



## **CITY OF BAYSWATER**

# **UNDER SEPARATE COVER**

## **FOR THE ORDINARY COUNCIL MEETING**

**11 February 2020**

**10.5.2 Access, Inclusion and Walkability Advisory Committee,  
5 February 2020 (Sub Committee Reports)**

Item 10.5.2.1 Disability Access and Inclusion Plan 2016-2020  
Final Report

Item 10.5.2.2 Draft City of Bayswater Access and Inclusion  
Plan 2020 - 2024

**10.5.2 Access, Inclusion and Walkability Advisory Committee, 5 February 2020****10.5.2.1 Disability Access and Inclusion Plan 2016 - 2020 Final Report**

|                                 |   |  |
|---------------------------------|---|--|
| <b>Responsible Branch:</b>      | Community Development   |  |
| <b>Responsible Directorate:</b> | Community and Development   |  |
| <b>Authority/Discretion:</b>    | <input type="checkbox"/> Advocacy<br><input type="checkbox"/> Executive/Strategic<br><input type="checkbox"/> Legislative   | <input type="checkbox"/> Review<br><input type="checkbox"/> Quasi-Judicial<br><input checked="" type="checkbox"/> Information Purposes |
| <b>Voting Requirement:</b>      | Simple Majority Required  |  |
| <b>Attachments:</b>             | Nil   |  |
| <b>Refer:</b>                   | Item 10.5.1.1: OCM 03.09.2019<br>Item 10.5.1.1: OCM 25.06.2019<br>Item 10.5.1: OCM 12.03.2019<br>Item 10.5.1: OCM 29.01.2019<br>Item 13.2: OCM 25.09.2018<br>Item 13.18: OCM 28.08.2018 |  |

**SUMMARY**

For Council to note the City of Bayswater's Disability Access and Inclusion Plan (DAIP) (2016–2020) final report for July to December 2019, relating to the progression of strategies and actions across the eight Outcome Areas.

**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 1 – 8.
2. Notes the following actions suggested by the Access, Inclusion and Walkability Committee in relation to Disability Access and Inclusion Plan Outcome Areas 1 – 8:
  - (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 1 – 8.
2. Notes the following actions suggested by the Access, Inclusion and Walkability Committee in relation to Disability Access and Inclusion Plan Outcome Areas 1 – 8:
  - (a) The balance of the funding required to install a lift in the Bayswater Library be considered as part of the 2020/21 budget process.
  - (b) A verbal update from City staff at the next Committee meeting, on the City's compliance and enforcement in relation to trolleys obstructing driveways and pedestrian access areas.
  - (c) The City considers aligning the ramp from the Bayswater Library and Community Centre car park with the ramp from the playground.

## BACKGROUND

The Access, Inclusion and Walkability Advisory Committee (AIWAC) Terms of Reference, outlines one of the responsibilities of the Committee, is to consider and make recommendations on the City's DAIP.

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 City's DAIP 2016-2020 expires in March 2020. At this time it will be superseded by the City of Bayswater Access and Inclusion Plan 2020–2024, following endorsement by Council and approval by the Department of Communities.

Therefore, this is the final report for consideration by AIWAC, and will close the implementation of DAIP 2016–2020 strategies and actions by City branches, across the eight Outcome Areas including:

- Outcome 1 – Services and Events, which relates to people with disability having the same opportunities as other people to access services, and any events, organised by the City of Bayswater.
- Outcome 2 – Buildings and Facilities, which relates to people with disability having the same opportunities to access buildings and other facilities by the City of Bayswater.
- Outcome 3 – Information, which 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.
- Outcome 4 – Quality Customer Services, which relates to people with disability receiving the same quality of service from staff of the City of Bayswater as other people receive from staff.
- Outcome 5 – Complaint Mechanisms, which ensures that people with disability have the same opportunities to make complaints to the City of Bayswater.
- Outcome 6 – Consultation Processes, which generally relates to people with disability having the same opportunities as others to participate in any public consultation.
- Outcome 7 – Employment, which relates to people with disability have the same opportunities as other people to obtain and retain employment with the City of Bayswater.
- Outcome 8 – Needs and Entitlements, relating to people with disability having the same opportunities as others to have their needs and entitlements considered in all City of Bayswater processes.

## EXTERNAL CONSULTATION

Community consultation was not required for this report.

## OFFICER'S COMMENTS

Below are the DAIP (2016–2020) Outcome Area updates progressed from July to December 2019, for consideration by the AIWAC and Council.

### Outcome 1 – Services and Events

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

- The City has established a partnership with service provider 'Therapy Focus' which resulted in the inclusion of a young person with a 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.

- The City contracted two AUSLAN interpreters for the 'Carols by Candlelight' event on 14 December 2019, to provide sign language interpreting for the speeches and Christmas carols. This initiative aims to encourage people who are deaf or with a hearing impairment to participate in a large scale community event.



- 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.
- 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.

- The City has actively promoted access and inclusion issues and opportunities to community event organisers and contractors. Staff involved in the event approval process have increased awareness and understanding of their responsibilities in-line with DAIP strategies. This is contributing to enhanced accessibility at events held across the City.

## Outcome 2 – Buildings and Facilities

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

- The City has continued to provide advice and guidance to relevant departments, when requested, to ensure that the City meets its obligations for access to buildings both new and old. In November 2019, cost estimates were sought to install a lift to the Bayswater Library mezzanine floor for consideration as part of the budget submission for stage 2 in 2020/21 of \$40,000.

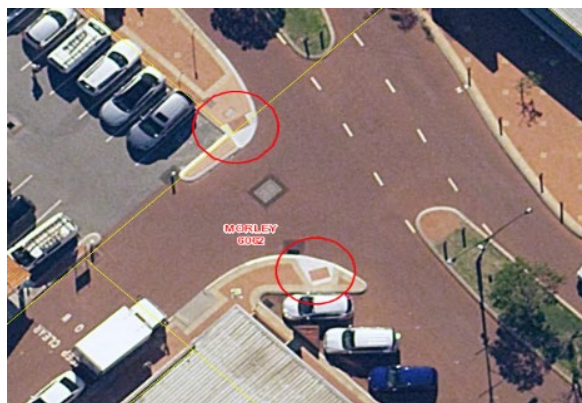
DAIP Strategy – Ensure that all future regional and district playground renewal projects have at least one piece of equipment in each playground that is accessible and inclusive for all people, including children with a disability.



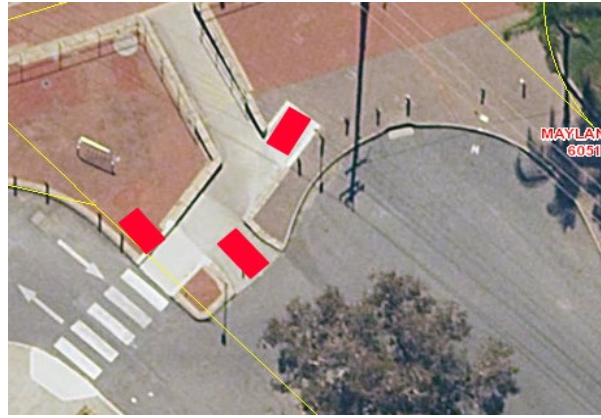
- The City has endorsed the 'Play Space Strategy (July 2019) as a framework to guide the planning, design and management of play spaces across the City. To this end, the following initiatives have been implemented:
  - Accessible and inclusive play equipment has been installed at Bardon Park, Maylands;
  - Accessible pathways and tennis courts provided at Hampton Park, Morley and Bayswater Tennis Club;
  - 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 (ie: AS 1428 suite) and are physically accessible and safe: particularly pedestrian facilities such as footpaths, bus stops, parks, reserves, and gardens.

