
- Outcome area 6 – Consultation Processes; and
- Outcome area 7 – Employment.

This report is, therefore, a progress update for the City's AIWAC on the AIP 2020-2024 strategies progressed from its lodgement with the Department of Communities in April 2020 until the end of financial year in June 2020.

EXTERNAL CONSULTATION

Community consultation was not required for this report.

OFFICER'S COMMENTS

Following adoption of the City's AIP 2020-2024 in March 2020 and lodgement to the Department of Communities in April 2020, the City was presented with the challenges of the COVID-19 pandemic restrictions. This limited the City's ability to effectively progress strategies listed in the

City's AIP 2020-2024. Notwithstanding this, between April and June 2020, the City progressed a key strategy listed within *Outcome 3: Information* of the AIP 2020-2024, as detailed in **Attachment 1**.

The progressed strategy relates to the City's development of its first AIP in an Easy English format. The City's Easy English AIP 2020-2024 is presented as **Attachment 2** of this report.

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	That Council notes the information provided in this report regarding the progress of the City’s Access and Inclusion Plan 2020–2024.		
Risk Category		Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction		Moderate	Low
Reputation		Low	Low
Governance		Low	Low
Community and Stakeholder		Moderate	Low
Financial Management		Low	Low
Environmental Responsibility		Low	Low
Service Delivery		Low	Low
Organisational Health and Safety		Low	Low
Conclusion	It is considered that there are low risks associated with the information provided in this report, as it meets the outcomes and objectives of the City's AIP 2020-2024. The information will be used to inform the City's Annual Progress Report to the Department of Communities for 2020/21.		

FINANCIAL IMPLICATIONS

The following financial implications are applicable:

Item 1: Development of the City's AIP 2020-2024 Easy English publication.

Asset Category: Strategic document **Source of Funds:** Municipal

LTFP Impacts: Not itemised in the LTFP

Notes: The costs listed below reflect the development of the document content, design and printing. The current budget listed is reflective of the 2020/21 adopted annual operational budget to implement the City's AIP 2020-2024 strategies in 2020/21.

ITEM NO.	CAPITAL / UPFRONT COSTS (\$)	ONGOING COSTS (\$)		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$3,634	N/A	N/A	N/A	4 years	N/A	\$39,692

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), 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

Outcome C2: Accessible services that recognise diversity.

Outcome 3 – Information of the City's AIP 2020-2024, relates to people with disability receiving information from the City in a format that will enable them to access the information as readily as other people are able to access it. This is in direct alignment to Outcome C2 of the City's Strategic Community Plan.

CONCLUSION

It is recommended that Council notes the information provided in **Attachment 1**.

The following AIP 2020-2024 progress report will be provided to the AIWAC and Council in November 2020.

Attachment 1

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with low literacy.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21
INFORMATION	<p>Following the endorsement of the City's Access and Inclusion Plan 2020 – 2024, the City engaged Scope Australia's 'Accessible Information Service' to develop the City's first AIP in an Easy English publication.</p> <p>Easy English is a style of writing that:</p> <ul style="list-style-type: none"> • Is simple and concise; • Focuses on key information; and • Uses words and images to help readers understand the information. <p>A person may have low English literacy due to:</p> <ul style="list-style-type: none"> • An intellectual or cognitive disability; • A learning disability; • An acquired disability, such as stroke, brain injury or degenerative condition; • Poor education outcomes; • Reduced exposure to literacy in adult life; or • Ageing. <p>People from culturally and linguistically diverse backgrounds may also experience low English literacy and benefit from Easy English publications.</p> <p>The development of the City's AIP Easy English version was guided by Scope Australia's team of speech pathologists and writers to translate document. Following this, people with low literacy engaged by Scope Australia, tested the document to determine readability and usability of written material and provided feedback to support finalisation of the document</p>
OUTCOMES	<p>The City of Bayswater Access and Inclusion Plan 2020 – 2024 is the first corporate document prepared in Easy English, as presented in <u>Attachment 2</u>.</p> <p>The Access and Inclusion Plan 2020-2024 Easy English version is available on the City's website and has been electronically promoted through email to local disability providers and will be promoted through the Bayswater Beat publication.</p> <p>Hard copies of the Access and Inclusion Plan 2020-2024 Easy English version have been distributed to the City's Libraries, to local disability service providers and are available on request by members of the community.</p>

Attachment 2



City of Bayswater Access and Inclusion Plan 2020 - 2024



bayswater.wa.gov.au

City of
Bayswater





Hard words

This book has some hard words.

