

Agenda

Community Access and Inclusion Advisory Committee

4 November 2020

Notice of Meeting

The next **Community Access and Inclusion Advisory Committee** will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Wednesday 4 November 2020 commencing at **5:00pm**.

Yours sincerely



ANDREW BRIEN
CHIEF EXECUTIVE OFFICER

28 October 2020

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AGENDA

1. OFFICIAL OPENING

2. ACKNOWLEDGEMENT OF COUNTRY

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

Noongar Language

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, 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.

3. ATTENDANCE

Members

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

Officers

Mr Michael Worthington	Acting Director Community and Development
Ms Karen Quigley	Manager Community Development
Ms Michele Fletcher	Coordinator Community Development
Ms Rachael Funch	Community Development Officer
Mr Geoff Eves	Acting Manager Engineering Works, Works and Infrastructure

Observers

Nil.

3.1 Apologies

Nil

3.2 Approved Leave of Absence

Nil.

4. DISCLOSURE OF INTEREST SUMMARY

In accordance with section 5.65 of the *Local Government Act 1995*:

A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

- (a) in a written notice given to the CEO before the meeting; or
- (b) at the meeting immediately before the matter is discussed.

5. DELEGATED AUTHORITY BY COUNCIL

There are no items appearing in this agenda for which the Community Access and Inclusion Advisory Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995*; this meeting is closed to the Public.

6. TERMS OF REFERENCE

TERMS OF REFERENCE	
Community Access and Inclusion Advisory Committee (CAIAC)	
Meeting occurrence:	As required (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 Community Access and Inclusion Advisory Committee (CAIAC) 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; • access issues, including any city plans, policies and strategies related to it. <p>The CAIAC 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;

	<ul style="list-style-type: none">• 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).

7. CONFIRMATION OF MINUTES

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

Moved:

Seconded:

8. REPORTS

8.1 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. Access and Inclusion Plan 2020-2024 – Information Update Reports, July to September 2020.	
Refer:	Item 10.4.11: OCM 24.03.2020 Item 10.5.3 OCM 25.08.2020	

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 as detailed in **Attachment 1** to this report on the City's Access and Inclusion Plan 2020–2024 progress between July to September 2020.

BACKGROUND

At the Ordinary Council Meeting held on 24 March 2020, Council adopted the City of Bayswater Access and Inclusion Plan (AIP) 2020 – 2024. The City's Access and Inclusion Plan outlines seven desired Outcome Areas and associated actions, 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.

During the 2020 – 2021 financial year, the City will provide reports relating to 27 actions associated with the seven Outcome areas within the AIP. This report provides a progress update for the City's Community Access Inclusion Advisory Committee (CAIAC) on the AIP 2020-2024 strategies progressed between July and September 2020.

EXTERNAL CONSULTATION

Community consultation was not required for this report.

OFFICER'S COMMENTS

The City has progressed five of the seven Outcome Areas between July to September 2020 associated with *Outcomes 1, 2, 3, 4 and 7*, as detailed in **Attachment 1**.

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 as detailed in Attachment 1 to this report on the City's Access and Inclusion Plan 2020–2024 progress between July to September 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 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: Implementation of the City's AIP 2020-2024, first year (2020/21)

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

LTFP Impacts: Item not listed in the City's Long Term Financial Plan

Notes: The budget amount listed in the table below was adopted by Council at the Ordinary Council Meeting 24 March 2020. 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 (\$) ANNUAL		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$35,800 (year 2020/21)	N/A	N/A	N/A	N/A	N/A	\$35,800

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 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. This is in direct alignment to Outcome C2 of the City's Strategic Community Plan.

Outcome 2 - People with disability have the same opportunities as other people to access buildings and other facilities of the City of Bayswater. This is in direct alignment to Outcome C1 of the City's Strategic Community Plan.

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. This is in direct alignment to Outcome C2 of the City's Strategic Community Plan.

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. This is in direct alignment to Outcomes C1 and C2 of the City's Strategic Community Plan.

Outcome 7 – People with disability have the same opportunities as people to obtain and maintain employment with the City of Bayswater. 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 between July and September 2020 will be provided to the CAIAC and Council in November 2020.

