

Agenda

Disability Advisory Group Meeting

Wednesday 14 August 2024

The next Disability Advisory Group Meeting will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **Wednesday 14 August 2024**, commencing at **6:30 pm**.

9 August 2024

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1 OFFICIAL OPENING**2 ACKNOWLEDGEMENT OF COUNTRY**

The Presiding Member will deliver the Acknowledgement of Country.

Noongar Language

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

English Language Interpretation

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

3 ATTENDANCE**Council Members**

Cr Nat Latter
Cr Assunta Meleca
Cr Dan Bull
Cr Sally Palmer

Community Members

Stuart Jenkinson
Kay Barnard
Eva Di Blasio
Kim Hutchinson
Caoibhe Hendy

Non-Voting Members

Bianca Sandri	Director Community Services
Michael Worthington	Manager Environmental Health and Statutory Building
Fatima Al Ghanimi	Acting Manager Transport and Building
Olivia Colja	Community Development Officer Access & Inclusion

Officers

Stephanie Barrett	Executive Assistant Support
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Observers**Approved Leave of Absence**

Nil.

Apologies

Nil at distribution of this agenda.

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 TERMS OF REFERENCE

Purpose

The purpose of the Disability Advisory Group (DAG) is to offer guidance to the City on issues impacting people with a disability. The group will also provide advice on the development and implementation of the City's Access and Inclusion Plan.

Development applications and City-based works can be referred to the group to request the group's feedback.

Membership

Three Elected Members as appointed by Council.

Two staff members, as appointed by the Director Community Services.

Up to five Community Members, who will be selected by the Elected Members and Staff Members who are members of the group.

Community members must:

1. Reside in the City of Bayswater, or represent a service provider or organisation within the City of Bayswater; and
2. Live with a disability or are a parent, carer, advocate of a person with a disability, or be able to contribute expertise or advice on disability.

Members will be appointed for a two-year term in line with the local government elections.

If a member fails to attend three consecutive meetings of the group, their appointment shall be automatically terminated unless leave of absence has been granted.

Members must abide by the *City of Bayswater Code of Conduct for Council Members, Committee Members and Candidates*.

Chairperson

The Advisory Group members are to elect a Chairperson and Deputy Chairperson at the first meeting, both of whom must be an Elected Member of Council.

The Chairperson will preside at all meetings.

In the absence of the Chairperson, the Deputy Chairperson will assume the Chair, and in their absence, a person is to be elected by the Advisory Group present to assume the Chair.

The Chairperson is responsible for the proper conduct of the Advisory Group.

Delegated Authority

This group performs an advisory function and does not have any delegated authority.

Meetings

The Group shall meet no more than quarterly at the City of Bayswater Civic Centre.

Relevant staff members and guests may be invited to the meetings at the Chairpersons' discretion.

Administration

Notification of the meeting will be provided at least a fortnight prior to the meeting date.

An agenda shall be provided to members one week before the meeting.

Minutes of the meeting will be provided to all members, and all City Councillors, within 14 calendar days following the meeting date.

Liaison Officer

Director Community Services.

6 CONFIRMATION OF MINUTES

The Minutes of the Disability Advisory Group held on 15 May 2024 be accepted.

7 ITEMS FOR DISCUSSION**7.1 Disability Advisory Group Photo**

The City requests that all Disability Advisory Group members take part in a group photo.

7.2 Engagement for the Access and Inclusion Plan

The City's Access and Inclusion Plan 2020-2024 is due for review as legislated by the Disability Services Act 1993. The City has established a pre-engagement phase for members of the Disability Advisory Group:

- Identify relevant stakeholders.
- Provide guidance on the City's communication and marketing strategy.
- Provide input to ensure an inclusive consultation process (Attachment 1).

Members of the Disability Advisory Group recently received an email to provide feedback and suggestions on the City's Access and Inclusion engagement plan. The City will summarise feedback received.

Pre-Engagement Phase: Disability Advisory Group**SUMMARY**

The City's Access and Inclusion Plan 2020-2024 is due for review as legislated by the Disability Services Act 1993.

