

Agenda

Community Access and Inclusion Advisory Committee

24 February 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 24 February 2021 commencing at **5:00pm**.

Yours sincerely



ANDREW BRIEN
CHIEF EXECUTIVE OFFICER

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AGENDA

1. OFFICIAL OPENING

2. ACKNOWLEDGEMENT OF COUNTRY

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

Noongar Language

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

English Language Interpretation

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

3. ATTENDANCE

Members

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

Officers

Mr Des Abel	Director Community and Development
Ms Karen Quigley	Manager Community Development
Ms Michele Fletcher	Coordinator Community Development
Ms Rachael Funch	Community Development Officer
Mr Geoff Eves	Acting Manager Engineering Works, Works and Infrastructure
Mr Bryce Coelho	Manager Engineering Services
Ms Janelle Easthope	Community Engagement Advisor
Ms Shonie McKibbin	Community Engagement Support Officer

Observers

3.1 Apologies

Mr Suresh Rajan	Chairperson
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3.2 Approved Leave of Absence

Nil

4. DISCLOSURE OF INTEREST SUMMARY

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

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

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

5. DELEGATED AUTHORITY BY COUNCIL

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

6. TERMS OF REFERENCE

TERMS OF REFERENCE	
Community Access and Inclusion Advisory Committee (CAIAC)	
Meeting occurrence:	As required (generally 3-4 times per year)
Day of Meeting:	When suitable
Time of Meeting:	When suitable
Location of Meeting:	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062
Liaison Officer:	Director Community and Development or nominated officer
Purpose of Committee:	<p>The Community Access and Inclusion Advisory Committee (CAIAC) provides advice and recommendations relating to:</p> <ul style="list-style-type: none"> • issues impacting people with disabilities, including the development and implementation of the City's Access and Inclusion Plan (AIP); • issues impacting seniors/older people, including the implementation of the City's Age Friendly Strategy; • access issues, including any city plans, policies and strategies related to it. <p>The CAIAC also ensures that all members of the community regardless of their race, disability, age, religion, education level, gender or sexual orientation have access to all Council services, information and facilities, in accordance with the <i>Disability Services Act 1993</i> and the <i>Equal Opportunity Act 1984</i>.</p>
Role of Representatives	<p>The roles and responsibilities of the City of Bayswater representatives on this Committee are:</p> <ul style="list-style-type: none"> • Member in own right; and • Spokesperson for City of Bayswater.
Elected Members:	<ul style="list-style-type: none"> • Four elected members • All other Councillors are deputies
Non-Council Members:	<p>Maximum of six community members who either:</p> <ul style="list-style-type: none"> • reside within the City of Bayswater and are able to contribute expertise or advice on disability;

	<ul style="list-style-type: none">• individuals from disability service organisations and/or disability support groups (including Durham Road School) operating within the City;• reside within the City of Bayswater and are able to contribute expertise or advice on matters related to seniors/older people;• reside within the City of Bayswater and demonstrate interest in walking and/or have local transport and road safety knowledge.
Non-Voting Members:	<ul style="list-style-type: none">• Director Community and Development;• Manager Community Development;• Other business unit Managers, as relevant; and• Other officers as required.
Terms of Membership	<ul style="list-style-type: none">• Elected members - two years commencing after each Ordinary Council election• Non-Council members - from the date of appointment by Council until October 2021.
Delegated Authority	Nil.
Sitting Fees	Nil (included as part of the annual Sitting Fees paid to Councillors).

7. CONFIRMATION OF MINUTES

The Minutes of the Community Access and Inclusion Advisory Committee Meeting held on 4 November 2020 which have been distributed, be confirmed as a true and correct record.

Moved:

Seconded:

8. REPORTS

8.1 Progress Report - Access and Inclusion Plan 2020 - 2024

Responsible Branch:	Community Development	
Responsible Directorate:	Community and Development	
Authority/Discretion:	<input type="checkbox"/> Advocacy <input type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input checked="" type="checkbox"/> Information Purposes
Voting Requirement:	Simple Majority Required	
Attachments:	1. Access and Inclusion Plan 2020-2024 – Information Update Reports, October to December 2020.	
Refer:	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 between October and December 2020.

BACKGROUND

At the Ordinary Council Meeting held on 24 March 2020, Council adopted the City of Bayswater Access and Inclusion Plan (AIP) 2020 – 2024. The City's Access and Inclusion Plan outlines seven desired Outcome Areas and associated actions, which are progressed each financial year over the four-year term of the Plan. The Outcome areas are:

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

During the 2020 – 2021 financial year, the City will provide reports relating to 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 between October and December 2020.

EXTERNAL CONSULTATION

Community consultation was not required for this report.

OFFICER'S COMMENTS

The City has progressed six out of seven Outcome Areas between October and December 2020, as detailed in **Attachment 1**.

LEGISLATIVE COMPLIANCE

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

OPTIONS

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

Option 1	That Council notes the information as detailed in <u>Attachment 1</u> to this report on the City's Access and Inclusion Plan 2020–2024 progress between October and December 2020.		
Risk Category		Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction		Moderate	Low
Reputation		Low	Low
Governance		Low	Low
Community and Stakeholder		Moderate	Low
Financial Management		Low	Low
Environmental Responsibility		Low	Low
Service Delivery		Low	Low
Organisational Health and Safety		Low	Low
Conclusion	It is considered that there are low risks associated with the information provided in this report, as it 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: Item not listed in the City's Long Term Financial Plan

Notes: The budget amount listed in the table below was adopted by Council at the Ordinary Council Meeting 24 March 2020. The current budget listed is reflective of the 2020/21 adopted annual operational budget to implement the City's AIP 2020-2024 strategies in 2020/21.

ITEM NO.	CAPITAL / UPFRONT COSTS (\$)	ONGOING COSTS (\$) ANNUAL		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$35,800 (year 2020/21)	N/A	N/A	N/A	N/A	N/A	\$35,800

STRATEGIC IMPLICATIONS

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

Theme: Our Community

Aspiration: An active and engaged community.

Outcome C1: A strong sense of community through the provision of quality services and facilities

Outcome C2: Accessible services that recognise diversity.

Outcome 1 - People with disability have the same opportunities as other people to access the services of, and any event organised by, the City of Bayswater. This is in direct alignment to Outcome C2 of the City's Strategic Community Plan.

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

Outcome 3 – People with disability receive information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it. This is in direct alignment to Outcome C2 of the City's Strategic Community Plan.

Outcome 4 – People with disability receive the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater. This is in direct alignment to Outcomes C1 and C2 of the City's Strategic Community Plan.

Outcome 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 Outcome C2 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 C2 of the City's Strategic Community Plan.

CONCLUSION

It is recommended that Council notes the information provided in **Attachment 1**. The following AIP 2020-2024 progress report between January and March 2021 will be provided to the CAIAC and Council in May 2021.

Attachment 1

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development Manager Project Services Manager Governance Manager Strategic Planning and Place Manager Library and Customer Services Manager Communications and Marketing
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(a) Embed information to improve access and inclusion into City documentation, including grants, donations, sponsorships and events. This includes providing accessible parking, public transport and alternative print.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	<p>The City is committed to ensuring people with disability are provided with information in their preferred format on request and can access City services, programs and events. This includes Citizenship Ceremonies; Christmas Markets; Carols by Candlelight; Community Upskiller workshops; Youth activities; Library programs; and the Better Bayswater Grant.</p> <p>The City informs community about the free and accessible opportunities when promoting community funding opportunities and events. In addition, community are advised that information is available in hard copy and in alternative formats, such as large print, upon request.</p>
OUTCOMES	<p>For this reporting period (October to December 2020) the City of Bayswater has embedded access and inclusion information into the following community programs and events promotional material.</p> <p><u>Get On Down Disco</u> On Monday 9 October 2020 (6.30pm – 9.00pm), the City supported Matrix Productions Australia to host a free, all ages, inclusive disco suitable for young people at The RISE, Maylands. There were games, prizes and music, and a fun night was had by all. Refer Images 1 to 4.</p> <p><u>City of Bayswater Carols by Candlelight</u> On Saturday 19 December the City hosted the annual Carols by Candlelight event at Halliday Park, Bayswater. This free community event attracted approximately 2,500 people. A five question survey with an additional feedback section was promoted to the community following the event. A total of 28 people responded of which 26(93%) said that they were "happy" with the event. Two people (7%) said they were neither happy nor unhappy with the event. General feedback from the community included:</p> <ul style="list-style-type: none"> • "Parking was good!" • "Very organised, mainly parking" <p>In support of an inclusive community event the City provided the following accessible services:</p> <ul style="list-style-type: none"> • Online information on the City's 'What's On Calendar' and Eventbrite registration web page acknowledging that the event is 'free' and

	<p>'accessible'. The International symbol of Access was also used. Refer Images 5 & 6.</p> <ul style="list-style-type: none">• Online information on the City's 'What's On Calendar' and Eventbrite registration web page acknowledged the presence of an AUSLAN interpreter. This service was provided by Vital Interpreting Personnel and was acknowledged using the International symbol for deafness. Refer Images 5, 6 and 7.• Accessible matting and three universal accessible toilets were hired. Refer Image 8.
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Image 1 *Matrix Productions Australia, Get On Down Disco, The RISE, Maylands, 9 October 2020*



Image 2 *Matrix Productions Australia, Get On Down Disco, The RISE, Maylands, 9 October 2020*




Image 3 *Matrix Productions Australia, Get On Down Disco, The RISE, Maylands, 9 October 2020*



Image 4 *Matrix Productions Australia, Get On Down Disco, The RISE, Maylands, 9 October 2020*

CAROLS BY CANDLELIGHT

Pack a picnic and invite your family and friends along to celebrate the festive season



FREE EVENT / ACCESSIBLE EVENT

DEC 19 2020 **TIME 5pm**

WHERE Halliday Park, Bayswater
BAYSWATER 6003

TAGS FESTIVALS AND CONCERTS FAMILY FUN MUSIC, ART AND CULTURE

SUITABLE FOR • ADULTS ONLY • FAMILIES • CHILDREN • YOUTH • SENIORS
• PEOPLE WITH A DISABILITY

1. OVERVIEW **OVERVIEW**

Carols featuring the WA Symphonic Wind Ensemble and the Sweet Thursday Community Singers followed by our fun Christmas Party Band.

