

Agenda

Disability Advisory Group

Tuesday, 26 May 2026

The next meeting of the Disability Advisory Group will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue on **26 May 2026**, commencing at **4:30pm**

Agenda publishing date: Wednesday, 20 May 2025

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1 OPENING AND ACKNOWLEDGEMENT OF COUNTRY

The Chairperson, Cr Calla Loiacono, will open the meeting and 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.

2 ATTENDANCE

Members

Cr Calla Loiacono	Chairperson
Cr Nat Latter	Deputy Chairperson
Eva Di Blasio	
Debra Hill	
Rebecca Hocking	
Stuart Jenkinson	
Kara Perrin	
Lucy Rule	
Melanie Sorensen	
Xavier Teo	

Officers

Ryan Hall	Director Community Services
Timothy Dawson	Acting Manager Community Planning
Amy Tolley	Community Strategy and Programs Manager
Laura Bullock	Community Development Officer
Manon Arnold	Executive Assistant Community Services

Apologies

No apologies have been received at the time of agenda distribution.

3 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.

4 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

Two Elected Members as appointed by Council.

Up to eight Community Members.

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.

Community members will be appointed and paid in accordance with the *Independent Advisory Group Members Policy*.

All Councillors are appointed as Deputies.

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 three times per year, or as required, 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.

5 CONFIRMATION OF MINUTES

The Minutes of the Disability Advisory Group held on Tuesday 17 March 2026 be accepted.

6 ITEMS FOR DISCUSSION

6.1 2026–2027 Annual Corporate Business Planning

Advisory Group members and City officers will participate in a business planning discussion to identify key priorities that will guide delivery of the Inclusive Bayswater: Access and Inclusion Plan 2025–2030 for the 2026/27 financial year.

The Inclusive Bayswater: Access and Inclusion Plan 2026/27 Draft Implementation Plan is provided in **Attachment 1** for reference.



Inclusive Bayswater: Access and Inclusion Plan 2025 - 2030

Implementation Plan 2026-2027

This Plan outlines our key priorities and the actions we will take to achieve them. A more detailed implementation plan supports this, setting out what needs to be done, who is responsible, and the timeframes for delivery. City staff and managers are accountable for meeting deadlines and ensuring progress is made.

Implementation is overseen by both an internal working group and an external advisory group made up of community representatives, which meets quarterly to review progress. Updates are also provided to the Executive Leadership Team on an annual basis.

The anticipated budget amounts are subject to further investigation, as the Implementation Plan is progressed. Each year, the anticipated budget will be reviewed and considered as part of the City's standard Council-led annual business planning and budgeting process. Major capital works projects identified in the Implementation Plan will be accordingly detailed in the long term financial plan (LTFP).

The community is kept informed through the City's Annual Report and other regular communications. Reporting to State Government agencies will occur as required. A full review of this Plan is scheduled for 2029.

Outcome 1: Everyone has the same opportunities as other people to access the services of, and any event organised by, the City of Bayswater.

Strategy	Actions
1.1. Support the community to hold events that prioritise accessibility and inclusion throughout planning, design and delivery	a. Continue to promote information and provide community upskiller programs for sporting clubs and community groups including information on how to make services and events more accessible and inclusive
	b. Raise awareness and understanding of people from different backgrounds by supporting external community events to celebrate significant days
	c. Raise awareness and understanding of people from different backgrounds by strengthening collaboration between City staff in supporting internal events and initiatives to celebrate significant days
	d. Develop the capacity and confidence of staff and community with ongoing training to support and deliver accessible and inclusive events, services and programs within the City of Bayswater
1.2. Build partnerships and engage diverse community	a. Provision and awareness of interpreting services such as Auslan and other languages on request at major City events and services

groups and organisations to facilitate and promote events more widely for increased participation	b. Identify, encourage and support LGBTQIA+, CaLD and disability community groups and organisations to apply for City grants and facilitate inclusive events for all
1.3. Improve availability of accessible features at events and services	a. Embed information to improve access and inclusion into City documentation including grants, donations, sponsorships, services and events
	b. Provide information about accessible parking, public transport, and alternative language and print formats where possible
	d. Provide sensory friendly activities and a quiet zone at selected City events where possible
	e. Transport needs and ease of access will be considered when planning events and delivery of services
1.4. Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers	a. Promote where appropriate and maintain the City's assisted waste collection service to support the independence of eligible residents in their homes

Outcome 2: Everyone has the same opportunities as other people to access buildings and other facilities of the City of Bayswater.