Key learnings from the previous engagement process for the Access and Inclusion Engagement Plan include the need for a longer consultation period. This engagement plan involves a multi-phase engagement approach with input from community members and has included a pre-engagement phase for focus groups to:

- Identify relevant stakeholders;
- Provide guidance on the City's communication and marketing strategy.
- Provide input to ensure an inclusive consultation process.

The Disability Advisory Group has been identified as one of the City's focus groups as a part of the pre-engagement phase for guidance on stakeholders, communications and marketing, and the consultation process. This information will help inform the Community Engagement Plan for the City's Access and Inclusion Plan 2020-2024.

Committee members are also invited to provide suggestions and feedback by completing the table below and emailing Olivia Colja (Community Development Officer – Access and Inclusion) olivia.colja@bayswater.wa.gov.au Olivia is available to take information over the phone, if preferred by individual Committee members.

AREA	QUESTIONS
Stakeholders	Who should be included in the consultation process in developing the 2024-2029 Access and Inclusion Plan? <i>e.g. People with lived experienced, Disability organisations, caregivers etc.</i>
Communication and Marketing	How can the City promote the Access and Inclusion review that is inclusive and supports all genders, ages, cultures, and abilities? Are there any best practice examples committee members have seen internal/ externally? <i>e.g. specific types of marketing designs, colours, cultural messaging you think should be included.</i>
Consultation	What types of consultation methods could the City use to engage with stakeholders in developing the 2024-2029 Access and Inclusion Plan? <i>e.g. survey, one-on-one consultation, group consultation, children using art to communicate etc.</i>

AREA	SUGGESTIONS
Stakeholders	
Consultation	
Marketing	

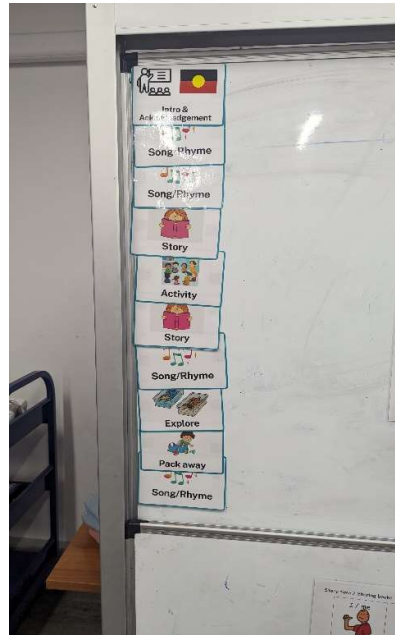
7.3 Access and Inclusion Progress Report

An update on Access and Inclusion projects/ initiatives that have been completed by the City of Bayswater delivered from September 2023 – February 2024 for noting. See (Attachment 2).

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Library Services Manager
BRANCH	Community Services
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community.
ACTION	(a) Develop and share an information package for agents and contractors, including information on how to make services and events more accessible.
DELIVERABLE	☒ 2023/24
INFORMATION	<u>JobAccess Grant</u> An accessibility grant was successfully secured via JobAccess for modifications to the Bayswater Library building for a library staff member.
OUTCOME	The grant to the value of \$40,597.70 is aimed at enhancing accessibility and inclusivity for the staff member. The modifications funded by the Employment Assistance Fund include the installation of two door automation systems, conversion of a staff toilet to an accessible toilet, ramp access to the staff workroom, modifications to enable swipe access control to two entrance doors and the staff workroom

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Library Services Manager
BRANCH	Community Services
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	☒ 2023/24
INFORMATION	<u>Scrabble Sessions</u> Bayswater Library has introduced inclusive Scrabble sessions with accessible gaming formats for individuals with disabilities. These sessions aim to foster social interaction and cognitive engagement among participants.
OUTCOME	Sessions are held weekly for 2 hours and has attracted between 5-7 participants per session. These sessions have created opportunities for meaningful community interaction.
INFORMATION	<u>Sensory Storytime</u> The Morley Library hosted a six-week program of Sensory Storytime during April and May 2024. This program was developed with assistance from the Community Capacity Building team at Wanslea, who work with children with disability. It is designed to be beneficial for children with sensory processing needs and encourages the use of all five senses.
OUTCOME	A total of 12 families participated and the program attracted 100 participants over the six week period. Parents and caregivers provided feedback that they saw an increase in confidence in their children through participating in the program.