Free children's entertainment from 5pm onwards. Carols start at 6.30pm.

Programs and candles will be available for a gold coin donation. Food and drinks will be available for purchase. Support the Christmas Food Appeal! Donations of non perishable food items are welcomed for the City's selected charity.

There will also be an AUSLAN interpreter at this event.

Image 5

City of Bayswater What's On Calendar, Carols By Candlelight, 19 December 2020

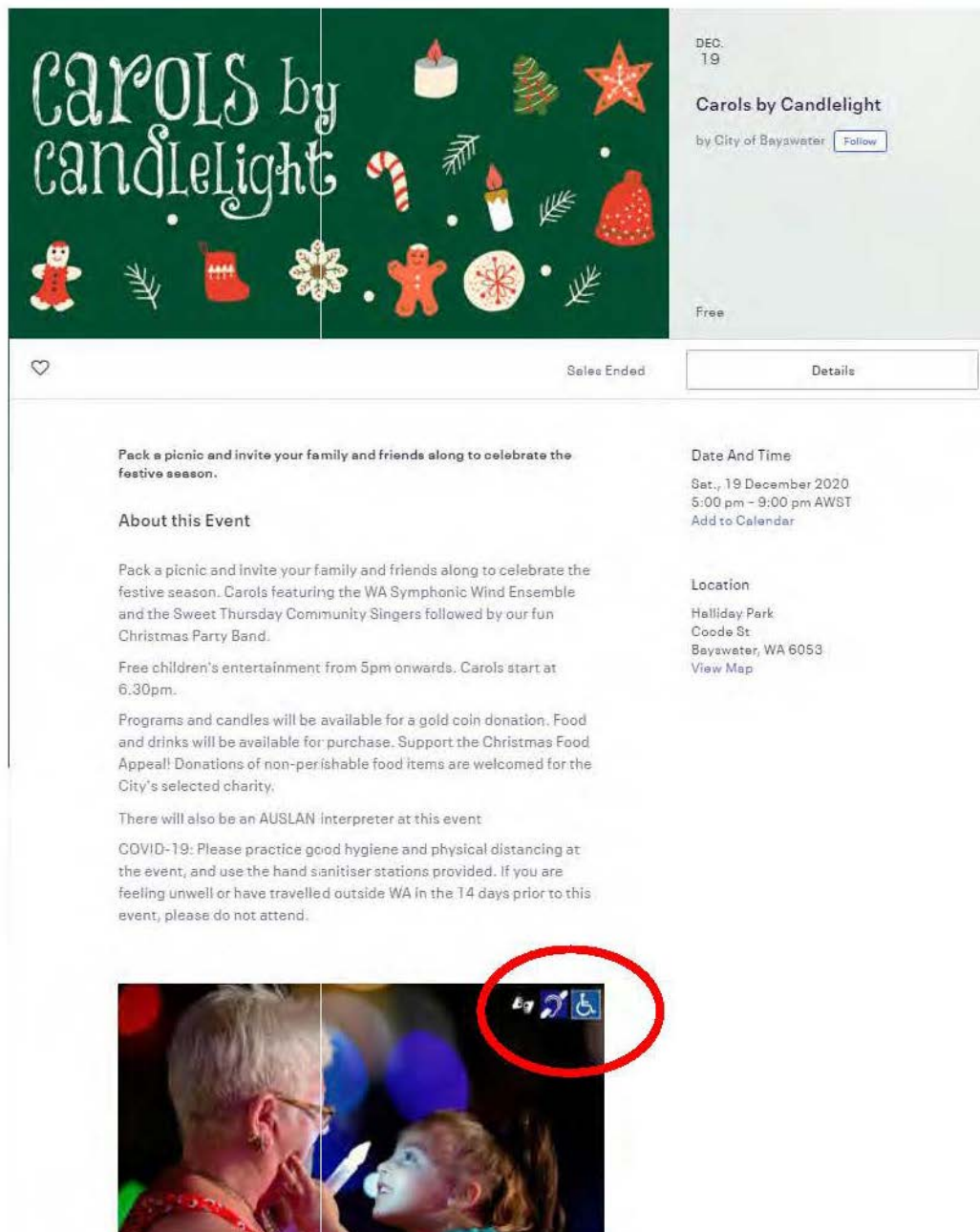


Image 6 *EventBrite page, Carols By Candlelight, 19 December 2020*



Image 7 Vital Interpreting Personnel AUSLAN Interpreter with Mayor Dan Bull, City of Bayswater Carols By Candlelight, Halliday Park, 19 December 2020



Image 8 Accessible matting and universal accessible toilets, Carols By Candlelight, Halliday Park, Bayswater, 19 December 2020

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development Manager Strategic Planning and Place
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(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.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	<p>The City investigated a partnership opportunity with People With Disability WA (PWDWA) to deliver the 'Diversity Field Officer Service Project'. The project is an initiative of the Australian Federation of Disability Organisations (AFDO) Diversity Field Officer (DFO) project. PWDWA were funded by the Australian Government - Information Linkages and Capacity Grant fund - Economic Participation for People with Disability to deliver the project in Western Australia up until and including December 2020.</p> <p>The externally funded Project involves working with small and medium sized businesses to educate and inform about making their businesses more welcoming and inclusive. There are two parts to the Project that businesses can choose to engage in. The first is an information session to inform participants about the Project. Content covered includes disability awareness, inclusive practices such as customer considerations and information access, unconscious bias; and disability confidence.</p> <p>For the second part, participating businesses receive a tailored accessible business audit including business layout and print and online communications. Businesses are also connected to local Disability Employment Service providers and the Employment Assistance Fund.</p>
OUTCOMES	<p>During the October to December 2020 reporting period the City hosted part one of the 'Diversity Field Officer Service Project' in partnership with PWDWA. The Project was held on Monday 19 October 2020, 7:00am to 9:00am, at the City of Bayswater Civic Centre.</p> <p>The Project, named '<i>Accessible Baysie Businesses Breakfast</i>' was promoted via the City's Facebook page, Bayswater Beat Spring 2020 Edition and Community Newspaper advertorials. Refer Images 1 to 4. Invitations were also emailed directly to over 90 local small and medium sized businesses including local NDIS partners; Bayswater City Residents Association (Inc.) and 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 for a more accessible business.</p> <p>A five question evaluation survey was sent post event of which four businesses responded. Businesses commented on how informative the '<i>Accessible Baysie Businesses Breakfast</i>' was and all four businesses agreed that the event improved their knowledge and /or skills about access and inclusion. They also appreciated</p>

	<p>the "face to face" networking opportunity to re-connect with old friends and meet new people.</p> <p>Other comments included:</p> <ul style="list-style-type: none"> • 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. • The updated statistics shared are always important. • Good networking opportunities. <p>At the conclusion of the event PWDWA kindly shared two photographs on their Facebook page. Refer Images 5 and 6.</p>
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Image 1 *City of Bayswater Facebook - events page promotion for the 'Accessible Baysie Business Breakfast', Monday 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 Business Breakfast', Monday 19 October 2020.

Baysie Business Breakfast

Monday, 19 October 2020

The City is hosting a free event to help small and medium-sized businesses become more accessible and attract more customers. In partnership with People With Disability WA, the free information session provides tips on how to make your goods and services more inclusive, as well as how to tap into a customer base your business might be missing. Free one-on-one analysis and accessibility audits are available for the first five businesses to book.

We are in the process of confirming the venue, so for further information or to register, please email our Place Management team at place.management@bayswater.wa.gov.au.

Image 3 *City of Bayswater, Bayswater Beat Spring 2020 Edition.*



What's on in the City of Bayswater

bayswater.wa.gov.au

Community Art Awards 2020



Entries are now open for the City's Community Art Awards, with prizes to be won across 11 categories. Submissions will be exhibited for two weeks at The RISE from Sunday 1 November.

Entries Close: Friday 2 Oct

Exhibition: Sunday 1 Nov - Saturday 14 Nov
The RISE, Maylands

Submission forms and full entry details online at bayswater.wa.gov.au

Accessible Baysie Business Breakfast



In partnership with People With Disability WA, the City of Bayswater is hosting a free networking breakfast opportunity to help local small and medium-sized businesses create accessible and inclusive services for people with disability.

Monday 19 Oct
7am - 9am

City of Bayswater
Civic Centre

Registrations essential at bayswater.wa.gov.au

Sustainable Bayswater



Five free interactive events throughout October and November to inspire sustainable living ideas for your everyday life. From home composting to decluttering, there's something for all ages and interests.