Strategy	Actions
2.1. Maintain and upgrade City buildings, facilities, and infrastructure to improve accessibility, inclusion and safety in all stages from planning to construction	a. Develop a checklist process for auditing the accessibility and inclusion of premises that officers can use as a guide
	d. Continue to prioritise upgrades to City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
2.3 Improve accessibility in natural recreational environments	a. Prioritise remedial works to improve accessibility and directional signage in natural recreational environments
2.4 Prioritise accessibility and inclusion of diverse groups in the planning, design and development of new City assets or features	a. Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction
	b. Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibilities when providing contracts, service agreements, tenders, and decision-making frameworks
	d. Develop accessible design and inclusive play spaces where possible to support social development of people with a range of disability and diverse backgrounds
2.4 Prioritise accessibility and inclusion of diverse groups in the planning, design and development of new City assets or features	a. Embed universal access considerations into the Project Management Framework, including procurement, approvals, and construction
	b. Review and update City documentation to ensure agents and contractors are aware of their access and inclusion responsibilities when providing contracts, service agreements, tenders, and decision-making frameworks
	d. Develop accessible design and inclusive play spaces where possible to support social development of people with a range of disability and diverse backgrounds
2.5 Improve accessibility and inclusion information about City buildings, facilities and venues	b. Promote access and inclusion upgrades and developments through the City's social media, newsletter and media releases
	c. Enhance participation of people from culturally and linguistically diverse backgrounds and deaf/hard of hearing people by providing selected information in translated languages, Auslan and/or Easy English
	d. Identify accessibility features of City buildings, facilities and parks, and publish on the City's website

	e. Investigate the display of significant symbols and visual cues on City buildings and facilities that promote an inclusive and safe space such as a rainbow flag symbol, Aboriginal and Torres Strait Islander flag symbols and assistance dog symbol
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Outcome 3: Everyone receives information from the City of Bayswater in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Actions
3.1. Utilise a diverse range of promotion methods to inform community members about City programs, events and processes	a. Showcase the City's Access and Inclusion Plan achievements using a range of communication methods, including video, graphics, and hard copy formats in large print and/or Easy English where possible b. Promote availability of Auslan and other language interpreters for City services and for communicating with the City where available c. Identify target groups, stakeholders and locations across disability, CaLD and LGBTQIA+ backgrounds to aide effective promotion and engagement
3.2. Promote and increase the use of inclusive language across the City's written, audio, visual and verbal communications	b. Explore use of image descriptions to images used on social media and in public documents c. Ensure video content has captions and explore audio description and accompanying transcripts where possible d. Explore opportunities to introduce Auslan resources and information on the City's website and communications
3.3. Improve accessibility of, and access to, information about City documents and processes via alternative formats, language translations and support options	b. Provide information in accessible and inclusive formats on request such as Easy English, audio, Auslan, and other languages
3.4. Increase staff capacity to develop accessible and inclusive written and visual content on City communication platforms	a. Explore opportunities to build capacity in staff to develop Easy English documents and organise Auslan and other language interpreters
3.5. Review the accessibility of information in digital formats	a. Continue to improve accessibility of the City's website in line with industry standards b. Review the City's internal platforms such as Baynet, Litmos, and employee induction documents (e.g. subtitles and transcript for all videos)

Outcome 4: Everyone receives the same level and quality of service from the staff of the City of Bayswater as other people receive from the staff of the City of Bayswater.

Strategy	Actions
4.1. Build access and inclusion confidence and awareness of diverse needs and barriers to enhance staff and community capacity	a. Participate in the WA Local Government Access and Inclusion Officer Network to build and maintain relationships, and partake in access and inclusion knowledge sharing and learning opportunities
	b. Regularly provide role-specific training for staff on social inclusion, diversity, mental health, and disability awareness, using specialist providers
	c. Regularly 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 of all backgrounds and people with disability to provide feedback
	d. Explore the instatement of Access and Inclusion Champions among senior leaders, who are responsible for driving outcomes and visibly driving inclusion at the City
4.2. Promote the City's commitment to access and inclusion in the Customer Service Charter	a. Provide and promote a range of options for community members to connect and communicate with the City
4.3. Promote inclusion across the City with no tolerance for discrimination or hateful speech	a. Share the City's inclusivity statement at City events, services, venues, public consultation projects, and digital platforms such as City websites

**Outcome 5: Everyone has the same opportunities as other people to make complaints to the City of Bayswater.**

Strategy	Actions
5.1. Continue to identify opportunities to improve the accessibility of City feedback and complaints processes	a. Review the City's complaints and feedback procedures for accessibility

Outcome 6: Everyone has the same opportunities as other people to participate in any public consultation by the City of Bayswater.