The first time we write a hard word

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

You can get help with this book



You can get someone to help you

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



About this book

City of
Bayswater

This book is written by the City of Bayswater.



This book is about our
Access and Inclusion Plan.



Access means everyone can use it.



Inclusion means people belong and can join in.



The plan says what we will do to make our city
a great place to live for people with disability.



The plan goes from 2020 to 2024.

Our goals

We have 7 goals in the plan.

Our plan is about



1. Services and events



2. Buildings and places



3. Information



4. Customer service



5. Complaints



6. Having your say

7. Jobs

Goal 1 - Services and events

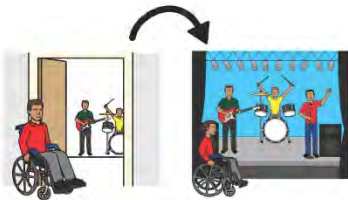


We want you to be able to use our services and go to our events.



We will

- make sure people have information to get to our events and use our services



- have activities that everyone can join and be part of



- show other groups who run events how to help everyone join in.



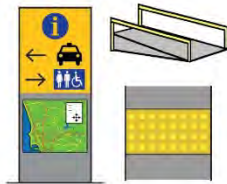
We will teach the community about disability.
For example, we will celebrate
International Day of People with Disability.

Goal 2 - Buildings and places



We want everyone to be able to

- use our buildings and places



- move around our buildings and places.



We will work to make things better.

For example

- foot paths and road crossings



- car parks



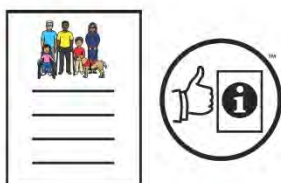
- toilets and change rooms



- playgrounds.

Goal 3 - Information

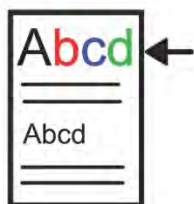
We want to write information that is easy to understand. For example, Easy English.



We wrote this plan in Easy English.



We want you to understand the information we send you.



We can give information in a way that works for you. For example, we can give documents

- with large letters

- using audio

- in braille



- on the computer



- on paper.



We will do checks to make sure our website is easy to use.

Page 7

Goal 4 - Customer service

We want our staff to treat everyone with respect.

We will

- use the [National Relay Service](#).

The National Relay Service helps people make phone calls.



- listen to [feedback](#) from people with disability.

Feedback means you say what you think about our services.



We will

- make sure there are different ways the community can get help from us



- train our staff about access and inclusion.

Goal 5 - Complaints

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



A complaint is when you

- are **not** happy

and



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

We will

- do better to keep track and respond to feedback



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



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

Page 9

Goal 6 - Having your say

We want you to have your say and be part of choices we make.



We will

- make it easy to have a say about our city



- make sure our staff can help people to tell us what they think



- write a report each year about
 - how we followed the plan

and

- how we helped the community.

Goal 7 - Jobs



We want people with disability to work with us.



We will do work to

- make it easy for people to apply for a job



- make our work places more accessible



- train our staff about disability



- give people the support they need.



More information

For more information contact
the City of Bayswater.



Call 9272 0622



Website

www.bayswater.wa.gov.au



Email

mail@bayswater.wa.gov.au



If you speak a language other than English
please contact TIS - Translating and
Interpreting Service

Call 131 450

**If you need help to speak or listen**

Contact us through the National Relay Service.