IMAGE 1



Sensory Storytime (Visual Support)

IMAGE 2



Sensory Storytime (Tactile Objects)

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Building Operations Manager
BRANCH	Infrastructure and Assets
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.
DELIVERABLE	☒ 2023/24
INFORMATION	<u>Houghton Park</u> Existing facilities were upgraded and now include a Universally Accessible Toilet with automatic door and locking system compliant to standard. <u>Bayswater Bowling Club</u> The existing male toilets were reconfigured to include a Universally Accessible Toilet compliant to standard.
OUTCOME	Accessible toilets have been installed in these two locations and will provide enough space to accommodate wheelchair access and assistance when transferring from wheelchair to toilet. Accessible toilets include features such as lower mirrors and washbasins, contrasting toilet seat colour, grab rails and braille signage.
IMAGE 1	 Houghton Park (External)

IMAGE 2



Houghton Park (Internal)

IMAGE 3



Bayswater Bowling Club (External)

IMAGE 4



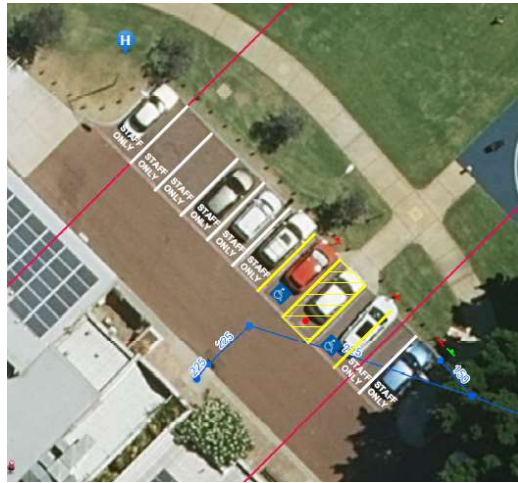
Bayswater Bowling Club (Internal)

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Manager Community Development
BRANCH	Community Services
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.
DELIVERABLE	☒ 2023/24
INFORMATION	<u>Baby Change Table Audit</u> Between January 2024 – April 2024, City operated facilities were investigated to review the quantity and quality of Baby Change Tables (BCT) available in Universal Accessible Toilet's (UAT) and in high frequency areas.
OUTCOME	Stage 1. (2023/24) The works have been scoped and \$7,200 allocated as part of the 2023/24 budget this will be assigned purchasing new BCT units, replacement of damaged BCT and improving signage. Stage 2. (2024/25) Allocate \$3,000 in Preventative Maintenance to continue rollout of replacement and new BCT, pending suitability assessment of UAT, safety measures and toilet conditions. Final provision for allocated of the Nappy Bin service and amendment to service contract. Stage 3. (2025/26) Allocate \$3,000 in Preventative Maintenance for installation of new as requested/required, pending suitability assessment of UAT, safety measures and toilet conditions. These locations need further investigation.

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Manager Community Development
BRANCH	Community Development
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases
ACTION	(d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.
DELIVERABLE	☒ 2023/24
INFORMATION	<u>Hydrotherapy Pool Audit</u> The City engaged an external consultant to complete an onsite full scope of works for the Hydrotherapy Pool Area located in Bayswater Waves.
OUTCOME	An item has been prepared for the Executive Leadership Team on the Hydrotherapy Pool Audit for consideration in the mid year budget review.