- 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. A pathway is currently located on the foreshore at the rowing club, however, a new ramp is required in order to make it accessible. The City obtained Council endorsement in September 2019 to apply to the Western Australian Planning Commission (WAPC) to utilise cash-in-lieu (CIL) funds. If successful, these funds will be used to construct a multi-user access ramp at Hinds Reserve, providing access to the river.
- The City has increased compliance and enforcement in relation to vehicles and trolleys obstructing driveways and pedestrian access areas. A review has commenced of local parking signage, to ensure it is clearly readable and not placed in areas which restrict access. ACROD bays are also being investigated. Whilst on patrol, Rangers actively identify and report maintenance and lighting issues which may be hazardous.
- The City has completed due diligence and design verification to install wheel stops at parking bays in front of Dome Café. Remedial works have also been undertaken to a ramp at the Rangers and Security building, to enable easy access to the office by customers.
- Kerb ramps at Coles Maylands and Progress Street, Morley have been installed.



- Kerb ramps have been installed at Coles Maylands



- A new footpath has been installed at Maylands Yacht Club and on Park Street between Grand Promenade and Rosebery Street, Bedford.



- The City has addressed an issue at the Bayswater Library and Community Centre car park, where tree roots lifted bitumen and kerbing, resulting in the area becoming hazardous for patrons. The driveway is used as a walkway and there are a large volume of community members accessing this area. The City will remove the root that is causing the damage and consideration will also be given to surfacing of the path, as a measure to make it safe.
- 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.



- 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.

### **Outcome 3 – Information**

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

- The City has reviewed and updated all of the information on relevant City of Bayswater website pages. This information is now available in various formats (i.e. Browse Aloud).

### **Outcome 4 – Quality Customer Services**

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

- 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 chatting and handing out information about local services and activities to a diverse range of residents.

- Environmental Health staff have undertaken training in regards to customer service and dealing with people that have disability which is improving skills and knowledge for staff.

### **Outcome 5 – Complaint Mechanisms**

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

- 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.

### **Outcome 6 – Consultation Processes**

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

- 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 following platforms: Two community forums at City buildings, Engage Bayswater website, City of Bayswater website, Facebook page, advertisement in local

newspaper, flyers at all customer service areas at City buildings, 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.

Additionally, a Councillor workshop was delivered on 25 November 2019, where a snapshot of DAIP 2016-2020 achievements were presented and community feedback received over the lifetime of the Plan. This provided an opportunity for Councillors to provide feedback to inform the development of the Access and Inclusion Plan.

### Outcome 7 – Employment

DAIP Strategy: All venues used for recruitment and / or employment are accessible.

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

- 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.

### Outcome 8 – Needs and Entitlements

- No strategies progressed between July - December 2019. Note, this Outcome Area is not a legislative requirement.

### LEGISLATIVE COMPLIANCE

- Disability Services Act 1993 (amended 2004)*; and
- 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            | That Council:   |                       |                         |
|                     | 1. Notes the information provided in this report regarding the progress of the Disability Access and Inclusion Plan 2016-2020 Outcome Areas 1 – 8.                  |                       |                         |
|                     | 2. Notes the following actions suggested by the Access, Inclusion and Walkability Committee in relation to Disability Access and Inclusion Plan Outcome Areas 1 –8: |                       |                         |
|                     | (a)   | _____                 |                         |
|                     | (b)   | _____                 |                         |
|                     | (c)   | _____                 |                         |
| 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 |
| <b>Conclusion</b>                | 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 DAIP. The information will be used to inform the City's Annual Progress Report to the Department of Communities for 2019/20. The risks associated with any AIWAC suggested actions are unknown at this stage. |     |

|                 |  |
|-----------------|--|
| <b>Option 2</b> | <p><b>That Council:</b></p> <ol style="list-style-type: none"> <li><b>Notes the information provided in this report and provides other comments regarding the progress of the Disability Access and Inclusion Plan 2016-2020 Outcome Areas 1 – 8.</b></li> <li><b>Notes the following actions suggested by the Access, Inclusion and Walkability Committee in relation to Disability Access and Inclusion Plan Outcome Areas 1 –8:</b> <ol style="list-style-type: none"> <li>_____</li> <li>_____</li> <li>_____</li> </ol> </li> </ol> |
|-----------------|--|

| Risk Category                    |   | Adopted Risk Appetite | Risk Assessment Outcome                |
|----------------------------------|---|-----------------------|--|
| Strategic Direction              |   | Moderate              | Dependent on comments made by Council. |
| Reputation                       |   | Low                   |  |
| Governance                       |   | Low                   |  |
| Community and Stakeholder        |   | Moderate              |  |
| Financial Management             |   | Low                   |  |
| Environmental Responsibility     |   | Low                   |  |
| Service Delivery                 |   | Low                   |  |
| Organisational Health and Safety |   | Low                   |  |
| Conclusion                       | It is considered that the risk levels for this option is unknown at this stage, as it would be dependent on the nature of any other comments made by Council. |                       |  |

## FINANCIAL IMPLICATIONS

Nil.

## 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.

The City, through the implementation of the eight Outcome Areas in the DAIP (2016–2020) progresses community aspirations through:

- Outcome 1, the City delivers community programs that encourage community interaction and participation.
- Outcome 2, the City provides facilities that meet current and future needs.

- Outcome 3, the City provides quality services are accessible and inclusive.
- Outcome 4, the City delivers community programs that encourage community interaction and participation.
- Outcome 5, the City encourages feedback from the community to assist with provided accessible services that recognise diversity.
- Outcome 6, the City encourages an active and engaged community that participates in public consultation.
- Outcome 7, the City encourages a more diverse workforce with accessible services.
- Outcome 8, the City encourages an active and engagement community which supports accessible services that recognise diversity.

## **CONCLUSION**

This report provides Council the final City of Bayswater DAIP (2016–2020) report, to be incorporated into the Department of Communities Annual Progress Report for 2019/20.

In light of the above it is recommended that Council notes the information provided in the report in relation to the DAIP 2016 – 2020 Outcome Areas 1-8.

**10.5.2.2 Draft City of Bayswater Access and Inclusion Plan 2020 - 2024**

|                                 |  |   |
|---------------------------------|--|---|
| <b>Responsible Branch:</b>      | Community Development  |   |
| <b>Responsible Directorate:</b> | Community and Development  |   |
| <b>Authority/Discretion:</b>    | <input type="checkbox"/> Advocacy<br><input checked="" type="checkbox"/> Executive/Strategic<br><input type="checkbox"/> Legislative | <input type="checkbox"/> Review<br><input type="checkbox"/> Quasi-Judicial<br><input type="checkbox"/> Information Purposes |
| <b>Voting Requirement:</b>      | Simple Majority Required   |   |
| <b>Attachments:</b>             | 1. Draft City of Bayswater Access and Inclusion Plan 2020 - 2024   |   |
| <b>Refer:</b>                   | Nil  |   |

**SUMMARY**

For Council to approve the draft City of Bayswater Access and Inclusion Plan 2020-2024 for compliance review by the Department of Communities and public comment.

**OFFICER'S RECOMMENDATION**

That Council approves the Draft City of Bayswater Access and Inclusion Plan 2020-2024 as contained in Attachment 1 to this report for compliance review by the Department of Communities and public comment.

