

Agenda

Disability Advisory Group

Wednesday 18 June 2025

The next Disability Advisory Group will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on ***Wednesday 18 June 2025***, commencing at ***6:00 pm***.

Agenda publishing date: 11 June 2025

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1 OPENING AND ACKNOWLEDGEMENT OF COUNTRY

The Presiding Member 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**Council Members**

Cr Nat Latter	Chairperson
Mayor Filomena Piffaretti	
Cr Assunta Meleca	
Cr Sally Palmer	

Community Members

Stuart Jenkinson
Kay Barnard
Eva Di Blasio
Kim Hutchinson
Caoibhe Hendy

Non-Voting Members

Michael Worthington	Manager Environmental Health and Statutory Building
Fatima Al Ghanimi	Manager Transport Infrastructure

Officers

Bianca Sandri	Director Community Services
Amy Tolley	Coordinator Age Friendly & Volunteer Program Community Development
Laura Bullock	Community Development Officer
Katrina Pantelis	Executive Assistant Community Services

Leave of Absence

Nil.

Apologies

Nil.

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

Four 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.

5 CONFIRMATION OF MINUTES

The Minutes of the Disability Advisory Group held on 19 March 2025 be accepted.

6 ITEMS FOR DISCUSSION
Nil.

7 CITY UPDATES

7.1 Access and Inclusion Plan

Access and Inclusion Plan now finalised

Public comment for the draft Access and Inclusion Plan has now closed.

- Nine submissions were received
- Draft Plan has now been finalised
- It will be tabled at the OCM on 1 July 2025 for endorsement
- Following Council's consideration of the Plan, it will be submitted to Department of Communities on 2 July 2025.

7.2 Progress Update Report - Disability

An update on Disability projects/initiatives that have been completed by the City delivered from January – April 2025 for noting.

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Senior Communications Officer
BRANCH	Communications and Marketing
STRATEGY	1.1 Increase access and inclusion with City engaged agents, contractors, local businesses and service providers
ACTION	Not applicable.
DELIVERABLE	☑ 2024/25
INFORMATION	<u>Introduction to Auslan with Nobuo Hara</u> During the April school holidays, the City's libraries ran three Auslan workshops with Deaf teacher Nobuo Hara. The City's Communications and Marketing team promote these workshops via: • Bayswater Brief • Library Quarterly Calendar • City e-newsletter • Facebook post: https://www.facebook.com/bayswatercity/videos/1876272983183507/?_tn=%2CO-R Instagram post: https://www.instagram.com/reel/D1xIZclMwwV/?utm_source=ig_web_copy_link&igsh=MzRIODBiNWFIZA==
OUTCOME	Promoting the City's free events raises public awareness and understanding of people with disability and helps build an inclusive community.

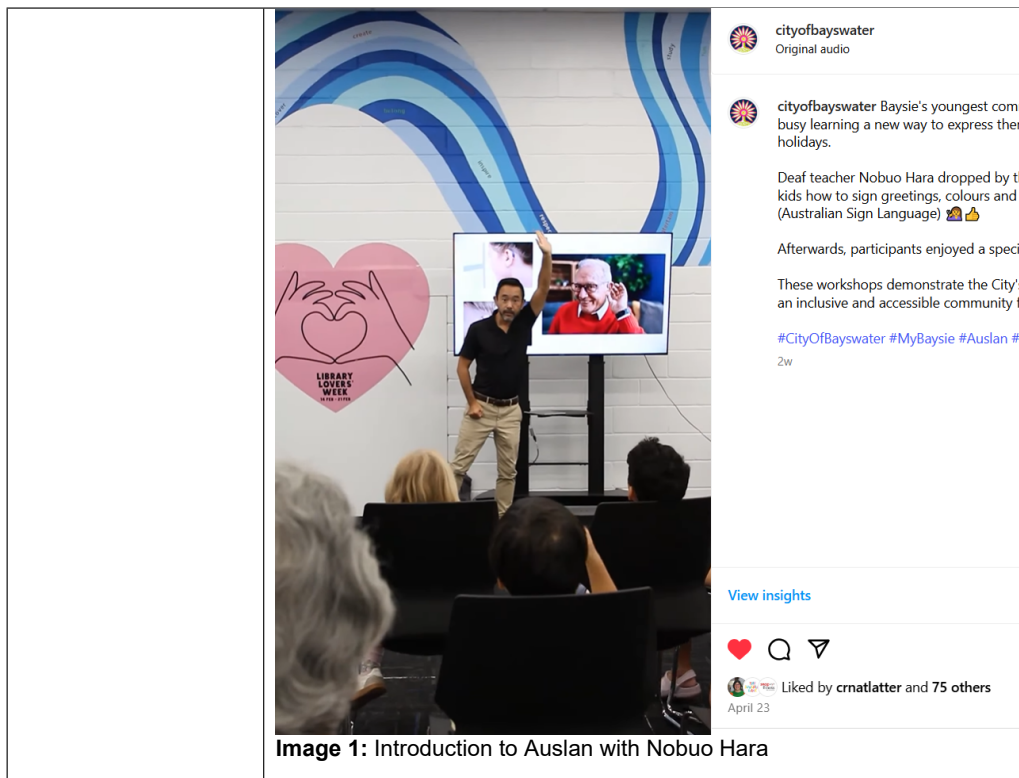


Image 1: Introduction to Auslan with Nobuo Hara

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Health Promotion Officer
BRANCH	Environmental Health
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community
ACTION	(a) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability
DELIVERABLE	☒ 2024/25
INFORMATION	<u>Pickleball Program</u> The City delivered a five-week Pickleball program aimed at encouraging participation in social sport regardless of skill or experience. These sessions were inclusive and designed to welcome people with and without disability. The first program ran from 5 February to 5 March 2025 and consisted of weekly one-hour sessions with a Pickleball instructor.
OUTCOME	The Pickleball sessions supported participation from a diverse group of community members, demonstrating the effectiveness of inclusive sport in encouraging social connection and active living.
	 Image 1: Pickleball at The RISE

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Library Services Manager
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community
ACTION	(a) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability
DELIVERABLE	☒ 2024/25
INFORMATION	<u>Introductory Auslan workshops for children</u> The Library Service delivered four introductory Auslan workshops for children aged 5 to 12 between March and April. One session was held during Harmony Week, followed by one session at each library branch during the April school holidays. Deaf Auslan instructor Nobuo Hara facilitated all workshops
OUTCOME	A total of 75 children and 38 adults participated and found the sessions educational and fun.
	 Image 1: Auslan workshops



Image 2: Auslan workshops



City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Library Services Manager
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	☒ 2024/25
INFORMATION	<u>Alternative Print</u> The Library Service provides access to Council information in a variety of formats and ensures that documentation prepared for the City's three libraries is also available in alternative formats. This initiative aims to create a more accessible and inclusive environment, facilitating the engagement of individuals.
OUTCOME	The incorporation of alternative print formats into City documentation, including grants, donations, sponsorships, and events, ensures a more inclusive and accessible experience for individuals with disabilities. By prioritising alternative print and making it accessible from the City's libraries, the City aims to enhance the readability and comprehension of information, fostering greater participation and engagement among people with diverse needs.

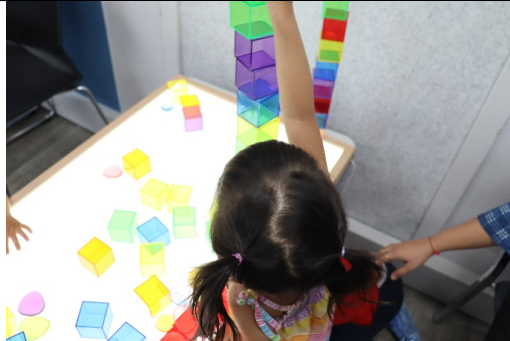
City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Library Services Manager
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community
ACTION	(d) Provide and promote information to sporting clubs and community groups to assist with the inclusion of people with disability
DELIVERABLE	☒ 2024/25
INFORMATION	<u>Sensory Storytime</u> Morley Library ran a Sensory Storytime program during Term 1 and beginning of Term 2. This program provides children with sensory processing challenges a safe and engaging environment to connect with stories, songs, and activities.
OUTCOME	The program saw a total of 126 children and 125 adults participating over Term 1 and the beginning of Term 2. Feedback from participating families has been very positive.
	 Image 1: Sensory Storytime



Image 2: Sensory Storytime



City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Health Promotion Officer
BRANCH	Environmental Health
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	☒ 2024/25
INFORMATION	<u>Chung Wah Community Care Health and Wellbeing Program</u> The City, through a Department of Communities Grant, has facilitated a weekly Health and Wellbeing Program for the Chung Wah community, held every Monday. Program sessions have included: • Composting and Gardening Workshop; • Boost Your Wellbeing Workshop facilitated by Headspace; • Managing Anxiety and Understanding Emotions facilitated by an occupational therapist; • Cooking Demonstration with a dietician from Nutrition Works; and • A six-week Seated Chair Yoga program, with an occupational therapist delivered in Mandarin, Cantonese and English to improve accessibility.
OUTCOME	The Chung Wah Health and Wellbeing sessions have been consistently well-attended and positively received. Providing the sessions in Mandarin and Cantonese has enhanced accessibility and cultural inclusion. The Seated Yoga program has experienced growing attendance and strong community engagement, highlighting the value of offering adaptable and inclusive activities that cater to varied physical abilities.