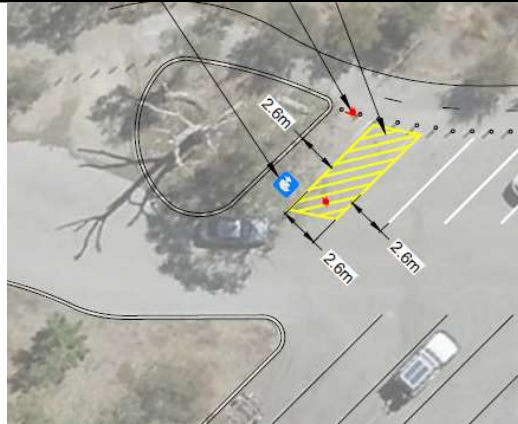
City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Transport Infrastructure Manager
BRANCH	Transport and Buildings
STRATEGY	2.3 Improve and promote accessible parking infrastructure.
ACTION	(b) Prioritise a capital works program to upgrade City owned and managed designated accessible parking bays to Australian Standards.
DELIVERABLE	☒ 2023/24
INFORMATION	<u>Bayswater Library</u> ACROD bays were upgraded at Bayswater Library to be compliant with the current Australian Standards.
OUTCOME	Two bays were upgraded to meet current standards and relocated to align with the pedestrian ramp for ease of access to the reserve area. The modification did not result in the loss of bays.
INFORMATION	<u>Cloughton Reserve</u> Cloughton Reserve line marking was reinstated to indicate the provision of trailer only parking. During the review process, the City identified a lack of ACROD bays within the carpark.
OUTCOME	The City has prepared a design for the reinstatement of the line - marking which includes the provision of 1 ACROD bay. This has resulted in two standard bays being replaced with ACROD bays, to ensure that the disability bay is designed to be compliant with the current Australian Standards.
INFORMATION	<u>Noranda Primary School</u> The City received a request from Noranda Primary School regarding the provision of an ACROD bay within the on-street parking and close to the school entrance.
OUTCOME	A design was commissioned for the provision of the requested bay which requires a realignment of the existing footpath and school fence. The draft plan has been forwarded to the school for comment.

IMAGE 1



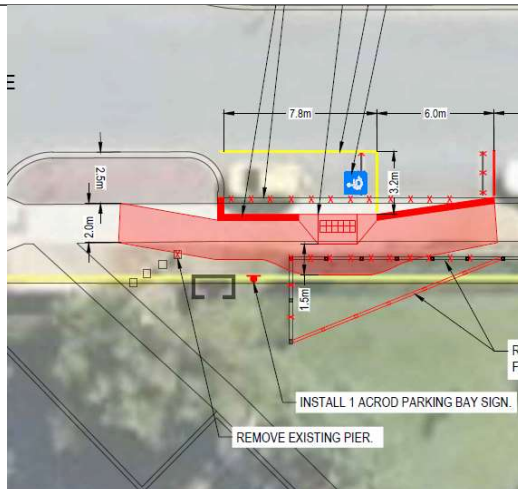
Bayswater Library

IMAGE 2



Cloughton Reserve

IMAGE 3



Noranda Primary School

City of Bayswater Access and Inclusion Plan 2020 - 2024 INFORMATION UPDATE REPORT: MARCH TO MAY 2024	
AUTHOR	Senior Communications Officer
BRANCH	Corporate Services
STRATEGY	3.2 Review the accessibility of information in digital formats.
ACTION	(a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.
DELIVERABLE	☒ 2023/24
INFORMATION	The City has a subscription with accessibility and marketing performance platform Siteimprove, which identifies opportunities to improve the City's website relating to accessibility. The City's Communications and Marketing team have worked to implement improvements that were identified as low to medium level, such as broken links and spelling or typographical errors. The City also engaged its website host and provider Alyka to implement the high-level improvements that were identified, such as colour contrast and coding changes.
OUTCOME	Prior to these accessibility improvements, the City's website had a Siteimprove accessibility score of 77.2%. Following the improvements being implemented, the City's website now has a score of 88.3%. The industry benchmark (government) is 82.9%.

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: MARCH– MAY 2024	
AUTHOR	People and Culture Advisor
BRANCH	Culture and Safety
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	☒ 2023/24
INFORMATION	As a part of the ongoing Australian Network on Disability (AND) membership agreement, the City provided Inclusive Customer Experiences training for staff who work in front line roles. The aim of the training was to assist staff to be more confident in their interactions with customers who have a disability.
OUTCOME	12 staff attended the training that covered topics such as the customer experience journey, and how to improve disability confidence within staff when engaging with staff, and the principals of a customer-inclusive experience.

7.4 Disability and Access Inclusion Plan Progress Report

An update on Inclusion and Diversity projects/ initiatives that have been completed by the City of Bayswater delivered from 1 July 2023 – 30 June 2024 for noting (Attachment 3).



