

Agenda

Community Access and Inclusion Advisory Committee

Wednesday 4 August 2021

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 August 2021** commencing at **5:00 pm**.

Yours sincerely



ANDREW BRIEN
CHIEF EXECUTIVE OFFICER

28 July 2021

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1 OFFICIAL OPENING**2 ACKNOWLEDGEMENT OF COUNTRY****2.1 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**3.1 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 | |

Non-Voting Members

| | |
|------------------------|--|
| Mr Des Abel | Director Community and Development |
| Ms Karen Quigley | Manager Community Development |
| Ms Michele Fletcher | Coordinator Community Development |
| Ms Marie Walker | Coordinator Active Ageing and Volunteers |
| Mr David Bruce | Coordinator Project Services |
| Mr Adrian Fabiankovits | Coordinator Events |

Observers**Leave of Absence****3.2 Apologies****3.3 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.

Nil.

5 DELEGATED AUTHORITY BY COUNCIL

There are no item 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 (WA)*; 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; • individuals from disability service organisations and/or disability |

| | |
|----------------------------|---|
| | <p>support groups (including Durham Road School) operating within the City;</p> <ul style="list-style-type: none">• 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 held on Wednesday 12 May 2021 which have been distributed, be confirmed as a true and correct record.

8 REPORTS

8.1 Progress Report - Access And Inclusion Plan 2020 - 2024

| | |
|---------------------------------|---|
| Responsible Branch: | Community Development |
| Responsible Directorate: | Community and Development |
| Authority/Discretion: | Information Purposes |
| Voting Requirement: | Simple Majority Required |
| Attachments: | 1. Quarterly Progress Report [L236] [8.1.1 - 13 pages] |
| Refer: | Item 10.6.2: OCM 23.03.2021 Item 10.6.2: OCM 24.11.2020 Item 10.5.3: OCM 25.08.2020 Item 10.4.11: OCM 24.03.2020 |

SUMMARY

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

OFFICER'S RECOMMENDATION

That Council notes the information as detailed in **Attachment 1** to this report on the City's Access and Inclusion Plan 2020–2024 progress from April to June 2021.

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 2020/21 financial year, the City will provide reports relating to 28 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 from April to June 2021.

EXTERNAL CONSULTATION

As this is a progress report only, community consultation is not required.

OFFICER'S COMMENTS

The City progressed five deliverables within the Access and Inclusion Plan 2020 – 2024 Outcome Areas between April and June 2021, as detailed in **Attachment 1**.

LEGISLATIVE COMPLIANCE

- *Disability Services Act 1993 (amended 2004).*

RISK ASSESSMENT

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

| | | |
|----------------------------------|---|--------------------------------|
| Officer's Recommendation | That Council notes the information as detailed in <u>Attachment 1</u> to this report on the City's Access and Inclusion Plan 2020–2024 progress from April to June 2021. | |
| 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 is for noting and 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: This item is not itemised 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 budget listed is reflective of the 2020/21 adopted annual operational budget to implement the City's AIP 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 one of the Strategy, 2020/21) | N/A | As per staff wages budget. | N/A | N/A | N/A | \$35,800 (in 2020/21 budget). |

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2021-2031, the following applies:

Theme: Community

Goal C1: Create safe and inviting places for people to come together.

Goal C4: Empower the community by helping them develop social connections.

| | |
|-----------|---|
| 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 C1 and C4 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 and C4 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 C1 and C4 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 C4 of the City's Strategic Community Plan. |
| Outcome 5 | People with disability have the same opportunities as other people to make complaints to the City of Bayswater. This is in direct alignment to Outcomes C1 and C4 of the City's Strategic Community Plan. |
| Outcome 6 | People with disability have the same opportunities as other people to participate in any public consultation by the City of Bayswater. This is in direct alignment to Outcomes C1 and C4 of the City's Strategic Community Plan. |
| Outcome 7 | People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater. This is in direct alignment to Outcome C1 and C4 of the City's Strategic Community Plan. |

CONCLUSION

It is recommended that Council notes the information provided in **Attachment 1**, as the City's Access and Inclusion Plan 2020–2024 progress update from April to June 2021.

| City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT | |
|--|---|
| AUTHOR | Manager Community Development Manager Environmental Health |
| BRANCH | Community Development |
| STRATEGY | 1.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers. |
| ACTION | (a) Develop and share an information package for agents and contractors, including information on how to make services and events more accessible. |
| DELIVERABLE | <input type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24 |
| INFORMATION | <p>The <i>Disability Services Act</i> (1993) requires the City to take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors.</p> <p>City staff engaging agents and contractors on the City's behalf in the provision of a service or product are to ensure the agent and contractor :</p> <ul style="list-style-type: none"> • shares the values and reputation associated with the City's commitment to access and inclusion, and • take into account the needs of people with disability. <p>This deliverable was due to be progressed in the 2021/22 financial year, however this was bought forward concurrent with Outcome 2.1 (b): <i>To 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.</i></p> <p>In June 2021, the City undertook a review of documentation provided to agents, contractors, local businesses and service providers to identify opportunities to improve their awareness of their responsibilities to provide equitable access and inclusion of people with disability. This review considered the provision of community services delivered by agents and contractors such as events, workshops, or seminars delivered on the City's behalf.</p> <p>Currently, there are two sources of information readily available online to inform agents and contractors of their responsibilities:</p> <p>(a) <u>City of Bayswater Event Guidelines</u> – located on the City's website under 'Planning an Event', this publication refers to legislation including; the <i>Disability Services Act</i> (1993) and the <i>Disability Discrimination Act</i> (1992) to inform applicants planning an event in the City. It guides applicants through key requirements such as sanitary facilities, lighting, first aid provision, advertising and directional signage and seating.</p> <p>(b) <u>Community Grants Program</u> – located on the City's website under 'Grants, funding and donations' it was noted that application forms ask applicants to describe what steps they will take to ensure that the funded program/project will be accessible and inclusive.</p> |
| OUTCOMES | During the review it was noted that there was an opportunity to provide more detail to better inform agents and contractors on their responsibilities, as aligned with the City's Access and Inclusion Plan. |

| | |
|--|---|
| | <p>To that end, the following two publications have been developed to increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers:</p> <p>(a) <u>City of Bayswater Guide to Accessible Events</u></p> <p>This publication covers a range of strategies event organisers should consider when planning an event such as inclusive communication, accessible information, disability access symbols, WA Companion Card as well as providing an event checklist and links to other online information and tools.</p> <p>(b) <u>Ways to provide access for people with disability</u></p> <p>This publication provides examples to assist agents and contractors to consider how they can provide access and inclusion across the seven legislated outcome areas:</p> <ol style="list-style-type: none"> 1. Services and events 2. Buildings and facilities 3. Information 4. Quality customer service 5. Complaint mechanisms 6. Consultation processes 7. Employment <p>Agents and contractors are now informed of these publications through the City's relevant contract for service documentation and where applicable, through direct email.</p> |
|--|---|

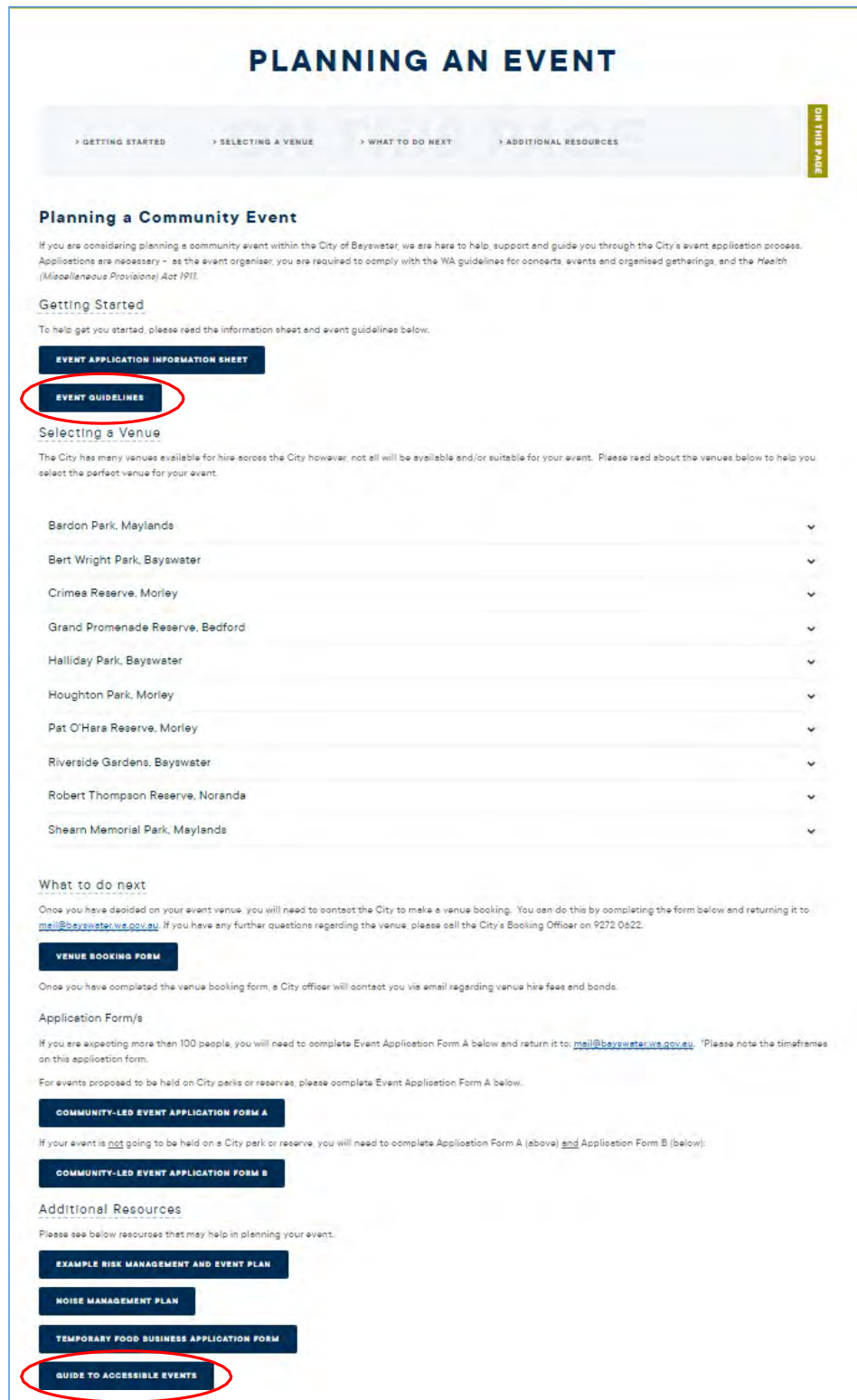



Image 1 City of Bayswater, Planning an event web page

| City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT | |
|--|---|
| AUTHOR | Manager Library and Customer Services |
| BRANCH | Library and Customer Services |
| STRATEGY | 1.2 Build partnerships to support people with disability to participate in their community |
| ACTION | (b) Prioritise Investigate hosting sessions to support people with low literacy |
| DELIVERABLE | <input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24 |
| INFORMATION | <p>A report by the Organisation for Economic Co-operation and Development (OECD, 2019) has found, "...more than one in five Australians can at most complete very simple reading or mathematical tasks...". The Australian Bureau of Statistics Survey (2006) showed that 46.8% of the adult population have low literacy levels.</p> <p>The Read Write Now program exists to improve the literacy of adults who have left the school system and have inadequate literacy for everyday life demands. The program is available to improve reading, writing, maths, study or basic computer skills and is only available in Western Australia.</p> <p>Library Services have hosted Read Write Now volunteers in the activity rooms in the Maylands and Morley library branches for over 14 years.</p> <p>All volunteer tutoring is one-on-one with the participant, organised by the tutor at the participant's convenience. The weekly hour and a half session is spent on individual learning programs developed jointly by the tutor and participant to meet their goals. Throughout the program, tutors aim to rebuild the confidence of the participant.</p> <p>Due to COVID-19, the library service was restricted with the types of programs that it could offer to the community. During this time staff referred library customers to Read Write Now when asked about English lessons.</p> |
| OUTCOME | <p>The Read Write Now program changes lives through literacy. The program resumed in 2020 at the Maylands and Morley libraries after the COVID-19 lockdown to support people in the community with low literacy.</p> |