Image 1: Cooking demonstration



Image 2: Seated Chair Yoga program

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Library Services Manager
BRANCH	Community Development
STRATEGY	1.2 Build partnerships to support people with disability to participate in their community
ACTION	Not applicable.
DELIVERABLE	☒ 2024/25
INFORMATION	<u>English Conversation Groups</u> The English Conversation Groups, facilitated by volunteers at Maylands and Morley Libraries, provided individuals whose first language is not English with valuable opportunities to practice and enhance their conversation skills. During this reporting period, a total of 29 sessions were conducted, engaging 295 participants. These groups served as a platform for individuals to refine their conversational abilities, contributing to the cultivation of an inclusive environment.
OUTCOME	The provision of free literacy programs empowers community members to enhance their skills in a secure and inviting setting. As a result, participants experience a greater sense of belonging and connection within their community, fostering a supportive atmosphere that encourages lifelong learning and social engagement.
	 Image 1: English Conversation Group at Morley Library

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
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	☒ 2024/25
INFORMATION	<u>Halliday Park ACROD bay</u> Halliday Park carpark ACROD parking was not compliant to the current Australian Standards
OUTCOME	ACROD bay has been upgraded to be compliant with current standards and an additional bay has been installed.
	 Image 1: Halliday Park carpark

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
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	☒ 2024/25
INFORMATION	<u>Morley Library ACROD bay</u> Morley Library ACROD parking was not compliant to the current Australian Standards.
OUTCOME	ACROD bay has been upgraded to be compliant with current standards.
	 Image 1: Morley Library carpark

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
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	☒ 2024/25
INFORMATION	<u>Grand Promenade ACROD bay</u> A customer with a mobility disability requested for an ACROD bay on Craven Street near the intersection of Grand Promenade.
OUTCOME	Given Australian Standard restrictions for on-street ACROD parking on roads above 50km/hr, an ACROD bay was provided on-street on Craven Street near the intersection of Grand Promenade.
	 Image 1: ACROD bay on Craven Street

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
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	☒ 2024/25
INFORMATION	<u>Upper Hillcrest Reserve ACROD bays</u> Provision of ACROD bays at the Upper Hillcrest Reserve which were initially lacking.
OUTCOME	City completed its capital project of providing two ACROD bays at the Upper Hillcrest Reserve ensuring that the appropriate accessibility is provided from the carpark to the building.
	 Image 1: ACROD bays at Upper Hillcrest Reserve

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Transport Infrastructure Manager
BRANCH	Transport and Buildings
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres
ACTION	(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).
DELIVERABLE	☒ 2024/25
INFORMATION	<u>Pedestrian ramps in Maylands</u> Pedestrian ramps at the four corners of the Ninth Avenue and Coode Street are not compliant.
OUTCOME	City upgraded all ramps within the intersection to ensure compliance with current standards and guidelines.
	 Image 1: Pedestrian ramps within the intersection of Ninth Avenue and Coode Street

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Senior Communications Officer
BRANCH	Communications and Marketing
STRATEGY	2.4 Improve the pedestrian network accessibility within town centres
ACTION	(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)
DELIVERABLE	☒ 2024/25
INFORMATION	<u>New footpaths in Maylands</u> The City promoted upgrades to the footpath on Cox Street connecting Bayswater to Maylands and making it easier for wheelchair users to travel to Charles Reserve play space. The City's Communications and Marketing team promoted this via: - Facebook post: https://www.facebook.com/bayswatercity/posts/pfbid036EBG4KvJynqKY9xsTbi1sGRiha2USaPRGLCQJhKirZ95aWvFVeoRisyU9TiqSHn9I?_cft__[0]=AZW-AHtgWTN9wSLOi9Z7WiTM4phw3Bg6RZ9DgMneJ1z7ojuo ux6nbtM8c9W0w5XVU5OZom3gvdNJ1welt6zX2gTFJa7GEeoE1WuRRvkt0ylSwpp9vr1we3eWYDnJiW_nVav23izCExlQY668T1yjeqGjJhXuIXflOvxtB28ZNYpp9A&_tn_=%2CO%2CP-R - Instagram reel: https://www.instagram.com/reel/DHkOc8ST131/?utm_source=ig_web_copy_link&igsh=MzRIODBiNWFIZA== - City e-newsletter
OUTCOME	Highlighting our commitment to improving facilities and infrastructure to enable better access showcases the City as an inclusive and supportive place in which to work, live or visit.





City of Bayswater

Published by Hootsuite

· March 24 · 🌐

Acting Mayor [Deputy Mayor Elli Petersen-Pik, City of Bayswater - Independent](#) and four-legged friend Winnie have been out exploring one of our newest footpaths in Maylands 🐾🐾

The upgraded path on Cox Street connects Bayswater to Maylands and makes it easier for everyone to get to the Charles Reserve play space – especially families with prams, wheelchair users and fellow dog walkers 🐾

It's all part of our ongoing footpath expansion program to make our neighbourhoods more connected and accessible for all.

A photograph of Deputy Mayor Elli Petersen-Pik standing on a newly upgraded, wide, light-colored concrete footpath. A small, light-colored dog is sitting on the path next to him. In the background, there are trees, a street sign for "COX ST", and a residential building.

[See insights and ads](#)

Boost post

 Deputy Mayor Elli Petersen-Pik, City of Bayswater and 25 others

2 comments

 Like

 Comment

 Share

Image 1: Deputy Mayor Elli Petersen-Pik with dog on new footpath

City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Project Officer
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	☒ 2024/25
INFORMATION	Accessible Wheelchair Swing at Bardon Park At the Ordinary Council Meeting in December 2022, it was resolved in part that Council supports the installation of the wheelchair inclusive swing component of the Bardon Park redevelopment project as a stage on its own. The Minister for Planning and Transport approved \$90,000 from cash in lieu of public open space funds to install a new swing for people with disabilities, plus associated infrastructure such as new ACROD parking bay, paving, soft fall and landscaping in Bardon Park, Maylands. The City also provided \$15,000 of funding towards new rubber soft fall under the basket swing.
OUTCOME	On 6 th March 2025, the installation of the City's first wheelchair swing has been successfully completed as part of a broader improvement plan for the play space. This upgrade also includes the addition of accessible pathways connecting to ACROD compliant car parking bays, carpark wheel stops, bollards, a bike rack, a new A-frame swing, an updated basket swing, and new rubber soft fall. Additionally, safety fencing has been installed around the wheelchair swing, old equipment has been removed or relocated, and river sand has been added to the pit. The upgrade has provided the community with a more inclusive play space for all.



Image 1: Wheelchair swing with new safety fence and rubber soft fall



Image 2: Concrete footpath with connection to ACROD car parks



Image 3: Basket swing with new connecting concrete footpath with rubber soft fall



City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Senior Communications Officer
BRANCH	Communications and Marketing
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	☒ 2024/25
INFORMATION	Promotion of accessible wheelchair swing at Bardon Park The City promoted the installation of a new wheelchair accessible swing at Bardon Park in Maylands, making the playground more inclusive for children with disability. Other recent accessibility upgrades to the space included accessible pathways, ACROD parking spaces and rubber soft fall surfacing. The City's Communications and Marketing team promoted this via: • Web news article: https://www.bayswater.wa.gov.au/city-and-council/news/2025/march/new-wheelchair-accessible-swing-installed-at-bardo • Facebook post: https://www.facebook.com/bayswatercity/videos/1697308837868848/?_tn=%2CO-R • Instagram post: https://www.instagram.com/reel/DHlmj-cNAaS/?utm_source=ig_web_copy_link&igsh=MzRIODBiNWFIZA== • City e-newsletter
OUTCOME	Highlighting our commitment to improving facilities and infrastructure to enable better access showcases the City as an inclusive and supportive place in which to work, live or visit.

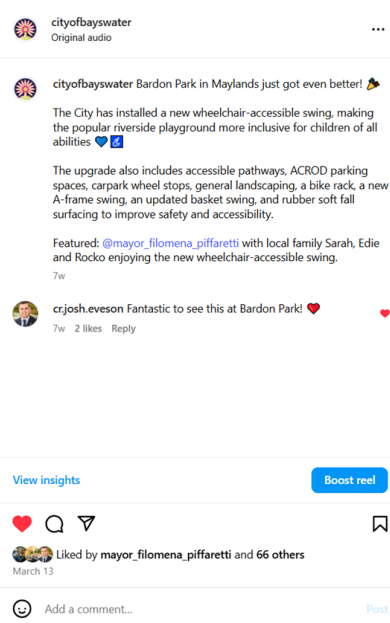


Image 1: Children playing on new wheelchair accessible swing



City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	Senior Communications Officer
BRANCH	Communications and Marketing
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	☒ 2024/25
INFORMATION	<u>Access and Inclusion Plan 2025-2030 community consultation</u> During this period, the City's Communications and Marketing team continued to promote community consultation for the City's next Access and Inclusion Plan 2025-2030. Marketing activities comprised: • City e-newsletters • Facebook events for focus groups In April, the City began community consultation on its draft Access and Inclusion Plan 2025-2030. The Communications and Marketing team arranged the following marketing activities: • Direct email to relevant organisations • Web news article: https://www.bayswater.wa.gov.au/city-and-council/news/2025/april/draft-access-and-inclusion-plan-open-for-comment • Social media ad campaigns • City e-newsletters
OUTCOME	Promoting community engagement for the City's next Access and Inclusion Plan spanned various digital and print channels to ensure a wide range of people were reached and offered numerous opportunities to get involved and provide input into the next plan.



IMAGE 1





City of Bayswater Access and Inclusion Plan 2020 – 2024 INFORMATION UPDATE REPORT: JANUARY 2025 – APRIL 2025	
AUTHOR	People and Culture Advisor
BRANCH	People, Culture and Safety
STRATEGY	7.1 Advance employment practices to increase the employment of people with disability
ACTION	(a) Join the Australian Network on Disability and take the Access and Inclusion Index Self-Assessment to maximise employment impact and contribute to a national benchmark
DELIVERABLE	☒ 2024/25
INFORMATION	<u>Australian Disability Network Access and Inclusion Index</u> The People Culture and Safety completed the Australian Disability Network's Access and Inclusion Index in December 2024. The City reported on service areas across the organisation and answered questions in relation to access and inclusion for people with disability.
OUTCOME	The Index Report was released in April 2025 and has provided recommendations on how the City can improve in areas relating to access and inclusion. The City will be working through the recommendations to see where we can make improvements to our systems and processes. Our new Workplace Diversity and Inclusion Plan which is currently being drafted will also review the the recommendations to see where they can be included in the Plan.

7.3 Australian Disability Network - Access and Inclusion Index 2024 Report

Australian Disability Network – Access and Inclusion Index Report 2024

The Access and Inclusion Index Report for the City of Bayswater, received in April, is provided to the group for noting.



Access and Inclusion Index

2024 Report

City of Bayswater WA





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Acknowledgement

The development and implementation of the Access and Inclusion Index was made possible by the funding and in-kind support of the NSW Department of Family and Community Services (NSW FACS), the National Disability Insurance Agency (NDIA), the Department of Defence, IBM and Westpac Group. We sincerely thank the Development Partner Working Group for their time and valuable feedback in contributing to strengthening the awareness and importance of access and inclusion for people with disability in the community and across business.



Message from the CEO

Congratulations on your participation in the Access & Inclusion Index 2024. The Index is an important tool to support organisations to identify, measure, and progress their access and inclusion maturity for employees, candidates, and customers with disability.

2024 saw a record participation in the Access and Inclusion Index, with 44 Australian organisations across 17 industries submitting for assessment and evaluation. 24 organisations took part for the first time to gain a baseline of current maturity and recommendations to build disability confidence. The remaining organisations were repeat participants using the Index to measure progress since their previous submission and to identify next steps to further build maturity.