Sunday 4 Oct - Monday 9 Nov

Full program of events and registration details can be found at bayswater.wa.gov.au

Image 4 *City of Bayswater Community Newspaper Advertorial for the 'Accessible Baysie Business Breakfast', Monday 19 October 2020.*



Image 5 *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 6 *People With Disability WA - Diversity Field Services Project hosted by the City of Bayswater for the Accessible Baysie Business Breakfast, Monday 19 October 2020.*

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of 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 City supports local community sports clubs and community groups with a range of free opportunities to support members and volunteers to provide for inclusive service delivery. This is achieved via the City's Community Upskiller program, City of Bayswater Community Grants Program and informing clubs and community groups via the City's Club Connection E-newsletter.</p> <p>The City's Community Upskiller program provides free learning opportunities for community group representatives and local residents to increase their knowledge, skills and confidence.</p> <p>The City of Bayswater's Community Grants Program is made up of four funding streams that can be applied for to financially support clubs and community groups with inclusive activities. They include:</p> <ul style="list-style-type: none"> • Better Bayswater Grant • Community Capital Requests • Community Events Grants • Donations <p>Community sports clubs and community groups can also sign up to the monthly free Club Connection E-newsletter that provides up-to-date information in grants, training and workshops, plus important sport and community news and information.</p>
OUTCOMES	<p>For this reporting period (October to December 2020) the City of Bayswater has assisted local sporting clubs and community groups with access and inclusion information as follows:</p> <p><u>City of Bayswater Club Connection - December 2020</u> This edition featured promotional information taking place on Thursday 3 December 2020 for International Day of People with Disability. Clubs and community groups were informed of the 'Ready Steady Golf - Inclusive programs for all abilities' event. Refer Image 1.</p> <p>Clubs and community groups were also informed of the City's support for the National Disability Services ACROD parking campaign - '<i>This Bay is Someone's Day</i>'. They were encouraged to share the Facebook campaign amongst their networks to help raise awareness of the misuse of ACROD Parking Bays (accessible parking). Refer Image 2.</p>




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 1 City of Bayswater Club Connection E-newsletter - December 2020.

No images? [Click here](#)

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 2 City of Bayswater Club Connection E-newsletter - December 2020.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT				
AUTHOR	Manager Community Development Manager Communications and Marketing			
BRANCH	Community Development			
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.			
ACTION	(e) Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of 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 International Day of People with Disability is held on 3 December each year. It is a United Nations observed day celebrated internationally. This day aims to increase public awareness, understanding and acceptance of people with disability and celebrate their achievements and contributions.</p> <p>For International Day of People with Disability 2020, National Disability Services (WA) developed an ACROD Parking Campaign - <i>This Bay is Someone's Day</i>. This Western Australia campaign was created with ACROD permit holders, local government and private enterprise to increase their capacity to reduce the misuse of ACROD Parking Bays (accessible parking) in their respective localities.</p> <p>The campaign was launched on 3 December 2020 alongside the new State Disability Strategy: <i>A Western Australia for Everyone - State Disability Strategy 2020-2030</i> to ensure ACROD parking bays are better monitored and penalties are enforced for parking infringements and demerit points.</p> <p>The City committed to this state-wide campaign to both celebrate International Day of People With Disability and create community awareness about the City's commitment to "Improve and promote accessible parking infrastructure" (Outcome 2.3).</p>			
OUTCOMES	<p>For International Day of People with Disability 2020, the City proudly supported the National Disability Services ACROD Parking Campaign - <i>This Bay is Someone's Day</i>.</p> <p>Together with the City's Community Access and Inclusion Advisory Committee (CAIAC) Chair, Suresh Rajan and committee member Catherine Marion, the City produced a video recognising the importance of improving and promoting accessible parking infrastructure. Refer Images 1 and 2. The City further promoted the campaign in the Bayswater Beat, Summer 2020/21 and on the City's website - 'News' page. Refer Images 3 to 5.</p> <p>The City featured the recently upgraded carpark at Bayswater Waves facility. The 25-year-old Bayswater Waves carpark 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 the ACROD car bays now making it easier and faster for anyone with an ACROD permit to enter and exit the carpark with their vehicles. These works were scheduled and budgeted to start from 2021/2022. However, the City is fortunate to have accelerated the Bayswater Waves ACROD bay upgrades due to our \$5.09 million local stimulus package.</p> <p>In addition to the City's promotions, the National Disability Services (WA) also recognised the City's commitment to the campaign via two of their Facebook posts. Refer Images 6 and 7.</p>			



Image 1 *Mayor Dan Bull with CAIAC Chair Suresh Rajan and CAIAC member Catherine Marion at Bayswater Waves.*

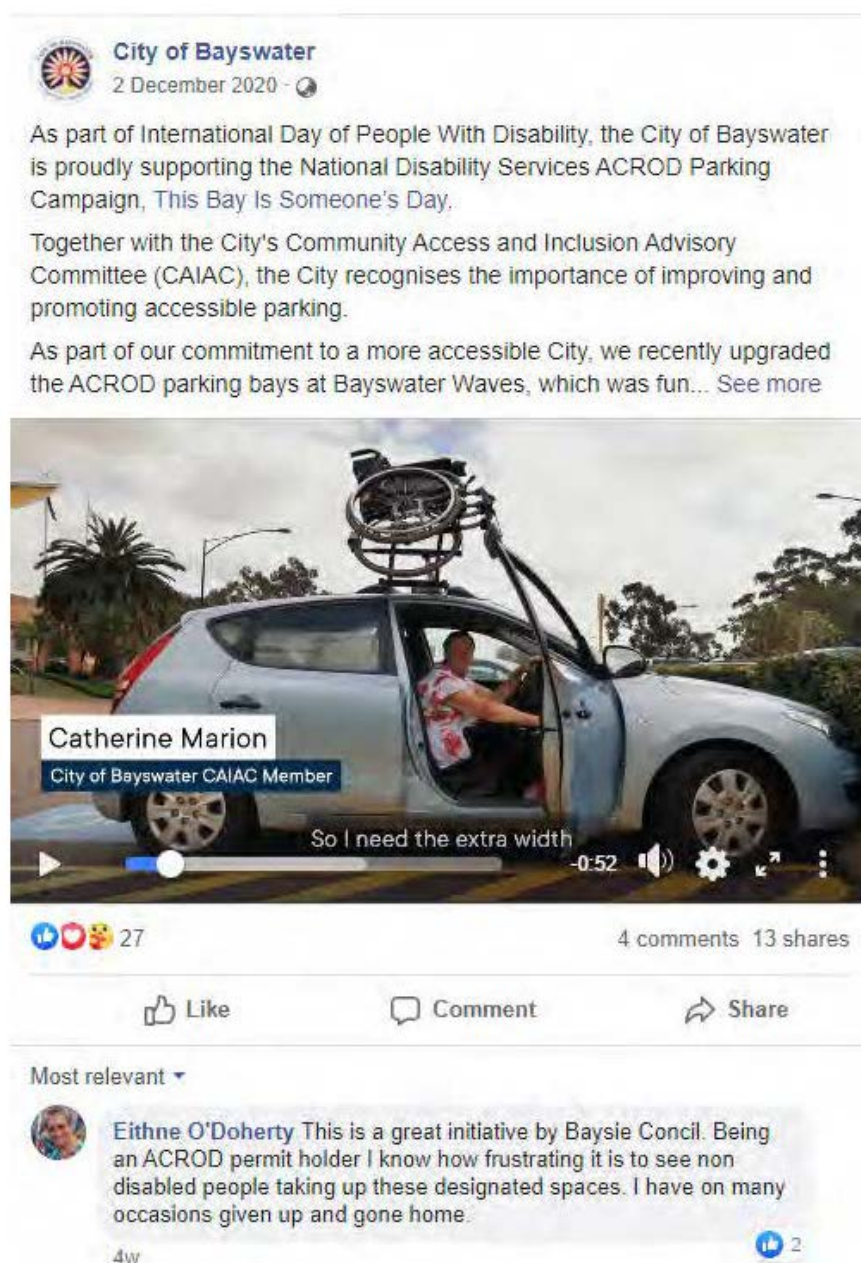


Image 2 CAIAC member Catherine Marion using the upgraded ACROD parking bay at Bayswater Waves.