Attachment 1

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Environmental Health Manager Engineering Services Manager Communications and Marketing
BRANCH	Environmental Health
STRATEGY	1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.
ACTION	(b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	The City is continuing to provide eligible residents with a "gopher" (assisted waste collection) service. This is a specialised service whereby the rubbish truck driver stops and wheels out the bins from the eligible property, empties them and then returns them back to the property. This service is often promoted to eligible residents via the City's waste management customer services. This service and any issues or potential improvements are discussed with the City's waste contractor at continuous improvement meetings.
OUTCOMES	The City actively provides an assisted waste collection service to people with disability in the community. The aim of this service is to assist residents with disability remain independent in the community by receiving a helping hand with the movement of their bins on collection days. This also ensures that waste is continuing to be removed from the property, to prevent any associated public health issues from occurring.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21
INFORMATION	The City is committed to ensuring people with disability are provided with information about City services, programs and events to support participation. Further information is promoted using a wide range of communication methods (hard copy and electronic formats) and will be provided in a preferred format upon request such as large print. This commitment is further extended to organisations that receive a City of Bayswater Community Grant to foster the inclusive delivery of services, programs and events.
OUTCOMES	<p>Information has been embedded into program documentation and event promotional material as listed below:</p> <p><u>City of Bayswater Community Grants Program</u></p> <p>The Better Bayswater Grant application form has embedded the question:</p> <p><i>"Please describe what steps you will take to ensure that the program/project will be accessible and inclusive.</i></p> <p><i>Please refer to the City of Bayswater Access and Inclusion Plan which is available on our website".</i></p> <p><u>Accessible Baysie Business Breakfast</u></p> <p>The Evenbrite registration for this free community business event includes the use of the International symbols of Access and Deafness. Refer Image 1. Applicants are also asked the question – <i>"Do you have any accessibility requirements?"</i></p> <p>Furthermore, Accessibility Information is listed as follows:</p> <ul style="list-style-type: none"> • Please call us on 9272 0658 or email inclusion@bayswater.wa.gov.au if you have any questions about accessibility. • The building is fully wheelchair accessible with ACROD parking and toilets. There is lift access to the event room. • Free on-site parking. • Travelling by Bus - catch bus 950. Alternatively catch bus 48 on Coode Street from Bayswater train station. • For more information on schedules, routes and services contact Transperth's InfoLine on 13 62 13 or visit the Transperth website. <p><u>City of Bayswater - What's On Calendar</u></p> <p>The City's What's On Calendar web pages acknowledge community programs and events that are "free" and "accessible" by embedding these words in the promotional images. Refer Image 2. In addition, an advanced search function has been added to enable community to search for events that are 'free' and/or "accessible". Refer Image 3.</p>

	<p><u>The Bird Makers Project – 23 & 30 September & 1 October 2020</u></p> <p>The City of Bayswater partnered with Co:3 Australia to hold three workshops for The Bird Makers Project which brought together community members from a diverse range of backgrounds and ages for a project which helped people share and reflect on their experience of COVID-19.</p> <p>Participants each created a black bird out of fabric and provided a few words on either their personal experience whilst in COVID – 19 self-isolation. The birds have been collected to represent the stories, memories and histories of people from all backgrounds in Western Australia. The birds and their stories will come together to become the set for Co:3 Australia's main stage production at State Theatre Centre of WA in 2021. Refer Image 4.</p> <p><u>Community Upskiller - Event Unlocked, 11 August 2020</u></p> <p>Of the 23 participants registered, 12 attended the City's Community Upskiller 'Events unlocked', facilitated by the City's Events team. This interactive and engaging workshop included participants trying on vision impairment glasses, supplied by Vision Australia, then trying to read standard information around the room. Participants appreciated the learning experience, as it helped them to understand and appreciate the importance of accessible communication (print and online). The workshop was well received and participants learnt ways on how to host a memorable and inclusive community event.</p>
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Image 1 Eventbrite tile for the Accessible Baysie Business Breakfast, 19 October 2020



Image 2 City of Bayswater 'What's On Calendar' example of a free and accessible Community Centre Event



Image 3 *City of Bayswater What's On Calendar advanced search function to search for a free and/or accessible event*

WHAT'S ON CALENDAR

SEARCH
Search for words of events...