Commitment is the highest performing key area of the Access and Inclusion Index 2024, demonstrating that organisational commitment to access and inclusion for people with disability, as well as senior leadership to progress actions, remain a focus for Australian organisations. A new question assessing employment targets for people with disability was introduced to the 2024 assessment following the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. 30% of participating organisations in 2024 have employment targets in place, and we hope to see this increase in future years of the Index.

There remains most opportunity in Procurement, which continues to be the lowest performing key area of the Index. We encourage participating organisations to consider the recommendations in the Procurement section of this report. Including access and inclusion requirements in procurement processes and frameworks will create impact across all other key areas of the Index, as well as broader impact within the supply chain as a whole.

We will be celebrating the 2024 Top Performers at our Disability Confidence Awards Night on 12th May 2025. I ask that you please not share your score and ranking outside your organisation until after this event.

Thank you for your participation in the Access and Inclusion Index, and for your work towards disability inclusion within your organisation. Each organisation that participates furthers our vision of a disability confident Australia. We look forward to supporting you in your access and inclusion goals.

Deborah Homewood

Chief Executive Officer, Australian Disability Network



Executive Summary

City of Bayswater joined Australian Disability Network as a Silver Member in 2020. City of Bayswater has used their membership in 2024 to participate in the Access and Inclusion Index and to conduct Inclusive Customer Experiences training.

In 2024, City of Bayswater scored 21/100 and ranked 27th out of 44 participating organisations. The average score of participating organisations in the Access and Inclusion Index 2024 was 32/100. City of Bayswater's score remains consistent with results from its previous participation, having scored 22/100 in 2020. Refinements to the Index between 2020 and 2024 make a direct comparison between these two scores not possible, however, these scores suggest that City of Bayswater have further opportunities to become a truly disability confident organisation.

In 2024, the average score in the local government sector was 19/100. In this group, City of Bayswater placed 3/5.

Commitment, Workplace Adjustments, Customer Experiences and Candidate Experiences were strengths of City of Bayswater's 2024 submission, each scoring Basic (Level 2) maturity. It is excellent to see that City of Bayswater has made progress in these priority key areas. Workplace Adjustments Procedures, for instance, play a crucial role in any organisation's approach to being a disability confident organisation and are essential to providing equitable experiences to current and prospective employees with disability.

Procurement, Premises, Employee Experiences, and Digital Accessibility were the lowest scoring areas in City of Bayswater's 2024 submission, achieving a Not Participating (Level 1) maturity. City of Bayswater have an opportunity to review and audit practices in these key categories to look for ways to further the inclusion of people with disability as employees, customers and members of the community.

Key recommendations for City of Bayswater to increase their access and inclusion maturity are:

- Formally name senior leaders, including a Senior Disability Champion, who are responsible for visibly driving the inclusion of people with disability at City of Bayswater.
- Offer role specific training to all employees about disability inclusive practices and hold these training sessions at a regular frequency.

Potential quick wins for City of Bayswater identified through the organisation's submission:

- Update the organisation's commitment, policies, practices and audits of Digital Accessibility to meet the latest industry standards (WCAG 2.2, AA at minimum).
- Review and seek feedback about the accessibility of services, products, technology, and



candidate and employee experiences on a regular basis.

- Ensure that workplace adjustments processes and resources are represented at the policy level.

This is the second time that City of Bayswater has participated in the Access and Inclusion Index. Australian Disability Network would like to acknowledge the commitment that City of Bayswater has shown in submitting for the 2024 Index. Australian Disability Network recognise the time and effort that goes into the submission process. City of Bayswater's deidentified data has been included in the Access and Inclusion Index 2024 Benchmark data and contributes to reflecting the Australian best practice standard for the inclusion of people with disability in business.

We commend City of Bayswater for your participation and look forward to working with you to achieve your access and inclusion goals.



Highlights

The below table highlights existing strengths at City of Bayswater WA identified through the evaluation process for each key area.

Key Area	Strengths
Commitment	• Review of Disability Inclusion Action Plan (DIAP) actions with Disability Advisory Group (DAG) members on a quarterly basis • External and internal availability of City of Bayswater's DIAP. • Proactive action towards completing initiatives in City of Bayswater's DIAP. • Use of external training providers, including Australian Disability Network and Scope.
Premises	• Written commitment to ensuring the accessibility of premises in the organisation's DIAP. • Allowing feedback from community members.
Procurement	• The intention to informally consider social procurement and to consider the accessibility of procured goods and services during a product's lifecycle
Workplace Adjustments	• A Workplace Adjustments Policy is in place and this document outlines the overall adjustments process and approval timeframes • All team members are offered workplace adjustments as part of a formal process.
Candidate Experience	• The People and Culture team's contact information is available, through multiple communication methods, for enquiries relating to workplace adjustments and accessibility in recruitment processes. • Feedback sought from new employees after two months of commencing employment. • Publicly communicating support for the employment of people with disability within the organisation. • Workplace adjustments are offered in multiple stages of the recruitment process.



Key Area	Strengths
Employee Experience	• Well-founded disability steering committee • Commitment to the recruitment of people with disability in the organisation's DIAP.
Customer Experience	• Public commitment to providing accessible customer experiences. • Offering external staff training on inclusive and accessible customer experiences • Allowing customers to communicate with the city through their preferred communication method • Feedback sought from customers about the accessibility of services offered • The innovative approach to sensory library experiences and garbage collection for people with physical disabilities
Communication and Marketing	• Foundational guidelines for the creation of accessible marketing material. • Commitment to accessible communications and marketing as part of the organisation's DIAP • People with disability occasionally featured in marketing material.
Digital Accessibility	• Having a public commitment to the former WCAG standard, WCAG 2.1, on the organisation's website • Taking steps to improve the overall accessibility of the organisation's website (setting internal KPIs and utilising an automatic web accessibility assessment tool)

Table 1 – Highlights



Key Recommendations

The below table highlights the top priorities/opportunities identified through the evaluation process for each key area.

Key Area	Priorities
Commitment	• Formally name and appoint a senior disability champion at the executive level • Formally name senior leaders in key areas, such as premises and procurement, and have these persons visibly drive the inclusion of people with disability • Increase the frequency and regularity of disability confidence training provided to team members and ensure resources are readily available
Premises	• Develop a formal process for auditing the accessibility of premises • Utilise feedback collected from community members and employees to improve premises accessibility • Develop a documented process to ensure the accessibility of new property leases • Provide role specific training to property and facilities teams about premises accessibility • Offer all City of Bayswater a Personal Emergency Evacuation



	plan upon induction
Procurement	• Seek, in process and policy, to procure accessible goods and services • Monitor the continued accessibility of procured products during their lifecycle • Seek feedback from employees with disability about procured products and services • Develop guidelines which preference the selection of vendor's who are working to improve the access and inclusion of people with disability
Workplace Adjustments	• Consider offering a Workplace Adjustments Passport • Use tangible data to review and improve existing adjustments policies and processes • Seek feedback from people with disability about the workplace adjustments experience • Amend questions used in onboarding to more clearly focus on adjustments alone
Candidate Experience	



	• Collect and utilise data about the recruitment of people with disability, and their representation as successful and unsuccessful candidates • Seek feedback from unsuccessful candidates, who have disability, about their experience with the organisation's recruitment process • Seek to provide direct disability confidence training to all future interview panel members
Employee Experience	• Measure and utilise metrics on the seniority of people with disability within the organisation • Seek feedback from employees with disability about their experiences working for City of Bayswater • Review the accessibility of career development frameworks • Provide further role specific training to managers and people leaders • Develop specific career development initiatives for people with disability
Customer Experience	• Revisit team member training on the National Relay Service • Demonstrate Universal Design principles in the development



	and review of services • Record and capture customer communications preferences in CRM software • Review and seek feedback about the accessibility of services on a regular basis • Develop a regular training calendar for Inclusive Customer Experiences training programs • Develop guidelines for customer facing staff to use when working effectively with people with disability
Communication and Marketing	• Consider developing further guides and checklists to ensure marketing material and events are accessible • Expand the currently offered training programs available for communications and marketing team members • Adopt the organisation's commitment to accessible communications into a formal policy • Proactively seek feedback about, and review conduct regular reviews of, the accessibility of marketing materials
Digital Accessibility	• Update the organisation's commitment to the latest standard (WCAG 2.2, AA at minimum)



	• Develop a written commitment to digital accessibility for employees • Develop processes for ensuring the accessibility of newly procured digital products • Conduct manual audits of the organisation's website for WCAG 2.2 AA compliance • Consult with and receive feedback from people with disability about the accessibility of the organisation's website and digital tools • Provide role specific training to staff who create digital content • Monitor changes to digital design standards on an annual basis (minimum)
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Table 2 - Key Recommendations



Organisational Dashboard

This section contains an overview of your organisation's performance across the nine key areas and the benchmarked data against all participating organisations in 2024.

Total Index Score

	Organisation self-assessment (/100)	Australian Disability Network assessment and final score (/100)	Rank (/44)	Average of other organisations (/100)
Total Index Score	42	21	26	32

Table 3 - Total Index Score and Benchmark

City of Bayswater WA scored 21/100 in the Access and Inclusion Index, which ranked 26 overall. The average Access and Inclusion Index score for participating organisations is 32.

Industry Benchmark

	Industry Rank (/5)	Industry Average
Industry Benchmark	3	19

Table 4 - Industry Benchmark

City of Bayswater WA was ranked 3 against all submitting organisations in the Local Government industry. The average Access and Inclusion Index score for organisations in your industry is 19.



Self-assessed score and final Australian Disability Network score

The self-assessed score and Australian Disability Network score have been provided as maturity levels across the nine key areas (Table 5) and percentage scores (Table 6). Please note the percentage scores in Table 6 have been rounded up.

Key Area	Organisation self-assessment	Australian Disability Network assessed level
<i>Commitment</i>	3	2
<i>Premises</i>	1	1
<i>Procurement</i>	1.5	1
<i>Workplace Adjustments</i>	2.5	2
<i>Candidate Experience</i>	2.5	2
<i>Employee Experience</i>	1.5	1
<i>Customer Experience</i>	2.5	2
<i>Communication and Marketing</i>	4	1.5
<i>Digital Accessibility</i>	2	1

Table 5 - Scorecard for nine key areas shown as maturity levels



Key Area	Organisation self-assessment	Australian Disability Network assessed score
<i>Commitment</i>	66 %	29 %
<i>Premises</i>	5 %	8 %
<i>Procurement</i>	18 %	0 %
<i>Workplace Adjustments</i>	46 %	33 %
<i>Candidate Experience</i>	43 %	33 %
<i>Employee Experience</i>	20 %	15 %
<i>Customer Experience</i>	48 %	34 %
<i>Communication and Marketing</i>	100 %	24 %
<i>Digital Accessibility</i>	30 %	10 %

Table 6 - Scorecard for the nine Key Areas shown as percentages

Your self-assessed score and the Australian Disability Network evaluated score may have differed. This can be attributed to reasons such as:

- I. Insufficient evidence was provided to accurately validate your self-assessment.
- II. We could not find the answer within the evidence provided.
- III. Varying interpretation of the Index questions.