**ADVISORY COMMITTEE RECOMMENDATION TO COUNCIL**

**That Council approves the Draft City of Bayswater Access and Inclusion Plan 2020-2024 as contained in Attachment 1 to this report for compliance review by the Department of Communities and public comment subject to the following amendments being made to the Plan:**

- (a) On page 10 under the heading "Outcome 2: Buildings and Facilities", the first sentence of the second bullet point to read: "Improve access on pathways and crossings".**
- (b) On page 15, Strategy 2.4, Action (a) to read "Define and audit pedestrian network accessibility within the City's town centre precincts of Morley, Maylands and Noranda (Bayswater pending) e.g. Kerb ramps, tactile ground surface indicators and creation of safe crossings."**

**BACKGROUND**

The *Disability Services Act 1993* (amended 2004) (the Act) requires public authorities to ensure that its owned and managed services, events, buildings, facilities and information are accessible to people with disability. Strategies and actions relating to access are required to be managed through an Access and Inclusion Plan. The City is required to include seven desired outcome areas in its Plan as in accordance with the Disability Services Regulations 2004 Schedule 3 (r 8) which are as follows:

- People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.
- People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
- 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.
- 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.

- People with disability have the same opportunities as other people to make complaints to a public authority.
- People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
- People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

In accordance with the requirements of the Act, public authorities are to review their Disability Access and Inclusion Plans at least every five years. The City's current Disability Access and Inclusion Plan 2016-2020 expires in March 2020.

The City has conducted a comprehensive review of its current Disability Access and Inclusion Plan, and following community consultation, has drafted a new four year Plan for public comment and compliance review by the Department of Communities - Disability Services.

### **EXTERNAL CONSULTATION**

Community consultation to inform the development of the Access and Inclusion Plan 2020-2024 commenced on Tuesday 1 November and closed on Tuesday 3 December 2019.

The consultation invited comment from people with disability, their families and carers, City of Bayswater Councillors and staff, disability service providers, and local community groups, to support the formal review of the Access and Inclusion Plan.

The consultation process was promoted through:

- A public notice in the "The Eastern Reporter" newspaper;
- Engage Bayswater;
- Civic Centre
- Library displays (Bayswater, Morley and Maylands);
- City of Bayswater website;
- City of Bayswater social media platforms;
- City of Bayswater Club Connections e-newsletter;
- Bayswater Beat quarterly newsletter;
- Eventbrite; and
- Direct email to staff, networks and community groups

Feedback was encouraged through a range of mechanisms, including electronic or hard copy surveys, via telephone, attendance at one of two Access and Inclusion community forums; or by attending the interactive engagement event held at Morley Galleria Shopping Centre on the 3 December.

A total of 72 completed Access and Inclusion Plan Surveys were submitted. Of those, 19 were completed by people who identified as having a disability, and 22 by family members or carers of people with disability. A further 19 people participated in one of the two community forums.



## INTERNAL CONSULTATION

A Councillor workshop was delivered on 26 November 2019 providing an opportunity for Councillors to have input and provide feedback into the development of the draft Plan.

City staff were encouraged to attend an internal Access and Inclusion workshop on 25 November 2019 and also had the opportunity to provide feedback through an internal Employee Pulse Survey in December 2019.

There were 193 staff who provided one or more responses to the Employee Pulse Survey with key themes arising to improve the following:

### **Ability to Confidently Interact with People with Disability:**

- Confident – 104
- Moderately confident – 75
- Not confident – 14

### **Employment Practice:**

- More accessible facilities.
- Flexible and inclusive work practices.
- Education and awareness.
- Identification of suitable / potential roles for people with disability.
- Leadership and culture.
- Work experience in partnership with Disability Employment Services.
- More inclusive recruitment processes.

### **Training:**

- Tailored to employee or customers' needs.
- More training in the areas of mental health and effective communication.
- More disability awareness training generally, although satisfied with current training.
- Involve specialist providers and people with lived experience.

## ANALYSIS

Below is a summary of key community consultation themes in each of the seven Access and Inclusion outcome areas:

| <b>Outcome 1: Services and Events</b>   |
|---|
| <ul style="list-style-type: none"> <li>• Provide more information about the accessibility of events and access to services, including pathways, locations, timing and opening hours, parking, and access for Companion Card holders.</li> <li>• Provide information about services and events in a variety of formats.</li> <li>• Investigate providing easy English classes for people with low literacy.</li> </ul> |
| <b>Outcome 2: Buildings and Facilities</b>  |
| <ul style="list-style-type: none"> <li>• Improve access to, and around, public transport in precinct areas.</li> </ul>  |

|   |
|---|
| <ul style="list-style-type: none"> <li>• Improve access on pathways. This may include wider paths, pruning vegetation, and eliminating parking on pedestrian footpaths.</li> <li>• Improve access to facilities and natural environments with input from users.</li> <li>• Increase the inclusion of accessible and inclusive play equipment in public spaces and at community hubs, including BBQs, recharge points, a Changing Places toilet, and seating.</li> <li>• Improve accessible parking facilities and identify opportunities for shelter at the City's community centres.</li> <li>• Share a map of accessible parking in a range of formats.</li> <li>• Provide facilities for people with hearing impairment, such as audio loops.</li> </ul>     |
| <b>Outcome 3: Information</b>   |
| <ul style="list-style-type: none"> <li>• Ensure the City's website is more user friendly and accessible to all (currently there are too many clicks and it is not intuitive).</li> <li>• Ensure consistency between social media and the website.</li> <li>• Offer a greater variety of communication formats using plain English, including visuals, graphics, interpreters, newsletters, Facebook, email, and postal mail.</li> <li>• Provide information at high traffic services and facilities, such as shopping centres, and disability or culturally and linguistically diverse service providers.</li> <li>• Include alternative communication methods in staff training (National Relay Service, and Translating and Interpreting Service).</li> </ul> |
| <b>Outcome 4: Customer Service</b>  |
| <ul style="list-style-type: none"> <li>• Provide better information about what the City can offer, such as an annual information forum.</li> <li>• Provide increased or ongoing training for staff on topics including, mental health, and effective communication. Consider involving specialist providers and people with lived experience of disability.</li> </ul>  |
| <b>Outcome 5: Complaints</b>  |
| <ul style="list-style-type: none"> <li>• Make it easier for people to make a complaint by offering a variety of feedback methods.</li> <li>• Focus on feedback, not complaints, to encourage positive feedback.</li> <li>• Ensure there is a consistent processes for handling complaints.</li> <li>• Invite people who provide feedback to be part of consultation projects.</li> <li>• Create opportunities for people to provide feedback at commonly used services or facilities, rather than City venues.</li> </ul>   |
| <b>Outcome 6: Consultation</b>  |
| <ul style="list-style-type: none"> <li>• Increase awareness of consultation opportunities.</li> <li>• Link with disability service providers or networks to reach more people.</li> <li>• Avoid jargon when promoting consultation.</li> <li>• Ensure consultation is accessible for all.</li> </ul>  |
| <b>Outcome 7: Employment</b>  |
| <ul style="list-style-type: none"> <li>• Establish more inclusive and flexible recruitment processes and work practices.</li> <li>• Improve accessibility of work facilities (universal design, ergonomics).</li> </ul>   |

- Provide education and training to raise awareness about the benefits of employing people with disability.
- Foster an inclusive leadership style and organisational culture so staff feel confident sharing information about a disability or mental health issue.
- Employ more people with disability.
- Conduct work experience in partnership with Disability Employment Services.

Feedback to inform the development of the City of Bayswater Access and Inclusion Plan 2020-2024, indicates progress has been made by the City to increase access and inclusion in the community. In particular, people who provided feedback were generally satisfied with the quality of customer service for people with disability. Staff were also generally satisfied with disability awareness training.

Findings from the consultation process have been used to develop the strategies and prioritised actions detailed in the draft Access and Inclusion Plan 2020–2024 (see **Attachment 1**).