DISABILITY ACCESS AND INCLUSION PLAN PROGRESS REPORT

Reporting Period: 1 July 2023 – 30 June 2024

Report Due Date: 31 July 2024

Public Authority's Details

Name:

Contact Person:

Phone:

Email:

Date DAIP Lodged with the
Department of Communities:

Date DAIP published on your
organisation's website:

URL Link to published DAIP:

DAIP Outcome 1: Services and events People with disability have the same opportunities as other people to access the services of, and any events organised by, the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
1.1	Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers. Actions:		
	a) Develop and share an information package for agents and contractors, including information on how to make services and events more accessible.	8	Completed
	b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.	5	Completed
1.2	Build partnerships to support people with disability to participate in their community. Actions:		
	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.	8	Completed
	b) Investigate hosting Easy English sessions for people with low literacy.	1	Completed

DAIP Outcome 1: Services and events People with disability have the same opportunities as other people to access the services of, and any events organised by, the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	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.	7	In Progress
	d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.	8	Completed
	e) Raise public awareness and understanding of people with disability by celebrating local achievements on 'International Day of People with Disability'.	8	Completed

Q2

DAIP Outcome 2: Buildings and facilities		State Disability Strategy Outcome	Status
People with disability have the same opportunities as other people to access the buildings and other facilities of the department.			(please select Completed, In Progress or Not Progressed)
2.1	Improve building accessibility in the planning, design and construction phases. Actions:		
	a) Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction.	5	Completed
	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.	12	Completed
	c) Engage accredited access consultants to conduct audits and prepare remedial action plans for upgrades to City buildings, including	5	In Progress

DAIP Outcome 2: Buildings and facilities People with disability have the same opportunities as other people to access the buildings and other facilities of the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	the pedestrian movement network to the nearest public transport infrastructure.		
	d) Allocate funds into the draft annual budget to address access barriers from audits to improve City owned buildings and facilities.	5	In Progress
	e) Advocate for sheltered parking over accessible bay facilities, in close proximity to Bayswater and Morley Community Centres.	5	Completed
	f) Develop a resource to ensure the community, builders and relevant stakeholders are informed of their rights and responsibilities to provide an accessible pedestrian environment.	12	Completed
	g) Engage a consultant to design a customer service area at the Civic Centre that meets the needs of all employees and customers.	7	Not Progressed
2.2	Improve the range of accessible restroom facilities. Actions:		

DAIP Outcome 2: Buildings and facilities People with disability have the same opportunities as other people to access the buildings and other facilities of the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	a) Consult people with disability and relevant service providers to identify community need and location for a Changing Place facility within the City of Bayswater.	5	Completed
	b) Investigate the feasibility of purchasing, hiring or building a Changing Place facility, and funding opportunities.	5	Completed
	c) Investigate installing a supine change table (for an adult person laying face upwards) at the Bayswater Waves, in consultation with service providers and users.	5	Completed
2.3	Improve and promote accessible parking infrastructure. Actions:		
	a) Audit all City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards.	5	In Progress
	b) Prioritise a capital works program to upgrade City owned and managed designated accessible parking bays to Australian Standards.	5	In Progress

DAIP Outcome 2: Buildings and facilities People with disability have the same opportunities as other people to access the buildings and other facilities of the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	c) City owned and managed accessible parking bays are promoted and identified on City Spatial.	5	In Progress
	d) Develop and promote an accessible parking resource, including information on use of bays, ACROD permits, and the reporting of access issues.	5	Completed
2.4	Improve the pedestrian network accessibility within town centres. Actions:		
	a) Define and audit pedestrian network accessibility within the City's town centre precincts of Morley, Maylands and Noranda (Bayswater pending) e.g. kerb ramps, tactile.	5	Completed
	b) Implement a priority capital works program to improve the pedestrian network within the defined town centre precincts of Morley, Maylands and Noranda (Bayswater pending).	5	Completed
	c) Investigate and source funding to develop and promote a 'City of Bayswater Access and Mobility Map' focusing on	5	Not progressed

