

# Meeting Agenda

<b>Meeting Date</b>	05/12/2023	<b>Time</b>	11.00am – 1.00pm
<b>Meeting Venue</b>	MR 9CR1 – Derbarl Yerrigan		
<b>Meeting Name</b>	Access and Inclusion Advisory Group		
<b>Meeting Objective/s</b>	To provide strategic guidance to the Administration and Council on Equity, Diversity and Inclusion matters such as the Disability, Access and Inclusion Plan (DAIP) 2021 - 2025.		
<b>Chairperson</b>	Tracey Hirst, Alliance Manager Community Services		
<b>Minute Taker</b>	Wanya Gunawardena, Administration Officer		
<b>Attendees</b>	<p><b>Access and Inclusion Advisory Group members</b></p> <ul style="list-style-type: none"> <li>• Ben Cox</li> <li>• Bradley Bishop</li> <li>• David Vosnacos</li> <li>• Emma Kenton</li> <li>• Gareth Goodway</li> <li>• Glennys Marsdon</li> <li>• Gwen Allpike</li> <li>• Kyle Santella</li> <li>• Melissa Northcott</li> <li>• Stuart Jenkinson</li> </ul> <p><b>City of Perth Administration/ presenters</b></p> <ul style="list-style-type: none"> <li>• Kylie Johnson, General Manager Community Development</li> <li>• Tracey Hirst, Alliance Manager Community Services</li> <li>• Jodi Lendrum, Community Services Lead</li> <li>• Wanya Gunawardena, Administration Officer</li> <li>• JC Lim, Organisational Development Officer</li> </ul> <p><b>External Presenters</b></p> <ul style="list-style-type: none"> <li>• Fiona Bettsworth, Stakeholder and Community Coordinator, Causeway Link Alliance</li> <li>• Tim Cawley, Design Project Manager, Causeway Link Alliance</li> </ul> <p><b>Observers</b></p> <p>Elected members are invited to attend as an observer only.</p>		
<b>Apologies</b>	<p><b>Access and Inclusion Advisory Group members</b></p> <ul style="list-style-type: none"> <li>• Nobuo Hara</li> </ul>		

## Agenda Items

### 1. Meeting opens

Meeting commencement at: 11am  
 Notification given that the meeting will be recorded.

### 2. Acknowledgement of Country (Kylie Johnson)

Completed by: City Representative.  
 Acknowledgement of Country (refer to PR1164 for appropriate wording).

*“I respectfully acknowledge the Traditional Owners of the land on which we meet, the Whadjuk (Whad-juk) Nyoongar people of Western Australia and pay my respects to Elders past and present. It is a privilege to be meeting on Whadjuk Nyoongar country”.*

### 3. Attendance: as listed on previous page

Apologies noted by the Chair.  
 Round table introductions and member updates.

### 4. Confirmation of Meeting Minutes

Minutes from meeting held on 5 September 2023

### 5. Deputation: Disability, Access and Inclusion Plan Presentations

#### Item 5.1 - Boorloo Heritage Festival 2024

DAIP Action 1.1 – Improve accessibility for events including expectations of event holders and mechanisms to check and improve event delivery.

Presenter: Susanna Luliana, City Culture

#### Item 5.2 - Disability, Access and Inclusion Plan update

Presenter: Tracey Hirst and JC Lim

**Overview of status of Disability, Access and Inclusion Plan actions, as at 9 November 2023**  
*(full list of actions in Appendix 2)*

Status	Number	Notes
Completed/ongoing	77 (75%)	
In progress	17 (17%)	
Not yet commenced	8 (8%)	
<b>Total actions</b>	<b>102</b>	

**Item 5.3 - Causeway Pedestrian and Cyclist Bridges**

**DAIP Action: 6.2.4 Improve community consultation practices for accessibility and inclusion**

External presenters from the Causeway Link Alliance:

Fiona Bettsworth, Stakeholder and Community Coordinator

Tim Cawley, Design Project Manager

**6. Other Business**

**6.1 The Volunteer and Advisory Group end of year function (luncheon)**

Council House, level 11 on Thursday 7 December 2023, 12pm to 2pm.