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

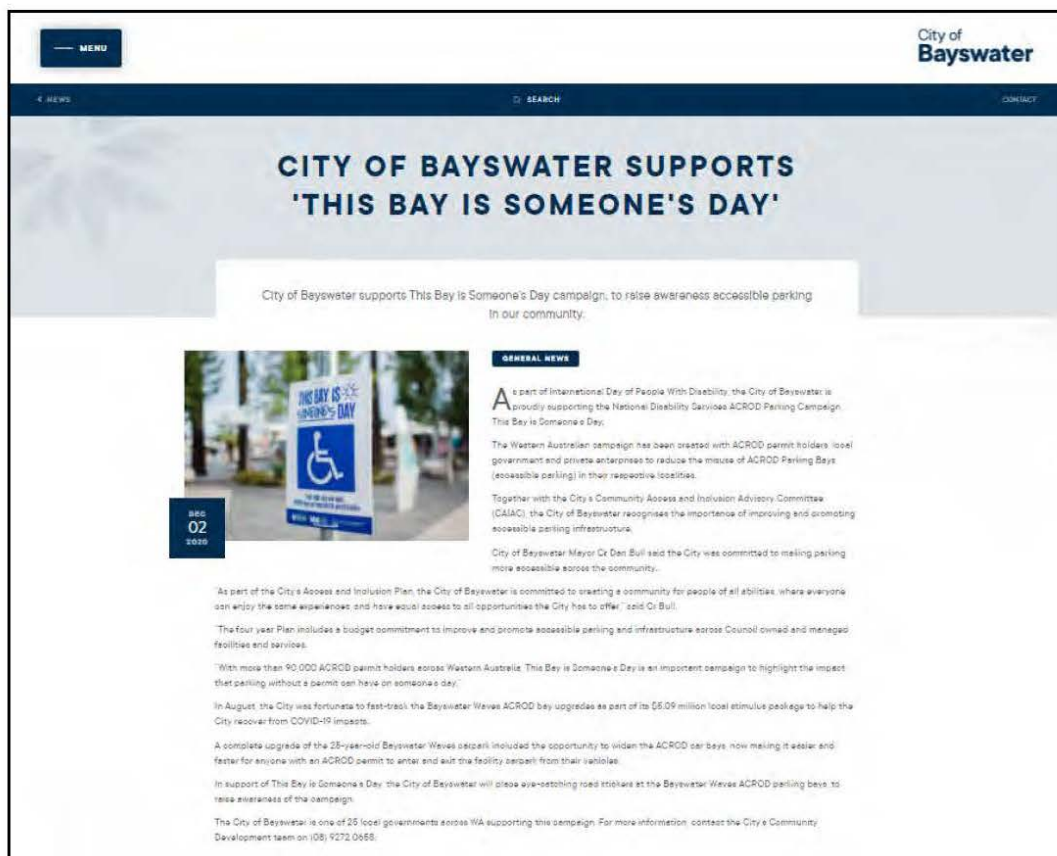


Image 4 City of Bayswater website - News page, 3 December 2020



8 Bayswater Beat

Image 5 *City of Bayswater - Bayswater Beat Summer 2020 Edition*



Image 6 *National Disability Services - This Bay is Someone's Day Facebook post of the City of Bayswater video, 3 December 2020.*

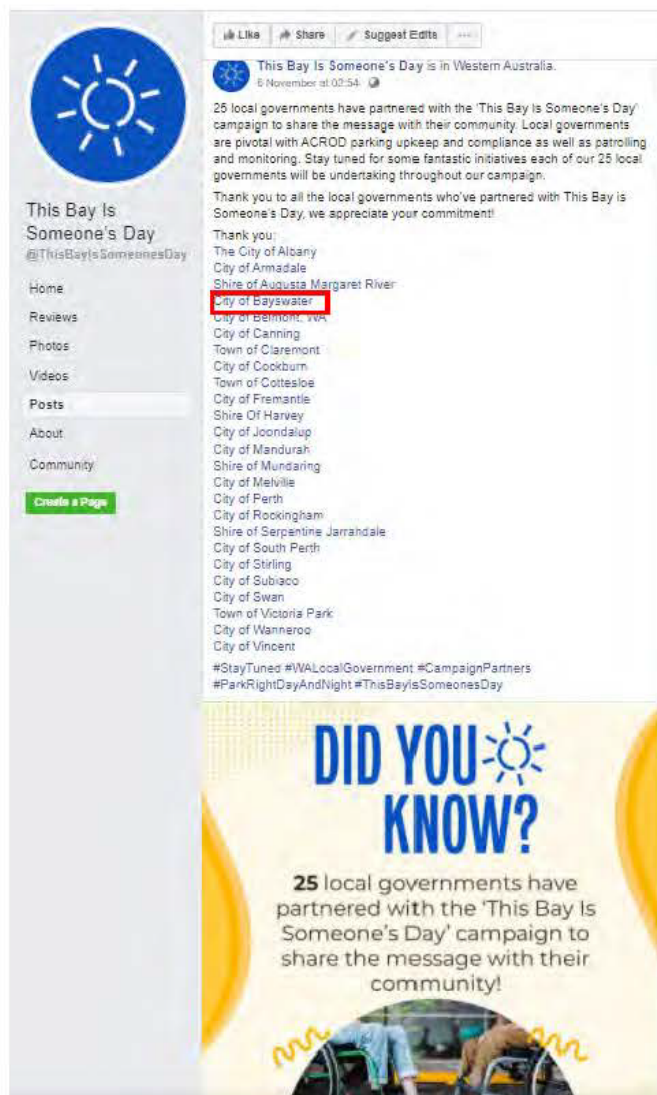


Image 7 National Disability Services - This Bay is Someone's Day Facebook post acknowledging the City of Bayswater commitment to the campaign, 6 November 2020.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Parks and Gardens Manager Governance Manager Building Works Manager Development Approvals
BRANCH	Project Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	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	<p>Between October and December 2020, the following improvement in building accessibility - planning, design, procurement and construction have been implemented, as listed below:</p> <ul style="list-style-type: none"> Mowing of unkempt verges - 20 October 2020 The City approached Registered Disability Service Enterprise providers requesting tender submissions for the mowing on unkempt residential verges throughout the City of Bayswater. The tender was released through vendor Panel to the following companies to provide for a competitive process and include: <ul style="list-style-type: none"> Active Industries Work Power Interlife <p>Submissions were received from Interlife and Work Power, Active chose not to make a submission. The submission made by Interlife was very comprehensive and went above what was being requested. By comparison Interlife provided quality risk assessments; traffic management plans; demonstrated a good track record in providing a similar service to other local government authorities, and a competitive price. As such, Interlife was awarded the City contract from October 2020 to September 2023 with a possibility to extend for another two 12 month periods based upon performance.</p>

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Governance Manager Community Development
BRANCH	Governance
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases.
ACTION	(b) Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibility when providing goods and services to the public on behalf of the City. This will include contracts, service agreements, tenders, and decision-making frameworks.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	<p>Australian Standard AS 1428 <i>Design for Access and Mobility</i> requires access for people with disability to be incorporated into the design of all new buildings and also applies to modifications and enhancements to existing buildings. Design considerations must include wheelchair access, i.e. ramp gradients, door widths, bathroom access, non-slip surfacing, bench heights and so on, as well as visual and hearing impairment i.e. using tactile indicators and wayfinding signage. The Standards are aligned to the Building Code of Australia (BCA) and the project management of all of the City's construction includes ensuring that the building works are compliant with the Standards (including AS 1428) and the BCA.</p> <p>In respect to general services and supply of goods, most of the City's contractors are not directly public-facing, however where there is likely to be contact with the public, the contract sourcing documentation (quotations and requests for tender) include appropriate statements to inform the Contractor's obligations and the on-going contract reviews include checking whether the accessibility requirements are being met.</p>
OUTCOMES	<p>Several building construction projects occurred during the reporting period October – December 2020, and all involved project management in accordance with the design requirements under the BCA and AS 1428. These included toilet upgrades at several sports clubs and community centres and extensions to a recreation centre. Several parks and public open space projects also occurred during the reporting period and access and inclusion design elements were included in those.</p> <p>All routine goods and service contracts developed during the reporting period were either for direct supply to the City for internal operations only, or the nature of the goods or services provided were such that they did not require consideration of access and inclusion issues.</p>

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Project Services
BRANCH	Project Services
STRATEGY	2.6 Develop accessible design and inclusive play spaces to support social development for people with a range of disability.
ACTION	(a) Design and develop play spaces in line with the City's <i>Parks and Play Space Classification Hierarchy</i> ; providing accessible infrastructure and play equipment in parks, including continuous accessible pathways, fountains, shelter, shade, and seating. Where possible and appropriate, engage education and disability service providers in the design of play spaces across the City.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	In July 2019 the City endorsed a 'Play Space Strategy', as a framework to guide the planning, design and management of play spaces across the City. The City remains committed to ensuring that all future regional and district playground renewal projects have at least one piece of equipment in each playground that is accessible and inclusive for all people, including children with a disability.
OUTCOMES	<p>Between October and December 2020, the following initiatives have been implemented as listed below:</p> <ul style="list-style-type: none"> <u>Cloughton Reserve - upgrades</u> As part of the City's Play Space Redevelopment program, facilities at Cloughton Reserve were upgraded just in time for summer. Features include a basket swing with a wheelchair accessible soft fall rubber pathway, tightrope walk, a 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 Image 1. <u>Luderman and Bohemia Reserves, Noranda</u> Pathways connecting play spaces to other park assets including existing parking and/or pathways have recently been installed at Luderman and Bohemia Reserves, Noranda. Further reserve path works are due to continue in February/March 2021. Refer Image 2.