Call the National Relay Service help desk

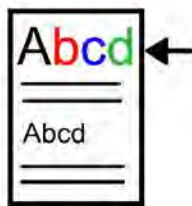
1800 555 660

Voice relay 1300 555 727

SMS relay 0423 677 767

Go to the NRS website

communications.gov.au/accesshub/nrs



Contact us if you need documents

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



Call 9272 0658

Email mail@bayswater.wa.gov.au



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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in April, 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the City of Bayswater.

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9.3 Proposed Change of Committee Name

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:	ABSOLUTE MAJORITY REQUIRED	
Attachments:	1. Current Access, Inclusion and Walkability Advisory Committee (AIWAC) Terms of Reference 2. AIWAC Terms of Reference - with tracked changes 3. Amended Access and Inclusion Advisory Committee Terms of Reference	
Refer:	Item 10.5.2: OCM 11.02.2020 Item 10.2.16: OCM 29.10.2019	

SUMMARY

For Council to consider the proposed change of name of the Access, Inclusion and Walkability Advisory Committee (AIWAC) to be referred to as the 'Access and Inclusion Advisory Committee' to align with the outcomes of the City of Bayswater Access and Inclusion Plan 2020 – 2024.

OFFICER'S RECOMMENDATION

That Council:

1. Approves the renaming of the Access, Inclusion and Walkability Advisory Committee to the 'Access and Inclusion Advisory Committee'.
2. Approves the amended Terms of Reference for the Access and Inclusion Advisory Committee as contained in Attachment 3 to this report.

BACKGROUND

At the Ordinary Council Meeting held on 29 October 2019, it was resolved (in part):

"That Council:

1. Approves the Terms of Reference for the Access, Inclusion and Walkability Advisory Committee (AIWAC) as provided below.

<i>TERMS OF REFERENCE – Access, Inclusion and Walkability Advisory Committee (AIWAC)</i>	
<i>Meeting occurrence:</i>	<i>As required (Generally 3-4 times per year)</i>
<i>Day of Meeting:</i>	<i>When suitable</i>
<i>Time of Meeting:</i>	<i>When suitable</i>
<i>Location of Meeting:</i>	<i>City of Bayswater, Civic Centre, 61 Broun Ave Morley WA 6062</i>
<i>Liaison Officer:</i>	<i>Director Community and Development or nominated officer</i>

<i>Purpose of Committee:</i>	<p><i>The Access, Inclusion and Walkability Advisory Committee (AIWAC) provides advice and recommendations relating to:</i></p> <ul style="list-style-type: none"> <i>• issues impacting people with disabilities, including the development and implementation of the City's Access and Inclusion Plan (AIP);</i> <i>• issues impacting seniors/older people, including the implementation of the City's Age Friendly Strategy;</i> <i>• walkability issues, including any City plans, policies and strategies related to it.</i> <p><i>The AIWAC also ensures that all members of the community regardless of their race, disability, age, religion, education level, gender or sexual orientation have access to all Council services, information and facilities, in accordance with the Disability Services Act 1993 and the Equal Opportunity Act 1984.</i></p>
<i>Role of Representatives</i>	<p><i>The roles and responsibilities of the City of Bayswater representatives on this Committee are:</i></p> <ul style="list-style-type: none"> <i>• Member in own right; and</i> <i>• Spokesperson for City of Bayswater.</i>
<i>Elected Members:</i>	<i>Four elected members. All other Councillors are deputies.</i>
<i>Non-Council Members:</i>	<p><i>Maximum of six (6) community members who either:</i></p> <ul style="list-style-type: none"> <i>• reside within the City of Bayswater and are able to contribute expertise or advice on disability;</i> <i>• individuals from disability service organisations and/or disability support groups (including Durham Road School) operating within the City;</i> <i>• reside within the City of Bayswater and are able to contribute expertise or advice on matters related to seniors/older people; and</i> <i>• reside within the City of Bayswater and demonstrate interest in walking and/or have local transport and road safety knowledge.</i>
<i>Non-Voting Members:</i>	<ul style="list-style-type: none"> <i>• Director Community and Development.</i> <i>• Manager Community Development.</i> <i>• Other business unit Managers as relevant.</i> <i>• Other officers as required.</i>
<i>Terms of Membership</i>	<ul style="list-style-type: none"> <i>• Elected members - Two years commencing after each Ordinary Council election.</i> <i>• Non-Council members - from the date of appointment by Council until October 2021.</i>
<i>Delegated Authority</i>	<i>Nil.</i>
<i>Sitting Fees</i>	<i>Nil (included as part of the annual Sitting Fees paid to Councillors)</i>