Benchmark Results

The scorecard in this section is an overview of the final 2024 Index score for your organisation in comparison to the performance of all participating organisations with respect to the nine Key Areas. Table 7 provides an overall ranking for your organisation within each area.

Key Area	Maturity Level	Rank (/44)	Orgs at Level 1	Orgs at Level 2	Orgs at Level 3	Orgs at Level 4
<i>Commitment</i>	Level 2	27	16	11	16	0
<i>Premises</i>	Level 1	28	33	8	2	0
<i>Procurement</i>	Level 1	35	39	4	0	0
<i>Workplace Adjustments</i>	Level 2	20	21	13	8	1
<i>Candidate Experience</i>	Level 2	17	21	15	7	0
<i>Employee Experience</i>	Level 1	33	18	17	8	0
<i>Customer Experience</i>	Level 2	17	18	21	4	0
<i>Communication and Marketing</i>	Level 1.5	27	18	17	8	0
<i>Digital Accessibility</i>	Level 1	29	28	10	5	0

Table 7 - Benchmark results for the nine Key Areas



Maturity Level for Framework, Implementation, Review and Innovation

Questions within each of the Key Areas of the Index are grouped into four sections: Framework, Implementation, Review and Innovation (Employee Experience and Customer Experience only). Table 8 provides an overview of your maturity level for each of the four sections.

Key Area	Framework	Implementation	Review	Innovation	Overall
<i>Commitment</i>	Level 1	Level 2.5	Level 4	N/A	Level 2
<i>Premises</i>	Level 1.5	Level 1	Level 1	N/A	Level 1
<i>Procurement</i>	Level 1	Level 1	Level 1	N/A	Level 1
<i>Workplace Adjustments</i>	Level 2	Level 2.5	Level 1	N/A	Level 2
<i>Candidate Experience</i>	Level 2	Level 2.5	Level 1	N/A	Level 2
<i>Employee Experience</i>	Level 2	Level 1.5	Level 1	Level 1	Level 1
<i>Customer Experience</i>	Level 3	Level 2	Level 2.5	Level 3	Level 2
<i>Communication and Marketing</i>	Level 3	Level 2	Level 1	N/A	Level 1.5
<i>Digital Accessibility</i>	Level 1	Level 1.5	Level 1	N/A	Level 1

Table 8 - Maturity level for Framework, Implementation and Review



Overall Maturity Dashboard

Overall Maturity by Key Area	Your Organisation Maturity Level	Average Maturity Level - all organisations	Variance (+/-)
<i>Commitment</i>	2	2.5	-0.5
<i>Premises</i>	1	1.5	-0.5
<i>Procurement</i>	1	1	0
<i>Workplace Adjustments</i>	2	2	0
<i>Candidate Experience</i>	2	2	0
<i>Employee Experience</i>	1	2	-1
<i>Customer Experience</i>	2	2	0
<i>Communication and Marketing</i>	1.5	2	-0.5
<i>Digital Accessibility</i>	1	1.5	-0.5

Table 9 - Overall maturity level



Year-on-year: Framework Dashboard 2020-2024

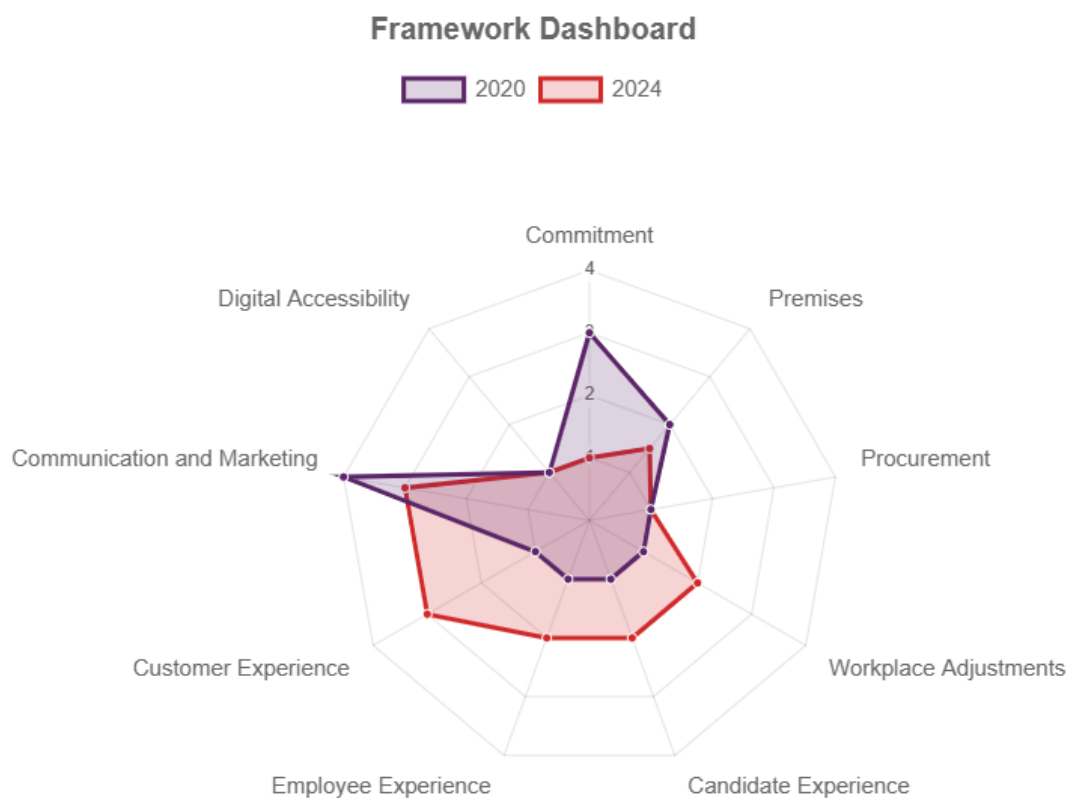


Figure 1 - Framework Dashboard - comparative



Key Area	2020	2024
Commitment	3.0	1.0
Premises	2.0	1.5
Procurement	1.0	1.0
Workplace Adjustments	1.0	2.0
Candidate Experience	1.0	2.0
Employee Experience	1.0	2.0
Customer Experience	1.0	3.0
Communication and Marketing	4.0	3.0
Digital Accessibility	1.0	1.0

Table 10 - Framework Dashboard - History



Year-on-year: Implementation Dashboard 2020-2024

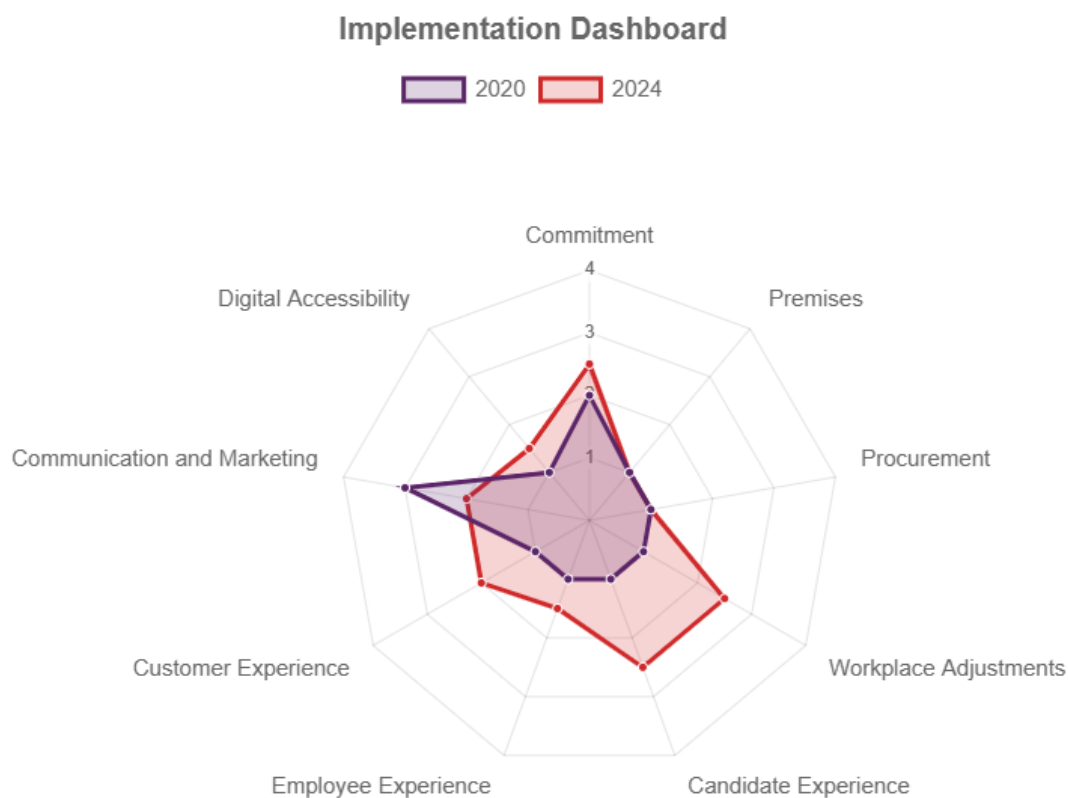


Figure 2 - Implementation Dashboard - comparative



Key Area	2020	2024
Commitment	2.0	2.5
Premises	1.0	1.0
Procurement	1.0	1.0
Workplace Adjustments	1.0	2.5
Candidate Experience	1.0	2.5
Employee Experience	1.0	1.5
Customer Experience	1.0	2.0
Communication and Marketing	3.0	2.0
Digital Accessibility	1.0	1.5

Table 11 - Implementation Dashboard - History



Year-on-year: Review Dashboard 2020-2024



Figure 3 - Review Dashboard - comparative



Key Area	2020	2024
Commitment	2.0	4.0
Premises	1.0	1.0
Procurement	2.0	1.0
Workplace Adjustments	1.0	1.0
Candidate Experience	1.0	1.0
Employee Experience	1.0	1.0
Customer Experience	1.0	2.5
Communication and Marketing	1.0	1.0
Digital Accessibility	1.0	1.0