Image 1 *Cloughton Reserve upgrades completed December 2020*

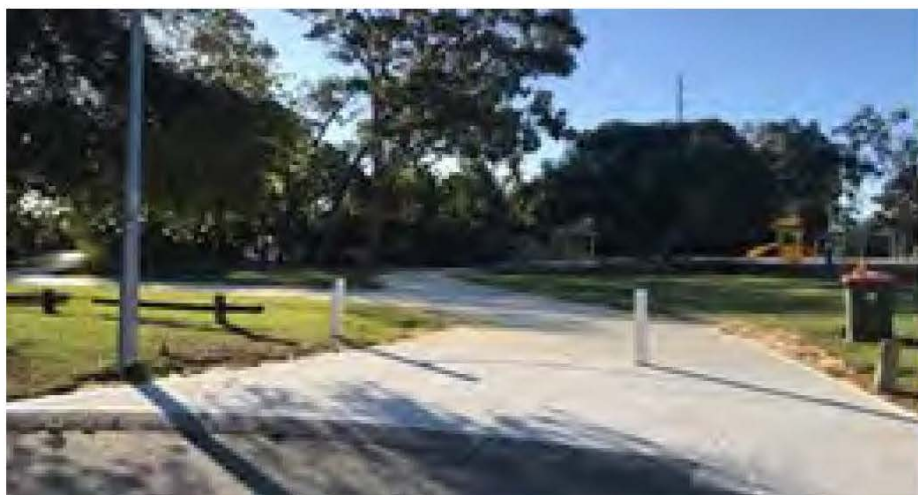
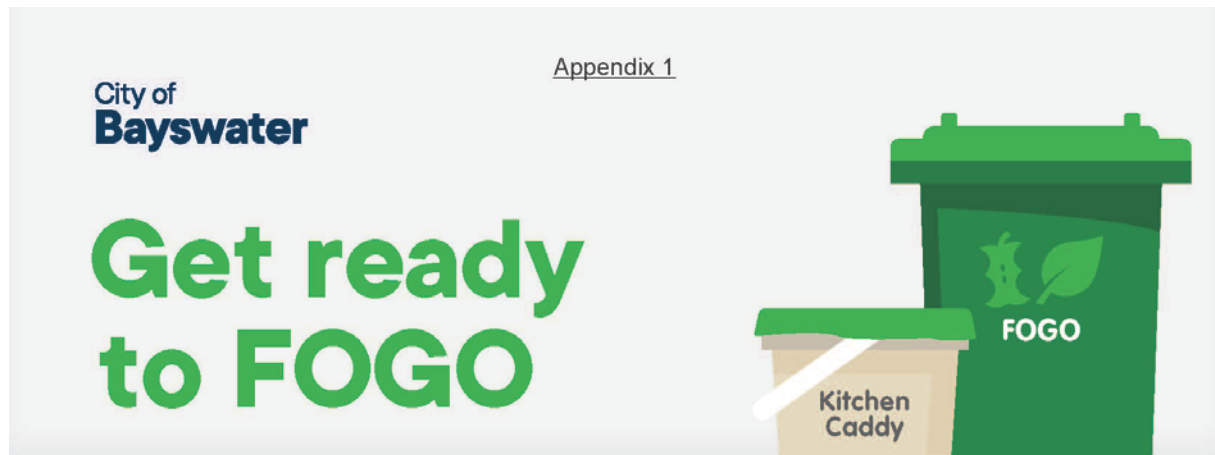


Image 2 Connecting pathways at *Luderman and Bohemia Reserves, Noranda,*
completed December 2020

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development Manager Communications and Marketing
BRANCH	Community Development
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(b) Provide information in accessible formats on request for people with disability.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	The Communications and Marketing Unit provide numerous publications in accessible formats, upon request.
OUTCOMES	<p>Between October and December 2020, the following communication initiatives were implemented as listed below:</p> <ul style="list-style-type: none"> International Day of People With Disability - This Bay is Someone's Day social media video with video captioning. Refer Image 1 <p>Our recent videos that have had subtitles included:</p> <ul style="list-style-type: none"> 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 34,000 letters regarding Food Organics Garden Organics (FOGO) went to residents explaining upcoming changes to recycling and green waste printed in Italian, Vietnamese, Chinese and simple English. These were also placed on the City's website and is available to residents at shopping centres and on request. Refer appendices 1, 2 and 3. Publications such as the Bayswater Beat Summer 2020/21 and Caring for our community flyer were available in multiple formats.



Caro Residente,

Per prepararci al cambiamento verso un futuro migliore, la invitiamo a saperne di più riguardo al sistema FOGO.

Stiamo per compiere un grande passo a favore della sostenibilità, muovendoci verso il nuovo sistema di raccolta differenziata dei rifiuti domestici FOGO, Food Organics Garden Organics (Cibo Biologico Giardino Biologico), a partire da marzo 2021.

Lo stato dell'Australia Occidentale ha richiesto a tutti gli enti locali di completare la transizione al sistema FOGO entro il 2025 e il nostro Comune è fiero di essere uno tra i primi a compiere questa transizione.

Il cambiamento verso il sistema FOGO implica che il bidone dei rifiuti col coperchio verde lime diventerà il bidone FOGO e in questo bidone si dovranno mettere tutti gli scarti alimentari e i rifiuti di giardino. Per facilitare l'operazione, il Comune le consegnerà un bidoncino da cucina e una fornitura di sacchetti biodegradabili che durerà un anno in modo da poter differenziare i rifiuti alimentari dai rifiuti generici e metterli nel bidone verde lime FOGO.

Il bidone FOGO sarà svuotato settimanalmente ed il contenuto, anziché essere portato alla discarica, sarà trasformato in compost. Il bidone dei rifiuti generici col coperchio rosso ed il bidone dei rifiuti riciclabili col coperchio giallo saranno svuotati ogni 15 giorni. La dimensione dei bidoni e i giorni di raccolta rimangono invariati.

Cambiando il modo in cui ricicliamo i rifiuti, più della metà dei rifiuti domestici potrà essere riconvertito. Ciò ridurrà le emissioni di gas a effetto serra che avrà un impatto positivo e duraturo sull'ambiente.

Tuttavia, il cambiamento non è solo a livello ambientale: adottare il Sistema FOGO ha anche un'importanza a livello finanziario poiché si eviterà la tassa statale che si paga quando i rifiuti alimentari e di giardino vengono portati alle discariche.

Per rendere la transizione il più facile possibile, abbiamo organizzato alcune sessioni informative che spiegheranno tutto ciò che occorre sapere riguardo al sistema FOGO.

Appendix 1

Le sessioni includono:

- Cosa succede ai rifiuti domestici?
- In che modo il sistema di raccolta dei rifiuti FOGO aiuta l'ambiente?
- Come funziona il sistema FOGO?
- Cosa si può mettere nei bidoni FOGO, nei bidoni dei rifiuti riciclabili e nei bidoni dei rifiuti generici?
- Come si usano il bidoncino da cucina e i sacchetti biodegradabili?

Le sessioni informative si svolgeranno come segue:

mercoledì 17 febbraio	Centro Civico - City of Bayswater
9.00 - 20.00 (senza prenotazione)	61 Broun Avenue, Morley
sabato 20 febbraio	The RISE (secondo piano sopra la Maylands Library)
9.00 - 12.00 (senza prenotazione)	28 Eighth Avenue, Maylands
martedì 23 febbraio	Morley Library
18.30 - 19.30	240 Walter Road West, Morley
mercoledì 24 febbraio	Morley-Noranda Recreation Club
18.30 - 19.30	85 McGilvray Avenue, Noranda

Qualora non si possa attendere una di queste sessioni, non c'è problema. Le sessioni saranno registrate e le registrazioni saranno disponibili sul nostro sito FOGO.

Fino a che non saremo pronti ad utilizzare il sistema FOGO in marzo, è importante continuare ad usare il bidone col coperchio verde lime esclusivamente per i rifiuti di giardino. Quando riceverà il bidoncino da cucina, saprà che è arrivato il momento di cambiare.

Nel frattempo, se non possiede un bidone col coperchio verde lime o se il suo bidone dei rifiuti di giardino ha il coperchio marrone, voglia gentilmente chiamare il numero 9272 0622 per farlo cambiare gratuitamente.

Per registrarsi ad una sessione informativa gratuita o per saperne di più riguardo al sistema FOGO, si prega di visitare il sito: www.bayswater.wa.gov.au/fogo o mandare un'email al Team FOGO: fogo@bayswater.wa.gov.au.

Aspiriamo insieme ad una città più verde.

Team FOGO

City of Bayswater

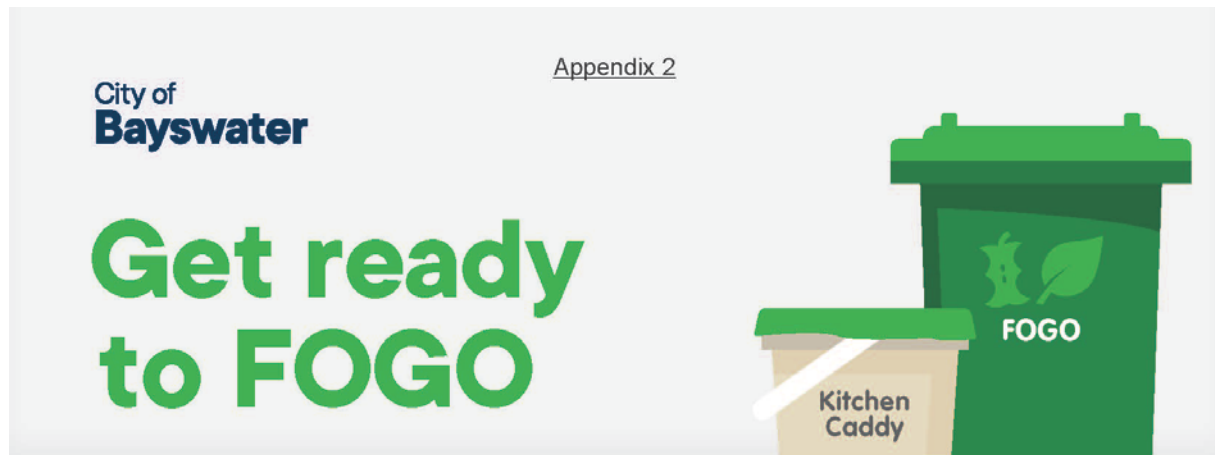
City of Bayswater

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P: (08) 9272 0622 | F: (08) 9272 0665 | National Relay Service: 1800 555 660

mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au





亲爱的居民，

我们诚挚地邀请您学习有关FOGO的更多信息，因为我们准备为了更好的未来而做出改变。

从2021年3月起，我们将朝着新的生活垃圾分类系统 - 食品有机物花园有机物（Food Organics Garden Organics）即FOGO迈进，向可持续发展迈出一大步。