The inaugural meeting of the Access, Inclusion and Walkability Advisory Committee (AIWAC) was held on Wednesday 5 February 2020. During that meeting, Councillor Elli Petersen-Pik raised feedback received from a community member about the use of the word 'walkability' within the

Advisory Committee's name. Based on the feedback received, the matter of concern raised was that the word 'walkability' may be offensive to people with a physical disability who may not be able to walk or to those who utilise other types of mobility equipment to navigate the built environment.

One of the suggestions raised by the AIWAC to constructively address the feedback received was to consider renaming the Committee to 'Access and Inclusion Advisory Committee' for better alignment to the City's Access and Inclusion Plan 2020 – 2024. It was the view of some AIWAC members that the City's new Access and Inclusion Plan effectively responds to several strategies and actions relating to 'walkability' for people who live, work or recreate in the City of Bayswater.

EXTERNAL CONSULTATION

Community consultation was not required for this report. However, external feedback was received by a City of Bayswater community member regarding the current name of the City's AIWAC.

OFFICER'S COMMENTS

At the Ordinary Council Meeting held on 24 March 2020, Council endorsed the final draft City of Bayswater Access and Inclusion Plan 2020 - 2024. This new Plan superseded the City's previous Disability Access and Inclusion Plan 2016-2020, which expired on 7 April 2020.

The City of Bayswater Access and Inclusion Plan (AIP) 2020 – 2024 aims to ensure people with disability have the same opportunities as other people to access the City's services and events, buildings and facilities, information, customer service, complaint mechanisms, consultations and employment.

Strategies and actions contained within the AIP aim to improve the built environment; pedestrian network; and ensures the community are educated on the importance of keeping footpaths and pedestrian pathways clear from obstruction. It is considered that the progression of AIP strategies and actions over the Plan's four-year timeframe will improve 'walkability' for people who live, work or recreate in the City of Bayswater.

The suggestion made by a City of Bayswater community member to change the current name of the AIWAC to the 'Access and Inclusion Advisory Committee' will not change the purpose of the Committee to oversee the development and implementation of the City of Bayswater Access and Inclusion Plan 2020-2024. However, a minor amendment to the Terms of Reference will need to be made to reflect a change to the Committee's name.

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: 1. Approves the renaming of the Access, Inclusion and Walkability Advisory Committee to the 'Access and Inclusion Advisory Committee'. 2. Approves the amended Terms of Reference for the Access and Inclusion Advisory Committee as contained in Attachment 3 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	This option is considered to be of low risk to the City, with the change of Committee name aligning to the outcomes contained within the endorsed City of Bayswater Access and Inclusion Plan 2020 – 2024. A change of Committee name would not change the intent of the Committee to advise and make recommendations on the implementation of the City's Access and Inclusion Plan 2020 - 2024. In addition, the change of name would be responsive to community feedback.	

Option 2	That Council does not approve the proposed change of name of the Access, Inclusion and Walkability Advisory Committee to Access and Inclusion Advisory Committee.	
Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction	Moderate	Low
Reputation	Low	Low
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 this option would have a moderate community and stakeholder risk if the City did not to address the community feedback relating to the use of the term 'walkability' within the Committee's name. The community member who suggested the change of Committee name may be left feeling disappointed if their feedback is not actioned by the City.	

FINANCIAL IMPLICATIONS

There are no financial implications relating to the content of this report.

STRATEGIC IMPLICATIONS

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

Theme: Our Community
 Aspiration: An active and engaged community.
 Outcome C2: Accessible services that recognise diversity.

Theme: Leadership and Governance
 Aspiration: Open, accountable and responsive service
 Outcome L3: Strong stewardship and leadership.