### OFFICER'S COMMENTS

The draft City of Bayswater Access and Inclusion Plan 2020-2024 has been developed following an extensive consultation with staff and the community.

A copy of the draft Access and Inclusion Plan 2020-2024 will be advertised through a public notice in The Eastern Reporter newspaper and through other City social media platforms for a two week period in February 2020.

Following compliance review by the Department of Communities – Disability Services, and public review period, the draft Access and Inclusion Plan 2020-2024 will be amended (as required), and presented for Council endorsement in March 2020. The final Plan, will then, be formerly lodged with the Department of Communities - Disability Services for approval.

### LEGISLATIVE COMPLIANCE

- *Disability Services Act 1993 (amended 2004);*
- *Equal Opportunity Act 1994;*
- *Disability Discrimination Act 1992 (Commonwealth);*
- *Carers Recognition Act 2004;* and
- Access to Premises Standards (2010).

### OPTIONS

In accordance with the City of Bayswater'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.

|                           |  |                                |
|---------------------------|--|--------------------------------|
| <b>Option 1</b>           | <b>That Council approves the Draft City of Bayswater Access and Inclusion Plan 2020-2024 as contained in <u>Attachment 1</u> to this report for compliance review by the Department of Communities and public comment.</b> |                                |
| <b>Risk Category</b>      | <b>Adopted Risk Appetite</b>   | <b>Risk Assessment Outcome</b> |
| Strategic Direction       | Moderate   | Low                            |
| Reputation                | Low  | Low                            |
| Governance                | Low  | Low                            |
| Community and Stakeholder | Moderate   | Low                            |
| Financial Management      | Low  | Low                            |

|                                  |   |     |
|----------------------------------|---|-----|
| Environmental Responsibility     | Low   | Low |
| Service Delivery                 | Low   | Low |
| Organisational Health and Safety | Low   | Low |
| <b>Conclusion</b>                | It is considered that this option meets the legislative requirement under the <i>Disability Services Act 1993</i> . |     |

|                                  |  |                                |
|----------------------------------|--|--------------------------------|
| <b>Option 2</b>                  | <b>That Council does not approve the draft City of Bayswater Access and Inclusion Plan 2020-2024 as contained in Attachment 1 to this report for compliance review by the Department of Communities and public comment.</b>  |                                |
| <b>Risk Category</b>             | <b>Adopted Risk Appetite</b>   | <b>Risk Assessment Outcome</b> |
| Strategic Direction              | Moderate   | Moderate                       |
| Reputation                       | Low  | High                           |
| Governance                       | Low  | High                           |
| Community and Stakeholder        | Moderate   | High                           |
| Financial Management             | Low  | Low                            |
| Environmental Responsibility     | Low  | Low                            |
| Service Delivery                 | Low  | Low                            |
| Organisational Health and Safety | Low  | Low                            |
| <b>Conclusion</b>                | It is considered this option has a moderate Strategic Direction risk, as the City's Strategic Community Plan 2017-2027 (as revised) lists one of its strategies as, "ensure services and facilities are accessible and inclusive". By not approving the draft Plan, there would be a delay in its implementation, therefore not meeting the intent of the strategy listed above. In addition, it is considered a high reputation, governance and community and stakeholder risk, as the City would not be able to meet its legislative requirement to have its Access and Inclusion Plan formerly lodged by the Department of Communities by end of March 2020 and would equally not meet community expectation on progressing access and inclusion matters. |                                |

## FINANCIAL IMPLICATIONS

The following financial implications are applicable:

**Item 1:** Estimated costs associated with the implementation of the City's draft Access and Inclusion Plan in its first year (2020/21); second year (2021/22); third year (2022/23); and fourth year (2023/24).

**Asset Category:** N/A

**Source of Funds:** Municipal

**LTFP Impacts:** Item is not listed on the City's Long Term Financial Plan.

**Notes:** The anticipated budget amounts listed in the table below are indicative only and are subject to further investigation, as the implementation plan is progressed. Each year, the anticipated budget will be reviewed and considered as part of the City's standard annual budget process.

| ITEM NO. | CAPITAL / UPFRONT COSTS (\$) | ONGOING COSTS (\$)   |          | INCOME (\$) | ASSET LIFE (YEARS) | WHOLE OF LIFE COSTS (\$) | CURRENT BUDGET (\$) |
|----------|------------------------------|----------------------|----------|-------------|--------------------|--------------------------|---------------------|
|          |                              | MATERIALS & CONTRACT | STAFFING |             |                    |                          |                     |
| 1        | \$35,800<br>(year 2020/21)   | N/A                  | N/A      | N/A         | N/A                | N/A                      | \$0                 |
|          | \$130,800<br>(year 2021/22)  |                      |          |             |                    |                          |                     |
|          | \$196,400<br>(year 2022/23)  |                      |          |             |                    |                          |                     |
|          | \$197,800<br>(year 2023/24)  |                      |          |             |                    |                          |                     |

**STRATEGIC IMPLICATIONS**

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), the following applies to the outcome areas of the City's Access and Inclusion Plan 2020 - 2024:

**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.

The City, through implementation of the seven outcome areas within 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**

It is recommended that Council approves the draft City of Bayswater Access and Inclusion Plan 2020-2024 for release for compliance review by the Department of Communities - Disability Services, and for public comment to support a final Council report for endorsement of the Plan.

**Attachment 1**

**Draft Access and Inclusion Plan 2020 - 2024**

**Acknowledgement**

**Message from the Mayor**

**Message from the Chief Executive Officer**

**About the City of Bayswater**

**People with disability living in the City of Bayswater**

State Disability Strategy

National Disability Insurance Scheme

**Planning for better access and inclusion**

Progress since Disability Access and Inclusion Plan 2016 - 2020

**Development of the Access and Inclusion Plan**

Consultation process

Findings of the consultation

**Responsibility for implementation**

Review, monitoring and reporting of the DAIP

Alternative formats

**Strategies to improve Access and Inclusion 2020 - 2024**

Implementation plan

**Acknowledgment**

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

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

DRAFT

**Message from the Mayor**

As a Council, we have a firm belief that the very fabric of our community lies with the respect we show each other. This is why we are dedicated to creating a welcoming, accessible and inclusive City in the heart of the inner east.

We are determined the City of Bayswater be a home for people of all abilities; where everyone can enjoy the same experiences and opportunities, and have equal access to all the City has to offer.

We want a community and workforce diverse in culture, age, ability and life experience, and our Access and Inclusion Plan 2020 - 2024 will help us achieve this goal.

I would like to extend my gratitude to everyone involved in the development of this plan - our community, local organisations, my fellow Councillors, and City staff for their valuable contribution.

By working together, we can remove barriers and achieve a more accessible and inclusive community, creating a place where we see people aspiring to reach their human potential.

**Message from the Chief Executive Officer**

The City of Bayswater is committed to demonstrating best practice in access and inclusion planning, and we are proud to present our Access and Inclusion Plan 2020 - 2024.

We acknowledge that it is not the disability that limits a person's ability to fully participate; it is the barriers that exist in our community. As a local government, we have an important role to play in creating equal access for all, and this plan is testament to our determination to do so.

Extensive consultation with internal and external stakeholders was carried out to assist in the development of this plan. Their feedback, views and aspirations have been incorporated and are reflected throughout.

Additionally, the process has been overseen by the City's Advisory Committee, comprising Councillors and community representatives - including people with disability, carers, and disability service providers; and we believe our plan is stronger as a result.

As an organisation, we look forward to sharing the achievements of this plan with you. I encourage all staff, customers and the community to embrace and participate in the implementation and further development of our City's access and inclusion journey.