**6.2 Access and Inclusion Advisory Group recruitment for 2024**

Presenter: Tracey Hirst

**6.3 Proposed Access and Inclusion Advisory Group meeting dates for 2024**

- 12 March
- 21 May
- 20 August
- 19 November

**7. Next Meeting Date**

Tuesday, 20 February 2024 at 11am.

**8. Close**

Meeting Close.

**Appendix 1 – Action list from previous meetings**

Actions	Responsibility	Comments
Completed actions		
Annual DAIP report	City of Perth	Send the annual DAIP report out with the minutes of the Access and Inclusion meeting held 5 Sept. 2023- Completed.
New Membership/ Expired Terms of Reference for AIAG	Jess Wallis AIAG Members	Terms of Reference updated.

Appendix 2 – Status of Disability, Access, and Inclusion Plan actions, as at 9 November 2023

	Action	Success Measure	Status
<b>1.1</b>	<b>Improve accessibility for events including expectations of event holders and mechanisms to check and improve event delivery.</b>		
1.1.1	Develop an accessible events checklist for external events permit holders in the City of Perth.	Develop an accessible events checklist.	Completed/ ongoing
1.1.2	Implement a process to ensure the DAIPs are reviewed prior to any large event or services and provide information to event organisers on accessible events.	Ensure external event holders have a current DAIP (ArtRage - Fringe Festival).	Completed/ ongoing
1.1.3	Improve the detail of documentation submitted by event organisers.	Activity Approvals events checklist.	Completed/ ongoing
1.1.4	Build capacity of external event organisers to hold accessible events through educational workshops.	4 x Access and inclusion training sessions.	Completed/ ongoing
1.1.5	Debrief between City of Perth and external event holders with inclusion of accessibility on the agenda.	4 x debrief meetings led by Activity Approvals.	Completed/ ongoing
1.1.6	Encourage use of access consultants when planning City Signature Events.	City Events Team appoint an access consultant - Harrop Consulting as required.	Completed/ ongoing
1.1.7	Consult with City's Access and Inclusion Advisory Group prior to City facilitated events.	City Events Team regularly consult with members of the AIAG at quarterly meetings.	Completed/ ongoing
1.1.8	Annual review of the City's event guidelines issued to external event organisers.	Review external event guidelines annually.	Completed/ ongoing
1.1.9	Encourage external event holders to advertise and promote accessible aspects of their event.	Included in the accessible events checklist.	Completed/ ongoing
1.1.10	Support accessible events and services in the City's facilities by providing Accessible Events Checklist to hirers.	Accessible events checklist available for hirers and updated as required. Perth hosted Australia's first international Para Dance course (33 participants) World Para Dance Sport coaching course, January 27 to 29 2023 at the Perth Town Hall.	Completed/ ongoing
1.1.11	Include Assistance Dog toileting areas at City facilitated events.	Designated assistance animal toileting area at City events.	Completed/ ongoing
<b>1.2</b>	<b>Increase the availability of accessible parking for events in the City.</b>		
1.2.1	Implement adequate number of ACROD bays at City of Perth events.	BAU - City Events, includes promotion.	Completed/ ongoing