| City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT | |
|--|---|
| AUTHOR | Manager Sustainability and Environment Manager Governance Manager Building Works Manager Development Approvals |
| BRANCH | Sustainability and Environment |
| 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 | This City is committed to ensuring and safeguarding accessibility in the planning, design, and improvement of built infrastructure. This includes taking practicable measures to engage with key agents and contractors and Australian Disability Enterprises to progressively work towards full sustainability and corporate social responsibility principles. The City acknowledges that Tender Exemption is also applicable to Australian Disability Enterprises and the City works with WA Disability Enterprises, where appropriate. |
| OUTCOMES | Between April and June 2021, the following improvement in building accessibility - planning, design, procurement and construction have been implemented, as listed below: <ul style="list-style-type: none"> Mowing of unkempt verges The City approached registered Disability Service Enterprise providers, requesting tender submissions for the mowing of unkempt residential verges throughout the City of Bayswater. Interlife was awarded the City's contract from October 2020 to September 2023, with a possibility to extend for another two 12-month periods, based upon performance. <ul style="list-style-type: none"> Environmental management services The City's weed management, planting, erosion control, brush cutting and pruning works was awarded to Workpower for a three-year period from 1 February 2021 to 31 January 2024. Refer to Image 1: Workpower |



Image 1 *The City awarded a three-year contract to disability employment service provider Workpower to carry out environmental management services. Mayor Dan Bull, City of Bayswater with Workpower employees Nathan Prior and Aaron McCahon at Gobba Lake, Bayswater.*

| City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT | |
|--|---|
| AUTHOR | Manager Project Services |
| BRANCH | Project Services |
| STRATEGY | 2.5 Improve accessibility in natural recreational environments. |
| ACTION | (b) Prioritise remedial action plans to improve accessibility and wayfinding in natural recreational environments. |
| DELIVERABLE | <input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24 |
| INFORMATION | <p>It was identified at the Access, Inclusion and Walkability Advisory Committee meeting held on 5 August, 2020 that pathways at Hinds Reserve did not connect to picnic tables on site. It was requested that the City investigate and report at the next Committee meeting about pathway connectivity progression at this site. The City was successful in receiving Public Open Space funding to complete pathways within reserves, which assisted the construction of the connecting pathway and ACROD parking bays at AP Hinds Reserve within the 2020/21 financial year.</p> |
| OUTCOMES | <p>Following Department of Biodiversity Conservation and Attractions approval, the pathway and ACROD parking bays were completed at AP Hinds Reserve during May and June 2021.</p> <p>Facilities at the popular Hinds Reserve are now easier to get to, after the installation of connecting pathways and ACROD parking bays at the riverside location.</p> <p>The new pathway connects park users alongside the playground, to picnic seating, barbecues, public toilets and the ANA Rowing clubrooms. Two ACROD parking bays have also been installed next to the facilities in the carpark located on Milne Street, near the Garratt Road Bridge in Bayswater.</p> <p>This upgrade has now removed the barrier of physical access and gives everyone the same opportunities to enjoy the community facilities at this site. The new path will assist parents with prams, children on bikes/scooters and mobility aid and wheelchair users. The pathway also connects to the Principal Shared Pathway along the river and it will make it easy for cyclists and families out for a ride to access the facilities at the reserve.</p> <p>Refer to Image 1: AP Hinds Reserve</p>  <p>Image 1 AP Hinds Reserve upgrades completed May-June 2021</p> |

| 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 | <p>The Communications and Marketing branch provide numerous publications in accessible formats, upon request including the Bayswater Beat and Strategic Community Plan.</p> <p>12 videos were produced with captions on topics including:</p> <ul style="list-style-type: none"> • Five Support Baysie Business videos, showcasing local business goods and services in Bayswater Town Centre. • Age Friendly Survey participant callout • Writer's Workshop with Holden Sheppard • Carol Foley Noongar Workshops • Turtle baby rescue at Lake Bungana <div data-bbox="464 969 1169 1657"> <p>City of Bayswater 1 June at 17:48 · 🌐</p> <p>Turtle baby rescue release at Lake Bungana</p> <p>Baby turtle rescuer and Maylands Lakes resident, Margaret, shared an amazing moment... See more</p> <p>and last November I noticed that a turtle nest had been disturbed.</p> <p>Like Comment Share 95 · 11 comments · 2.9K views</p> </div> <p>https://www.facebook.com/100068807216374/videos/491246855634413</p> |

Three demonstration videos for FOGO waste items

<https://www.facebook.com/100068807216374/videos/1177840256017575>

- Shredded paper
- Pizza boxes
- Meat scraps

**Seven place experience/call to action videos (vision and music, no speech)**

- Youth Week Jam event
- Wattle Park drop in session
- Morley Recreation Centre redevelopment (update)
- Have your say Bert Wright Park
- Noranda netball courts (update)
- Arbor Park event recap (Community Planting Day)
- Baigup Wetlands (Community Planting Day)

<https://www.facebook.com/100068807216374/videos/1199421927189872>



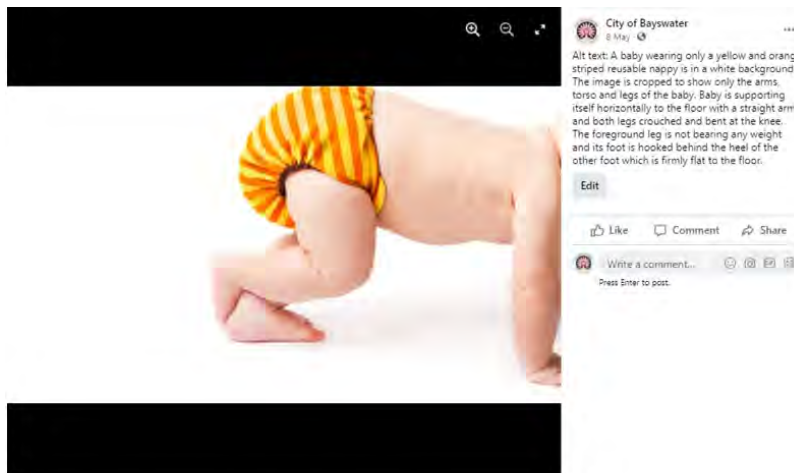
Other tasks carried out to support AIP outcomes.

Facebook Events for Upskillers workshops, Community Planting Days and NAIDOC events providing direct-link, one click options for booking.

Alt text on event cover images

Modern cloth nappy workshop - Maylands

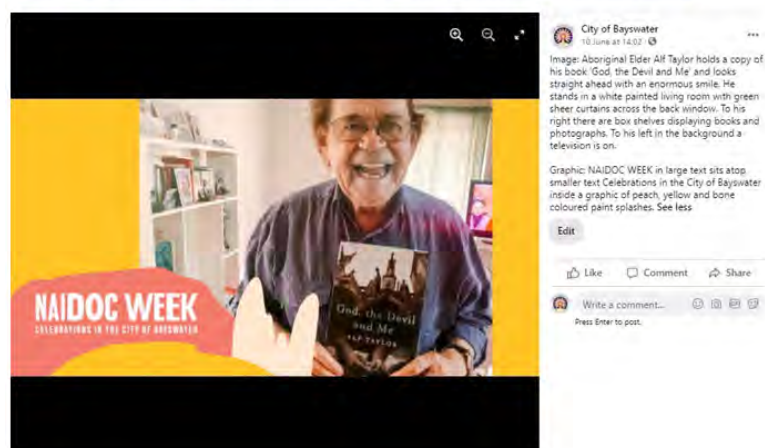
<https://www.facebook.com/163245248662/photos/gm.554941082181661/0158137198573663>



- → NAIDOC Event cover image Alf Taylor Author interview

<https://www.facebook.com/163245248662/photos/gm.500779314501881/10158209604988663>

<https://www.facebook.com/163245248662/photos/gm.500779314501881/10158209604988663>

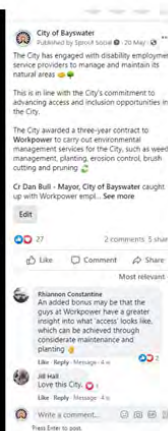


Stories featuring access and inclusion:

11 MAY 2021

City's procurement fosters inclusive community

The City of Bayswater has engaged with disability employment service providers to manage and maintain the City's natural areas.



Children playing on a play structure at a park in Bayswater.

All-natural fun at play space

When people of all ages are encouraged to enjoy all-natural play space, it's a winning formula. The City of Bayswater has created a new play space in its natural areas, and the result is a play space that is both fun and functional. The play space is made of wood and has a blue circular opening. The play space is located in a natural area with trees and a body of water in the background. The play space is a great place for children to play and for families to enjoy. The play space is a great example of how the City of Bayswater is committed to creating inclusive and accessible play spaces for all children.

Thursday, April 29, 2021

parttime.com.au/community-news

EASTERN Reporter

BAYSWATER & BASSENDEAN

Play time for all

A new playground for kids of all abilities is being built at Pat O'Hara Reserve.



SKATING ON THIN ICE

Local ice skating rink is facing challenges.

Local ice skating rink is facing challenges. The rink, which is a popular spot for skaters, is facing challenges due to the weather. The rink is located in a park and is a popular spot for skaters. The rink is facing challenges due to the weather. The rink is located in a park and is a popular spot for skaters.

Havoc for hospitality industry

The hospitality industry is facing challenges.

The hospitality industry is facing challenges. The industry is facing challenges due to the weather. The industry is located in a park and is a popular spot for skaters. The industry is facing challenges due to the weather. The industry is located in a park and is a popular spot for skaters.