**INSERT IMAGE**



**About the City of Bayswater**

The City of Bayswater spans an area of 34.6km<sup>2</sup> on the banks of the Swan River (the Derbal Yerrigan) and at its closest boundary is only 4 kilometres from the Perth Central Business District. The City of Bayswater is bounded by the City of Swan in the north, the Town of Bassendean in the east, the Swan River and the City of Belmont in the south, and the Cities of Stirling and Vincent in the west.

The City of Bayswater maintains approximately 380 hectares of public open space, with 24 sporting parks and 145 reserves. This, together with the diverse range of facilities and major landmarks within the suburbs, provides many opportunities for community participation.

**People with disability living in the City of Bayswater**

The Australian Bureau of Statistics survey of Disability, Ageing and Carers (2015), estimates that 18.3% of Australians identify as having some form of disability.

According to the Australian Bureau of Statistics 2016 Census, it was estimated 2,888 people living within the City of Bayswater reported a need for assistance due to a disability.

**State Disability Strategy**

The Department of Communities is in the process of developing a 10 year State Disability Strategy, co-designed by people living with disability. The City will refer to the State Disability Strategy to develop its Access and Inclusion Plan strategies, to help build an inclusive community that supports and empowers people with disability.

**National Disability Insurance Scheme**

The National Disability Insurance Scheme (NDIS) was introduced in the Perth North East Metropolitan area in 2019. The policy framework includes '*Information, Linkages and Capacity Building*' (ILC), which promotes collaboration and partnership with local communities to create greater inclusivity of people with disability.

NDIS funding aims to give people with disability access to a range of mainstream, community and government initiatives, ensuring they have the same fundamental rights and opportunities as all members of the community.

The City welcomes partnerships with disability service providers to support ILC initiatives that align with this plan. Working together, we will connect the local community with resources and positively impact those who live, work and visit the City.

**Planning for Better Access and Inclusion**

The City's Access and Inclusion Plan 2020-2024 builds on the progress and success achieved since the first plan was implemented by the City in 1996.

This plan meets the requirements of the *Disability Services Act 1993*. It is underpinned by the Western Australian *Equal Opportunity Act 1984*, and the Commonwealth *Disability Discrimination Act 1992*.

The City of Bayswater is committed to achieving the seven desired outcomes of the Disability Services Regulations 2004 Schedule 3 (r 8).

These outcomes are that:

1. People with disability have the same opportunities as other people to access the services of, and any event by, the City of Bayswater.
2. People with disability have the same opportunities as other people to access the buildings and other facilities by the City of Bayswater.
3. People with disability receive information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from the employees of the City of Bayswater as other people.
5. People with disability have the same opportunities as other people to make complaints to the City of Bayswater.
6. People with disability have the same opportunities as other people to participate in any public consultation by the City of Bayswater.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater.

Progress since Disability Access and Inclusion Plan 2016 - 2020

Since the implementation of the City's Disability Access and Inclusion Plan 2016 -2020, a number of initiatives have improved access and inclusion.

This includes:

**Outcome 1: Services and Events**

- Additional temporary, accessible parking spaces are provided at events run by the City.
- Accessible matting was purchased to create a continuous pathway at outdoor events where grass may be a barrier for people with disability.
- The Community Grants Program ensures successful applicants design and host events that are accessible for all.
- A presentation was held for employees at the City to learn how to use the City's accessible events information checklist.
- Contractors engaged for City events are given a copy of the Disability Service Commission 'A Guide to Disability Access and Inclusion Plans for Local Government Contractors'; and a copy of the DAIP.
- Less people are invited to attend Citizenship ceremonies to ensure there is space for people with a physical disability.

**Outcome 2: Buildings and Facilities**

- An access audit of the City of Bayswater Civic Centre was carried out to increase accessibility for employees. This resulted in automatic doors being installed.
- The new grandstand at Bayswater Waves is compliant with Australian standards and includes tactile ground surface indicators.
- An accessible change room was built at the Bayswater Waves hydrotherapy facilities.
- Access compliant customer service pods were installed at the Bayswater Library.
- Automated entry doors were installed at the Bayswater and Morley Libraries.
- Hampton Square in Morley was upgraded, with works including improved lighting; a continuous, accessible pathway to picnic benches; and accessible parking bays.
- Proactive intervention by Rangers to address footpath obstructions.

**Outcome 3: Information**

- A corporate Brand Style Guide was developed with consideration given to fonts, contrasting colours and minimum font sizes.
- A self-service loan station with radio frequency identification technology was installed at each of the City's libraries. These have accessible features including large screens for people with low vision, touch screens, content in simple language, height adjustable tables, and information displayed in 16 languages.
- The City's website was redeveloped.

- The City's website was redeveloped and further improvements are planned in the City's Access and Inclusion Plan 2020-2024.
- A captioned video was produced to promote the City's 2019 Have a Go Day event.

**Outcome 4: Customer Service**

- An accessible community initiative - Little Libraries - was launched in Noranda, providing all-hours access to books at no charge.
- In 2019, employees participated in a team wheelchair challenge to raise funds for Rebound WA and to raise awareness of the challenges that people with physical disability experience in everyday life.

**Outcome 5: Complaint Mechanisms**

- The community is encouraged to report access issues with the reply paid Creating Accessible and Inclusive Communities feedback postcard.
- Promotion of the feedback postcards was done through advertorials, the local newspaper, social media posts, direct mail to health care providers, and articles in City of Bayswater publications.
- Feedback and complaints can be lodged using a number of methods including email, on paper, and through the National Relay Service for people with speech or hearing impairment.

**Outcome 6: Consultation Processes**

- Providing a range of accessible opportunities to give people more than one way to participate, being conscious of different accessibility needs, offering multiple opportunities for in-person events, and providing documents in Word and PDF.
- The City's inaugural Participatory Budgeting project included pop up sessions at the City's libraries to educate people about the project and provide access to an online budget allocator tool.
- Community groups and service providers are regularly provided with information on City projects to help get information about consultation opportunities out to the community.
- The City promotes opportunities for public participation through access and inclusion networks, including Mission Australia NDIS.

**Outcome 7: Employment**

- New employees attend the City's corporate induction program, staff disability awareness training, dementia awareness training, and mental health workshops.
- Improved workplace flexibility to ensure people with disability are included in the workforce, and by supporting work experience opportunities.

- The City continues to meet and establish partnerships with Disability Employment Service providers.
- The City applies for grants to build a disability confident workplace.

**INSERT PHOTOS FOR EACH OF THE OUTCOME AREAS - REFER TO BANNER SERIES**

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**Development of the Access and Inclusion Plan**Consultation Process

The external consultation period started on Tuesday, 1 November and closed on Tuesday, 3 December 2019.

The external consultation was designed to educate the community and invite comment from people with disability, their families and carers, City staff, disability service providers and community groups in order to support the review of the Access and Inclusion Plan.

The external consultation process was advertised through:

- Public notice in “The Eastern Reporter” newspaper;
- Engage Bayswater;
- Library displays (Bayswater, Morley and Maylands);
- The City's website;
- The City's social media platforms;
- City of Bayswater Club Connections e-newsletter;
- Bayswater Beat quarterly newsletter;
- Eventbrite; and
- Direct email to networks and community groups.

Feedback could be provided in electronic or hard copy surveys, over the telephone, by attending one of two Access and Inclusion Community Forums; or at the interactive engagement event held at the Galleria shopping centre on 3 December. This event coincided with the International Day of People with Disability.

Internal consultation was also held through the delivery of an access and inclusion workshop and staff survey to assist the City to improve employment practices and training.

The feedback has been analysed and used to develop the strategies and actions detailed in this Plan.