DAIP Outcome 2: Buildings and facilities People with disability have the same opportunities as other people to access the buildings and other facilities of the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	the Maylands, Morley and Noranda town centre precincts (Bayswater pending).		
2.5	Improve accessibility in natural recreational environments. Actions:		
	a) Audit and prioritise high demand natural recreational environments to improve accessibility and wayfinding, including Lightning Swamp, Lightning Park, Claughton Reserve, Maylands Lakes, Baigup Wetlands, Bardon Park, Peninsula Farm, Berringa Park, and Eric Singleton Bird Sanctuary.	5	In Progress
	b) Prioritise remedial action plans to improve accessibility and wayfinding in natural recreational environments.	5	In Progress
2.6	Develop accessible design and inclusive play spaces to support social development for people with a range of disability. Actions:		
	a) Design and develop play spaces in line with the City's Parks and Play Space Classification Hierarchy; providing	5	In Progress

DAIP Outcome 2: Buildings and facilities People with disability have the same opportunities as other people to access the buildings and other facilities of the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	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.		
2.7	Support people with hearing impairment to enhance engagement and participation. Actions:		
	a) Purchase portable hearing loops to support community consultations and meetings.	5	Completed
	b) Consult with people with disability on the best locations for the hearing loops - Civic Centre, Council Chamber, recreation facilities, or libraries.	13	Completed
	c) Investigate the feasibility of installing hearing audio loops at frontline customer service desks.	5	Completed

Q3.

DAIP Outcome 3: Accessible information People with disability receive information from the department in a format that enables them to access the information as readily as other people.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
3.1	Diversify accessible information and communication methods. Actions:		
	a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with low literacy.	15	Completed
	b) Provide information in accessible formats on request for people with disability.	15	Completed
	c) Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, large print and hard copy formats.	15	Completed
	d) Educate the community on the importance of keeping footpaths and pedestrian pathways clear from obstruction.	5	Completed
	e) Adopt an internal Written Style Guide that encourages staff to use plain English in all communications.	15	In Progress

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DAIP Outcome 3: Accessible information People with disability receive information from the department in a format that enables them to access the information as readily as other people.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
3.2	Review the accessibility of information in digital formats. Actions:		
	a) Review the City's website in line with W3C Web Accessibility Guidelines and make improvements.	15	Not progressed

Q4.

DAIP Outcome 4: Service		State Disability Strategy Outcome	Status
People with disability receive the same level and quality of services from the staff of the department as other people receive.			(please select Completed, In Progress or Not Progressed)
4.1	Promote the City's commitment to access and inclusion in the Customer Service Charter. Actions:		
	a) Provide and promote a range of options for community members to connect and communicate with the City.	13	In Progress
4.2	Build disability confidence to enhance staff and community capacity. Actions:		
	a) Host an internal staff 'Access and Inclusion Upskiller Session' to increase staff awareness on how the City undertakes access appraisals for streetscapes, parks, and events.	5	Completed
	b) Provide disability awareness and mental health training for staff, using specialist providers and people with lived experience.	13	Completed

DAIP Outcome 4: Service People with disability receive the same level and quality of services from the staff of the department as other people receive.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
	c) Develop and implement an online City of Bayswater access and inclusion induction training program for staff and Councillors.	13	Completed
	d) Support and partner with disability service providers to facilitate workshops aligned with the City's access and inclusion outcomes.	13	Completed
	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.	13	Completed

Q5.

DAIP Outcome 5: Complaints		State Disability Strategy Outcome	Status
People with disability have the same opportunities as other people to make complaints to the department.			(please select Completed, In Progress or Not Progressed)
5.1	Review and improve the City's processes to improve feedback mechanisms. Actions:		
	a) Invite people with disability to be part of consultations to help the City improve customer service satisfaction levels.	13	Completed
	b) Establish an online database, such as the Customer Relation Management System, to streamline the City's complaint and feedback processes to support consistent reporting of access and inclusion matters e.g. ECM, social media, phone, and feedback cards	13	Completed

Q6.