29 APRIL 2021

Pat O'Hara the place to play for all

The City of Bayswater has installed a multi-use sports court and redeveloped the play space at the popular Pat O'Hara Reserve.





| City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT | |
|--|---|
| AUTHOR | Manager People, Culture and Safety |
| BRANCH | People, Culture and Safety |
| STRATEGY | 4.2 Build disability confidence to enhance staff and community capacity. |
| ACTION | (b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience. |
| DELIVERABLE | <input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24 |
| INFORMATION | The City partnered with 'Experience Lab' to deliver a new workshop for staff aimed at disability discrimination in the workplace and mental health. The workshop, titled Connor's Hard Work, provided staff with an understanding of how to navigate disability and mental health with empathy and curiosity and what can happen when it is poorly managed. |
| OUTCOMES | The City delivered three staff workshops on Thursday 13 May 2021 at its Civic Centre. 186 employees attended. Refer to Images 1 to 4: Disability discrimination in the workplace |



Images 1 to 4 *Disability discrimination in the workplace training by Experience Lab with City of Bayswater staff, Thursday 13 May 2021, City of Bayswater Civic Centre.*

8.2 Disability Access And Inclusion Annual Progress Report 2020-2021

| | |
|---------------------------------|--|
| Responsible Branch: | Community Development |
| Responsible Directorate: | Community and Development |
| Authority/Discretion: | Information Purposes |
| Voting Requirement: | Simple Majority Required |
| Attachment: | <ol style="list-style-type: none"> 1. Disability Access and Inclusion Plan (DAIP) Progress Report 2020 – 2021 [8.2.1 - 26 pages] 2. Outcome 1 7 Images DAIP Progress Report 2020 20 [8.2.2 - 25 pages] |
| Refer: | Item 10.5.3.1: OCM 24.08.2020 Item 10.4.11: OCM 24.03.2020 |

SUMMARY

This report tables the City's Disability Access and Inclusion Plan (DAIP) Annual Progress Report for 2020/21.

The annual report aligns with the outcomes of the City's Access and Inclusion Plan (AIP) from 1 July 2020 to 30 June 2021. As legislated, the full Annual Progress Report, as presented in **Attachment 1** was lodged with the Department of Communities in July 2021.

OFFICER'S RECOMMENDATION

That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2020/21, which was formally lodged with the Department of Communities in July 2021, as presented in Attachment 1 to this report.

BACKGROUND

The *Disability Services Act 1993* (amended 2004) requires State and local government authorities to annually report on their DAIP implementation progress against seven prescribed Outcome Areas; services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment. The annual Disability Access and Inclusion Plan report must be lodged with the Department of Communities by 1 July each year.

The overarching goal of the City of Bayswater Access and Inclusion Plan 2020 – 2024 is to plan and implement improvements to access and inclusion by identifying and addressing barriers that either restrict or prevent the full participation of people with disability in the community.

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

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

EXTERNAL CONSULTATION

As this is a progress report only, community consultation is not required.

OFFICER'S COMMENTS

The City successfully implemented the 28 strategies forecast to be delivered during 2020/21, which is the first of four financial years of the City of Bayswater Access and Inclusion Plan 2020 – 2024 to be implemented. The strategies have been delivered within existing operational budget provisions, together with the capital upfront cost of \$35,800 for year one of the plan.

Some of the City's access and inclusion achievements for July 2020 – June 2021, which are listed in the DAIP Annual Progress Report 2020-2021 in **Attachment 1**, include the below actions.

Services and Events

- For International Day of People with Disability 2020, the City, together with its Community Access and Inclusion Advisory Committee (CAIAC) Chair, Suresh Rajan, and committee member Catherine Marion, produced a video recognising the importance of improving and promoting accessible parking infrastructure, and proudly supported the National Disability Services ACROD Parking Campaign titled 'This Bay is Someone's Day'. The City featured an upgraded carpark at its Bayswater Waves facility.
- The 25-year-old Bayswater Waves carpark was fast-tracked for improvements, as part of the City's \$5.09 million local stimulus package to help the City recover from COVID-19 impacts. This included the opportunity to widen ACROD car bays, making it easier for anyone with an ACROD permit to enter and exit the carpark in their vehicles. These works were originally scheduled and budgeted to start from 2021/22. The City promoted the campaign in the City's corporate publication, Bayswater Beat Summer 2020/21, and on the 'News' page of the City's website. In addition to the City's promotions, National Disability Services (WA) also recognised the City's commitment to the campaign via two of their Facebook posts.

Buildings and Facilities

- This City is committed to ensuring and safeguarding accessibility in the planning, design, and improvement of built infrastructure. This includes taking practicable measures to engage with key agents, contractors, and Australian Disability Enterprises to progressively work towards full sustainability and corporate social responsibility principles.
- The City acknowledges that Tender Exemption is applicable to Australian Disability Enterprises and the City works with WA Disability Enterprises, where appropriate. The following improvements in building accessibility (planning, design, procurement and construction) were implemented:
 - Mowing of unkempt verges – The City approached registered Disability Service Enterprise providers, requesting tender submissions for the mowing of unkempt residential verges throughout the City of Bayswater. Interlife was awarded the City's contract from October 2020 to September 2023, with a possibility to extend for another two 12-month periods, based upon performance.
 - Environmental management services – The City's weed management, planting, erosion control, brush cutting and pruning works was awarded to Workpower for a three-year period from 1 February 2021 to 31 January 2024.

Information and Communication

- The City has provided a number of publications in accessible formats, upon request. Initiatives include the City's quarterly corporate publication - Bayswater Beat, and Food Organics Garden Organics (FOGO) promotional collateral. FOGO letters and brochures were translated into Chinese, Vietnamese and Italian.

- The City's libraries' 'Learning English program through Storytime' flyers were translated into Traditional Chinese, Simplified Chinese, Hindi, Japanese and Vietnamese.
- City-event marketing material is designed with large font size and an accessible contrast of colours.
- Six promotional Facebook videos were produced with captions, on topics including the City's Strategic Community Plan and Get Ready to FOGO.

Quality of Service

- The City partnered with 'Experience Lab' to deliver a new workshop aimed at disability discrimination in the workplace. The interactive training sessions provided staff with an understanding of how to navigate disability and mental health with empathy and curiosity, and what can happen when it is poorly managed. The City delivered three workshops on 13 May 2021, with 186 employees attending.

Complaints and Safeguarding

- As part of the City's Community Engagement Framework review, the Community Engagement team met with the City's Community Access and Inclusion Advisory Committee to better understand how to reach people with disability, and how to improve opportunities for them to have a say. Information collected from the Committee meeting is being used to improve the City's practice, in particular, better informing stakeholder assessments and engagement planning.

Consultation and Engagement

- The City produced an Interpreter and Communication Essentials document to guide and support staff to deliver accessible and inclusive customer service and communications.
- Through various information sessions, City staff were introduced to the City's new portable audio equipment purchased in July 2020 and offered one-on-one training, as required. The information sessions increased staff awareness on effective communication, customer service and public consultation, to assist people who are deaf or hearing impaired, and non-English speaking customers.

Employment, People and Culture

- The City undertook an organisational wide self-assessment with the Australian Network on Disability (AND) and this has helped to inform the City's roadmap for future actions. Further to the AND report, the City has continued to progress reaching its 5% employment target of people with disability and achieved the following outcomes:
 - The City advertised the position of Apprentice Mechanic in February 2021, to which Disability Employment Service provider, Bizlink, presented a candidate with disability. The candidate was given support during the recruitment process.
 - The City initiated partnership conversations with Durham Road School, the largest education support school in Western Australia, for work placement opportunities.

LEGISLATIVE COMPLIANCE

- *Disability Services Act 1993 (amended 2004).*

RISK ASSESSMENT

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

| | | |
|----------------------------------|---|--------------------------------|
| Officer's Recommendation | That Council notes the City's Access and Inclusion Plan Annual Progress Report for 2020/21, which was formally lodged with the Department of Communities in July 2021, as presented in Attachment 1 to this report. | |
| Risk Category | Adopted Risk Appetite | Risk Assessment Outcome |
| Strategic Direction | Moderate | Low |
| Reputation | Low | Low |
| Governance | Low | Low |
| Community and Stakeholder | Moderate | Low |
| Financial Management | Low | Low |
| Environmental Responsibility | Low | Low |
| Service Delivery | Low | Low |
| Organisational Health and Safety | Low | Low |
| Conclusion | It is considered that there are low risks associated with the information provided in this report, as reporting to the Department of Communities against DAIP strategies is a legislative requirement for local government. Additionally, the report meets outcomes and objectives of the City's Access and Inclusion Plan 2020-2024. | |

FINANCIAL IMPLICATIONS

There are no financial implications applicable to this report.

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2021-2031, the following applies:

- Theme: Community
- Goal C1: Create safe and inviting places for people to come together.
- Goal C4: Empower the community by helping them develop social connections.

| | |
|-----------|--|
| 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 C1 and C4 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 and C4 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 C1 and C4 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 C4 of the City's Strategic Community Plan. |
| Outcome 5 | People with disability have the same opportunities as other people to make complaints to the City of Bayswater. This is in direct alignment to Outcomes C1 and C4 of the City's Strategic Community Plan. |
| Outcome 6 | People with disability have the same opportunities as other people to |

| | |
|-----------|---|
| | participate in any public consultation by the City of Bayswater. This is in direct alignment to Outcomes C1 and C4 of the City's Strategic Community Plan. |
| Outcome 7 | People with disability have the same opportunities as other people to obtain and maintain employment with the City of Bayswater. This is in direct alignment to Outcome C1 and C4 of the City's Strategic Community Plan. |

CONCLUSION

This report provides the final City of Bayswater DAIP annual progress report for 2020/21, as presented in **Attachment 1**, which was submitted to the Department of Communities in July 2021. With the submission of the annual report to the Department of Communities, the City has met its obligations, as outlined in the *Disability Services Act 1993 (amended 2004)*.



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



Disability Access and Inclusion Plan (DAIP) Progress Report 2020–2021

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2020-2021.

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

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

The extent to which access and inclusion is effectively integrated into policies and practices.

The influence of access and inclusion measures on customers, clients, residents, or communities.

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

Please complete your DAIP progress report by Friday 16 July 2021.

Help in completing your Progress Report is [available](#) by contacting the Access and Inclusion team:

Email: access@communities.wa.gov.au

Please note in your email if you wish to discuss this matter by phone, a staff member will call you on the number you provide)

Important notes

Please answer all questions.

Please include as much detail on key initiatives as possible to share the narrative about the initiative. This may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not. You can add extra text boxes if needed.

The Department of Communities (Communities) welcomes the efforts of public authorities to influence access and inclusion outcomes outside your organisation. Please include any such initiatives in the most appropriate outcome area.

Photographs are most welcome; they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. Please note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

Name of public authority: **City of Bayswater**

Name of contact person: **Michele Fletcher, Coordinator Community Development**

Phone number: **9272 0621**

Email: michele.fletcher@bayswater.wa.gov.au

Access and inclusion progress

1. General services and events

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

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

Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy - Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.