Strategy	Actions
6.1. Prioritise access and inclusion in the planning, design and delivery of public consultation	a. Embed access and inclusion in community engagement planning process
	b. Provide guidance and resources to support internal staff and external agents and contractors to facilitate accessible and inclusive consultations through the review and promotion of the 'Guide to Accessible Events and Services'
	c. Promote the availability of alternative formats in public consultation
6.2. Explore consultation methods to encourage participation by all	a. Continue to use multiple engagement methods to encourage participation

Outcome 7: Everyone has the same opportunities as other people to access inclusive employment at the City of Bayswater.

Strategy	Actions
7.1. Explore ways to increase employment opportunities for people with disability and people from diverse backgrounds within the City	a. Promote employment opportunities widely, in a range of formats and through Disability Employment Services and disability networks b. Increase the representation of people with and without disabilities from diverse backgrounds through employment, placement opportunities, or mentoring c. Promote and engage services with businesses owned by people with disability, Aboriginal and Torres Strait Islander peoples, people from diverse backgrounds and people of all ages where possible
7.2. Review the accessibility, inclusivity and flexibility of recruitment and induction processes, and work practices for people with disability and people of all ages and backgrounds	a. Improve induction and onboarding process to be more accessible and inclusive b. Continue reviewing and refining workplace design and ergonomics to enable reasonable adjustments for staff with disability c. Provide information in recruitment materials and advertisements to encourage applications from people with disability, Aboriginal and Torres Strait Islander peoples, people from diverse backgrounds and people of all ages d. Provide flexible working arrangements for staff where possible e. Seek feedback from employees with disability and people from diverse backgrounds about their experiences working for the City
7.3. Foster a workplace culture that embraces diversity, equity, inclusion and belonging for all people	a. Upskill managers and supervisors in fostering accessible and inclusive workplaces, including providing information on third party support and funding such as Employee Assistance Funding
	b. Continue to review accessibility of all venues used for recruitment and employment
	c. Continue the City's membership with peak bodies for access and inclusion to build on disability and diversity inclusion goals and confidence

6.2 Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 Information Update Report

An information update report is provided in **Attachment 2** for members' review and noting.



City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Coordinator Waste Resource Recovery
BRANCH	Parks and Environment
STRATEGY	1.4 Increase access and inclusion awareness with City engaged agents, contractors, local businesses and service providers
ACTION	(a) Promote where appropriate and maintain the City's assisted waste collection service to support the independence of eligible residents in their home
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Assisted waste collection service</u> The City continues to deliver the assisted waste collection service, supporting eligible residents to maintain independence in their homes. The service remains promoted via the City's website and was provided to households during the quarter. The assisted waste collection service means that residents with disability who cannot safely move their bins still receive a reliable waste and recycling service, with bins collected from and returned to an agreed location at their home. This reduces physical strain and safety risks, supports independent living, and ensures equitable access to essential City services without reliance on family, neighbours or additional support.



City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Acting Manager Transport and Buildings
BRANCH	Transport and Buildings
STRATEGY	2.1 Improve building accessibility in the planning, design and construction phases
ACTION	(d) Continue to prioritise upgrades to City owned and managed accessible parking infrastructure to ensure all compliance with Australian Standards
DELIVERABLE	☒ 2025/26
INFORMATION	<u>ACROD bay design</u> Designs for several ACROD bays have been completed, consulted and/or scheduled.