The City of Bayswater Access and Inclusion Plan 2020 – 2024 addresses seven (7) desired Outcome areas pertaining to the *Disability Services Act 1993* (amended 2004).

The Access, Inclusion and Walkability Committee has been endorsed by Council to provide advice and make recommendations to support the development and implementation of the City of Bayswater Access and Inclusion Plan.

CONCLUSION

Option One above is recommended. It is considered that the proposed renaming of the Access, Inclusion and Walkability Committee to the 'Access and Inclusion Advisory Committee', would demonstrate the City's leadership and responsiveness to support the inclusion of people who, due

to a physical disability, cannot walk or who may use a range of mobility devices to navigate the built environment.

Attachment 1

City of Bayswater

Terms of Reference – Access, Inclusion and Walkability Advisory Committee (AIWAC)

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



Meeting occurrence:	As required (generally 3-4 times per year)
Day of Meeting:	When suitable
Time of Meeting:	When suitable
Location of Meeting:	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062
Liaison Officer:	Director Community and Development or nominated officer
Purpose of Committee:	<p>The Access, Inclusion and Walkability Advisory Committee (AIWAC) provides advice and recommendations relating to:</p> <ul style="list-style-type: none"> • issues impacting people with disabilities, including the development and implementation of the City's Access and Inclusion Plan (AIP); • issues impacting seniors/older people, including the implementation of the City's Age Friendly Strategy; • walkability issues, including any city plans, policies and strategies related to it. <p>The AIWAC also ensures that all members of the community regardless of their race, disability, age, religion, education level, gender or sexual orientation 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>.</p>
Role of Representatives	<p>The roles and responsibilities of the City of Bayswater representatives on this Committee are:</p> <ul style="list-style-type: none"> • Member in own right; and • Spokesperson for City of Bayswater.
Elected Members:	<ul style="list-style-type: none"> • Four elected members • All other Councillors are deputies
Non-Council Members:	<p>Maximum of six community members who either:</p> <ul style="list-style-type: none"> • reside within the City of Bayswater and are able to contribute expertise or advice on disability; • individuals from disability service organisations and/or disability support groups (including Durham Road School) operating within the City; • reside within the City of Bayswater and are able to contribute expertise or advice on matters related to seniors/older people; • reside within the City of Bayswater and demonstrate interest in walking and/or have local transport and road safety knowledge.
Non-Voting Members:	<ul style="list-style-type: none"> • Director Community and Development; • Manager Community Development; • Other business unit Managers, as relevant; and • Other officers as required.
Terms of Membership	<ul style="list-style-type: none"> • Elected members - two years commencing after each Ordinary Council election • Non-Council members - from the date of appointment by Council until October 2021.
Delegated Authority	Nil.
Sitting Fees	Nil (included as part of the annual Sitting Fees paid to Councillors).

Attachment 2 - AIWAC Terms of Reference - with tracked changes

City of
Bayswater

Terms of Reference – Access and Inclusion and Walkability Advisory Committee (AIWAC)

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Delegated Authority	Nil.
Sitting Fees	Nil (included as part of the annual Sitting Fees paid to Councillors).

Attachment 3

City of Bayswater

Terms of Reference – Access and Inclusion Advisory Committee (AIAC)

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	<ul style="list-style-type: none">Non-Council members - from the date of appointment by Council until October 2021.
Delegated Authority	Nil.
Sitting Fees	Nil (included as part of the annual Sitting Fees paid to Councillors).

10. PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

Nil.

11. GENERAL BUSINESS**11.1 ACROD Parking Campaign – ‘This Bay is Someone’s Day’**

This Bay is Someone’s Day is a new campaign being launched in Western Australia on 3 December 2020 for the ACROD Parking Program. The campaign aims to reduce the misuse of ACROD Parking bays across Western Australia.

11.2 Continuous Footpath Treatments across the City

Some footpaths in the City of Bayswater are not continuous, creating an access barrier.

12. CONFIDENTIAL ITEMS

Nil.

13. NEXT MEETING

The next meeting of the Access, Inclusion and Walkability Advisory Committee will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on 4 November 2020 commencing at **4:30pm**.

14. CLOSURE