(1.1b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.

The City actively provides an assisted waste collection service to people with disability in the community, known as a 'gopher' (assisted waste collection) service promoted to residents via the City's Waste Management team whereby the City's Cleanaway contractor stops, collects and returns the bins from the eligible property. The service assists residents living with disability to remain independent in the community and ensures that waste is continued to be removed from the property, to prevent any associated public health issues occurring.

As at 6 March 2021, the City of Bayswater contractor, Cleanaway, provided a service to 52 residents within the City. The suburbs receiving the service are Bayswater (16 persons), Morley (14 persons), Maylands (9 persons), Noranda (8 persons) and Bedford (5 persons).

Issues or potential improvements are discussed with the City's waste contractor at continuous improvement meetings. Consideration has been given towards the delivery of the City's 'Food Organics Garden Organics' (FOGO) communications/marketing and also the development of specific Q&As.

Strategy: Build partnerships to support people with disability to participate in their community.

(1.2a) 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.

The City's commitment to foster the inclusive delivery of services, programs and events during 2020/2021 has been progressed through a range of examples listed below:

- City of Bayswater Community Grants Program

The Better Bayswater Grant application form was amended to include the following question for applicants: *"Please describe what steps you will take to ensure that the program/project will be accessible and inclusive. Please refer to the City of Bayswater Access and Inclusion Plan, which is available on our website".*

- Accessible Baysie Business Breakfast, 19 October 2020

The Evenbrite registration for this free community business event delivered by the City included the use of the international symbols of access and deafness. Applicants were asked whether they had accessibility requirements to be noted by the City. Information was also provided on the National Relay Service, building accessibility, ACROD parking and Transperth bus and train routes. [Refer to Outcome 1: Images 1, 2, 3 and 4].

- City of Bayswater 'What's On' Calendar

The City's 'What's On' Calendar webpages acknowledge community programs and events that are free and accessible by embedding these words in the promotional graphic design. In addition, an advanced search function has been added to enable the community to search for events that are free and/or accessible. [Refer to Outcome 1: Images 5, 6]

- The Bird Makers Project, 23 and 30 September and 1 October 2020

The City of Bayswater partnered with CO:3 Australia to hold three workshops for The Bird Makers Project. This project was hosted by the City and brought together community members from a diverse range of backgrounds and ages to enable people to share and reflect on their experience of COVID-19. Participants each created a black bird out of fabric and provided a few words on their personal experiences while in COVID-19 self-isolation. The birds and participant stories were displayed at the set for Co:3 Australia's main stage production at State Theatre Centre of WA in 2021. [Refer to Outcome 1: Images 7 and 8].

- Community Upskiller: 'Events Unlocked', 11 August 2020

This interactive 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).

- 'Get On Down' Disco, Monday 9 October 2020

The City provided financial and in-kind support to Matrix Productions Australia to host a free, all ages, inclusive disco suitable for young people at The RISE in Maylands. There were games, prizes and music, and a fun night was had by all.

- City of Bayswater Carols by Candlelight, Saturday 19 December 2020

This free City-delivered community event attracted approximately 2,500 people. This inclusive event featured: an AUSLAN interpreter provided by Vital Interpreting Personnel, the use of the international symbols for deafness and access, accessible wayfinding matting, and the hiring of universal accessible toilets, to promote participation. [Refer to Outcome 1: Images 9, 10 and 11].

- Accessible Community Events - Movie in the Park: 6 March 2021, Jazz in the Park: 16 January 2021, and Evening in the Park, 20 March 2021

The screening at Movie in the Park used closed captions for people with hearing impairments [Refer to Outcome 1: Image 12]. Examples of where the use of the International Access symbol was promoted, as well as the onsite event location of a food vendor positioned to utilise an existing pathway can be seen at Evening in the Park. [Refer to [Outcome 1: Images 13 and 14]

- Explore. Discover . Connect Carnival, 28 March 2021

Between 300 and 400 people attended the Explore. Discover. Connect Carnival, to encourage people of all ages, cultures and abilities to try a new activity or to join a local community club or group. 31 clubs and community groups delivered a range of activities including: robotics, modified sports, cultural experiences, nutritional tips, information sessions, food options, giveaways, and connection with sporting clubs, services and community groups. All stallholders and contractors were provided with a 'Ways to include people with disability' induction package.

Event Ambassador, Para-athlete Matthew Felton, shared his career achievements as a marathon runner to inspire participants to join a local club and build new friendships. Matthew said, *"If I could inspire just one person; that may be worthwhile for me."* [Refer to Outcome 1: Image 15]. The Master of Ceremonies was supported by an AUSLAN interpreter, the inclusive community event was promoted online as free and accessible, with accessible toilets and ACROD parking made available. [Refer to Outcome 1: Image 16].

Strategy: Build partnerships to support people with disability to participate in their community.

(1.2 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.

The City partnered with People with Disability WA (PWDWA) to support the delivery of the Australian Federation of Disability Organisations Diversity Field Officer project funded by the Australian Government - Information Linkages and Capacity Grant fund.

The project involved working with small and medium-sized businesses to educate and inform how to make their businesses more welcoming and inclusive. The project was delivered in two parts: firstly, an information session which covered disability awareness, inclusive practices such as customer considerations and information access, unconscious bias, and disability confidence.

The second part was an option for businesses to receive a tailored accessible business audit, including business layout, print and online communications. Businesses were also connected to local Disability Employment Service providers and the Employment Assistance Fund. The Project, named 'Accessible Baysie Business Breakfast' was promoted via the City's Facebook page, Bayswater Beat Spring 2020 Edition and community newspaper advertorials.

Invitations were emailed to over 90 local small and medium sized businesses, including local NDIS partners, Bayswater City Residents Association (Inc.), and the Maylands Residents and Ratepayers Association. 20 local businesses registered, of which 12 attended. Three businesses embraced the opportunity for a free business accessibility audit and have actively made improvements to their online and building infrastructure to provide a more accessible business.

Evaluation results indicated that participation improved their knowledge and/or skills about access and inclusion. At the conclusion of the event, PWDWA shared photographs on their Facebook page.

(1.2d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.

- The City has delivered a diverse range of free monthly community training opportunities through the Community Upskiller program, for local sporting clubs and community groups to increase their members' skills and confidence to provide inclusive service delivery. Clubs were also informed through the City's Club Connection e-newsletter of inclusive initiatives such as:
 - The International Day of People with Disability - 'Ready Steady Golf - Inclusive programs for all abilities' event, and the City's support for the National Disability Services ACROD parking campaign.
 - 'This Bay is Someone's Day' [Refer to Outcome 1: Images 17 and 18]. Clubs and community groups were encouraged to share the Facebook campaign amongst their networks to help raise awareness of the misuse of ACROD Parking Bays (accessible parking) [Refer to Outcome 1: Images 19, 20, 21, 22, 23 and 24].
- The City was one of 11 Local Government Authorities awarded the Inclusion Solutions – 'Building Inclusive Communities WA' project (BICWA) valued at \$26,000.

BICWA is a supportive partnership project designed to build the capacity of clubs and community groups, provide mentoring and a range of practical supports to ensure people regardless of ability, race, ethnicity, gender or sexual orientation, feel a sense of belonging and can actively participate in community life.

The City, in partnership with Inclusion Solutions, is delivering inclusive workshops and a webinar program between April and November 2021 targeting local community and sporting clubs.

(1.2e) Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of People with Disability'.

For International Day of People with Disability 2020, the City, together with its Community Access and Inclusion Advisory Committee (CAIAC) Chair, Suresh Rajan, and committee member Catherine Marion, produced a video recognising the importance of improving and promoting accessible parking infrastructure, and proudly supported the National Disability Services ACROD Parking Campaign titled 'This Bay is Someone's Day'.

The City featured an upgraded carpark at its Bayswater Waves facility. The 25-year-old Bayswater Waves carpark originally scheduled for improvement works in 2021/22, was fast-tracked as part of the City's \$5.09 million local stimulus package to help the City recover from COVID-19 impacts. This included the opportunity to widen ACROD car bays, making it easier and faster for anyone with an ACROD permit to enter and exit the carpark in their vehicles.

The City promoted the campaign through various channels and formats. In addition to the City's promotions, National Disability Services (WA) also recognised the City's commitment to the campaign via two of their Facebook posts.

Refer to attached Outcome 1 Images

2. Buildings and facilities

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

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

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: 2.1 Improve building accessibility in the planning, design and construction phases.

2.1 (a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.

- This City is committed to ensuring and safeguarding accessibility in the planning, design, and improvement of built infrastructure. This includes taking practicable measures to engage with key agents, contractors, and Australian Disability Enterprises to progressively work towards full sustainability and corporate social responsibility principles. The City acknowledges that Tender Exemption is also applicable to Australian Disability Enterprises and the City works with WA Disability Enterprises, where appropriate. In 2020/21, the following improvements in building accessibility (planning, design, procurement and construction) were implemented:

- Mowing of unkempt verges

The City approached registered Disability Service Enterprise providers, requesting tender submissions for the mowing of unkempt residential verges throughout the City of Bayswater. Interlife was awarded the City's contract from October 2020 to September 2023, with a possibility to extend for another two 12-month periods, based upon performance.

- Environmental management services

The City's weed management, planting, erosion control, brush cutting and pruning works was awarded to Workpower for a three-year period from 1 February 2021 to 31 January 2024. [Refer to Outcome 2- Image 1]

- The City continues to share current Australian Standard (AS) advice and guidance with internal and external stakeholders, to ensure that the City meets its obligations for access to City infrastructure, both new and old. 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, including:

- Concept design for the Maylands Waterland project

The concept plans provide a refurbished building to facilitate accessible toilets, change rooms, and a covered party hire area with campers' kitchen facilities. These will be complemented by accessible family play areas, community BBQ, shade shelters and picnic areas.

- Bayswater Library Lift Project

This 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.

- Morley Sport and Recreation Centre Redevelopment project

Construction of Stage 1, which includes two additional courts, parking reconfiguration, rugby field realignment and match field lighting, is to be completed by July 2021. Stage 2 is planned to be completed by September 2021, and includes accessible toilets, changing rooms and storage facilities. Throughout the design, Australian Standards have been met, with fully accessible facilities and details included in the design, such as accessibility ramps, pathways and additional ACROD car bays.

Strategy: 2.1 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers.

(2.1b) Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibly when providing goods and services to the public on behalf of the City.

An internal Agent and Contractor Practice Review was conducted in June 2020 to ascertain opportunities for continuous improvement. To increase staff awareness, an information session was delivered for staff who hold delegated financial responsibility to procure agents and contractors on behalf of the City. The review resulted in the development of internal documentation to guide staff in the management of agents and contractors, as it relates to access and inclusion.