City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager Community Planning
BRANCH	Community Strategy and Programs
STRATEGY	3.3 Improve accessibility of, and access to, information about City documents and processes via alternative formats, language translations and support options
ACTION	(a) Provide the City's Access and Inclusion Plan in Easy English to encourage the participation of people with disability, people from diverse backgrounds or with low literacy
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Design of Inclusive Bayswater: Access and Inclusion Plan</u> The City developed its new Inclusive Bayswater: Access and Inclusion Plan in both a standard corporate and Easy Read version. Both versions of the Plan are currently being designed by Blend Creative in collaboration with the City's Communications team to ensure accessibility and readability for a wide range of disabilities. It is estimated for completion in mid-May 2026 and will go to print once approved. The designs feature written image descriptions for all images, information about translation services written in four alternative languages, and the City's new Inclusivity Statement. Having an accessibly designed Easy Read Access and Inclusion Plan will encourage and enable the participation of people with disability, people from diverse backgrounds or with low literacy.

City of
Bayswater

Inclusive Bayswater

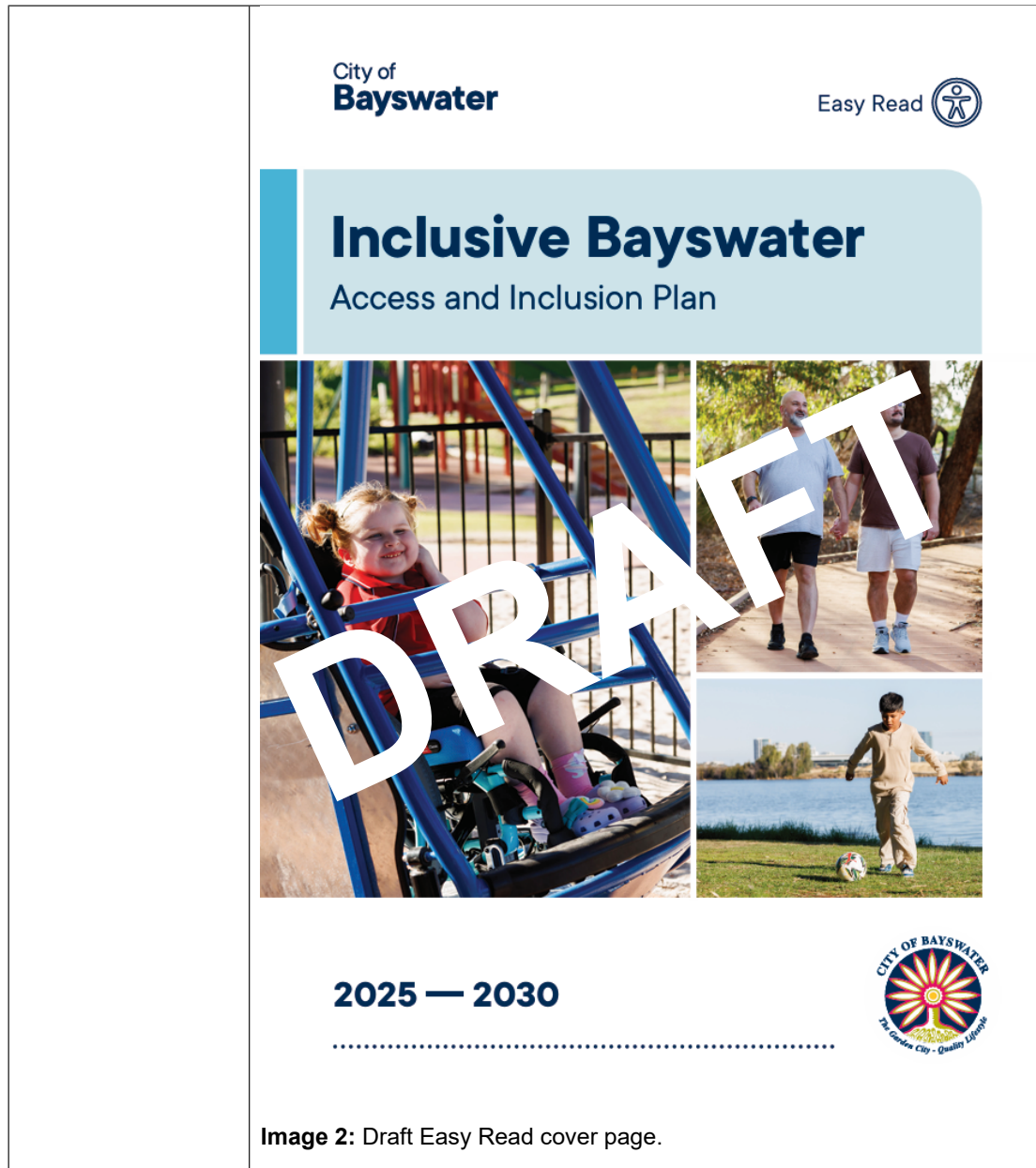
Access and Inclusion Plan



2025 — 2030



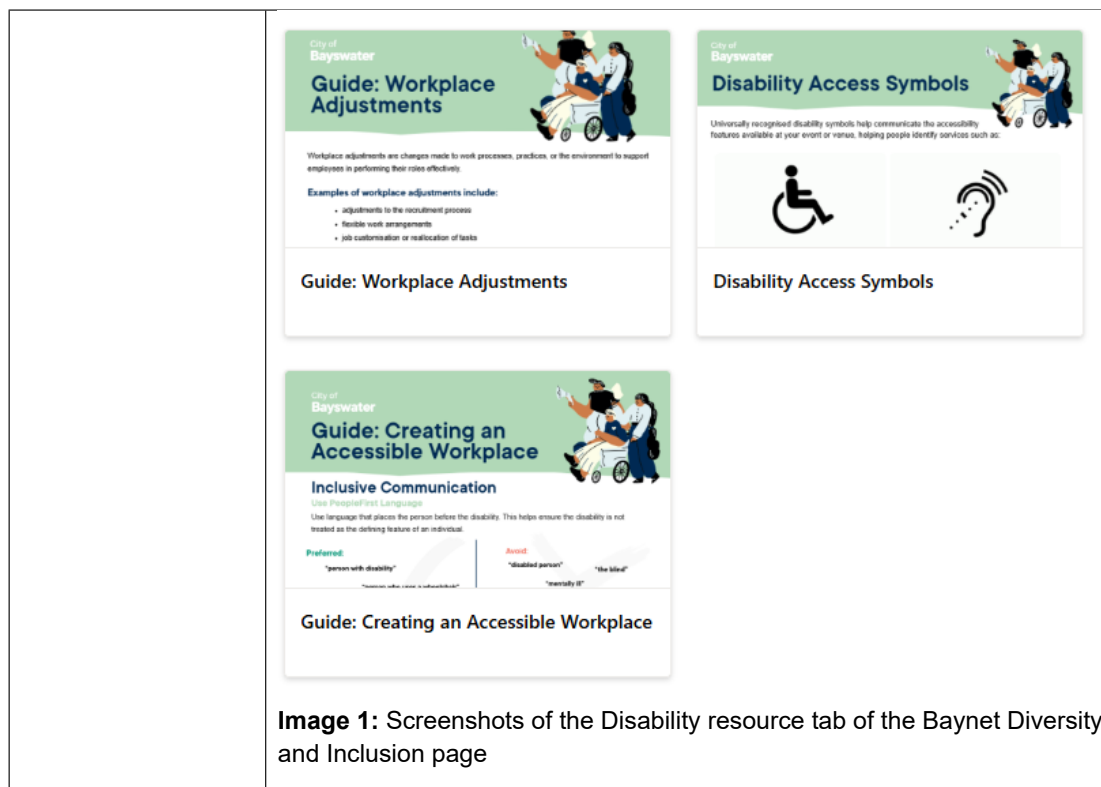
Image 1: Draft standard version cover page.





City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	3.4 Increase staff capacity to develop accessible and inclusive written and visual content on City communications platforms
ACTION	(b) Explore opportunities to build capacity in staff to develop Easy English documents and organise Auslan and other language interpreters
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Inclusive documents and Baynet review</u> A comprehensive review and update of the City's intra-net has been completed to include practical guides on inclusive language and management practices, information about the Access and Inclusion Plan, and resources to support inclusion across key community groups. These resources will provide staff with the knowledge, tools, and confidence to embed inclusive practices in their everyday work and interactions.