LOCATION
All

START DATE
--/--/----

END DATE
--/--/----

ADVANCED SEARCH OPTIONS

TAGS
All

SUITABLE FOR
All

OPTIONS
☒ FREE EVENT ☒ ACCESSIBLE EVENT

SEARCH

Image 4 *Bird Maker Project at Morley Noranda Recreation Club, September 2020*



City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Project Services Manager Governance Manager Building Works Manager Development Approvals
BRANCH	Project Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	<p>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 City infrastructure, both new and old.</p> <p>As part of the City's \$5.09 million local stimulus package to help the City recover from COVID-19 impacts, accessibility improvements are being fast tracked.</p>
OUTCOMES	<p>Between July to September 2020, the following accessibility infrastructure projects have been implemented, as listed below:</p> <ul style="list-style-type: none"> • Concept design for the Maylands Waterland project provides a refurbished building to facilitate accessible toilets, changing and covered party hire area with campers kitchen facilities. These will be complimented by accessible family play areas, community BBQ, shade shelters and picnic areas. • The Bayswater Library Lift Project was completed in August 2020. The lift has significantly improved access to the Library's Mezzanine floor making it possible for people with disability and parents with prams to access the upper level of the library. Refer Images 1 and 2 illustrating local resident Rachel Daymond and son Ben using the lift to attend the Friday morning Baby Rhyme time session, 28 August 2020. Installation of the lift was fast-tracked through our \$5.09 million local stimulus package. • Remedial works have started at the Guildford Road and Garratt Road traffic signal intersection. These works include realignment of pedestrian crossings, installation of zebra crossings, creation of a right turn on Garratt Road southbound and a double right turn on Garratt Road northbound. Refer Image 3.

Image 1 *New City of Bayswater Library Lift installation, August 2020*



Image 2 *Improvement works underway at Guildford Road and Garratt Road traffic signal intersection, September 2020*



City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.
ACTION	(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.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	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. The City remains committed to ensuring 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.
OUTCOMES	<p>Between July to September 2020, the following initiatives have been implemented as listed below:</p> <ul style="list-style-type: none"> • Pathways were installed in Bohemia and Luderman Reserves in Noranda and Paterson Reserve in Bayswater around existing play spaces to connect from the street to supporting infrastructure such as picnic shelters, bench seats and playground. Bohemia Reserve now includes continuous paths of travel through and around the park to the main road and bus stop. • Nellie Tant (formerly The Strand Reserve) in Bayswater - Play Space Redevelopment included a basket swing (inclusive) and a wheelchair-accessible picnic setting, connected by pathways. • Alf Brooks Reserve in Bayswater - Play Space Redevelopment included a continuous pathway around the entire park, with multiple access points, connecting picnic shelter, seating and hardstand multicourt. • Belstead Reserve in Noranda - Play Space Redevelopment included two pieces of accessible equipment, being a modified swing seat for young children requiring additional support; and a spinner, both of which are wheelchair accessible via rubber softfall. A continuous pathway with multiple access points connects the picnic shelter, seating, accessible drink fountain and playground area.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT				
AUTHOR	Manager Community Development			
BRANCH	Community Development			
STRATEGY	2.7 Support people with hearing impairment to enhance engagement and participation.			
ACTION	(a) Purchase portable hearing loops to support community consultations and meetings.			
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21	<input checked="" type="checkbox"/> 2021/22	<input checked="" type="checkbox"/> 2022/23	<input checked="" type="checkbox"/> 2023/24
INFORMATION	<p>A hearing loop consists of a special amplifier and a coil of wire, which is used by people with hearing aids. The hearing loop provides a magnetic, wireless signal that is picked up by the hearing aid when it is set to 'T' (Telecoil) setting. This greatly reduces background noise, competing sounds, reverberation and other acoustic distortions that reduce clarity of sound.</p> <p>Reputable Australian organisations that specialise in assistive hearing devices were consulted including; Word of Mouth Technology; Hearing Loop Australia and ClearaSound.</p> <p>The City also investigated portable hearing loop solutions in consultation with other Local Government Authorities for reference checks and to ensure the City's new investment would provide value for money.</p>			
OUTCOMES	<p>The City of Bayswater purchased two audio loop systems in July 2020 to provide accessible community engagement for people with hearing impairments.</p> <p>One portable audio system was purchased from Word of Mouth Technology named 'Front Row To Go Portable FM' soundfield system. The portable audio equipment comes in a carry case for ease of use across all City Civic locations and can be used indoors and outdoors. Five ListenTALK receivers with a four port charging station were also purchased Refer Images 1, 2 & 3.</p> <p>The second audio loop system purchased was a Counter Hearing Loop System from ClearaSound. A Counter Hearing Loop System is designed to be used on public access reception counters and frontline customer service desks. The system was permanently fixed in place, under the City of Bayswater Civic Centre Customer Service counter and has been in use since July 2020. The International Symbol for Deafness sticker is located on the customer service safety guard to inform customers of this accessible service. Refer Image 4.</p>			