DAIP Outcome 6: Consultation People with disability have the same opportunities as other people to participate in any public consultation by the department.		State Disability Strategy Outcome	Status (please select Completed, In Progress or Not Progressed)
6.1	Consider access and inclusion in the planning, design and delivery of public consultation. Actions:		
	a) Embed access and inclusion in community engagement planning process.	13	Completed
	b) Provide guidance and resources to support internal staff and external agents and contractors to facilitate accessible and inclusive consultations e.g. portable hearing loops, portable ramps and AUSLAN interpreters.	12	Completed
6.2	Expand the variety of consultation methods offered by the City. Actions:		
	a) Review the Community Engagement Framework and consider how to improve online engagements to better inform people with disability and improve public participation.	13	In Progress

DAIP Outcome 6: Consultation		State Disability Strategy Outcome	Status
People with disability have the same opportunities as other people to participate in any public consultation by the department.			(please select Completed, In Progress or Not Progressed)
	b) Monitor the diversity of people, including people with disability, engaging in public consultations by including questions to gauge the diversity of contributors.	13	Completed

Q7.

DAIP Outcome 7: Employment		State Disability Strategy Outcome	Status
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.			(please select Completed, In Progress or Not Progressed)
7.1	Advance employment practices to increase the employment of people with disability. Actions:		
	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.	13	Completed
	b) Formalise a roadmap for improvement based on the annual Access and Inclusion Index Self-Assessment Comprehensive Report.	13	Completed
	c) Investigate and source funding to develop a mentoring program in partnership with a disability employment provider.	2	Completed
	d) Participate in employment expos that showcase how the City of Bayswater is a disability friendly and inclusive workplace.	2	Completed

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DAIP Outcome 7: Employment		State Disability Strategy Outcome	Status
People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.			(please select Completed, In Progress or Not Progressed)
7.2	Continue to invest in building and promoting an inclusive workplace culture. Actions:		
	a) Review recruitment, employment practices and processes in consultation with a reference group, including staff with disability and employment providers, to increase representation and reduce unconscious bias.	2	Completed
	b) In consultation with staff, review workplace design and ergonomics to enable reasonable adjustments for staff with disability.	2	Completed

Q8. List and describe up to 3 key DAIP achievements and their outcomes for people with disability**Achievement 1****1.1 (b) Promote and maintain the City's assisted waste collection service to support the independence of eligible residents in their own homes.**

- The City has an assisted waste collection service for people living with disability, known as the 'Gopher'. The City's contractor, Cleanaway, stops, collects, and returns the bins from the eligible properties
- The service assists residents living with a disability to remain independent in the community and ensures that waste is continued to be removed from the property.
- Between July 2023 to May 2024, 83 community members received the service, an increase of ten people since the previous year.

Achievement 2 – DAIP Action**1.2 (d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability.**

- The City has a Club Projects Officer who is responsible for delivering club development services, support and information. This includes a monthly e-newsletters to the City of Bayswater sporting clubs and community clubs.

Achievement 2 – DAIP Action

- KidSport enables eligible Western Australian children aged 5 to 18 years to participate in community sport by offering them financial assistance of up to \$300 per financial year towards club fees.
- Between July 2023 to May 2024, the City processed 32 Vouchers for children with a Disability.

Achievement 3 – DAIP Action

7.2 (b) In consultation with staff, review workplace design and ergonomics to enable reasonable adjustments for staff with disability.

- In August 2023, an accessibility grant to the value of \$40,597.70 (including GST) was successfully secured via JobAccess for modifications to the Bayswater Library building for a Library staff member.
- The modifications were completed in 2024, included installation of two door automation systems, conversion of a staff toilet to an accessible toilet, ramp access to the staff workroom, modifications to enable swipe access control to two entrance doors and the staff workroom.

Q9. Is your Public Authority due to review its DAIP and amend or develop a new DAIP in the 2024-2025 reporting period?

Yes ☒

No ☐

For Local Government Authorities Only

Q10. Q How many elected members does your Council have?

11

Q11. How many elected members identify as having a disability?

0

Please send the completed report to:

StateDisabilityStrategy@communities.wa.gov.au by no later than Wednesday **31 July 2024.**

8 CITY UPDATES

8.1 Bayswater Bowling Club

The City wishes to advise that the toilet facilities at Bayswater Bowling Club have recently been upgraded for accessibility.

8.2 Houghton Park Pavilion

The City will provide a verbal update on the proposed upgrade to the access ramp at the Houghton Park Pavilion.

9 GENERAL BUSINESS

Items not included on the agenda to be raised at this point.

10 NEXT MEETING

The next meeting of the Disability Advisory Group is to be advised.

11 CLOSURE