西澳大利亚州政府要求所有地方政府在2025年前过渡到FOGO，本市作为第一个过渡的地方政府而倍感自豪。

更改为FOGO意味着您的淡绿色盖子的垃圾桶将成为FOGO垃圾桶，您将可以把所有食物残渣和花园垃圾放入该垃圾桶。为了方便起见，我们会给您寄送一个厨房回收箱和一年的可降解的回收箱内衬，以便您将食物垃圾从生活垃圾中分类后放入淡绿色的FOGO垃圾桶中。

我们会每周收集您的FOGO垃圾桶，其中的垃圾会变成堆肥，而不是进行垃圾填埋。我们会每两周收集红盖的普通垃圾桶和黄盖的可回收垃圾桶，您的垃圾桶大小和垃圾收集日将保持不变。

通过改变垃圾分类的方式，一半以上的家庭垃圾将被重新利用。这将减少温室气体排放，并对我们的环境产生积极而持久的影响。

不过，这不仅关乎环境，过渡至FOGO也是有经济意义的，这是因为我们将免除因填埋食品和花园有机垃圾而向州政府支付的垃圾税。

我们将使这种过渡尽可能地简单，我们的宣传会将帮助您了解有关FOGO的所有知识。

宣传会将涉及：

- 我们的家庭垃圾会怎样？
- FOGO垃圾系统将如何保护环境？
- 向FOGO的过渡将如何进行？
- 您的FOGO垃圾桶、可回收垃圾桶和一般垃圾桶中可以放入什么？
- 如何使用新的厨房回收箱和回收箱内衬？

Appendix 2

宣传会将在以下地点举行：

2月17日，星期三	City of Bayswater Civic Centre
9am - 8pm (随时拜访)	61 Broun Avenue, Morley
2月20日，星期六	The RISE (second floor above Maylands Library)
9am 至 12pm (随时拜访)	28 Eighth Avenue, Maylands
2月23日，星期二	Morley Library
6.30pm 至 7.30pm	240 Walter Road West, Morley
2月24日，星期三	Morley-Noranda Recreation Club
6.30pm 至 7.30pm	85 McGilvray Avenue, Noranda

如果您无法参加这些宣传会，请不要担心，可以在我们的FOGO网页上获取录音。

直到三月份我们开始使用FOGO之前，请务必继续使用淡绿色的垃圾桶作为花园垃圾桶。当收到您的厨房回收箱时，您就知道该改变了。

与此同时，如果您没有淡绿色垃圾桶或您的花园垃圾桶是棕色的，请致电9272 0622免费进行更换。

要注册前往宣传会或了解有关FOGO的更多信息，请访问
www.bayswater.wa.gov.au/fogo或给我们的FOGO团队发送电子邮件至
fogo@bayswater.wa.gov.au。

我们期待着和大家一起变得更加绿色环保。

您的FOGO团队
贝斯沃特市 (City of Bayswater)

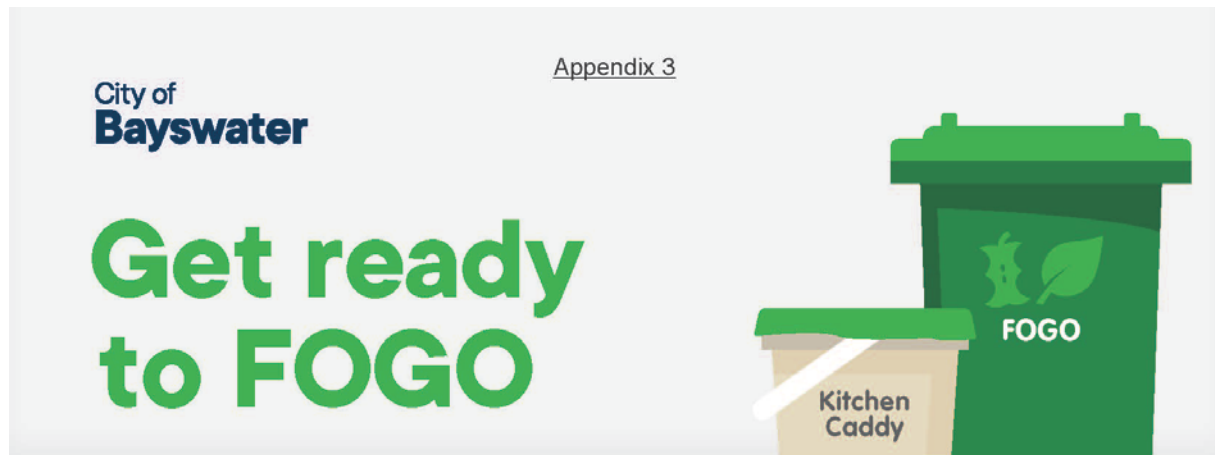
City of Bayswater

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Kính gửi cư dân,

Chúng tôi mời bạn tìm hiểu thêm về chương trình FOGO trong thời gian chúng tôi chuẩn bị thực hiện những thay đổi để có thể tiến triển tốt hơn

Chúng tôi đang mong muốn thực hiện một bước tiến lớn theo phát triển bền vững khi chúng tôi chuyển sang hệ thống phân loại rác mới, tạm dịch là “Thực Phẩm Hữu Cơ Vườn Trồng Hữu Cơ” (Food Organics Garden Organics - FOGO), kể từ tháng 3 năm 2021.

Chính quyền Tiểu Bang Tây Úc yêu cầu tất cả các cơ quan chính quyền địa phương chuyển đổi sang FOGO vào năm 2025 và Thành phố chúng ta tự hào là một trong những cơ quan đầu tiên thực hiện chuyển đổi.

Thay đổi với FOGO có nghĩa là thùng có nắp màu xanh lá cây của bạn sẽ trở thành thùng FOGO của bạn và bạn sẽ có thể bỏ tất cả thức ăn thừa và rác vườn của mình vào thùng này. Để giúp việc này trở nên dễ dàng hơn, chúng tôi sẽ giao tới nhà bạn một thùng nhỏ đựng thức ăn thừa và bao dùng trong việc phân hủy rác đủ dùng trong một năm để bạn có thể phân loại rác thực phẩm ra khỏi rác thải thông thường và bỏ vào thùng FOGO màu xanh lá cây của bạn.

Thùng FOGO của bạn sẽ được thu gom hàng tuần và rác trong thùng sẽ được chế biến thành phân trộn, thay vì đem đi đổ tại bãi rác. Thùng đựng rác có nắp đỏ và thùng rác tái chế có nắp vàng của bạn sẽ được thu gom hai tuần một lần - và kích thước thùng cũng như ngày thu gom rác của bạn sẽ vẫn như cũ.

Bằng cách thay đổi cách chúng ta phân loại rác, hơn một nửa số rác thải từ nhà của chúng ta sẽ được tái chế. Điều này sẽ làm giảm thải khí nhà kính (greenhouse gas emissions) và tác động tích cực và lâu dài đến môi trường của chúng ta.

Tuy nhiên, vấn đề không chỉ là về môi trường - việc chuyển sang FOGO còn có ý nghĩa về mặt tài chính vì chúng tôi sẽ tránh phải trả Chính phủ tiểu bang phí tổn lãng phí đối với thực phẩm và chất thải hữu cơ từ vườn được đưa đến bãi rác.

Chúng tôi sẽ làm cho quá trình chuyển đổi này trở nên đơn giản nhất và các buổi thông tin của chúng tôi sẽ giúp bạn tìm hiểu tất cả những gì bạn cần biết về FOGO.

Appendix 3

Các phiên thông tin sẽ bao gồm:

- Điều gì xảy ra với rác thải từ nhà của chúng ta?
- Hệ thống xử lý chất thải FOGO sẽ giúp ích gì cho môi trường?
- Việc chuyển sang FOGO sẽ tiến hành như thế nào?
- Những gì có thể bỏ vào thùng FOGO, thùng rác tái chế và thùng rác chung của bạn?
- Sử dụng thùng rác nhỏ trong nhà bếp và cách dùng bao lót như thế nào?

Các buổi thông tin sẽ được tổ chức tại:

Thứ Tư ngày 17 tháng Hai Trung tâm Hành chính Thành phố Bayswater
9 giờ sáng - 8 giờ tối (đến khi thuận tiện), 61 Broun Avenue, Morley

Thứ Bảy ngày 20 tháng 2 tại Trung Tâm The RISE (tầng hai phía trên Thư viện Maylands)
9 giờ sáng đến 12 giờ trưa (đến khi thuận tiện) tại 28 Eighth Avenue, Maylands

Thứ Ba ngày 23 tháng Hai Thư viện Morley
6h30 chiều đến 7h30 tối 240 Walter Road West, Morley

Thứ 4 ngày 24 tháng 2 Câu lạc bộ giải trí Morley-Noranda
18:30 pm đến 7:30 pm 85 McGilvray Avenue, Noranda

Quý vị không nên ưu tư nếu không thể tham dự một trong những phiên này, vì bản ghi lại sẽ có sẵn trên trang web FOGO của chúng tôi.