	Disability Approximately 20% of people in Western Australia have one or more disabilities. Within the City of Bayswater, the 2021 ABS Census reported that 3,663 residents (5.3% of the population) require assistance with daily activities due to disability. Legislation protecting the rights of people with disability includes the Disability Discrimination Act 1992 and, in Western Australia, the Disability Services Act 1993, which requires public services, events, and premises to be accessible. A person with disability may be someone who: • Is deaf or hard of hearing • Is blind or has low vision • Has an intellectual or learning disability (e.g., ADHD, autism, auditory processing disorder) • Has a physical or mobility disability (e.g., paraplegia, amputation, limb differences) • Lives with a chronic condition (e.g., arthritis) • Has a temporary impairment • Lives with a mental health condition (e.g., depression, anxiety, schizophrenia)
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City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	3.5 Reiew the accessibility of information in digital formats
ACTION	(c) Review the City's internal platforms such as Baynet, Litmos, and employee induction documents (e.g. subtitles and transcript for all videos)
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Updated internal platforms</u> Software has been updated to enable language conversions in written formats. The live caption functionality in Microsoft Teams has been enabled. Some Litmos courses have been updated to simplify language. An ongoing review of Litmos for Easy English and closed captioning is underway.



City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability
ACTION	(a) Promote employment opportunities widely, in a range of formats and through Disability Employment Services and disability networks
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Promotion of City employment opportunities</u> City employment opportunities are promoted through a range of accessible channels beyond traditional recruitment methods, helping to reach a broader and more diverse group of candidates. This approach supports greater inclusion by creating more equitable pathways for community members to learn about and apply for roles with the City. <u>Curtin Careers Fair</u> People, Culture and Safety staff hosted a stall at the Curtin University Careers Fair on Friday 6 March 2026. Representation at Curtin Careers Fair increased City visibility in the youth and student market. The City has also developed an expression of interest for students for potential future positions/internships at the City.



Image 1: Staff and attendees at the City's Career Fair expo stall.



City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.2 Continue to invest in building and promoting an inclusive workplace culture
ACTION	(a) Improve induction and onboarding process to be more accessible and inclusive
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Inclusive updates to induction and onboarding</u> Updates to Workplace Adjustment Management Practice have been completed and are awaiting approval by the Executive Leadership Team.



City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.2 Continue to invest in building and promoting an inclusive workplace culture
ACTION	(b) Continue reviewing and refining workplace design and ergonomics to enable reasonable adjustments for staff with disability
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Ergonomic assessments</u> Regular ergonomic assessments continue to be conducted for all staff. The People and Culture team liaises regularly with the Work, Health and Safety team to include accessibility and ergonomic assessments of outstations as part of monthly WHS inspections.

City of Bayswater Disability Advisory Group Inclusive Bayswater: Access and Inclusion Plan 2025 – 2030 INFORMATION UPDATE REPORT: JANUARY 2026 – MARCH 2026	
AUTHOR	Manager People, Culture and Safety
BRANCH	People, Culture and Safety
STRATEGY	7.3 Foster a workplace culture that embraces diversity, equity, inclusion and belonging for all people
ACTION	(c) Continue the City's membership with peak bodies for access and inclusion to build on disability and diversity inclusion goals and confidence
DELIVERABLE	☒ 2025/26
INFORMATION	<u>Memberships – DCA and Hidden Disabilities Sunflower</u> <u>Diversity Council Australia</u> The City's membership of Diversity Council Australia (DCA) has been continued. Access to DCA's current research, information, and member training and networking sessions continues to benefit City staff members by providing up-to-date diversity information to support workplace inclusion initiatives. <u>Hidden Disabilities Sunflower</u> The City has recently begun membership of Hidden Disabilities Sunflower initiative with plans to roll out training in April/May 2026. The Hidden Disabilities Sunflower is a global initiative that helps people with non-visible disabilities discreetly signal that they may need additional support, understanding, or time in public spaces. This is done through the use of a simple sunflower symbol, such as a lanyard, pin, or wristband, which can be voluntarily worn to alert staff in workplaces, services, and community settings that a person may benefit from extra assistance. By joining the Hidden Disabilities Sunflower program as a member, the City will be able to deliver staff awareness training to frontline teams, building confidence and capability in supporting people with non-visible disabilities. The rollout will include sunflower lanyards and other items for community members and staff supporters across nine City facilities, alongside visible signage, posters, and shopfront stickers. The program will also include an evaluation component to measure its impact, helping to

	promote greater inclusion, accessibility, and understanding across the community.
	 Image 1: “Proud to support the Sunflower” logo from Hidden Disabilities.

7 NEXT MEETING

The next meeting of the Disability Advisory Group will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Tuesday, 15 September 2026 commencing at 4:30pm.

8 CLOSURE