Findings of the consultation

Feedback from the Access and Inclusion Plan 2020-2024 consultation indicates progress has been made by the City to increase access and inclusion in the community. In particular, people who provided feedback were generally satisfied with the quality of customer service for people with disability, and staff were generally satisfied with disability awareness training.

Opportunities for Improvements include:

**Outcome 1: Services and Events**

- Provide more information about the accessibility of events and access to services, including pathways, locations, timing and opening hours, parking, and access for Companion Card holders.
- Provide information about services and events in a variety of formats.
- Investigate providing easy English classes for people with low literacy.

**Outcome 2: Buildings and facilities**

- Improve access to and around public transport in precinct areas.
- Improve access on pathways. This may include wider paths, pruning vegetation, and eliminating parking on pedestrian footpaths.
- Improve access to facilities and natural environments with input from users.
- Increase the inclusion of accessible equipment in public spaces and at community hubs, including BBQs, play equipment, recharge points, a Changing Places toilet, and seating.
- Improve accessible parking facilities and identify opportunities for shelter at community centres.
- Share a map of accessible parking in a range of formats.
- Provide facilities for people with hearing impairment, such as audio loops.

**Outcome 3: Information**

- The City's website is not user friendly or accessible to all (there are too many clicks and it is not intuitive).
- Ensure consistency between social media and the website.
- Offer a greater variety of communication formats using plain English, including visuals, graphics, interpreters, newsletters, Facebook, email, and postal mail.
- Provide information at highly trafficked services and facilities, such as shopping centres, and disability or culturally and linguistically diverse service providers.
- Include alternative communication methods in staff training (National Relay Service, and Translating and Interpreting Service).

**Outcome 4: Customer service**

- Provide better information about what the City can offer, such as an annual information forum.
- Provide increased or ongoing training for staff on topics including mental health, and effective communication. Consider involving specialist providers and people with lived experience of disability

#### **Outcome 5: Complaints**

- Make it easier for people to make a complaint by offering a variety of feedback methods.
- Focus on feedback, not complaints, to encourage positive feedback.
- Consistent processes for handling complaints.
- Invite people who provide feedback to be part of consultation projects.
- Create opportunities for people to provide feedback at commonly used services or facilities, rather than City venues.

#### **Outcome 6: Consultation**

- Increase awareness of consultation opportunities.
- Link with disability service providers or networks to reach more people.
- Avoid jargon when promoting consultation.
- Ensure consultation is accessible for all.

#### **Outcome 7: Employment**

- More inclusive and flexible recruitment processes and work practices.
- Improve accessibility of work facilities (universal design, ergonomics).
- Provide education and training to raise awareness about the benefits of employing people with disability.
- Foster an inclusive leadership style and organisational culture so staff feel confident sharing information about a disability or mental health issue.
- Employ more people with disability.
- Conduct work experience in partnership with Disability Employment Services.

#### **Responsibility for implementation**

The implementation of the Access and Inclusion Plan is the responsibility of all City of Bayswater staff, volunteers, agents and contractors.

The *Disability Services Act 1993* requires City staff, agents and contractors take the needs of people with disability into account, in a manner consistent with this Plan.

Information to support agents and contractors is available on the City's website.



**Review, monitoring and reporting of the Access and Inclusion Plan**

The City will review the Access and Inclusion Plan at a minimum of every five years, as legislated by the *Disability Services Act 1993*.

The City's Access and Inclusion Plan will be monitored through:

- Quarterly reports to the City's Advisory Committee.
- Statutory reporting to the Department of Communities on the performance of the Access and Inclusion Plan 2020-2024, and strategies used to inform its agents and contractors by 30 June each year.
- A summary of Access and Inclusion Plan activities will be included in the City's Annual Report.

Over the term of the Access and Inclusion Plan 2020- 2024, the City will communicate achievements and seek feedback from staff, people with disability, carers, community members and disability service providers.

**Strategies to improve access and inclusion at the City of Bayswater 2020 - 2024**

These strategies and actions have been developed following consultation with community stakeholders to increase access and inclusion in the City, across the seven legislated areas.

## Implementation Plan 2020 - 2024

| Outcome 1:   |  |  |          |         |         |         |                          |
|--|--|--|----------|---------|---------|---------|--------------------------|
| People with disability have the same opportunities as other people to access the services of, and any event organised by, the City of Bayswater. |  |  |          |         |         |         |                          |
| Strategy   | Actions  | Who Responsible  | Timeline |         |         |         | Anticipated Budget*      |
|  |  |  | 2020/21  | 2021/22 | 2022/23 | 2023/24 |                          |
| 1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.                       | (a) Develop and share an information package for agents and contractors, including information on how to make services and events more accessible.   | Manager Community Development<br>Manager Environmental Health  |          | ●       |         |         | Operational              |
|  | (b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.  | Manager Environmental Health<br>Manager Engineering Services<br>Manager Communications and Marketing   | ●        | ●       | ●       | ●       | Operational              |
| 1.2 Build partnerships to support people with disability to participate in their community.  | (a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print. | Manager Community Development<br>Manager Project Services<br>Manager Governance<br>Manager Strategic Planning and Place<br>Manager Library and Customer Services<br>Manager Communications and Marketing | ●        | ●       | ●       | ●       | Operational              |
|  | (b) Investigate hosting Easy English sessions for people with low literacy.  | Manager Library and Customer Services  | ●        |         |         |         | Operational              |
|  | (c) Investigate and source funding for a business awareness program to improve access and inclusion, such as how to attract more customers by providing better access to businesses.                                     | Manager Community Development<br>Manager Strategic Planning and Place  | ●        | ●       | ●       | ●       | Operational              |
|  | (d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.   | Manager Community Development  | ●        | ●       | ●       | ●       | Operational              |
|  | (e) Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of People with Disability'.   | Manager Community Development<br>Manager Communications and Marketing  | ●        | ●       | ●       | ●       | \$4,000<br>(\$1,000 p/a) |

| Outcome 2:  |   |  |          |         |         |         |
|---|---|--|----------|---------|---------|---------|
| People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater. |   |  |          |         |         |         |
| Strategy  | Actions   | Who Responsible  | Timeline |         |         |         |
|   |   |  | 2020/21  | 2021/22 | 2022/23 | 2023/24 |
| 2.1 Improve building accessibility in the planning, design and construction phases.   | (a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.  | <b>Manager Project Services</b><br>Manager Governance<br>Manager Building Works<br>Manager Development Approvals | ●        |         |         |         |
|   | (b) Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibility when providing goods and services to the public on behalf of the City. This will include contracts, service agreements, tenders, and decision-making frameworks. | <b>Manager Governance</b><br>Manager Community Development   | ●        |         |         |         |
|   | (c) Engage accredited access consultants to conduct audits and prepare remedial action plans for upgrades to City buildings, including the pedestrian movement network to the nearest public transport infrastructure.  | <b>Manager Building Works</b><br>Manager Engineering Services<br>Manager Engineering Works                       |          | ●       |         |         |
|   | (d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.  | <b>Manager Building Works</b>  |          |         | ●       | ●       |
|   | (e) Advocate for sheltered parking over accessible bay facilities, in close proximity to Bayswater and Morley Community Centres.  | <b>Manager Community Development</b>   |          | ●       |         |         |
|   | (f) Develop a resource to ensure the community, builders and relevant stakeholders are informed of their rights and responsibilities to provide an accessible pedestrian environment.   | <b>Manager Community Development</b><br>Manager Development Approvals  |          | ●       | ●       | ●       |
|   | (g) Engage a consultant to design a customer service area at the Civic Centre that meets the needs of all employees and customers   | <b>Manager Library and Customer Services</b>   |          | ●       |         |         |
| 2.2 Improve the range of accessible restroom facilities.  | (a) Consult people with disability and relevant service providers to identify community need and location for a Changing Place facility within the City of Bayswater.   | <b>Manager Community Development</b><br>Manager Project Services<br>Community Engagement Advisor                 |          | ●       |         |         |
|   | (b) Investigate the feasibility of purchasing, hiring or building a Changing Place facility; and funding opportunities.   | <b>Manager Building Works</b>  |          | ●       |         |         |
|   | (c) Investigate installing a supine change table (for an adult person laying face upwards) at the Bayswater Waves, in consultation with service providers and users.  | <b>Manager Building Works</b><br>Manager Recreation  |          | ●       |         |         |
| 2.3 Improve and promote accessible parking infrastructure.  | (a) Audit all City owned and managed accessible parking infrastructure to ensure compliance with Australian Standards.  | <b>Manager Engineering Works</b><br><b>Manager Engineering Services</b>  |          | ●       |         |         |
|   | (b) Prioritise a capital works program to upgrade City owned and managed designated accessible parking bays to Australian Standards.  | <b>Manager Engineering Works</b><br><b>Manager Engineering Services</b>  |          |         | ●       | ●       |
|   | (c) City owned and managed accessible parking bays are promoted and identified on City Spatial.   | <b>Manager Assets and Mapping Services</b>   |          |         | ●       | ●       |
|   | (d) Develop and promote an accessible parking resource, including information on use of bays, ACROD permits, and the reporting of access issues.  | <b>Manager Community Development</b><br>Manager Rangers and Security   |          |         |         | ●       |