Cho đến khi chúng tôi sẵn sàng áp dụng chương trình FOGO vào tháng 3, điều quan trọng là bạn phải tiếp tục sử dụng thùng có nắp màu xanh lá cây chỉ để đựng rác vườn. Khi bạn nhận được thùng rác thải nhỏ cho nhà bếp, bạn sẽ biết đã đến lúc có thay đổi.

Trong thời gian chờ đợi, nếu bạn không có thùng có nắp màu xanh lá cây hoặc bạn có thùng nắp màu nâu đựng rác thải vườn, vui lòng gọi đến số 9272 0622 để được đổi thùng này miễn phí.

Để đăng ký phiên thông tin hoặc để tìm hiểu thêm về FOGO, bạn có thể truy cập www.bayswater.wa.gov.au/fogo hoặc gửi email cho nhóm FOGO của chúng tôi tại fogo@bayswater.wa.gov.au.

Chúng tôi mong muốn chúng ta trở nên xanh hơn cùng nhau.

Nhóm FOGO của bạn
Thành phố Bayswater

City of Bayswater

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City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Communications and Marketing
BRANCH	Communications and Marketing
STRATEGY	3.1 Diversify accessible information and communication methods.
ACTION	(e) Adopt an internal Written Style Guide that encourages staff to use plain English in all communications.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
OUTCOMES	The Written Style Guide was presented to the City's Operational Management Team in November 2020 and the feedback from managers was incorporated into the final draft document. The Guide is now with the City's executive Leadership Team for final approval and ahead of its release to all staff early in the New Year.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Library and Customer Services Manager Communications and Marketing
BRANCH	Library and Customer Services
STRATEGY	4.1 Promote the City's commitment to access and inclusion in the Customer Service Charter.
ACTION	(a) Provide and promote a range of options for community members to connect and communicate with the City.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	<p>Our employees are the City of Bayswater's most valuable resource in terms of delivering a high standard of customer service to our community. Together we provide a wide range of services to our residents and these contribute to the quality of life enjoyed by all those who live, work and visit our City.</p> <p>The current Customer Service Charter (CSC) was adopted by Council in 1997 and revised in 2012. The new CSC was developed following a review in late 2019. The new CSC is streamlined and simplified, it sets out the City's commitment to staff, customers and outlines the service that can be expected. It is also a mechanism to explain to customers the options for redress if their expectations for service delivery are not met.</p>
OUTCOMES	<p>During the October to December 2020 reporting quarter the City implemented the following:</p> <ul style="list-style-type: none"> • Compulsory Staff online training commenced from 11 November 2020 for current employees. • Online training was included in the on-boarding of new City staff. • Production of hard copies of the Customer Service Charter were organised to be provided to community members who are unable to view the online version.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	<p>The City partnered with key advocacy organisation People With Disability WA (PWDWA) to deliver a local business awareness program named 'Diversity Field Officer Service Project'.</p> <p>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 and including December 2020.</p> <p>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)</p> <p><i>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.</i></p>
OUTCOMES	<p>During the October to December 2020 reporting period the City hosted the PWDWA - 'Diversity Field Officer Service Project'. The free local business Project was held on Monday 19 October 2020, 7:00am to 9:00am, at the City of Bayswater Civic Centre.</p> <p>The Project, named '<i>Accessible Baysie Businesses Breakfast</i>' attracted twelve local small to medium size businesses. Overall the businesses felt that the event improved their knowledge and /or skills about access and inclusion. They also appreciated the face to face networking opportunity. Other comments included:</p> <ul style="list-style-type: none"> • 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. • The updated statistics shared are always important. • Good networking opportunities. <p>Further to the event, three businesses accepted the opportunity to receive a free business accessibility audit from PWDWA. Since the October event the three local businesses have actively made improvements to their online and building infrastructure to provide for a more accessible and welcoming business.</p>

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	4.2 Build disability confidence to enhance staff and community capacity.
ACTION	(e) Hold Customer Service Charter staff training, focusing on how to use the National Relay Service, the Translating and Interpreting Service, and ways to support people with disability to provide feedback.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21
INFORMATION	<p>The City is committed to demonstrating best practice in access and inclusion and customer communications which is reflected in the City's Customer Service Charter. This includes providing for people who are deaf or hearing impaired and non-English speaking customers.</p> <p>To support frontline staff in delivering inclusive customer service, the City developed training that was informed by the following key agencies:</p> <ul style="list-style-type: none"> • Australian Government: National Relay Service; • Australian Government: Department of Home Affairs - Translating and Interpreting Service; and • WA Department of Local Government, Sport and Cultural Industries - Office of Multicultural Interests. <p>The City's new portable audio loop was included in the training and staff are encouraged to use as appropriate.</p>
OUTCOMES	<p>From August to November 2020 the City's Community Development and Customer Service branches planned and delivered a series of 'Accessible Customer Service' training information sessions. Training was designed for all staff but was particularly focussed on supporting frontline staff from the following City branches:</p> <ul style="list-style-type: none"> • Library and Customer Services • Community Development • Recreation <p>Three 30 minute 'Accessible Customer Service' staff training sessions were coordinated that took place on:</p> <ul style="list-style-type: none"> • Thursday 3 September 2020, with Library and Customer Services branch at the City of Bayswater Civic Centre. • Wednesday 23 September 2020, attended by staff from various City branches at the City of Bayswater Civic Centre. • Tuesday 24 November, with Recreation branch at Bayswater Waves. <p>Training material comprised of short training videos, a practical demonstration of the City's new portable audio loop and complimentary handouts provided by:</p> <ul style="list-style-type: none"> • Australian Government: National Relay Service; • Australian Government: Department of Home Affairs - Translating and Interpreting Service; and • WA Department of Local Government, Sport and Cultural Industries - Office of Multicultural Interests.

	<p>The training material is summarised in an internal three page document titled: <i>City of Bayswater Interpreter and Communication Essentials</i>. This document is uploaded to the City's intranet system for staff to access any time. Contained within the document are hyperlinks to training videos and websites including:</p> <ul style="list-style-type: none">• Translating and Interpreting Service (TIS) National and the City's client code• National Relay Service• Auslan Interpreting Services• Easy English Interpreter Services• Agencies who provide Alternative formats (Large print, audio and braille)• Document Translation Services• Staff contacts for further information and/or assistance <p>In accordance with the City's Access and Inclusion Plan 2020-2024, this training was to be delivered in 2020/21 only. However given the importance of this training, the City will ensure that all staff are informed and offered practical assistance as needed. Furthermore, in alignment with action 4.2 (d) of the City's AIP, a new access and inclusion induction training program is currently being developed, of which the <i>City of Bayswater Interpreter and Communication Essentials</i> document will be incorporated.</p>
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City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Community Engagement Advisor
BRANCH	Community Engagement
STRATEGY	6.1 Consider access and inclusion in the planning, design and delivery of public consultation.
ACTION	(a) Embed access and inclusion in community engagement planning process.
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input type="checkbox"/> 2021/22 <input type="checkbox"/> 2022/23 <input type="checkbox"/> 2023/24
INFORMATION	<p>From October to December 2020, several community engagement initiatives have been planned and delivered, with access and inclusion being considered as part of the process. This has included:</p> <ul style="list-style-type: none"> • Wotton skate park relocation • Community Engagement Framework review • Fenced dog exercise area. <p>Engagement activities have included measures to improve access and inclusion, including:</p> <ul style="list-style-type: none"> • 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 Shops, two of who also speak other languages • Inclusion of Word versions of surveys on Engage Bayswater • Promotion of initiatives via a variety of mediums, including social media, e-newsletter and Bayswater Beat. <div data-bbox="671 1178 1147 1534"> </div> <div data-bbox="639 1588 1177 1890"> </div>

	In addition, the Community Engagement team has established a relationship with the Neighbourhood Watch Chinese group, who translated the Community Engagement review survey and distributed to their City of Bayswater members. City staff also worked with the group to develop a video to accompany the survey, encouraging participation. This is a trial initiative to improve engagement with our Chinese community and the feedback will be included in the Community Engagement Framework review.
OUTCOMES	The three projects listed above received very good participation, with between 300 – 600 participants contributing to the relevant surveys.

City of Bayswater Access and Inclusion Plan 2020-2024 INFORMATION UPDATE REPORT	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability.
ACTION	<p>(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.</p> <p>(b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.</p>
DELIVERABLE	<input checked="" type="checkbox"/> 2020/21 <input checked="" type="checkbox"/> 2021/22 <input checked="" type="checkbox"/> 2022/23 <input checked="" type="checkbox"/> 2023/24
INFORMATION	<p>The City services a diverse and multicultural community. In preparing our Workforce Plan 2020-24, we identified that there is the opportunity to do more with our workforce, so it is representative of the diverse community of the City. In the Plan, we are committed to a workplace and workforce that is inclusive and diverse and have progress measures for the number of employees with disability.</p> <p>The City has an agreed target of 5% of the workforce having a disclosed disability by 2025.</p> <p>The Australian Network on Disability (AND), can provide us with a range of opportunities, not limited to conducting an organisation wide assessment, which will help to inform our road map for future actions.</p> <p>Some of the benefits of having a membership with AND are:</p> <ol style="list-style-type: none"> 1. Help us develop the behaviours, attitudes, systems and knowledge to successfully engage with people with disability as employees, customers and stakeholders. 2. Provide an effective management tool to measure our performance and help us identify where to direct our resources for maximum impact - Access and Inclusion Index. 3. Increase opportunities to engage with skilled people with disability through innovative programs such as our Stepping Into internship program and PACE mentoring program. 4. Facilitate networking opportunities for mutual learning and information sharing – roundtable events and webinars. 5. Collaborate to develop customised tools and specialist publications. 6. Provide training in Disability Confidence for Human Resources, Disability Confidence for Managers and Disability Confident Recruiter. 7. Undertake valuable projects that inform us on what it takes to successfully include people with disability as employees, customers and suppliers in a range of businesses and locations.
OUTCOMES	<p>Between October and December 2020, the following initiatives have been implemented as listed below:</p> <ul style="list-style-type: none"> • Beginning of October, we engaged with a Disability Agency – Bizlink who introduced us to a candidate that had potential to work within our Library team. We have since interviewed him and offered a casual Library Officer position, starting in February 2021.