Images 1, 2, 3 *Word of Mouth Technology Front Row To Go Portable FM Soundfield system (1); Carry case (2); and ListenTALK transceiver (3)*



Image 4 *ClearaSound Counter Hearing Loop System installed at the City of Bayswater Civic Centre, Customer Service counter, July 2020*



City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development Manager Communications and Marketing
BRANCH	Community Development
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(b) Provide information in accessible formats on request for people with disability.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	The Communications and Marketing Unit provide numerous publications in accessible formats, upon request.
OUTCOMES	Publications made available in multiple formats this quarter include: <ul style="list-style-type: none"> • 2019/20 rates brochure (delivered to all households) • Bayswater Beat 2020 Spring edition (delivered to all households) • Caring for our community flyer (homelessness resource) • Sustainable Bayswater booklet (promotion of workshops)

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Communications and Marketing
BRANCH	Communications and Marketing
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(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.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	The Communications and Marketing branch regularly promote the achievements of the City's Access and Inclusion Plan through a range of communication channels including media releases, photo opportunities, the advertorial, Bayswater Beat, E-newsletter, Facebook and LinkedIn. The Unit has increased its use of video with captions on its social media channels, and uses infographics in publications and on signage so that information is accessible and easy to understand.
OUTCOMES	<p>Between July to September 2020, information has been embedded into program documentation and event promotional material as listed below: The team has promoted the following achievements over the reporting period:</p> <ul style="list-style-type: none"> • Installation of four new footpaths in Noranda to provide better access for people with disability – August 2020, website article, Facebook post, Bayswater Beat Spring edition. • Bayswater Waves car park upgrade including the widening of the ACROD Bays – September 2020, media post, media release and photo opp (featured in Eastern Reporter), website article, Facebook post and Bayswater Beat Spring edition. • New accessible lift installed at Bayswater Library – media release and photo opp (featured in Eastern Reporter), website article, Facebook post and Bayswater Beat Spring edition. • Campaign for the Accessible Bayswater Business Breakfast – Facebook post, photo opp, LinkedIn. • Installation of an accessible vehicle ramp for the WA Rogaining Association - Bayswater Beat Summer edition (to be published), media release and photograph opportunity (to feature in the Eastern Reporter), website article, and Facebook post.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Rangers and Security Manager Communications and Marketing Manager Community Development
BRANCH	Rangers and Security
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	The City is committed to providing a safe and convenient path network for community and encourages all path users to be courteous. In addition, the City has increased compliance and enforcement in relation to vehicles and trolleys obstructing driveways and pedestrian access areas. Rangers play a key role by responding to reports of pathway obstructions and take appropriate action.
OUTCOMES	To educate and remind community about keeping the City's path network free from obstructions the City featured an article in the Bayswater Beat, Spring 2020 publication that was distributed to all households from 7 September 2020. The article reminds people not to park over footpaths as they block access for pedestrians including people with disability, joggers, and people walking their dogs. Refer Image 1 .

Image 1 *City of Bayswater Beat, Spring 2020, Article educating community not to park over a footpath*

Be community aware and park with care

We pride ourselves on being an inclusive community – the City is home to all sorts of people with all sorts of lives, hobbies, abilities and families. It is important that everyone who lives here feels safe, and a simple way we can help with this is by being aware of where we park. When we park over a footpath, we are blocking access for people who need to use them. Whether it's someone out jogging, pushing a pram, walking their dog or a wheelchair user, the pavement needs to remain clear so they are able to move safely through our suburbs. So let's all do our bit and keep our pavements free from obstacles.



City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(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.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21
INFORMATION	<p>The City is committed to demonstrating best practice in access and inclusion and customer communications, which is reflected in the City's Customer Service Charter.</p> <p>To support staff to provide for accessible customer service and communications, the Community Development and Library and Customer Service branches collaborated to design and deliver three 'Accessible Customer Service' information sessions.</p> <p>The 'Accessible Customer Service' training material comprised of three short 'how to' videos with complimentary handouts from key agencies including:</p> <ul style="list-style-type: none"> • Australian Government: Dept. of Home Affairs - Translating and Interpreting Service • National Relay Service • WA Office of Multicultural Interests. <p>The City produced an 'Interpreter and Communication Essentials' document to guide and support staff to deliver accessible and inclusive customer service and communications and incorporates the above training information and key staff contacts. Staff can access the document on the City's intranet web portal.</p> <p>Staff were also introduced to the City's new portable audio equipment purchased in July 2020 and were encouraged to use the equipment and offered one to one training, as required.</p> <p>The information sessions increased staff awareness on how to utilise resources to support effective communication, customer service and public consultation to assist people who are deaf or hearing impaired and non-English speaking customers.</p>
OUTCOMES	<p>The Community Development and Customer Service branches have delivered two 'Accessible Customer Service' staff training sessions. These sessions were held on Thursday 3 and Wednesday 23 September 2020 at the Civic Centre. A third training session is scheduled for the last week in November 2020 to support staff from the Recreation branch.</p> <p>Below is a brief summary of outcomes arising from the delivery of the two 'Accessible Customer Service' information sessions:</p> <p><u>Thursday 3 September 2020</u> - 30 staff from the Library and Customer Services branch attended</p>