Table 12 - Review Dashboard - History



Year-on-year: Overall Dashboard 2020-2024

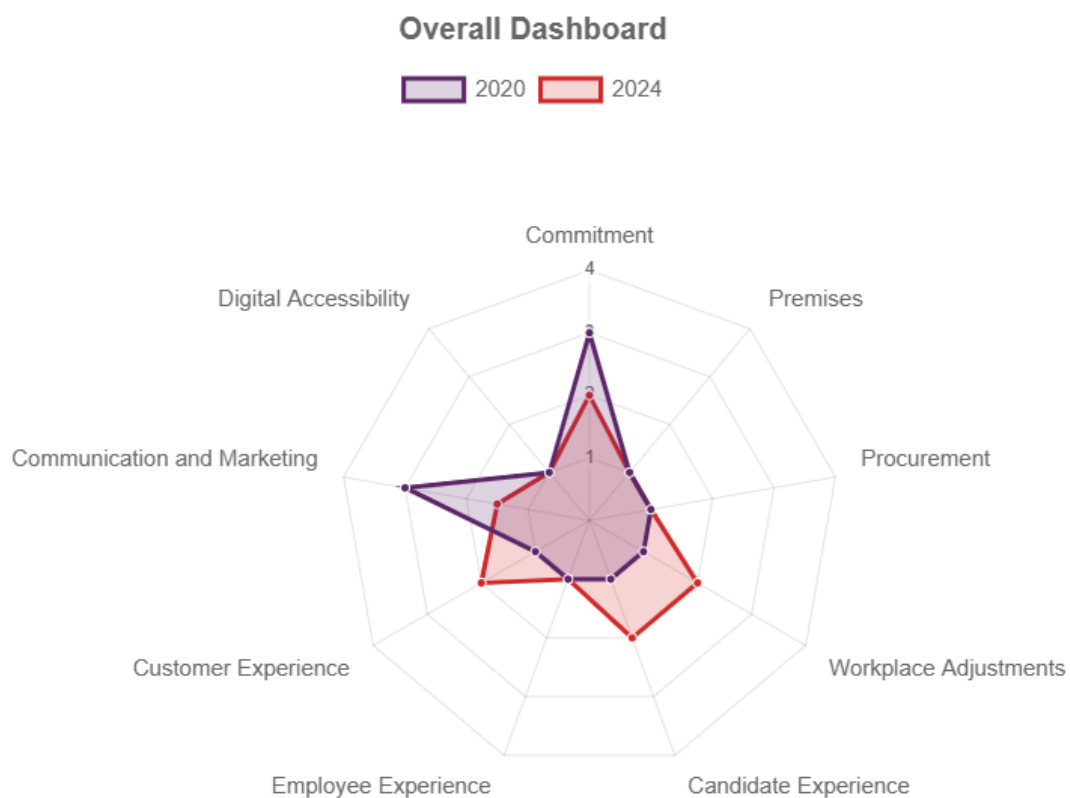


Figure 4 - Overall Dashboard - comparative



Key Area	2020	2024
Commitment	3.0	2.0
Premises	1.0	1.0
Procurement	1.0	1.0
Workplace Adjustments	1.0	2.0
Candidate Experience	1.0	2.0
Employee Experience	1.0	1.0
Customer Experience	1.0	2.0
Communication and Marketing	3.0	1.5
Digital Accessibility	1.0	1.0

Table 13 - Overall Dashboard - History



Commitment

This section of the Index seeks to understand the ways your organisation expresses its commitment to including people with disability across all aspects of your business.

City of Bayswater scored 29% and achieved an overall Basic (Level 2) maturity level in the Commitment key area. The organisation previously scored 61% in this priority area during its 2020 submission.

City of Bayswater are commended for providing training, delivering against the items of Council's DIAP, and working collaboratively with Disability Advisory Group (DAG) members.

Council are encouraged to formally appoint and name a Disability Champion and to formally name senior leaders responsible for disability inclusion in key areas, such as accessible Premises and Procurement practices.

Framework

In order to drive the commitment to inclusion and employment of people with disability it is recommended that City of Bayswater appoint a visible Disability Champion at the Executive level of the organisation. Research indicates that Disability Champions can ensure the inclusion of people with disability remains on the agenda during times of change, communicate the plans across their organisation, and contribute to culture change by enhancing the 'authorising' environment. A Disability Champion's leadership and commitment sends an important message and builds confidence that employees with disability will be fairly treated, receive reasonable workplace adjustments in a timely way and have an equal chance of being successful at City of Bayswater. A Disability Champion could drive a strategic approach to inclusion across the whole organisation by participating in committees such as Australian Disability Network's taskforces or Disability Champions Group. While City of Bayswater submitted the Manager Community Development role as the organisation's Disability Champion, for further growth, it is necessary to directly name the organisation's Disability Champion and to demonstrate that the person named holds an executive leadership level position within Council.

Senior leaders play an important role in setting the agenda and driving change within their business areas. It is recommended that senior leaders are either named, or if already identified, that they use their influence to drive access and inclusion activities across key areas. Table 11 summarises the maturity levels for senior leaders at City of Bayswater

To drive a strategic approach, key considerations for the senior leaders in their roles include:

- Ensuring business processes and practices are designed to deliver a consistently accessible and inclusive experience in their business areas.



- Aligning access and inclusion activities to the business goals; and
- Securing appropriate resources and priority for access and inclusion across the organisation.

<i>Key Area</i>	<i>Senior Leader</i>	<i>Maturity Level</i>
<i>Premises</i>	No named leader	Not Participating (Level 1)
<i>Procurement</i>	No named leader	Not Participating (Level 1)
<i>Candidate Experiences</i>	No named leader	Not Participating (Level 1)
<i>Employee Experiences</i>	No named leader	Not Participating (Level 1)
<i>Customer Experiences</i>	No named leader	Not Participating (Level 1)
<i>Communications and Marketing</i>	No named leader	Not Participating (Level 1)
<i>Digital Accessibility</i>	No named leader	Not Participating (Level 1)

Table 14- Senior Leaders

City of Bayswater has an up to date Access and Inclusion Plan which is accessible for both employees and the public. This is a great demonstration of City of Bayswater's commitment to the access and inclusion of people with disability. City of Bayswater can make the Plan available in alternative formats, for example an accessible Word version or Easy English version, to further the impact and reach of the Plan. City of Bayswater are encouraged to consider housing the publicly available Access and Inclusion Plan in a more visible location on Council's website. It was found by report writers that the plan is currently housed within a frequently asked questions style page which may not be convenient for all community members to locate.

Targets for disability employment can provide the motivation and incentive for organisations to focus, prioritise, and implement initiatives to increase disability employment and address the underrepresentation of people with disability in the workforce. It is recommended that City of Bayswater revisit setting an employment target for the number of employees identifying as having disability. Targets should be clear, realistic, developed in consultation with people with disability, and responsibilities clearly understood. For more information, City of Bayswater can refer to Australian Disability Network's Business Case for Disability Employment Targets available on our



website. Evidence provided in submission, showing a 5% target, was dated outside the eligible submission period and no further evidence publicity, awareness, or action in relation to setting or achieving targets was provided.

Implementation

City of Bayswater has implemented multiple projects across the organisation to progress your commitment to the access and inclusion of people with disability. This is a Strategic approach and demonstrates that access and inclusion is a focus across the organisation. A commitment to developing accessible communications and marketing materials was noted as an example of City of Bayswater seeking to progress the inclusion of people with disability.

Mature organisations regularly provide employees with appropriate training to ensure that they are disability confident in the workplace. Regular learning and development opportunities should be offered to all employees, including during general induction of new employees. An option could be to provide employees access to additional resources and factsheets to ensure that they are supported to be disability confident. City of Bayswater are credited for their engagement with external training providers, such as Australian Disability Network and Scope. For further improvement, City of Bayswater are encouraged to develop and deliver a regular training pattern and to make learning resources readily available to all team members.

Consultation has occurred with employees with disability regarding the accessibility and inclusivity of selected strategies, policies, or projects. To progress to a Strategic level of maturity, it is recommended that formal consultation mechanisms are developed to ensure that the voices of people with disability are consistently included. This could be through the Disability Advisory Group (DAG)'s Terms of Reference or in the governance of policies, strategies, and plans.

Review

City of Bayswater currently has a formal process for reviewing the Access and Inclusion Plan in consultation across the organisation with employees with disability, quarterly in Disability Advisory Group (DAG) meetings. This is a best practice approach that will support progress towards City of Bayswater's access and inclusion goals. Ongoing participation in the Access and Inclusion Index at regular intervals will further support City of Bayswater to effectively and consistently monitor progress towards access and inclusion goals. It also allows City of Bayswater to understand your maturity relative to other organisations. Both the process of participating in the submission and analysis of results can be utilised to cultivate stakeholder engagement within the organisation to foster access and inclusion throughout City of Bayswater.



Premises

This section of the Index seeks to understand the ways that your organisation ensures that people with disability, as customers, employees, and stakeholders, can access your premises with ease and independence.

City of Bayswater scored 8% and achieved an overall Not Participating (Level 1) maturity level in the Premises key area. The organisation previously scored 20% in this key area during its 2020 submission.

City of Bayswater are commended for seeking community feedback through the organisation's website and for having a written commitment to premises accessibility in the organisation's DIAP.

City of Bayswater are encouraged to develop a formal process for auditing and improving the accessibility of facilities on an ongoing basis. City of Bayswater are also encouraged to develop a formal process for implementing feedback collected from the community and expanding mechanisms available for feedback to be provided.

Framework

Best practice is to ensure that all new premises are accessible. City of Bayswater could develop internal guidelines and documented requirements that go beyond compliance and the current standards. This helps to ensure continuity of good practice and the provision of a dignified and equitable experience for all employees and customers. Examples of accessibility that go beyond current standards include:

- Wider pathways for the use of mobility aids e.g. wheelchairs.
- Sinks with cut-away sections underneath to allow wheelchair access.
- Comprehensive visual and tactile wayfinding provided; and
- Emergency and other signage in braille and tactile.

City of Bayswater has a written commitment to accessible premises as noted in the organisation's DIAP. To develop maturity, City of Bayswater could look to develop a Dignified Access Checklist and a regular process to support teams to deliver on this commitment and ensure existing premises are accessible. The Design for Dignity Guidelines, developed by Lendlease in collaboration with Australian Disability Network and Westpac Group, provide practical information, tips and advice regarding beyond compliance premises design. This resource is freely available and may be utilised by City of Bayswater in the development of an internal checklist or guidelines relating to property leases or purchases.



Implementation

Developing training and resources for employees responsible for property and facilities design and maintenance helps ensure an awareness of, and adherence to, accessibility standards and requirements. Accessibility standards and requirements would include the Building Code of Australia, Australian Standards and best practice industry guidelines, and an awareness of legislation such as the Disability Discrimination Act 1992.

Potential learning opportunities for City of Bayswater include:

- Design for Dignity workshop (details technical aspects of access to premises)
- Premises Access and Inclusion training (user experience perspective)
- Consulting forums with people with disability (employees, customers, potential customers, or service users) to provide input into new designs and provide feedback on the user experience of current spaces.