	<ul style="list-style-type: none">• Re-engagement of Customer Service Support Role within Recreation that has a diverse candidate supported by Edge Employment Solutions as our Disability Agency.• Continued our partnership with Edge Employment Solutions looking at potential opportunity for a Cleaner role within Recreation.• During the month of November there were a number of meetings conducted with key managers to gather pertinent information and specific examples as a requirement to complete the Access and Inclusion Index Self-Assessment for AND. The areas involved were People, Culture and Safety, Library and Customer Services, Recreation, Information Services, Strategic Projects, Building Works, Communication and Marketing and Community Development.• This assessment document was submitted in December, and we are expecting to receive the results during the first quarter of 2021.
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8.2 Update on the City's Current Practises - Footpath and Crossovers

Responsible Branch:	Engineering Works	
Responsible Directorate:	Works and Infrastructure	
Authority/Discretion:	<input type="checkbox"/> Advocacy <input checked="" type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input type="checkbox"/> Information Purposes
Voting Requirement:	Simple Majority Required	
Refer:	Item 10.6.2: OCM 24.11.2020	

SUMMARY

For Council to consider an update on the current practices for the alignment and the associated visibility issues with footpaths and crossovers.

OFFICER'S RECOMMENDATION

That Council to note the City's current practices of constructing new and reconstructed footpaths and cycleways along the kerb line with crossovers being retained in place between the property boundary and the roadway unless the grade is adverse and/or presents an unacceptable risk to the walking environment for people with disabilities or seniors.

BACKGROUND

At the 4 November 2020 Community Access and Inclusion Advisory Committee (CAIAC) Meeting, the Committee requested a report on an *'Update of the City's Current Practices - Footpaths and Crossovers'* as follows:

"....., the Committee requested the City to prepare a report for the next Community Access and Inclusion Advisory Committee about the ways/options to achieve footpath continuity around the City to give clear priority for pedestrians, in particular people with disability and seniors, in accordance with WALGA guidelines."

EXTERNAL CONSULTATION

No consultation has yet occurred with the public or other agencies on this matter.

OFFICER'S COMMENTS

The Western Australian Local Government Association's (WALGA) 'Guidelines and Specifications for Residential Crossovers' makes reference to Austroads Guide to Road Design 6A, Clause 5.6 in relation to crossfall for people who have disabilities, however, discusses more broadly and importantly the pedestrian priorities under the *Road Traffic Code 2000* no matter the users.

The 'Guidelines and Specifications for Residential Crossovers' section 4.1.3, Pedestrian Interface, makes mention that pedestrians and cyclists in road related (verge) areas should have priority over vehicles. It further recommends that the pedestrian infrastructure should be provided in a continuous manner across all residential driveways (crossovers), maintaining crossfall and material in preference to crossover construction. This implies that the footpath should be continuous through all residential crossovers. Figure 7 below that accompanies the section that goes onto explain the broad specification (section 4.0) shows a continuous footpath along the kerb line, however, that is not consistently applied throughout the document.



Figure 7 Plan View of Model Crossover Design

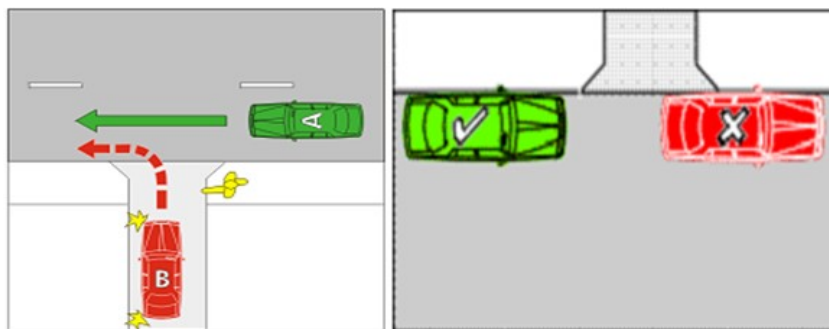
The City of Bayswater's current practice is to construct all (new) footpaths along the kerb line, however, the footpath does not continue through existing crossovers. This meets the intent of the *Road Traffic Code 2000*, and Austroads Guide to Road Design, to provide clear visibility of pedestrians to vehicles on the roadway and clear visibility of pedestrians by motorists reversing from driveways onto the crossover and turning traffic. The traditional practice was to construct the footpath (300mm off) along the boundary alignment, and a majority of footpaths remain on this alignment.

Whilst this change of alignment of the footpath along the road kerb line has generally been accepted, it has not been without dissent due to the perceived benefit vs cost and competition with other uses, such as bin presentation days, however, it is considered to be best practice.

The rationale of constructing footpaths through crossovers was considered, however, experience indicates that this has not been acceptable to the community at large. In instances where the crossover has been cut through (for other reasons) the benefit has not been recognisable and has resulted in complaints from residents.

As all homes, apart from new developments, have existing crossovers with a majority constructed in concrete, the cutting through of an existing crossover is not only disruptive to the household for a number of days, it is considered excessively wasteful. It is not uncommon for households to have high material finished crossovers constructed and these households are most likely to invoke complaints that not even best practice guidelines can placate when to a large extent it is about public education of the *Road Traffic Code* priority of pedestrians over cyclists and motorists.

The *Road Traffic Code* in all its diagrammatic representations shows the driveways clearly defined from the property boundary to the road edge. This allows a crossover to be clearly defined for the motorist and the pedestrians.



It is considered that the City's current practice of constructing new and reconstructed footpaths and cycleways along the kerb line, where practicable, is reasonable and should continue with crossovers being retained in place between the property boundary and the roadway, unless the grade is adverse and/or presents an unacceptable risk to the walking environment for people with a disability or seniors.

LEGISLATIVE COMPLIANCE

- Asset Management Policy; and
- Crossovers Policy.

OPTIONS

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

Option 1	That Council notes the City's current practices of constructing new and reconstructed footpaths and cycleways along the kerb line with crossovers being retained in place between the property boundary and the roadway unless the grade is adverse and/or presents an unacceptable risk to the walking environment for people with disabilities or seniors.	
Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction	Moderate	Low
Reputation	Low	Low
Governance	Low	Low
Community and Stakeholder	Moderate	Low
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
Conclusion	This option is for noting and is in line with the City's current practices for the reasons outlined in this report.	

FINANCIAL IMPLICATIONS

Not applicable.

STRATEGIC IMPLICATIONS

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

Theme: Our Built Environment
 Aspiration: A quality and connected built environment.
 Outcome B1: Appealing streetscapes.
 Outcome B3: Quality built environment.

CONCLUSION

It is recommended that Council notes the City's current practices of constructing new and reconstructed footpaths and cycleways along the kerb line.

9. PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA**9.1 Civic Centre Lift Access**

At the CAIAC meeting of 4 November 2020, it was suggested that the City's Civic Centre lift be modified to prevent users from having to press and hold the green button to operate its movements. The manufacturers have confirmed that there is no ability to modify the way the lift operates, as this is the way they are manufactured. The City would need to consider a full lift replacement to address the matter. The same type of lift has been fitted to the Bayswater Library.

9.2 Possibility of crosswalk at the front of Durham Road School

At the CAIAC meeting of 4 November 2020, a request was made for the City to consider placing a crosswalk at the front of Durham Road School. Manager Engineering Services, Bryce Coelho will provide an update on the status of this request.

9.3 Loud and proud in a disabled body – live performance

At the CAIAC meeting of 4 November 2020, a suggestion was made for the City to consider facilitating a live performance of Loud and Proud in a Disabled Body at the City's Civic Centre in 2021. City staff have investigated this further and will provide an update.

10. GENERAL BUSINESS**10.1 Community Engagement Review**

The Community Engagement team will introduce their review and invite the Committee to provide feedback. (*Janelle Easthope, Community Engagement Advisor and Shonie McKibbin, Community Engagement Support Officer*)

10.2 Engineering Services – Accessibility updates

Manager Engineering Services, Bryce Coelho will update the CAIAC on some of the planned City works to enhance accessibility for the community.

10.3 State Disability Strategy – Update

The State Disability Strategy 2020-2030 was launched on 3 December 2020. It is a 10-year plan to change the lives of more than 400,000 people with disability in Western Australia. The Department of Communities has since confirmed with the City of Bayswater that there are no foreseeable implications or changes to the Access and Inclusion Planning and reporting undertaken by public authorities as a result of the release of the State Disability Strategy 2020-2030.

11. CONFIDENTIAL ITEMS**12. 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 Wednesday 12 May 2021 commencing at **5:00pm**.

13. CLOSURE