| Outcome 2 (continued...)  |  |   |          |         |         |         |                             |
|---|--|---|----------|---------|---------|---------|-----------------------------|
| People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater. |  |   |          |         |         |         |                             |
| Strategy  | Actions  | Who Responsible   | Timeline |         |         |         | Anticipated Budget          |
|   |  |   | 2020/21  | 2021/22 | 2022/23 | 2023/24 |                             |
| 2.4 Improve the pedestrian network accessibility within town centres.   | (a) Define and audit pedestrian network accessibility within the City's town centre precincts of Morley, Maylands and Noranda (Bayswater pending) e.g. Kerb ramps, and tactile ground surface indicators.  | Manager Strategic Planning and Place<br>Manager Community Development                   |          | ●       | ●       | ●       | \$150,000<br>(\$50,000 p/a) |
|   | (b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).   | Manager Engineering Services<br>Manager Engineering Works                               |          |         | ●       | ●       | \$100,000<br>(\$50,000 p/a) |
|   | (c) Investigate and source funding to develop and promote a 'City of Bayswater Access and Mobility Map' focusing on the Maylands, Morley and Noranda town centre precincts (Bayswater pending).  | Manager Assets and Mapping Services<br>Manager Engineering Works                        |          |         |         | ●       | \$7,000<br>(one-off)        |
| 2.5 Improve accessibility in natural recreational environments.   | (a) Audit and prioritise high demand natural recreational environments to improve accessibility and wayfinding, including <i>Lightning</i> Swamp, Lightning Park, Cloughton Reserve, Maylands Lakes, Baigup Wetlands, Bardon Park, Peninsula Farm, Berringa Park, and Eric Singleton Bird Sanctuary.   | Manager Sustainability and Environment  |          |         | ●       |         | \$25,000<br>(one-off)       |
|   | (b) Prioritise remedial action plans to improve accessibility and wayfinding in natural recreational environments.   | Manager Sustainability and Environment<br>Manager Communications and Marketing          |          |         |         | ●       | \$25,000 p/a                |
| 2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.          | (a) Design and develop play spaces in line with the City's <i>Parks and Play Space Classification Hierarchy</i> , providing accessible infrastructure and play equipment in parks, including continuous accessible pathways, fountains, shelter, shade, and seating. Where possible and appropriate, engage education and disability service providers in the design of play spaces across the City. | Manager Project Services  | ●        | ●       | ●       | ●       | Operational                 |
| 2.7 Support people with hearing impairment to enhance engagement and participation.   | (a) Purchase portable hearing loops to support community consultations and meetings.   | Manager Community Development   | ●        |         |         |         | \$10,000<br>(one-off)       |
|   | (b) Consult with people with disability on the best locations for the hearing loops - Civic Centre, Council Chamber, recreation facilities, or libraries.  | Manager Building Works<br>Manager Community Development<br>Community Engagement Advisor |          | ●       | ●       |         | Operational                 |
|   | (c) Investigate the feasibility of installing hearing audio loops at frontline customer service desks.   |   |          |         |         |         |                             |

| Outcome 3:  |  |  |          |         |         |         |  |
|---|--|--|----------|---------|---------|---------|--|
| People with disability receive information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it. |  |  |          |         |         |         |  |
| Strategy  | Actions  | Who Responsible  | Timeline |         |         |         | Anticipated Budget   |
|   |  |  | 2020/21  | 2021/22 | 2022/23 | 2023/24 |  |
| <b>3.1 Diversify accessible information and communication methods.</b>  | (a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with low literacy.   | <b>Manager Community Development</b><br>Manager Communications and Marketing                                 | ●        |         |         |         | \$3,000 (one-off)  |
|   | (b) Provide information in accessible formats on request for people with disability.   | <b>Manager Community Development</b><br>Manager Communications and Marketing                                 | ●        | ●       | ●       | ●       | \$4,000 (\$1,000 p/a)  |
|   | (c) Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, large print and hard copy formats. | <b>Manager Communications and Marketing</b>  | ●        | ●       | ●       | ●       | \$4,000 (\$1,000 p/a)  |
|   | (d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.   | <b>Manager Rangers and Security</b><br>Manager Communications and Marketing<br>Manager Community Development | ●        | ●       | ●       | ●       | Operational  |
|   | (e) Adopt an internal Written Style Guide that encourages staff to use plain English in all communications.  | <b>Manager Communications and Marketing</b>  | ●        |         |         |         | Operational  |
| <b>3.2 Review the accessibility of information in digital formats.</b>  | (a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.   | <b>Manager Communications and Marketing</b>  |          |         | ●       | ●       | \$4,600 (one-off in 2022/23)<br>\$5,000 (one-off in 2023/24) |



| Outcome 4:  |  |  |          |         |         |         |                           |
|---|--|--|----------|---------|---------|---------|---------------------------|
| People with disability receive the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater. |  |  |          |         |         |         |                           |
| Strategy  | Actions  | Who Responsible  | Timeline |         |         |         | Anticipated Budget        |
|   |  |  | 2020/21  | 2021/22 | 2022/23 | 2023/24 |                           |
| 4.1 Promote the City's commitment to access and inclusion in the Customer Service Charter.  | (a) Provide and promote a range of options for community members to connect and communicate with the City.   | <b>Manager Library and Customer Service</b><br>Manager Communications and Marketing  | ●        | ●       |         |         | Operational               |
| 4.2 Build disability confidence to enhance staff and community capacity.  | (a) Host an internal staff 'Access and Inclusion Upskiller Session' to increase staff awareness on how the City undertakes access appraisals for streetscapes, parks, and events.                              | <b>Manager Community Development</b><br>Manager Engineering Works<br>Manager Project Services<br>Manager Strategic Planning and Place<br>Manager Parks and Gardens | ●        | ●       | ●       | ●       | \$3,200<br>(\$800 p/a)    |
|   | (b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.  | <b>Manager Community Development</b><br>Manager People, Culture and Safety   | ●        |         | ●       |         | \$12,000<br>(\$6,000 p/a) |
|   | (c) Develop and implement an online City of Bayswater access and inclusion induction training program for staff and Councillors.   | <b>Manager Community Development</b><br>Manager People, Culture and Safety   | ●        |         |         |         | \$5,000<br>(one-off)      |
|   | (d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.   | <b>Manager Community Development</b>   | ●        | ●       | ●       | ●       | Operational               |
|   | (e) Hold Customer Service Charter staff training, focusing on how to use the National Relay Service, the Translating and Interpreting Service, and ways to support people with disability to provide feedback. | <b>Manager Library and Customer Services</b><br>Manager Community Development  | ●        |         |         |         | \$1,000<br>(one-off)      |