<b>1.3</b>	<b>Ensure information about the accessibility of events is readily available</b>		
1.3.1	Improve the event listings on 'Visit Perth' with accessibility information to support people in the community to attend City of Perth events.	All event listings to include accessibility information.	Completed/ ongoing
1.3.2	Promote events and services to disability and CaLD organisations.	Community groups database and Social Needs Analysis.	Completed/ ongoing
1.3.3	Improve the City's social media policy and update to reflect accessibility considerations (i.e. accessible hashtags).	100% of social media posts comply with the accessibility considerations.	Completed/ ongoing
1.3.4	Investigate the possibility of audio descriptors and closed captions at movie screenings owned by the City.	Movie screens at Northbridge Piazza include closed captions and audio descriptors.	Completed/ ongoing
<b>1.4</b>	<b>Strive to achieve best practice when delivering City Services</b>		
1.4.1	Advocate to Transperth to increase public transport, in and out of the City, including service times.	Letter advocating for increased service times, in and out of the City.	Completed/ ongoing
1.4.2	Work with the Public Transport Authority to ensure boarding areas constructed on footpaths are DDA compliant to ensure access to bus shelters.	100% compliance for all new construction projects.	Completed/ ongoing
<b>2.1</b>	<b>Improve access in the public realm and availability of accessible public amenities</b>		
2.1.1	Undertake an access audit of City owned jetties and piers and identify improvement opportunities.	Access consultant audit.	Completed/ ongoing
2.1.2	Consider universal access when providing advice for development applications for public art commissions, for both internal projects and private developers (existing action).	Accessibility checklist for developers for Public Art Commissions.	Completed/ ongoing
2.1.3	Implement a schedule of works to deliver on recommendations of the accessibility audit of the City of Perth buildings and facilities.	Projects are defined and included in 21/22 and 22/23 capital works budget.	Completed/ ongoing
2.1.4	Undertake an access audit in all City of Perth car parks and develop a prioritised scheduled on work.	Projects are defined and included in 21/22 and 22/23 capital budget.	Completed/ ongoing
2.1.5	Improve bookable spaces page on the City's website to include accessibility information.	Satisfaction in survey.	Completed/ ongoing
2.1.6	Seek representation from the Chamber of Commerce Industry WA on the Access and Inclusion Advisory Group.	CCIWA participation in the Access and Advisory Group.	In Progress
2.1.7	Review existing tactile paving in CBD and Northbridge.	Tactile Paving (and Pedestrian Ramps) Audit completed in March 2023. Inclusion of ramps audit has increased the original quote amount.	Completed/ ongoing
2.1.8	Conduct an audit of the public toilets in the City of Perth and implement the recommendations for accessibility.	Review of the Public Toilet Plan in 2023	Completed/ ongoing
2.1.9	Develop the Kerbside Review and include a policy/guideline for ACROD parking for on street and off street.	Implementation of the Kerbside Review inclusive of a policy / guideline for ACROD parking.	Completed/ ongoing