City of Bayswater could proactively seek feedback and/or consult with employees and service-users with disability regarding the accessibility of premises. Consultation is an effective way to understand business needs when leasing, purchasing or refurbishing premises, and also provides a unique learning and development opportunity for relevant team members.

It is recommended that City of Bayswater ask all employees if they require a Personal Emergency Evacuation Plan (PEEP), not just those who self-identify as having disability. This can be offered to all employees as part of induction, and regularly throughout their employment lifecycle to capture any changes. This question could be asked through the annual all-staff survey. Australian Disability Network can provide guidance on what questions to include in an employee survey regarding emergency evacuation procedures.

Review

It is best practice to monitor and track the progress of all premises to ensure full accessibility. An audit process could support City of Bayswater to understand the organisation's current accessibility and help inform future changes. Australian Disability Network can provide a Dignified Access Review to assist you in meeting the obligations of the Disability Discrimination Act 1992 and the Disability (Access to Premises – Buildings) Standards 2010 to inform future safe, dignified and equitable access.

Access standards, technology, and best practice all change over time. It is recommended that City of Bayswater implement regular review dates for premises and internal design guidelines to ensure that they are up to date.



It is good to see that City of Bayswater seeks feedback from the community about accessibility barriers through the organisation's website. To progress maturity, and contribute to continuous improvement, City of Bayswater is encouraged to use this feedback to inform policies and practices and include this in future Index submissions.



Procurement

This section of the Index seeks to understand the processes and practices that your organisation takes to support access and inclusion in procurement.

City of Bayswater scored 0% and achieved an overall Not Participating (Level 1) maturity level in the Procurement key area. The organisation previously scored 13% in this key area during its 2020 submission.

City of Bayswater are encouraged to develop processes to procure accessible goods and services, to monitor the continued accessibility of procured products during their lifecycle, and to seek feedback from employees with disability about procured products and services.

Framework

It is recommended that a formal written commitment to procuring accessible products and services is developed. Best practice is that this is within a publicly available procurement strategy (or a public-facing version thereof); covers all procurement categories; and that it encourages suppliers and partners to develop accessibility policies or strategies.

To ensure the items and services procured are accessible, it is recommended that City of Bayswater develop an internal checklist outlining Council's minimum access and inclusion requirements for suppliers and partners to meet. This could be through adding in accessibility considerations to existing procurement frameworks or checklists. City of Bayswater may like to use Australian Disability Network's Technology Accessibility Selection Tool as a starting point.

Implementation

It is recommended that City of Bayswater include access and inclusion practices in criteria for the selection of suppliers and partners. This can include questions about whether suppliers and partners have Access and Inclusion Plans, Workplace Adjustment Policies and Procedures, or whether they measure the proportion of their workforce who identify as having disability. Australian Disability Network can facilitate Accessible Procurement training to support team members to understand how to embed access and inclusion practices in the procurement process.

It is also important to inform prospective suppliers and partners of your organisation's minimum criteria in relation to accessibility of products and services prior to making purchasing decisions and request confirmation that the criteria can be met. A strategic approach is to engage with major suppliers and partners regarding accessibility on an annual basis (at minimum) to discuss City of Bayswater's accessibility requirements, the supplier / partner's access and inclusion activities, and the accessibility of their products.



Review

Best practice is to ensure formal feedback and monitoring mechanisms (including designated product owners) are in place to assess the accessibility and continuing compliance of procured products and services at pre-determined times in each product or service's lifecycle.



Workplace Adjustments

This section of the Index seeks to understand the policies and processes that your organisation has in place to support adjustment requests from employees and candidates with disability.

City of Bayswater scored 33% and achieved an overall Basic (Level 2) maturity level in the Workplace Adjustment key area. The organisation previously scored 8% in this priority area during its 2020 submission.

Council are commended for having a Workplace Adjustments Policy in place and that this document outlines the overall adjustments process and approval timeframes. Council are also commended for having a strategic approach to asking all team members if they require an adjustment.

City of Bayswater are encouraged to consider offering a Workplace Adjustments Passport, use data to review and improve existing adjustments policies and processes, seek feedback from people with disability about the workplace adjustments experience, and amend questions used in onboarding to more clearly focus on adjustments alone.

As workplace adjustments are a foundation stone of a disability confident organisation, recommendations in this section should be considered as a priority.

Framework

While City of Bayswater has a standalone Workplace Adjustments Management Practice and Procedure, it is recommended that this is made more easily accessible for employees and actively promoted across the organisation. For example, stored on the staff intranet along with other relevant HR policies and included in onboarding documents. City of Bayswater are encouraged to demonstrate clearly that the Workplace Adjustments Management Practice and Procedure document sits at the policy level and does not represent a lower level of authority, such as a guideline or process document.

City of Bayswater has procedures that detail the approval process, implementation timeframes, and management and review of workplace adjustments. These should be easily accessible for all employees. Best practice is to actively promote the guidelines across the organisation (for example, through regular all staff emails or on intranet sites) to reinforce the message that workplace adjustments are business as usual at City of Bayswater

Implementation

City of Bayswater has demonstrated a Strategic approach by offering workplace adjustments to all employees through a formal process. Australian Disability Network recommends reviewing the



questions asked during induction to focus only on required adjustments and not on personal experiences of disability.

City of Bayswater can also develop a Workplace Adjustment Passport (Passport). The intention of a Passport is to document the workplace adjustments a person may need. The option to hold a Passport should be voluntary and support the continuity of any adjustment arrangements that are required for the employee. Done well, it can enhance the workplace allowing for a seamless experience for the employee, their new manager, and team. Australian Disability Network can assist with the development of a Passport template.

City of Bayswater are encouraged to consider expanding the availability of flexible work practices across the entire organisation and to further promote flexible working arrangements as a reasonable workplace adjustment.

Review

To achieve a strategic approach in this area, City of Bayswater would need to collect and utilise data in the development of effective policy and processes. It is recommended that City of Bayswater implement a formal review process for workplace adjustments. The review process must also involve the collection of data regarding the approval process, implementation timeframes and management of workplace adjustment requests, as well as feedback from employees on the efficacy of the adjustments implemented. Consider reviewing the Sharing and Monitoring Disability Information Guide, developed by the Australian Disability Network and Business Council of Australia.

To increase maturity, it is recommended that a formal process is developed for seeking feedback from employees. This could be through a follow up email or a regular survey of employees who access workplace adjustments. Feedback should be used to inform policies and practices. Council are encouraged to demonstrate, in a de-identified format, the use of this formal system in practice.



Candidate Experience

This section of the Index seeks to understand how your organisation equips and resources your recruitment team to be able to identify and eliminate barriers in, and facilitate adjustments for, the recruitment and selection process.

City of Bayswater scored 33% and achieved an overall Basic (Level 2) maturity level in the Recruitment and Selection key area. The organisation previously scored 6% in this key area during its 2020 submission.

City of Bayswater are commended for offering the People and Culture team's contact information, through multiple methods, for enquiries relating to workplace adjustments and accessibility in recruitment processes. City of Bayswater are also commended for seeking feedback from new employees two months after commencing employment, publicly communicating support for the employment of people with disability within the organisation, and offering workplace adjustments in multiple stages of the recruitment process.

City of Bayswater are encouraged to collect and utilise data about the recruitment of people with disability, and their representation as successful and unsuccessful candidates. Similarly, City of Bayswater are encouraged to seek feedback from unsuccessful candidates about their experience with the organisation's recruitment process.

Framework

City of Bayswater is demonstrating good practice by promoting their commitment to the employment of people with disability both publicly and internally. This commitment is currently stated in the organisation's DIAP. To build maturity, and ensure that this commitment continues, include this statement in policy, such as a Recruitment and Selection Policy or Equal Employment Opportunities (EEO) policy.

City of Bayswater is further demonstrating good practice by including their commitment to accessible and inclusive candidate experiences in the organisation's DIAP, and promoting this publicly and internally. To build maturity, and ensure that this commitment continues, it is also encouraged to include this in policy, such as a Recruitment and Selection Policy or Equal Employment Opportunities (EEO) policy.

A best practice approach includes ensuring that external recruitment partners are included in policy (e.g. Recruitment and Selection, Procurement), are aware of City of Bayswater's commitment to access and inclusion, and follow those requirements. To support this, design an internal checklist outlining the minimum access and inclusion requirements to be adopted within your organisation when making decisions regarding new recruitment partner engagements.



Implementation

It is good practice that City of Bayswater encourages applications specifically from people with disability on job advertisements and on careers websites. To further progress maturity, and reinforce this statement, it should also be included on job descriptions. It is encouraged for City of Bayswater to clearly communicate the organisation's commitment to people with disability on career's pages, such as advertising Council's DIAP.

It is positive to see that City of Bayswater invites candidates to request adjustments to the recruitment and selection process as part of all online applications, and when preparing for interviews. To increase maturity and provide an improved candidate experience, candidates should also be asked during phone screening, during interviews, and when organising testing or assessments. Providing clear information about the recruitment process will also help candidates to identify whether they would benefit from an adjustment to the process. Australian Disability Network is available to support with recruitment reviews to further identify opportunities for improvement in City of Bayswater's recruitment and selection processes.

To connect with talented students and jobseekers with disability City of Bayswater could participate in tailored mentoring, work experience and employment programs specifically for people with disability, such as Australian Disability Network's Career Mentoring or Internship Program. City of Bayswater may also consider engaging with Disability Employment Service (DES) providers to employ people with disability within your organisation.

Building upon City of Bayswater's Interview Declaration, best practice is for staff responsible for recruitment and selection processes to receive direct training and resources to support them in delivering inclusive and accessible candidate experiences. Australian Disability Network can provide Inclusive Recruitment training for your team. Australian Disability Network has eLearning and facilitated training sessions that aim to develop hiring staff's capability to become confident in recruiting people with disability. The training covers all aspects of recruitment and selection, addresses unconscious bias, and provides practical tools to increase the disability confidence of your employees.

During interview preparation, City of Bayswater has demonstrated a Strategic approach by nominating People and Culture as the contact responsible for providing adjustments in the recruitment process and by providing multiple contact methods, including phone and email options. City of Bayswater are encouraged to expend this process to include all stages of the candidate journey, including the earlier stages of recruitment such as the online application form.

Review

It is recommended that candidate experience processes are regularly reviewed to ensure they are up to date with best practice and to identify any potential barriers for candidates with disability.



City of Bayswater can undertake a Recruitment Review through the Australian Disability Network to review the candidate experience process. Australian Disability Network acknowledges a previous Recruitment Review conducted outside of the submission period.