The City also developed the City of Bayswater Guide to Accessible Events publication, which covers a range of strategies that event organisers should consider when planning an event. The publication suggests inclusive communication, accessible information, disability access symbols, WA Companion Card and provides an event checklist and links to other online information and tools. The 'Ways to provide access for people with disability' tool was also uploaded to the City's website.

Strategy: 2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.

(2.6a) Design and develop play spaces in line with the City's Parks and Play Space Classification Hierarchy; 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.

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 disability.

The following initiatives have been implemented by the City:

- Claughton Reserve, Bayswater

Upgraded facilities at Claughton Reserve included a basket swing with a wheelchair accessible, soft-fall rubber pathway; tightrope walk; climbing fort; horizontal spider net; turtle-shaped steppers, and a fairy trail. As part of the redevelopment, the play space has been repositioned closer to trees for natural shade, and accessible pathways now link the picnic and BBQ area with the play equipment. [Refer to Outcome 2: Image 2].

- Luderman and Bohemia Reserves, Noranda

Pathways connecting play spaces to other park assets, including existing parking and/or pathways, have recently been installed at Luderman and Bohemia Reserves, Noranda. [Refer to Outcome 2: Image 3].

- Nellie Tant Reserve (formerly The Strand Reserve), Bayswater

The project included an inclusive basket swing and a wheelchair-accessible picnic setting, connected by pathways.

- Alf Brooks Reserve, Bayswater

The project included a continuous pathway around the entire park, with multiple access points, connecting picnic shelters, seating, and a hardstand multicourt.

- Belstead Reserve, Noranda

The project 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 soft-fall. A continuous pathway with multiple access points connects the picnic shelter, seating, accessible drink fountain and playground area.

- Pat O'Hara Reserve, Morley

The project included a basket swing with a wheelchair accessible soft-fall rubber pathway, an accessible ramp to the play space, wheelchair accessible picnic tables and a multi-purpose court. These features accompany the nature play space equipment under the trees, including a climbing fort, slide, climbing rocks and logs. As part of the redevelopment, the play space has been repositioned closer to trees for natural shade, and accessible pathways now link the picnic area, play equipment and multi-purpose area all together [Refer to Outcome 2: Image 4].

- External Funding Success

The City successfully applied for Australian Government: Department of Infrastructure, Transport, Regional Development and Communications funding, under the 'Extension of the Local Roads and Community Infrastructure Program Phase 2'. This funding will support the construction of enhanced park facilities such as accessible park furniture, pathways, shade, and play space equipment, including hydro-zoning and improved irrigation.

The funded projects include: Mahogany Reserve, Morley - \$280,000; Wattle Park Reserve, Morley - \$500,000; and Maylands Waterland Redevelopment, Maylands (additional funds for Stage 1 upgrade) - \$150,000.

Strategy: 2.7 Support people with hearing impairment to enhance engagement and participation.

(2.7a) The City investigated portable hearing loop solutions in consultation with other Local Government Authorities for reference checks, and in July 2020, purchased two audio loop systems from reputable Australian organisations that specialise in assistive hearing.

One portable audio system, purchased can be used indoors and outdoors. Five ListenTALK receivers with a four-port charging station were also purchased. The second audio loop system was a Counter Hearing Loop System 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. The International Symbol for Deafness sticker is located on the customer service safety guard to inform customers of this accessible facility [Refer to Outcome 2: Images 5, 6, 7 and 8].

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

Refer to attached Outcome 2 Images.

3. Information and Communication

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

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

- Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**
- If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: 3.1 Diversify accessible information and communication method.

(3.1a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with low literacy.

The City engaged Scope Australia's 'Accessible Information Service' to develop the City's first Access and Inclusion Plan (AIP) into an Easy English publication.

Easy English is a style of writing that is simple and concise, focuses on key information, and uses words and images to help readers understand the information.

A person may have low English literacy due to an intellectual or cognitive disability; a learning disability; an acquired disability, such as stroke, brain injury or degenerative condition; poor education outcomes; reduced exposure to literacy in adult life; or ageing. People from culturally and linguistically diverse backgrounds may also experience low English literacy, and benefit from Easy English publications.

The development of the City's AIP Easy English version was guided by Scope Australia's team of speech pathologists and writers to translate the document. Following this, people with low literacy (engaged by Scope Australia), tested the document to determine readability and usability of written material, and provided feedback to support finalisation of the document.

The City of Bayswater Access and Inclusion Plan 2020 – 2024 is the first corporate document prepared in Easy English.

The Easy English version is available on the City's website and has been widely promoted. Hard copies of the Easy English version have been distributed to the City's three libraries and local disability service providers, and are available on request by members of the community [Refer to Outcome 3: Image 1].

(3.1b) Provide information in accessible formats on request for people with disability.

- The City has provided a number of publications in accessible formats, upon request. Initiatives include the City's quarterly hard copy newsletter publication - Bayswater Beat, and Food Organics Garden Organics (FOGO) promotional collateral. FOGO letters and brochures were translated into other languages.
- City-event marketing material is designed with large font size and an accessible contrast of colours.
- Six promotional Facebook videos were produced with captions on topics including the City's Strategic Community Plan and Get Ready to FOGO.

Example captioned videos can be accessed through the following links:

Art Awards: <https://www.facebook.com/bayswatercity/posts/10157767721878663>

Garage Sale Trail 1:

<https://www.facebook.com/bayswatercity/posts/10157751770188663>

Garage Sale Trail 2:

<https://www.facebook.com/bayswatercity/posts/10157751725783663>

Arbor Park & Belstead Reserve upgrades:

<https://www.facebook.com/bayswatercity/posts/10157730295218663>

- The City's Explore.Discover.Connect Carnival communications and marketing campaign included digital images posted to the Facebook event, accompanied by Alt Text allowing for non-visual desktop access for people who are blind or vision impaired to access and interact with image descriptions [Refer to Outcome 3: Image 2].
- Other City documents promoted as being available in alternative formats include; the City's 2019/20 rates, Bayswater Beat 2020, Caring for our community and the City's Sustainable Bayswater publications.

(3.1c) The City showcases its Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, large print and hard copy formats. Examples include:

- Installation of four new footpaths in Noranda in August 2021, to provide better access for people with disability – website article, Facebook post, Bayswater Beat Spring edition. [Refer to Outcome 2: Image 3].
- Bayswater Waves car park upgrade, including the widening of the ACROD Bays - social media post, media release and photo (featured in The Eastern Reporter newspaper), website article, Facebook post and Bayswater Beat Spring edition.
- New accessible lift installed at Bayswater Library – media release and photo (featured in The Eastern Reporter newspaper), website article, Facebook post and Bayswater Beat Spring edition.
- Campaign for the Accessible Bayswater Business Breakfast – Facebook post, photograph, LinkedIn.
- Installation of an accessible vehicle ramp for the WA Rogaining Association - Bayswater Beat Summer edition, media release and photo (featured in The Eastern Reporter), website article, and Facebook post.

(3.1d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.

- During January 2021, the City promoted the Noranda Town Centre road upgrade, which included improved accessibility for pedestrians and motorists, including ACROD compliant pram ramps and tactile ground surface indicators to make the journey more accessible for people with a disability, caregivers and parents [Refer to Outcome 2: Image 4].
- The City is committed to providing a safe and convenient path network for the community. The City has continued to increase compliance and enforcement in relation to vehicles and trolleys obstructing driveways and pedestrian access areas.
- 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 reminded

people not to park over footpaths, as they block access for pedestrians. [Refer to Outcome 2: Image 5].

(3.1e) Adopt an internal Written Style Guide that encourages staff to use plain English in all communications.

The City of Bayswater internal Written Style Guide was developed in February 2021. The Guide outlines effective strategies to communicate information in plain English by ensuring that it is clear and respectful to diverse audiences, including people with disability.

The publication is now included in the City's Induction Program for all new staff.

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

Refer to attached Outcome 3 Images.

4. Quality of service

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

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

(a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**

(b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: Promote the City's commitment to access and inclusion in the Customer Service Charter.

(4.1a) Provide and promote a range of options for community members to connect and communicate with the City.

Our employees are the City of Bayswater's most valuable resource in terms of delivering a high standard of customer service to our community. The City's new Customer Service Charter sets out the City's commitment to staff and customers, and outlines the service that can be expected. It is also a mechanism to explain to customers their options should their expectations for service delivery not be met.

Following the release of the Customer Service Charter, the City developed an online training module, which is compulsory for all employees. Hard copies of the Customer Service Charter are also available.

Strategy: Build disability confidence to enhance staff and community capacity.

(4.2a) 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.

The City delivered a workshop titled 'Events Unlocked'. This interactive workshop helped participants to learn how to host a memorable and inclusive community event. To supplement the training, the City developed a publication 'A Guide to Accessible Events', which has been uploaded to the City's website and internal staff intranet.

(4.2b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.

The City partnered with 'Experience Lab' to devise a new workshop aimed at disability discrimination in the workplace. The interactive training provided staff with an understanding of how to navigate disability and mental health with empathy and curiosity, and what can happen when it is poorly managed. The City delivered three workshops on 13 May 2021 at its Civic Centre, with 186 employees attending [Refer to Outcome 4: Image to 4].

(4.2c) Develop and implement an online City of Bayswater access and inclusion induction training program for staff and Councillors.

A corporate staff training induction package has been developed to support the induction of new staff, which includes an overview of the City's Access and Inclusion Plan and the responsibilities of staff, agents and contractors. This training will be rolled out 2021/22.

(4.2d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.

- The City partnered with, People with Disability WA (PWDWA), to deliver a local business awareness program named 'Diversity Field Officer Service Project'. PWDWA were funded by the Australian Government - Information Linkages and Capacity Grant fund - Economic Participation for People with Disability, to deliver free business awareness program across Western Australia up until December 2020.

Together with PWDWA, the City delivered a free local business event that aligns with the City's Access and Inclusion Plan *Outcome 1.2 (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. The Diversity Field Officer Service Project was a free local business project held on 19 October 2020 at the City's Civic Centre. The project, titled '*Accessible Baysie Businesses Breakfast*' attracted 12 local businesses.

Overall, businesses felt that the event improved their knowledge and/or skills about access and inclusion. They also appreciated the face-to-face networking opportunity.

Participant comments included:

"I was pleased to see the CoB hold this event and by doing so showing its commitment to improving access and inclusion in the community, particularly supporting local businesses by raising awareness."

"It was informative and timed well."

"Good networking opportunities."

Further to the event, three local businesses accepted the opportunity to receive a free business accessibility audit from PWDWA. Since the October event, these businesses have actively made improvements to their online and building infrastructure, to become a more accessible and welcoming business.

(4.2 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.

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. This includes providing for people who are deaf or hearing-impaired, and non-English speaking customers. The City's new portable audio loop was included in the delivery of the training to familiarise staff with its use. Three staff training sessions were delivered with staff from various City branches.

Training material comprised short training videos and a practical demonstration of the City's new portable audio loop, and complimentary handouts. The internal training material, titled 'City of Bayswater Interpreter and Communication Essentials', has been uploaded to the City's intranet for staff to access at any time.