	<p><u>Wednesday 23 September 2020</u> - 13 staff attended who work in the following City branches:</p> <ul style="list-style-type: none">- Organisational Strategy- Library and Customer Services- Recreation- Community Development- Community Engagement- Communications and Marketing- Project Services <p>Overall, positive feedback has been received with staff confirming that the content of the training sessions has improved their knowledge and/or skills. Staff also commented that they:</p> <ul style="list-style-type: none">• Liked the videos that demonstrated the benefits of assistive technology and interpreter services for both customers and staff.• Found the resources very helpful and easy to use.
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City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability.
ACTION	(a) Join the Australian Network on Disability and take the Access and Inclusion Index Self-Assessment to maximise employment impact and contribute to a national benchmark. (b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	<p>The City services a diverse and multicultural community. In preparing our Workforce Plan 2020-24, we identified that there is the opportunity to do more with our workforce, so it is representative of the diverse community of the City. In the Plan, we are committed to a workplace and workforce that is inclusive and diverse and have progress measures for the number of employees with disability.</p> <p>The City has an agreed target of 5% of the workforce having a disclosed disability by 2025.</p> <p>The Australian Network on Disability (AND), can provide us with a range of opportunities, not limited to conducting an organisation wide assessment, which will help to inform our road map for future actions.</p> <p>Some of the benefits of having a membership with AND are:</p> <ol style="list-style-type: none"> 1. Help us develop the behaviours, attitudes, systems and knowledge to successfully engage with people with disability as employees, customers and stakeholders. 2. Provide an effective management tool to measure our performance and help us identify where to direct our resources for maximum impact - Access and Inclusion Index. 3. Increase opportunities to engage with skilled people with disability through innovative programs such as our Stepping Into internship program and PACE mentoring program. 4. Facilitate networking opportunities for mutual learning and information sharing – roundtable events and webinars. 5. Collaborate to develop customised tools and specialist publications. 6. Provide training in Disability Confidence for Human Resources, Disability Confidence for Managers and Disability Confident Recruiter. 7. Undertake valuable projects that inform us on what it takes to successfully include people with disability as employees, customers and suppliers in a range of businesses and locations.
OUTCOMES	<p>In July 2020 the City commenced its membership with the Australian Network on Disability (AND).</p> <p>In September we liaised with AND's Account Manager to organise the Super-User account, to enable the self-assessment process steps.</p>

	<p>The assessment supports organisations to assess their performance against 10 key areas:</p> <ul style="list-style-type: none">• Commitment• Premises• Workplace Adjustments• Communication and Marketing• Products and Services• Information Communication Technology (ICT)• Recruitment and Selection• Career Development• Suppliers and Partners• Innovation <p>From October 2020, the City can start working on the Access and Inclusion Index Self-Assessment that needs to be submitted before 11 December 2020, to be included into this year's benchmark group.</p> <p>After we submit the assessment, we will receive a Comprehensive Roadmap Report. This report will provide our organisation with detailed analysis of the assessment outcomes and comprehensive recommendations to support us in our access and inclusion journey. A recommended consultancy debrief post-release of the report is included with this and this will inform the City's next steps.</p>
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9. PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

Nil.

10. GENERAL BUSINESS**10.1 Update on the City's Current Practises – Footpath and Crossovers**

Update with regard to the construction of footpath, crossovers and footpath continuity. (*Geoff Eves, Acting Manager Engineering Works, Works and Infrastructure*)

11. CONFIDENTIAL ITEMS

Nil.

12. NEXT MEETING

The next meeting of the Community Access and Inclusion Advisory Committee will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley. ***Date to be advised.***

13. CLOSURE