There is also the potential to track, review and analyse data from candidates who have shared their disability information and which stages of the recruitment process they progress to (e.g. application, pre-screening, interview, offer, role commencement). Data collected on sharing disability information and adjustment requests can be linked to your overall organisational Workplace Adjustment policy and procedure.

City of Bayswater seeks feedback from new employees through a call with People and Culture after two months of employment. To increase maturity, City of Bayswater can look to incorporate this feedback into the development and review of policies and processes. City of Bayswater are also encouraged to discuss the organisation's Workplace Adjustments Policy during the "Check Understanding" portion of new starter feedback and debrief conversations.



Employee Experience

This section of the Index seeks to understand how your organisation supports your employees, and people outside of your organisation, with disability to progress and develop their careers.

City of Bayswater scored 15% and achieved an overall Not Participating (Level 1) maturity level in the Career Development key area. The organisation previously scored 5% in this priority area during its 2020 submission.

City of Bayswater are commended for having a well-founded disability steering committee and commitment to the recruitment of people with disability in the organisation's DIAP.

City of Bayswater are encouraged to measure and utilise metrics on the seniority of people with disability within the organisation, to seek feedback from employees with disability about their experiences working for Council, to review the accessibility of career development frameworks, and to provide further role specific training to managers and people leaders.

Framework

The organisation's commitment to providing equal employment opportunities (EEO) for all is supported by the principle of equitable employment in City of Bayswater's DIAP. It is best practice to ensure that City of Bayswater's commitment to ensuring that people with disability are included in career development and retention strategies is further included in policy. This can minimise the risk of direct and indirect discrimination of people with disability with regards to training opportunities and career progression.

Career development opportunities can include a range of formal and informal activities. This can include mentoring sessions with people leaders, development plans, appraisals, training sessions, offsite activities, secondments, relief-roles in another area, and opportunities to participate in special projects. People with disability at City of Bayswater should have access to the same opportunities as other people even if adjustments need to be made to facilitate this.

It is best practice to have written guidelines to ensure that all learning and development courses are accessible. For example:

- Learning and development courses that are completed online (e.g. e-learning) need to be accessible or able to be provided in an alternative accessible format. E-learning that relies on visual cues only (e.g. click and drag options, click on unsafe elements in a photo etc.) may present a barrier for people who use screen reading software.
- Face-to-face learning also needs to be accessible. Presenters may need to explain what is on the screen or provide information electronically. Course material may be captioned, or a hearing loop and/or microphone are made available. Venues where training is held should



also be accessible.

It is recommended that City of Bayswater develop checklists to ensure accessibility is considered for all training and development.

Implementation

City of Bayswater currently has a steering committee who meet to progress access and inclusion within the organisation. To build maturity, this group can be expanded into an Employee Resource Group (ERG) / Disability Employee Network (DEN). At a Strategic level of maturity, this group should be formally governed, include people with disability, carers, and allies, and meet regularly to drive the access and inclusion agenda across the organisation. The Australian Disability Network is available to support with the establishment or reinvigoration of an ERG / DEN. An ERG / DEN typically has a broader focus than a steering committee, and may be active and influential in a number of ways, including:

- Creating organisational protection from the individual soft bigotry of low expectations.
- Enabling colleagues to know what to do and how to be helpful in the creation of workplace adjustments.
- Supporting the process of career development for employees with disability – mentoring, career progression, personal development; and
- Routinely anticipating, expertly accommodating, and positively celebrating human difference.

City of Bayswater is recommended to develop specific initiatives or programs to support employees with disability to develop their career. This could be through an internal mentoring program (formal or informal), engaging with Australian Disability Network's Directing Change Program for leaders with disability, or reverse mentoring programs that allow employees with disability to mentor leaders within the organisation.

Best practice is for managers and people leaders to receive training and resources to assist them to support team members with disability. Australian Disability Network has eLearning and facilitated training sessions that aim to develop managers' and people leaders' capability to become confident supporting team members with disability. The training covers creating enabling environments, workplace adjustments, and having disability confident conversations.

Best practice is to ensure that all employees are asked whether they require adjustments as part of a formal process. This could be through checklists or guidelines for people managers. Training invitations should provide information on what the course is, the learning outcomes of the course, information on how the course will be delivered and the accessibility features of the training venue or online training course. The invitation should include a question about any requirements and



adjustments needed to support the learning and development opportunity. It should also include contact details – email and phone number – so a person can discuss any adjustments needed.

Review

Feedback from employees with disability will assist an organisation to know if they are getting it right. To build maturity, develop a formal process for seeking feedback from employees with disability. This could be through inviting members of your Disability Employee Network (DEN) / Employee Resource Group (ERG) to provide information, advice and feedback about existing policy and processes, and experiences from a user perspective – including what is working well and what does not. It could also be via an employee engagement survey. Such a survey could include questions on career development opportunities and workplace adjustments. It can also be a useful mechanism to gather data on career development to inform policy and procedure. Australian Disability Network's Sharing and Monitoring Disability Information can guide your organisation in the questions to ask.

It is encouraged that City of Bayswater implement a structured mechanism for collating metrics regarding levels of seniority of employees with disability. Validate this data with the metrics in respect to the level of seniority of your wider employee population to establish consistency in the progression/promotions of all employees.

Innovation

City of Bayswater has not currently implemented any innovative policies or practices to support employees with disability. It is expected that as disability confidence maturity increases across the rest of the Index, opportunities to develop innovative policies and / or practices will emerge. We encourage City of Bayswater to consider where in the organisation innovative policies or practices can be developed and implemented in order to support employees with disability.



Customer Experience

This section of the Index seeks to understand the ways your organisation goes about designing and developing products and services with all customers in mind.

City of Bayswater scored 34% and achieved an overall Basic (Level 2) maturity level in the Products and Services key area. The organisation previously scored 5% in this priority area during its 2020 submission.

City of Bayswater are commended for having a public commitment to providing accessible customer experiences, offering external staff training on inclusive and accessible customer experiences, allowing customers to communicate with the city through their preferred communication method, and seeking feedback from customers about the accessibility of services offered. City of Bayswater are also recognised for their innovative approach to sensory library experiences and garbage collection for people with physical disabilities.

City of Bayswater has the opportunity to revisit team member training on the National Relay Service, demonstrate Universal Design principles in the development and review of services, record and capture customer communications preferences in CRM software, to review and seek feedback about the accessibility of services on a regular basis, develop a regular training calendar for Inclusive Customer Experience training programs, and to develop guidelines for customer facing staff to use when working effectively with people with disability.

Framework

City of Bayswater is demonstrating good practice by promoting their commitment to developing and providing accessible and inclusive customer experiences both publicly and internally. This commitment is currently stated in the organisation's DIAP and Customer Experience Roadmap. To build maturity, and ensure that this commitment continues, include this in policy.

Implementation

To ensure that employees in customer, client and service user facing roles feel confident and resourced to accommodate requests from customers with disability City of Bayswater could provide formal guidelines for externally facing roles. This could include drafting a Customer Charter for people with disability and adopting key principles. An example of the key principles for a Customer Charter is noted in Australian Disability Network's Key Principles of a Customer Charter factsheet. Another option to achieve this would be to introduce an Accessible Service Design Checklist as a guide to assist service-delivery teams to understand what they need to consider when dealing with customers and some of the potential access barriers and features of all touchpoints (e.g. communication and comprehension, the digital environment, and the physical environment).



In order to support the widest possible access to your products and services, City of Bayswater may also review and implement 'The Principles of Universal Design' as conceived and developed by The Center for Universal Design at North Carolina State University. Universal and inclusive design is about understanding the diversity of the population and making design decisions based on this diversity. It is usually associated with design for people with disability, but the principles extend more widely than this, and also assist people of different ages, language skills and ethnic and cultural backgrounds. It is important to embed insights from people with disability throughout the design, implementation and review process for products, services and environments.

City of Bayswater has provided Inclusive Customer Experiences training to external facing employees to support them to deliver accessible and inclusive experiences. To achieve a Strategic level of maturity, and further support City of Bayswater's employees, this should be offered at induction to ensure that all team members are confident to welcome customers with disability. City of Bayswater are also encouraged to develop a regular calendar and cycle for training sessions of this nature, with the last known session being delivered in March 2024.

It is good practice that City of Bayswater has multiple ways that customers can communicate, allowing them to choose their preferred method when contacting your customer-facing teams. To further support customers, and to increase maturity in this area, develop or update a system that can record when a person has different communication needs. This might be through a field on your Customer Relationship Management tool.

It is recommended that employees in customer facing roles receive information and support to allow them to be aware of and confident in the National Relay Service (NRS). You can review information about the NRS on the Access Hub website. While training on the NRS has been provided by City of Bayswater previously, it is encouraged that this training should be scheduled at a regular frequency.

It is important to ensure that the needs and lived experience of people with disability are considered at all stages of product and service planning, design and implementation. It is recommended that City of Bayswater proactively consult with people with disability throughout the development or updates of products and services. The Australian Disability Network is available to support with consultation and surveys. In future index submissions, City of Bayswater are encouraged to demonstrate how the Engage portal is proactively promoted to community members.

Review

City of Bayswater currently has a process for seeking feedback from customers about the accessibility of products and services. The next step to build maturity is to demonstrate the use of this feedback to inform policies, practices, products and services.



City of Bayswater reviews products and services on a case-by-case basis where it is requested. To build maturity in this area, it is encouraged that City of Bayswater implement an annual process to review products and services to ensure that they continue to be accessible and inclusive for stakeholders with disability. City of Bayswater's current approach to expanding and assessing the accessibility of community facilities is a strong example action in this key area. There is an opportunity to expand this approach to other customer experiences, tools and resources, and to clearly formalise these processes.

Innovation

City of Bayswater has implemented garbage collection for people with physical disabilities and sensory story time at the Morley Library to support customers with disability. It is excellent that the impact of these initiatives has been measured and demonstrated to be positive. City of Bayswater are encouraged to maintain and expand these offerings.



Communication and Marketing

This section of the Index seeks to understand the accessible communications strategies that your organisation uses to engage with your customers and employees with disability.

City of Bayswater scored 24% and achieved an overall Not Participating (Level 1) maturity level in the Communications and Marketing key area. The organisation previously scored 63% in this priority area during its 2020 submission.

City of Bayswater are commended for having foundational guidelines for the creation of accessible marketing material, having a commitment to accessible communications and marketing as part of the organisation's DIAP, and occasionally featuring people with disability in marketing material.

City of Bayswater are encouraged to consider developing further guides and checklists to ensure marketing material and events are accessible, expand the currently offered training programs available for communications and marketing team members, adopt the organisation's commitment to accessible communications into a formal policy, and to proactively seek feedback about, and review conduct regular reviews of, the accessibility of marketing materials.