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

Refer to attached Outcome 4 Images.

5. Complaints and safeguarding

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

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

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: 5.1 Review and improve the City's processes to improve feedback mechanisms.

5.1 (a) Invite people with disability to be part of consultations to help the City improve customer service satisfaction levels.

As part of the City's Community Engagement Framework review, the Community Engagement team met with the City's Community Access and Inclusion Advisory Committee to better understand how to reach people with disability, and how to improve opportunities for them to have a say. Information collected from the Committee meeting is being used to improve the City's practice, in particular, better informing stakeholder assessments and engagement planning.

6. Consultation and engagement

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

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

- Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**
- If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: Consider access and inclusion in the planning, design and delivery of public consultation.

6.1 (a) Embed access and inclusion in community engagement planning process.

- The City of Bayswater revised its Community Engagement Framework to better reflect the needs of people with disability in the City's engagement practices.
- Several community engagement initiatives were delivered in 2022/21, with access and inclusion being considered as part of the process. Participants contributed to surveys on several important topics, including:
 - Wotton Reserve Skate Park relocation
 - Community Engagement Framework review
 - Fenced dog exercise area [Refer to Outcome 6: Image 1]
 - 'Shape Baysie', review of the Strategic Community Plan – public comment period
 - Community Engagement Framework review – phase 2 engagement
 - Community Recreation Plan
 - Play space redevelopments.

- Engagement activities have included measures to improve access and inclusion including:
 - Hard copy surveys available at libraries.
 - Pop-up stalls in community spaces to reach people and provide opportunities to participate in person.
 - Inclusion of three Age Friendly Ambassadors at a pop-up stall at Noranda Shopping Centre. Two of the volunteers can speak a language other than English [Refer to Outcome 6: Image 2].
 - Inclusion of Microsoft Word version surveys on Engage Bayswater.
 - Attending stakeholder meetings to enable direct feedback i.e. going to where our stakeholders are.
 - Promotion of initiatives via a variety of mediums including social media, e-newsletter and Bayswater Beat.
- In addition, the City's Community Engagement team has established a relationship with the Chinese Neighbourhood Watch Group, who translated the Community Engagement review survey and distributed it to their members who live within the City. City staff also worked with the group to develop a video to accompany the survey, which encouraged joint participation.

(6.1b) 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.

- 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.
- To support staff to provide accessible customer service and communications, three Accessible Customer Service information sessions were delivered. The City's Accessible Customer Service training materials comprised three short 'How-to' videos, with complimentary handouts from key agencies, including:
 - Australian Government: Department of Home Affairs - Translating and Interpreting Service
 - National Relay Service
 - WA Office of Multicultural Interests.
- 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. Staff were also introduced to the City's new portable audio equipment purchased in July 2020, encouraged to use the equipment, and offered one-on-one training, as required. 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.

Staff provided positive feedback, confirming that the content of the training sessions has improved their knowledge and/or skills. Staff also commented they liked videos that demonstrated the benefits of assistive technology and interpreter services, for both customers and staff.

Strategy: Expand the variety of consultation methods offered by the City.

6.2 (a) Review the Community Engagement Framework and consider how to improve online engagements to better inform people with disability and improve public participation.

The Community Engagement Framework review is still in progress, however, community engagement to inform the review was completed in April 2021.

Engagement included meetings with several stakeholders that the City does not receive communication from, in its standard engagement practices. The purpose was to better understand how to reach these stakeholders and how to improve opportunities for them to have a say, making the City's practice more accessible and inclusive for the community.

The Community Engagement Framework review also included attending the March 2021 Community Access and Inclusion Advisory Committee meeting, to get their feedback.

Information collected from these forums is being used to improve the City's practices, in particular, better informing stakeholder assessments and engagement planning.

(6.2b) Monitor the diversity of people, including people with disability, engaging in public consultations by including questions to gauge the diversity of contributors.

Recent surveys and other engagement activities undertaken by the City have included consistent demographic questions to better collect data on who is being engaged. This will be a permanent inclusion in the City's engagement practices, where practicable. Data being collected includes age, suburb, connection to the City and whether someone identifies as having a disability, being Aboriginal or Torres Strait Islander, or speaking a language other than English at home.

Refer to attached Outcome 6 Images.

7. Employment, people, and culture

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

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

- (a) Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2020-21? **Yes**
- (b) If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Strategy: 7.1 Advance employment practices to increase the employment of people with disability.

7.1 (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.

In preparing the City's Workforce Plan 2020-24, the City identified the opportunity to improve diversity, and is committed to a workplace and workforce that is inclusive and diverse. The City has committed to a target of 5% of the workforce having a disclosed disability by 2025.

To support the City's Workforce Plan, the City became a member of Australian Network on Disability (AND), and conducted its first Access and Inclusion Index Self-Assessment which will support the City to develop a roadmap for improvement. The membership benefits received to date, include:

- Help the City to develop behaviours, attitudes, systems and knowledge to successfully engage with people with disability as employees, customers and stakeholders.
- Provide an effective management tool to measure the City's performance and help to identify where to direct City resources for maximum impact – Access and Inclusion Index.
- Increase opportunities to engage with skilled people with disability through innovative programs such as the City's Stepping Into internship program, and PACE mentoring program.
- Facilitate networking opportunities for mutual learning and information sharing – roundtable events and webinars.
- Collaborate to develop customised tools and specialist publications.
- Provide training in Disability Confidence for Human Resources, Disability Confidence for Managers and Disability Confident Recruiter.
- Undertake valuable projects that inform the City on what it takes to successfully include people with disability as employees, customers and suppliers, in a range of businesses and locations.

(7.1b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.

- The Australian Network on Disability (AND) organisational wide self-assessment has helped to inform the City's roadmap for future actions. Further to the AND report, the City has continued to progress reaching its 5% target of employing people with disability and achieved the following outcomes:

- The City advertised the position of Apprentice Mechanic in February 2021, to which Disability Employment Service provider, Bizlink, presented a candidate with disability. The candidate was given support during the recruitment process.
- The City initiated partnership conversations with Durham Road School, the largest education support school in Western Australia, for work placements in the City.
- All City recruitment is advertised with the following statement:
“The City of Bayswater is an Equal Opportunity Employer and we promote a workplace that values and foster the diversity of our staff. We strongly encourage applications from Aboriginal and Torres Strait Islander people, people with disability, people from cultural diverse backgrounds and young people.”
- Bizlink provided the City with a candidate for the position of Casual Library Officer. The candidate has been working with the Library and Customer Service team since February 2021 and is interested in applying for other positions in the City. (Refer to image 1).

Refer to attached Outcome 7 Image.

Agents and Contractors

The *Disability Services Act 1993* requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion.

(a) Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? **Yes**

(b) If Yes, please briefly describe your organisation's approach.

The City of Bayswater provides agents and contractors with either a copy of or hyperlink to the Access and Inclusion Plan 2020 – 2024, which is available on the City's website: www.bayswater.wa.gov.au.

In documentation such as 'Request for Quote or Tender; (where relevant), specific clauses or conditions are embedded.

This financial year, there have been additional improvements made to informing agents and contractors (specifically through the Community Grant Funding program), where prospective applicants are required to provide information on how their event will be accessible to people with disability. Successful grant funding applicants, stallholders and event providers are provided with a hyperlink to the new City of Bayswater 'Guide to Accessible Events' publication and 'Ways to include people with disability', available online to promote accountability.

Strategy: 2.1b Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers

An internal Agent and Contractor Practice Review was conducted in June 2020 to ascertain opportunities for continuous improvement.

To increase staff awareness, an information session was delivered to staff with delegated financial responsibility to procure agents and contractors. The project resulted in opportunities to revise and improve 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 new documentation has been uploaded to the City's website and staff intranet.

General questions about your approach to access and inclusion

(a) Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Tick the most appropriate category)

| | |
|--|---|
| Corporate Services | |
| Service delivery | |
| Office of Director General/Chief Executive Officer | |
| Infrastructure Planning | |
| Policy | |
| Other - Community Development | ✓ |

(b) In 2020-2021, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

| | |
|--|---|
| DAIP Implementation plan | ✓ |
| Internal working group or committee | ✓ |
| External working group or committee | ✓ |
| Community feedback and/or co-design mechanisms | ✓ |
| Other | |

(c) In 2020-2021, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

| | |
|--|---|
| All new staff receive a copy of the DAIP | |
| Workshops/seminars/training/events | ✓ |
| DAIP is referenced in internal policies and procedures | ✓ |
| DAIP planning is integrated into other organisational commitments | ✓ |
| Other: In 2020/21, new staff have been informed about the Access and Inclusion Plan 2020 – 2024 through face-to-face corporate induction program | ✓ |

(d) In 2020-2021, did your organisation plan activities in your disability access and inclusion plan which were not implemented? (Please tick a single option)

| | |
|-----|---|
| Yes | |
| No | ✓ |

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

| | |
|--|--|
| Change in budget resources | |
| Change in staffing capacity/leadership | |
| Change of priority | |
| Loss of engagement with stakeholders | |
| Other | |

(f) (Optional) As manager of your agency's plan, please provide any observations about how well your plan and its implementation relate to the following.

Please respond with either Yes, No, Mostly or Sometimes, along with any additional comments.

| | |
|--|--|
| Is informed by internal and external stakeholders | Yes – The City's Community Access and Inclusion Advisory Committee oversees the development and implementation of the Access and Inclusion Plan. The City has demonstrated that we work collaboratively with a diverse range of community stakeholders, including people with disability to deliver initiatives that meet community expectations. Additionally, the City has recently established an internal Workforce Diversity and Inclusion Committee, which will discuss disability access and inclusion of employees, as one of its key focus areas. The internal committee held its first meeting in June 2021. |
| Is relevant to the values of the organisation | Yes – The City's four values are: Accountability, Excellence, Innovation and Respect. , The City has strived to deliver projects, programs, events and initiatives that mirror these values through the development and implementation of the Access and Inclusion Plan 2020 – 2024. |
| Works together with other organisational strategies | Yes – Alignment with the Strategic Community Plan and other informing strategies. |
| Generally, has some form of assessment or evaluation of its strategies | Yes – Evaluations are undertaken for projects, programs and events delivered. |
| Is reinforced within the organisation as a 'living' document. | Yes –The City's AIP is reinforced within the organisation as an all organisational responsibility. Accountability is maintained. |

General feedback

If you have anything else you wish to share about your organisation's experiences (including initiatives which do not readily fit into the outcome areas) or general feedback or advocacy about access and inclusion, please include below.

The City delivered on all Access and Inclusion Plan 2020-2021 deliverables despite the impact of COVID – 19, which included the Community Development team delivering

information in a range of formats together with modified event planning to help keep our community connected and resilient through difficult times. For more information please visit the City's webpage entitled 'Coronavirus (COVID-19) - <https://www.bayswater.wa.gov.au/covid19>



Outcome 1 - General services, programs and events



Image 1 Eventbrite tile for the Accessible Baysie Business Breakfast, 19 October 2020



Image 2 City of Bayswater Deputy Mayor, Cr Filomena Piffaretti and Rebecca from Maylands Wellness Centre - Facebook promotional post for the 'Accessible Baysie BusinessBreakfast', Monday 19 October 2020.