| Outcome 5:  |   |  |          |         |         |             |
|---|---|--|----------|---------|---------|-------------|
| People with disability have the same opportunities as others to make complaints to the City of Bayswater. |   |  |          |         |         |             |
| Strategy  | Actions   | Who Responsible  | Timeline |         |         |             |
|   |   |  | 2020/21  | 2021/22 | 2022/23 | 2023/24     |
| 5.1 Review and improve the City's processes to improve feedback mechanisms.                               | (a) Invite people with disability to be part of consultations to help the City improve customer service satisfaction levels.  | Manager Library and Customer Services<br>Community Engagement Advisory | ●        | ●       | ●       | ●           |
|   | (b) Establish an online database, such as the Customer Relation Management System, to streamline the City's complaint and feedback processes to support consistent reporting of access and inclusion matters e.g. ECM, social media, phone, and feedback cards. | Manager Information Services<br>Manager Community Development          | ●        |         |         |             |
|   |   |  |          |         |         | Operational |
|   |   |  |          |         |         | TBC         |

| Outcome 6:   |  |                               |          |         |         |         |                    |
|--|--|-------------------------------|----------|---------|---------|---------|--------------------|
| People with disability have the same opportunities as other people to participate in any public consultation by the City of Bayswater. |  |                               |          |         |         |         |                    |
| Strategy   | Actions  | Who Responsible               | Timeline |         |         |         | Anticipated Budget |
|  |  |                               | 2020/21  | 2021/22 | 2022/23 | 2023/24 |                    |
| 6.1 Consider access and inclusion in the planning, design and delivery of public consultation.   | (a) Embed access and inclusion in community engagement planning process.   | Community Engagement Advisor  | ●        |         |         |         | Operational        |
|  | (b) Provide guidance and resources to support internal staff and external agents and contractors to facilitate accessible and inclusive consultations e.g. portable hearing loops, portable ramps and AUSLAN interpreters. | Manager Community Development | ●        | ●       | ●       | ●       | Operational        |
| 6.2 Expand the variety of consultation methods offered by the City.  | (a) Review the Community Engagement Framework and consider how to improve online engagements to better inform people with disability and improve public participation.   | Community Engagement Advisor  | ●        |         |         |         | Operational        |
|  | (b) Monitor the diversity of people, including people with disability, engaging in public consultations by including questions to gauge the diversity of contributors.   | Community Engagement Advisor  | ●        | ●       | ●       | ●       | Operational        |



| Outcome 7:   |  |                                    |          |         |         |         |                        |
|--|--|------------------------------------|----------|---------|---------|---------|------------------------|
| People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater. |  |                                    |          |         |         |         |                        |
| Strategy   | Actions  | Who Responsible                    | Timeline |         |         |         | Anticipated Budget     |
|  |  |                                    | 2020/21  | 2021/22 | 2022/23 | 2023/24 |                        |
| 7.1 Advance employment practices to increase the employment of people with disability.   | (a) Join the Australian Network on Disability and take the Access and Inclusion Index Self-Assessment to maximise employment impact and contribute to a national benchmark.  | Manager People, Culture and Safety | ●        | ●       | ●       | ●       | \$28,000 (\$7,000 p/a) |
|  | (b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.   | Manager People, Culture and Safety | ●        |         |         |         | Operational            |
|  | (c) Investigate and source funding to develop a mentoring program in partnership with a disability employment provider.  | Manager Community Development      |          | ●       | ●       | ●       | Revenue                |
|  | (d) Participate in employment expos that showcase how the City of Bayswater is a disability friendly and inclusive workplace.  | Manager People, Culture and Safety |          |         | ●       |         | Operational            |
| 7.2 Continue to invest in building and promoting an inclusive workplace culture.   | (a) Review recruitment, employment practices and processes in consultation with a reference group, including staff with disability and employment providers, to increase representation and reduce unconscious bias. | Manager People, Culture and Safety |          | ●       |         |         | Operational            |
|  | (b) In consultation with staff, review workplace design and ergonomics to enable reasonable adjustments for staff with disability.   | Manager Building Works             |          | ●       | ●       | ●       | Operational            |

\*The anticipated budget amounts listed in the table above are indicative only and are subject to further investigation, as the implementation plan is progressed. Each year, the anticipated budget will be reviewed and considered as part of the City's standard annual budget process.

Estimated – Annual financial year budget breakdown

| Action | 2020/21<br>\$ | 2021/22<br>\$ | 2022/23<br>\$ | 2023/24<br>\$ |
|--------|---------------|---------------|---------------|---------------|
| 1.2(e) | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   |
| 2.1(g) |               | 10,000 - MLCS |               |               |
| 2.3(a) |               | 60,000 - MEW  |               |               |
| 2.3(b) |               |               | 50,000 - MEW  | 50,000 - MEW  |
| 2.4(a) |               | 50,000 - MSPP | 50,000 - MSPP | 50,000 - MSPP |
| 2.4(b) |               |               | 50,000 - MES  | 50,000 - MES  |
| 2.4(c) |               |               |               | 7,000 - MAMS  |
| 2.5(a) |               |               | 25,000 - MSE  |               |
| 2.5(b) |               |               |               | 25,000 - MSE  |
| 2.7(a) | 10,000 - MCD  |               |               |               |
| 3.1(a) | 3,000 - MCD   |               |               |               |
| 3.1(b) | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   |
| 3.1(c) | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   | 1,000 - MCD   |
| 3.2(a) |               |               | 4,600 - MCM   | 5,000 - MCM   |
| 4.2(a) | 800 - MCD     | 800 - MCD     | 800 - MCD     | 800 - MCD     |
| 4.2(b) | 6,000 - MCD   |               | 6,000 - MCD   |               |
| 4.2(c) | 5,000 - MCD   |               |               |               |
| 4.2(e) | 1,000 - MLCS  |               |               |               |
| 7.1(a) | 7,000 - MPCS  | 7,000 - MPCS  | 7,000 - MPCS  | 7,000 - MPCS  |
|        |               |               |               |               |
| Total  | \$35,800      | \$130,800     | \$196,400     | \$197,800     |

Estimated total - \$560,800

### **Contact Community Development**

City of Bayswater  
61 Broun Avenue, Morley WA 6062  
PO Box 467, Morley WA 6943

Telephone: 9272 0658

Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

Website: [www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au)

### **National Relay Service**

Contact the City of Bayswater at no charge:

- Voice Relay - 1300 555 727  
TTY - 13 36 77
- SMS relay - 0423 677 767
- Visit: [www.communications.gov.au](http://www.communications.gov.au)

### **Translating and Interpreting Service**

- 131 450
- Visit: <https://www.tisnational.gov.au/en/Non-English-speakers>

### **Alternative Formats**

This publication is available in alternative formats, including hard copy in large or standard print, electronic format, audio, and Braille.

This publication can be found on the City's website and can be made available in languages other than English upon request.

### **Feedback**

The City of Bayswater welcomes and encourages feedback on this plan.