Framework

City of Bayswater currently includes its commitment to accessible communication and marketing for both internal and external communications in the organisations DIAP. To increase maturity, City of Bayswater can look to include this at a policy level.

City of Bayswater's style guide is also acknowledged as a supporting resource which makes limited reference and commitments to supporting people with disability. City of Bayswater are encouraged to review the accessibility its secondary colour schemes provided in the organisation's style guide. A number of these secondary colour schemes have low colour contrast and may not be accessible to all readers.

Implementation

Ensuring employees working in communications and marketing are provided with regular training and easy access to resources is good practice, as this supports the development of accessible materials. City of Bayswater can provide Australian Disability Network's resources such as the Beginners Guide to Accessible Content and the Event Accessibility Checklist. These are freely available via the Australian Disability Network website (please note that you will need to be logged in to access). City of Bayswater can also offer Australian Disability Network's Accessible Communications training.

City of Bayswater currently has guidelines in place that detail requirements to ensure that



marketing and communication materials are accessible. This is good practice and demonstrates a Programmatic level of maturity. To further increase maturity, these guidelines should be developed into formal processes. This could include signoffs on accessibility prior to launching materials, or building accessible features into templates. Australian Disability Network recommends reviewing the brand guidelines provided to communications and marketing staff to ensure that the guides cover accessible communications and disability inclusive practices in a comprehensive manner.

People with disability currently feature occasionally in City of Bayswater's communication and marketing materials, including International Day of People with Disability advertisements. To further increase maturity, people with disability should be regularly featured in both internal and external materials. This should be all types of materials and not just those relating to disability.

City of Bayswater can consider accessibility across all events by ensuring you have an events / meetings / function checklist in place that covers accessibility requirements. Current processes should be expanded to consider venue accessibility (available seating, sensory spaces, wheelchair access, wheelchair access to stage) and offering and implementing adjustment requests made by attendees. Ensure that you are considering in person, virtual, and hybrid meetings and events. Good practice for event invitations is to provide invitees with contact options for any accessibility / support requirements. For example, adding a sentence such as: "If you have any access, support or adjustment requirements to participate in this event, please contact..." to invitations. Ensure you provide contact details for a go-to person with email and phone details to cover different methods of communication. It is best practice to provide information on the invitation about any accessibility features at the event (e.g. hearing loop, accessible parking, bathroom facilities etc.). Providing such information sends a clear message to people with disability that City of Bayswater has thought about inclusion.

Review

The regular review of communication and marketing materials is encouraged as best practice. It is recommended that options for feedback (including designated owner) are established for input on the accessibility of marketing and communications content from employees and stakeholders. Mechanisms should be developed to proactively seek feedback from stakeholders and employees. This could take the form of a survey which asks people with disability about the accessibility of marketing materials.

It is also recommended that marketing and communications materials are reviewed regularly to ensure that they are still accessible. This may be through internal checklists, third party testing of sample materials, testing of all new materials and proactive upgrades of existing materials based on highest use or demand.



Digital Accessibility

The section of the Index seeks to understand your organisation's commitment to providing accessible information technology and the processes you have in place to support this.

City of Bayswater scored 10% and achieved an overall Not Participating (Level 1) maturity level in the ICT key area. The organisation previously scored 0% in this priority area during its 2020 submission.

City of Bayswater are recognised for having a public commitment to the former WCAG standard, WCAG 2.1. City of Bayswater are also recognised for taking steps to improve the overall accessibility of the website, including setting internal KPIs and utilising an automatic web accessibility assessment tool.

City of Bayswater are encouraged to update the organisation's commitment to the latest standard (WCAG 2.2, AA at minimum), develop a written commitment to digital accessibility for employees, conduct manual audits of the organisation's website for WCAG 2.2 AA compliance, and consult with and receive feedback from people with disability about the accessibility of the organisation's website and digital tools.

Framework

In addition to providing accessible digital technology for your employees, organisations are advised to adopt the web standards as developed by the World Wide Web Consortium (W3C): Web Content Accessibility Guidelines (WCAG). The purpose of these guidelines is to encourage adherence to a shared international standard for web content accessibility. It is recommended that City of Bayswater develop a formal written commitment to WCAG 2.2 standards, noted in strategy, policy, or procedure.

Implementation

When planning digital technology purchases or upgrades feedback should be sought on what accessibility requirements should be considered to ensure that they will be accessible for City of Bayswater's employees. City of Bayswater can establish a reference group with the purpose of consulting with people with disability at the design stage of the development and / or introduction of digital technology products into your organisation. It is also important to ensure rigorous user testing by people with disability has taken place prior to rolling out any new digital technology within the organisation. In addition to this, City of Bayswater may consider developing a checklist of accessibility requirements (including a process flow) for purchasing, upgrading, and developing digital technology and ensure engagement with relevant stakeholders regarding this.

Best practice is for staff to receive training and resources to support them to understand and



implement the principles of digital accessibility. City of Bayswater can engage with organisations such as Vision Australia or Intopia to provide digital accessibility training to relevant team members.

City of Bayswater does not currently have a process for ensuring that web content is in line with WCAG 2.2 AA standards. It is recommended that City of Bayswater implement manual audits or regular checks to assess the accessibility of web content, including intranets. City of Bayswater can also consider partnering with an organisation to enable the ongoing accessibility of City of Bayswater's website to be embedded in business as usual practices. Along with Vision Australia, organisations such as the Centre for Inclusive Design or Intopia can provide support to ensure that City of Bayswater's digital spaces are, and remain, accessible and inclusive. City of Bayswater currently utilise the services of an automatic web accessibility assessment tool. While these tools can be useful, they have some limitations and are not a complete replacement for a review by a suitable person, such as a review by experts from Intopia. It is encouraged to ensure and demonstrate that all KPIs, audits, and assessments are driven by the latest standard, WCAG 2.2.

City of Bayswater could look to establish a reference group with the purpose of consulting with people with disability during the introduction of applications into your organisation. It is also important to ensure rigorous user testing by people with disability has taken place prior to rolling out any new digital technology within the organisation.

Review

To increase City of Bayswater's maturity, and as part of best practice, it is encouraged that City of Bayswater proactively seek feedback, via a designated team or individual, from staff and customers regarding the accessibility of your digital technology and use this information to inform policy and practice. While feedback can be provided through the organisation's website, Council would benefit proactively seeking community feedback which addresses City of Bayswater's digital accessibility practices.

It is important for City of Bayswater to monitor digital technology standards and guidelines on an annual basis (minimum) to ensure that they are in line with the latest standards and technology. It is recommended that City of Bayswater commit resources to enable relevant teams to stay abreast of new developments aligned with the organisation's requirements and usage.



Next Steps

Australian Disability Network would like to acknowledge the commitment of City of Bayswater WA in completing the Access and Inclusion Index, and to congratulate the contributors on achieving this step.

The results of this Index will be a useful and insightful tool to enable cross-business discussion and collaboration to further progress the access and inclusion goals of City of Bayswater WA. Australian Disability Network welcomes the opportunity to work with City of Bayswater WA progressing the opportunities outlined in this report. We look forward to engaging the business on the results of this Index, and in debriefing key stakeholders.

Congratulations again for participating in the 2024 Access and Inclusion Index and taking this step towards advancing the inclusion of people with disability in Australia.

Best wishes,

The Index team at Australian Disability Network



How to connect with us



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Appendix: About the Access and Inclusion Index

Over 5.5 million Australians experience disability^[1], and over one third of Australian households include a person with disability^[2]. Understanding and bolstering the disability confidence of your employees and ensuring your organisation's practices are inclusive is key to accessing a potentially untapped talent pool and broad customer base.

The Access and Inclusion Index began in 2016 with an aim to provide Australian organisations with a way to assess their current understanding of accessibility and inclusion of people with disabilities across key areas of their business. Now in its ninth year – and following a review that saw the introduction of a new online submission platform and revised questions – the Index has developed into a tool to drive change and to progress the inclusion of people with disability through supporting their equal access to the social and economic benefits of participation in business as employees and customers.

The Index process supports the exploration of opportunities to advance your organisation's disability confidence and participating year-on-year can assist you to measure and monitor your progress. A key objective of the Index is to provide both an organisational baseline for access and inclusion and a roadmap for moving forward. This individual evaluation report provides an education piece and aims to assist you in a review of your current strategy, policy, and practices.

The report reflects on your current processes (as provided by your organisation) and offers suggestions for making further improvements on your accessibility and inclusion practices. Responses to all questions are provided at four levels of capability or maturity to allow for reflection on your organisation's journey towards the inclusive practice of employing and welcoming people with disability within your organisation:

- **Level 1: Not participating** – this is the base level of maturity where the organisation may not have yet considered its position and is still planning their path.
- **Level 2: Basic** – the organisation is operating in a way which might reflect a compliance focus or is reactive to issues.
- **Level 3: Programmatic** – the organisation has developed tactics, programmes, policies or procedures to address some issues, or only focuses on some parts of its business or operations.
- **Level 4: Strategic** – business process and practices are designed to deliver a consistently accessible and inclusive experience for employees, customers and stakeholders. Access and inclusion activities are aligned to the business across the organisation and are sustainable.

The Access and Inclusion Index weights both the Key Areas and the questions to produce a total Index score out of 100. The questions and sections have been weighted and scored based on the



importance and impact of progressing access and inclusion for people with disability. This scoring methodology is applied consistently across all organisations that submit for evaluation. The assessment, maturity model, scoring and weighting have been validated by the Centre for Workplace Leadership at The University of Melbourne.

It is through the hard work and exceptional engagement of Australian Disability Network members that we work towards our vision of a disability confident Australia. This vision gets clearer each year, with each ripple of change and push towards inclusion driving us further forward. Thank you for being part of this vanguard for change.

[1] Australian Bureau of Statistics (2022), [Disability, Ageing and Carers, Australia: Summary of Findings](#), ABS Website, accessed 23 September 2024. [2] Australian Bureau of Statistics (ABS) 2019, 4430.0 - [Disability, Ageing and Carers, Australia 2018](#), viewed 15 July 2022.



Disclaimer

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7.4 International Day of People with Disability

International Day of People with Disability (IDPwD) – 3 December 2025

Committee members are invited to suggest ideas for events or activities to recognise the International Day of People with Disability.

In previous years, the State Government has offered grant funding of up to \$1,000 to support local government initiatives, with applications typically opening in August.

8 GENERAL BUSINESS

10 NEXT MEETING

The next meeting of the Disability Advisory Group will take place in the Committee Room, City of Bayswater Civic centre, 61 Broun Ave, Morley, on 17 December 2025 commencing at 6pm.

11 CLOSURE