City of
Bayswater



Image 3 *People With Disability WA - Diversity Field Services Project hosted by the City of Bayswater for the Accessible Baysie Business Breakfast, Monday 19 October 2020.*



Image 4 *City of Bayswater Cr Sally Palmer, City of Bayswater Mayor Cr Dan Bull, People With Disability WA Executive Director Brendan Cullinan, and Diversity Field Officer Tania Stefanoska at the Accessible Baysie Business Breakfast, Monday 19 October 2020.*

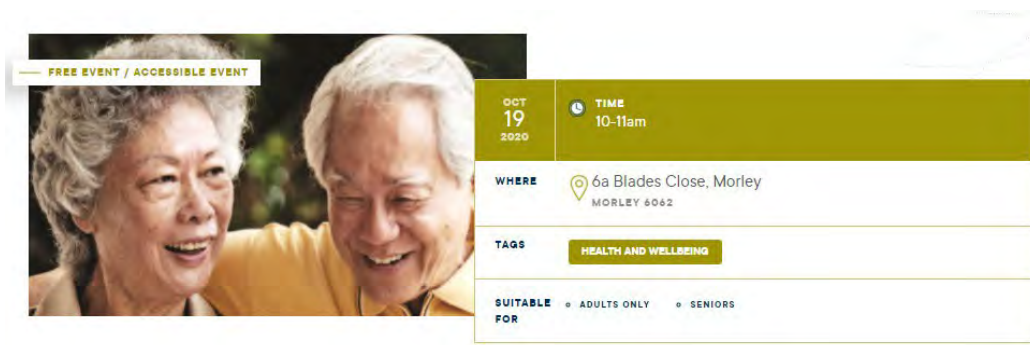


Image 5 City of Bayswater What's On Calendar example of a free and accessible Community Centre Event.

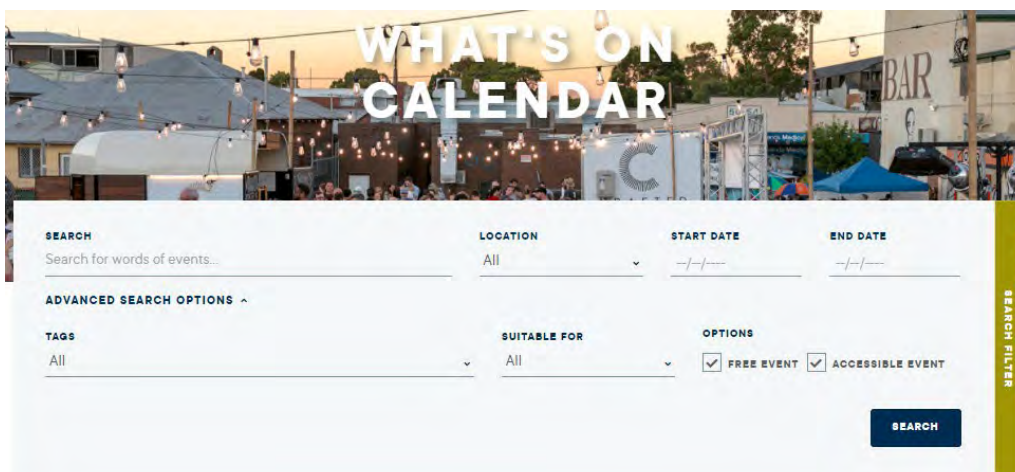


Image 6 City of Bayswater What's On Calendar advanced search function to search for a free and/or accessible event.



Image 7 *Bird Maker Project at Morley Noranda Recreation Club, September 2020*



Image 8 *Matrix Productions Australia Get On Down Disco, The RISE, Maylands, 9 October 2020*



Image 9 Vital Interpreting Personnel AUSLAN Interpreter, City of Bayswater Carols By Candlelight, Halliday Park, Bayswater, 19 December 2020



Image 10 Accessible matting and universal accessible toilets, City of Bayswater Carols by Candlelight, Halliday Park, Bayswater, 19 December 2020

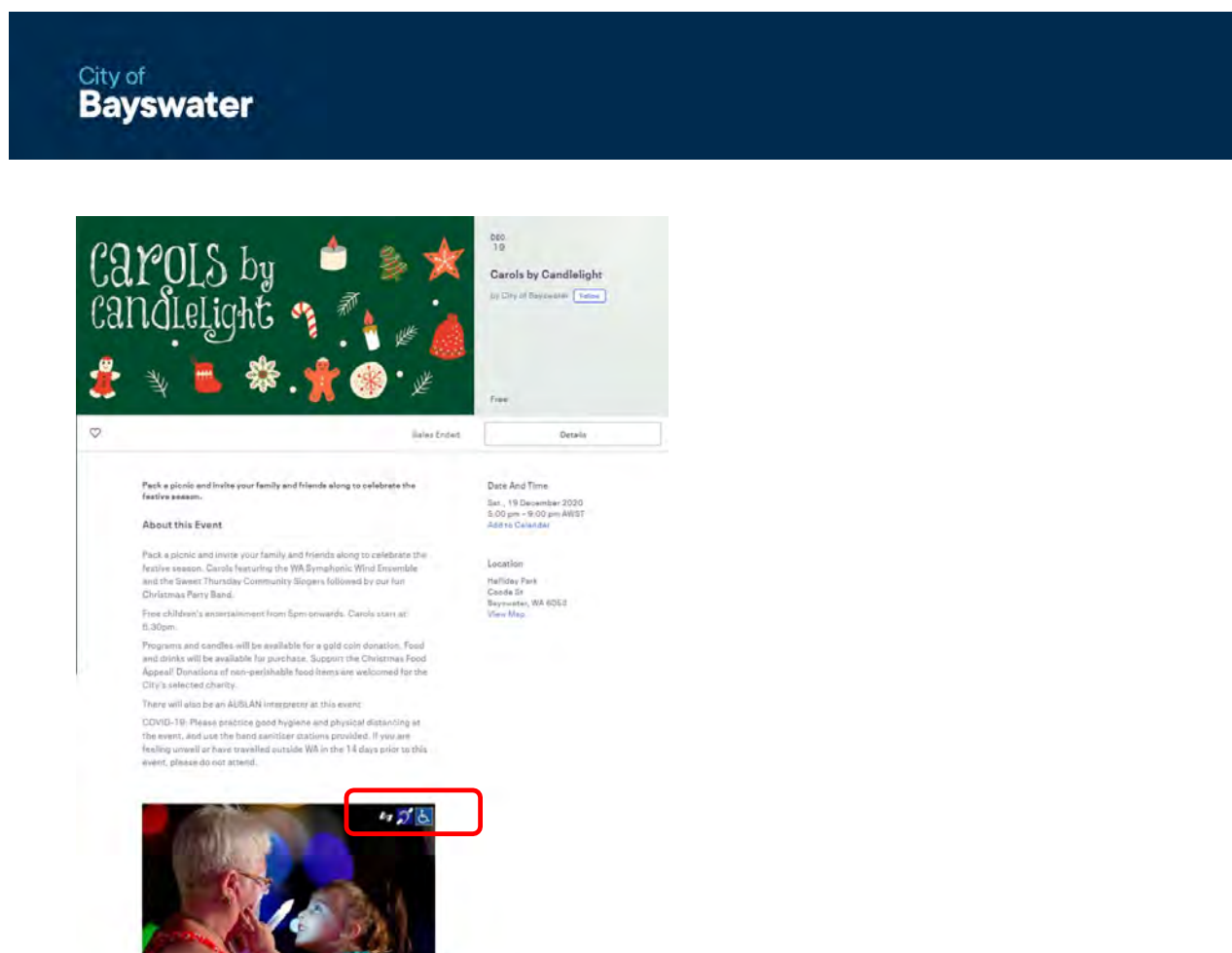


Image 11 Eventbrite page, Carols By Candlelight, 19 December 2020



Image 12 Use of disability access symbols on Eventbrite page for Movie in the Park, 6 March 2021.

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Image 13 Use of disability access symbols on Eventbrite page for Jazz in the Park, 16 January 2021.



Image 14 Food vendors positioned to utilise existing pathways for ease of access at Evening in the Park, 20 March 2021.

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Bayswater



Image 15 Explore Discover.Connect Carnival Ambassador and para-athlete Matthew Felton.



Image 16 Master of Ceremonies and Auslan interpreter opening the Explore.Discover.Connect Carnival on Sunday, 28 March 2021 at The RISE, Maylands.

City of
Bayswater



Ready Steady Golf!
Inclusive programs for all abilities

To help celebrate International Day of People with Disability on 3 December 2020, Ready Steady Golf are offering FREE come and try golf classes for all abilities.

ADULTS - Thursday 3 December 2019 from 9.30am to 10.30am
CHILDREN & TEENS - Saturday 5 December 2020 from 9.30am to 10.30am

Classes held at The Vines Resort & Country Club and bookings are essential.

For more information or to register please contact Mark Tibbles.

[Register here](#)

Image 17 City of Bayswater Club Connection E-newsletter - December 2020.

City of
Bayswater

Club Connection

City News



Celebrating International Day of People with Disability

"This Bay is Someone's Day"

The City of Bayswater is proudly supporting the National Disability Services ACROD Parking Campaign - 'This Bay is Someone's Day', launching Thursday 3 December 2020 as part of International Day of People with Disability 2020.

"This Bay Is Someone's Day" has been created to raise awareness of the misuse of ACROD Parking Bays (accessible parking) for people with disability and we encourage you to share this campaign with your club/organisation by visiting the City's Facebook page.

Image 18 City of Bayswater Club Connection E-newsletter - December 2020.

City of
Bayswater



City of Bayswater

2 December 2020 · 🌐

As part of International Day of People With Disability, the City of Bayswater is proudly supporting the National Disability Services ACROD Parking Campaign, *This Bay Is Someone's Day*.

Together with the City's Community Access and Inclusion Advisory Committee (CAIAC), the City recognises the importance of improving and promoting accessible parking.

As part of our commitment to a more accessible City, we recently upgraded the ACROD parking bays at Bayswater Waves, which was fun... [See more](#)



👍❤️👏 27

4 comments 13 shares

Image 19

Mayor Dan Bull with the City of Bayswater Community Access and Inclusion Access Committee (CAIAC) Chair Suresh Rajan and CAIAC member Catherine Marion at Bayswater Waves.

City of
Bayswater



City of Bayswater

2 December 2020 · 🌐

As part of International Day of People With Disability, the City of Bayswater is proudly supporting the National Disability Services ACROD Parking Campaign, This Bay Is Someone's Day.

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As part of our commitment to a more accessible City, we recently upgraded the ACROD parking bays at Bayswater Waves, which was fun... See more



👍❤️👏 27

4 comments 13 shares

👍 Like

💬 Comment

➦ Share

Most relevant ▾



Eithne O'Doherty This is a great initiative by Baysie Concil. Being an ACROD permit holder I know how frustrating it is to see non disabled people taking up these designated spaces. I have on many occasions given up and gone home.

4w

👍 2

Image 20 *City of Bayswater Community Access and Inclusion Advisory Committee member Catherine Marion using the upgraded ACROD parking bay at Bayswater Waves.*



Image 21 City of Bayswater website - News page, 3 December 2020

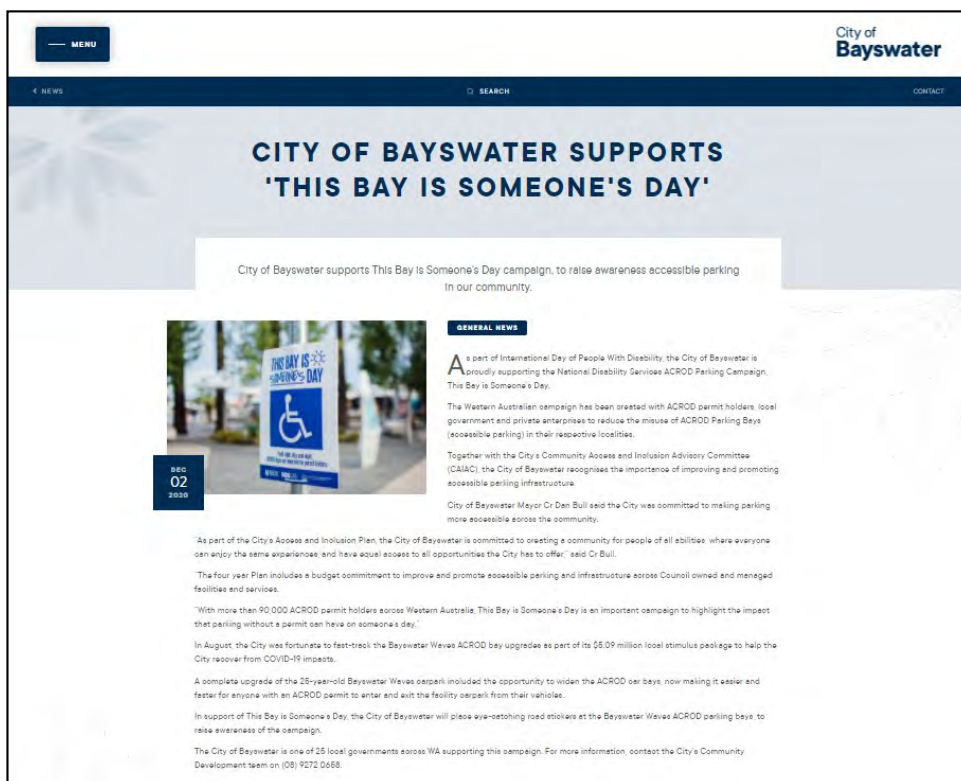


Image 22 City of Bayswater website - News page, 3 December 2020

City of
Bayswater



Image 23 National Disability Services - This Bay is Someone's Day Facebook post of the City of Bayswater video, 3 December 2020.

City of
Bayswater

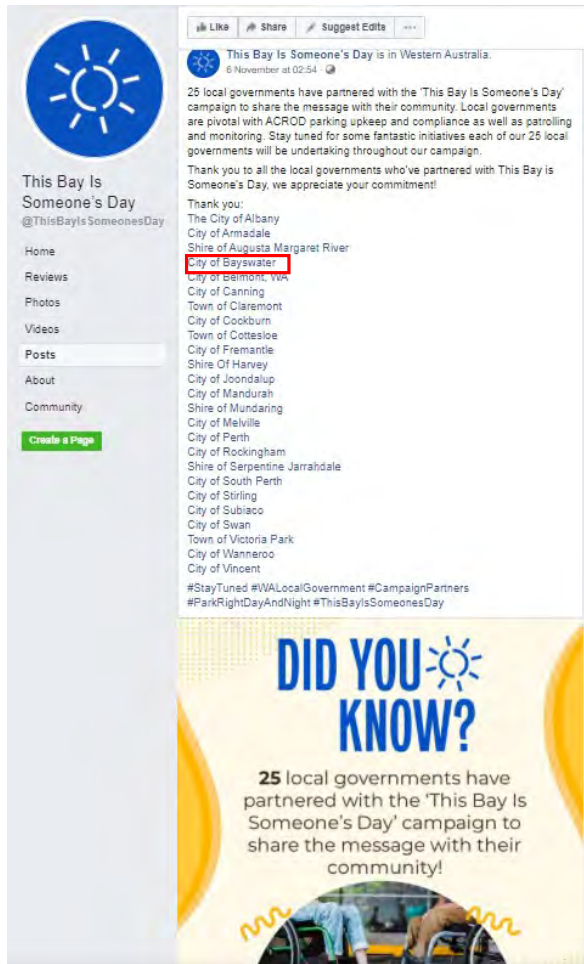


Image 24 National Disability Services - This Bay is Someone's Day Facebook post acknowledging the City of Bayswater commitment to the campaign, 6 November 2020.

City of
Bayswater

Outcome 2 Images

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



Outcome 2 - Buildings, facilities and procurement



Image 1

The City awarded a three-year contract to disability employment service provider - Workpower to carry out environmental management services. Mayor Dan Bull, City of Bayswater with Workpower employees Nathan Prior and Aaron McCahon at Gobba Lake, Bayswater.



Image 2 *Claughton Reserve upgrades completed December 2020*



Image 3 *Connecting pathways at Luderman and Bohemia Reserves, Noranda, completed December 2020*

City of
Bayswater



Image 4 *Pat O'Hara Reserve upgrades completed January-March 2021*



Images 5, 6, 7

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



Image 8 *ClearaSound Counter Hearing Loop System installed at the City of Bayswater Civic Centre, Customer Service counter, July 2020.*



Outcome 3 - Information and Communication



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

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Image 2 *City of Bayswater, Explore.Discover.Connect Carnival communications and marketing campaign included digital images posted to the Facebook event, accompanied by Alt Text allowing for non-visual desktop access for people who are blind or vision impaired to access and interact with image descriptions.*



Image 3 *City of Bayswater Facebook post of Noranda Town Centre road upgrades with Deputy Mayor Filomena Piffaretti and Noranda resident Barbara Starkey and her granddaughters Summer and Rosie, 21 January 2021.*

Road upgrades completed

NORANDA locals can now walk safely around their local shopping centre and park after the City of Bayswater completed road upgrades in the town centre.

The City recently installed a central median strip, turning pockets, more pedestrian crossing locations and a new asphalt road surface, widened the road, improved street lighting and planted 18 eucalyptus trees along the median strip.

This comes after the community were consulted on concept designs in 2019.

Deputy Mayor and Noranda resident Filomena Piffaretti said the upgrade improved the town centre's aesthetics, accessibility and safety for pedestrians and motorists.

"As a local resident, it's been fantastic to watch the intersection at Benara Road and McGilvray Avenue transformed by the upgrade," she said.

"People moving through the area will notice two pedestrian crossing locations have been added to four



Bayswater Deputy Mayor Filomena Piffaretti with Noranda resident Barbara Starkey and her granddaughters Summer and Rosie.

existing crossing points at Benara Road and McGilvray Avenue.

"Importantly, these crossing locations incorporate Acrod compliant pram ramps as well as tactile ground surface indicators, making the journey to and from Noranda shopping cen-

tre and Robert Thompson Reserve more accessible for people with a disability, caregivers and parents.

"We now have a streetscape that's safer and inviting for residents and visitors to Noranda, and welcomes people to the local businesses in the town centre."

Image 4

Noranda Town Centre road upgrades including new crossing with Deputy Mayor Filomena Piffaretti and Noranda resident Barbara Starkey and her granddaughters Summer and Rosie, January 2021.

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.



Image 5 *City of Bayswater Beat, Spring 2020, Article educating community not to park over a footpath.*

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Outcome 4 Images

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



Outcome 4 - Quality of service



Images 1 to 4 Disability discrimination in the workplace training by Experience Lab with City of Bayswater staff, Thursday 13 May 2021, City of Bayswater Civic Centre.

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Outcome 6 Images

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Outcome 6 - Consultation and engagement



Image 1 City of Bayswater community engagement pop up stall, Noranda Shopping Centre, with the City of Bayswater Age Friendly Volunteer Ambassadors.



Image 2 City of Bayswater community engagement pop up stall for the fenced dog exercise area.

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Outcome 7 Image

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Outcome 7 - Employment, people and culture

Dream Job



Pictured Hayden and Charlie outside Morley Library

Published author, Hayden Selfe, recently started his "dream" job working at the City of Bayswater Library. Hayden had thought he would be stuck in takeaway food forever. However, he completed Librarian qualifications and BIZLINK Midland worked with him to connect to new employers and a new job. Hayden is now employed as a casual Library Assistant. The City of Bayswater are proactive employers and work with BIZLINK to increase their diversity and equal opportunity employment.

Hayden has done the hard work to get him to where he needed to be. BIZLINK Midland are delighted to see Hayden excel and follow his dream and we will continue to support him in this role. Charlie, Johnny, Liz and Julie have loved seeing Hayden follow his dream and be an inspiration to others. Thanks City of Bayswater for the opportunity.

You can find Hayden's book 'Hatching Heroes' and others online

www.goodreads.com/author/show/7057265.Hayden_Selfe

Image 1 New City of Bayswater, casual Librarian, Hayden Selfe, at Morley Library, March 2021.

9 PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

Nil.

10 GENERAL BUSINESS**10.1 State Disability Strategy 2020-2030**

Mr Suresh Rajan will provide an update on the implementation plan for the Western Australia State Disability Strategy 2020-2030.

10.2 Morley Sport And Recreation Centre Redevelopment Update

An update will be provided on the Morley Sports and Recreation Centre redevelopment accessibility upgrades. (*David Bruce, Coordinator Project Services*)

10.3 Draft Age Friendly Strategy 2021 - 2025

Following Council's approval of the draft Age Friendly Strategy 2021-2025 to be released for public comment, the draft Strategy is being presented to the CAIAC, by Marie Walker, Coordinator Active Ageing and Volunteers for their comment and feedback.

10.4 Accessible Events

Adrian Fabiankovits, Coordinator Events will present to CAIAC on how the City raises awareness of disability access and inclusion at events, with event organisers and with event suppliers, agents and contractors.

10.5 End Of Term For The CAIAC – Final Meeting 4 August 2021

The City wishes to thank the community representatives and Councillors who have given their time and expertise to the CAIAC over the past two year term. In accordance with the Terms of Reference, the meeting held on 4 August 2021 will be the last scheduled meeting for the term of the Committee.

11 NEXT MEETING

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

12 CLOSURE