2.1.10	Review hoarding and traffic management signage used in the City of Perth to ensure it is compliant.	Compliant signage in the City.	Completed/ ongoing
2.1.11	Deliver on recommendations outlined in the audit of footpaths and pram ramps in the City of Perth.	Refer action: 2.1.7	Completed/ ongoing
2.1.12	Public Toilet Plan Review	Refer action: 2.1.8	Completed/ ongoing
<b>2.2</b>	<b>Accessible design expectations need to be communicated and considered early in the planning for renewal or development of any infrastructure.</b>		
2.2.1	Review the universal design checklist.	4 x reviews	Completed/ ongoing
2.2.2	Ensure the new City Planning Scheme 3 incorporates best practice requirements for Universal Access.	City Planning scheme that incorporates best practice.	Completed/ ongoing
2.2.3	Ensure access and inclusion requirements are communicated in pre-application meetings.	Pre-application meetings standard practice.	Completed/ ongoing
2.2.4	Annually review the Building Code Universal Access Checklist for use by building surveyors in the assessment of building permits and building certificates.	1. Review checklist against legislation and building codes. 2. Update as required and communicate changes.	Completed/ ongoing
2.2.5	Develop a checklist and procedure for City Urban Designers to be consulted prior to installation of infrastructure by external parties.	Develop a procedure.	Completed/ ongoing
2.2.6	All replacement and renewal projects are reviewed and upgrades to buildings and playgrounds meet access requirements.	Develop an asset management plan.	Completed/ ongoing
2.2.7	Review the City's signage policy and ensure building numbers and names are included in the appropriate format as part of the approvals process.	Review City's signage policy.	Completed/ ongoing
2.2.8	Deliver on recommendations outlined in the access audit for Lime Street and Royal Street.	Deliver capital works.	Completed/ ongoing
2.2.9	Investigate the provision of wider pram ramps at high pedestrian intersections.	Refer 2.1.7	Completed/ ongoing
2.2.10	Create a concept design and deliver on recommendations outlined in Access Audit for the City of Perth's Parks.	Complete recommendations from the audit as part of the capital works.	Completed/ ongoing
2.2.11	Rectify non-compliant outdoor dining areas (as per the revised Local Law), and link to EDU's small business grants.	Compliant outdoor dining areas.	Completed/ ongoing
<b>2.3</b>	<b>Promote accessible facilities and public spaces to community</b>		
2.3.1	Ensure accessibility information is included on the Community Facilities promotional material and website.	100% of all promotional material about the Community Facilities includes accessibility information, including on the City's website.	Completed/ ongoing
2.3.2	Annually update and distribute the Access Maps publication.	Review, design, distribute as required (annually not required).	Completed/ ongoing
2.3.3	Improve the Personal Emergency Evacuation Plans process.	Include this in Fire Warden training.	In Progress
<b>2.4</b>	<b>Advocate for better access considerations in heritage and private buildings or facilities.</b>		
2.4.1	Advocate for access audits of jetties and piers owned by other bodies and seek action for recommendations within the report.	Refer action 2.1.1	Completed/ ongoing
2.4.2	Build capacity of hoteliers for understanding of accessibility requirements.	Access consultant facilitated Training completed in 2022. Economic Development provide ongoing accessibility support.	Completed/ ongoing
2.4.3	Approach developers and builders to improve accessibility (via educational workshops) during retro-fits of private buildings.	Development Approvals provide education and awareness to developers and builders.	Completed/ ongoing
<b>3.1</b>	<b>Investigate and implement new and improved practices in the provision of accessible information.</b>		
3.1.1	Develop Accessible Public Information Guidelines and link to the City's style guide.	Ensure the City meets State Government accessibility guidelines.	Completed/ ongoing
3.1.2	Investigate Easy English versions of key documents and communications.	25% of documents and communications are available in Easy English formats.	Completed/ ongoing
3.1.3	Collate and share the accessible resources available at the City of Perth library and share widely with the community.	100% of accessible resources are promoted via various forums.	Completed/ ongoing
3.1.4	Make Access and Inclusion Advisory Group agendas and minutes available on the City of Perth website.	100% of all agendas and minutes are promoted on the City's website.	Completed/ ongoing
3.1.5	Build the capacity of the community to access services available through the NDIS and other key initiatives on the City of Perth website.	Action amended to City tag NDIS events within the City.	Completed/ ongoing
3.1.6	Promote Access and Inclusion initiatives and projects to the community.	Minimum of five initiatives promoted annually.	Completed/ ongoing
3.1.7	Provide opportunities to connect with the Cultural Heritage Collections through alternative formats and engagement methods.	Accessibility for the Cultural Heritage Collection.	Completed/ ongoing
3.1.8	Engage the services of DADAA or similar organisations for public events and programs.	Invest in DADAA relationship.	Completed/ ongoing
3.1.9	Increase accessible features on future artwork and heritage plaques for people with disability.	Accessible plaques included in Commemorative Works Policy.	Completed/ ongoing



3.1.10	Undertake review of existing artworks and plaques and identify remediation works to make more accessible, where practicable.	At least 10% artwork attribution plaques replaced.	Not yet commenced
<b>3.2</b>	<b>Review the accessibility of the City's website and associated platforms and implement improvements to make the sites easily accessible for a variety of users.</b>		
3.2.1	Achieve AA compliance in alignment with the World-Wide Consortium (W3C) standards.	A website achieving AA compliance.	Not yet commenced
3.2.2	Prioritise improvements to the website and communicate improvement timeframes to the community.	Refer action 3.2.1 (communicate updates to the community)	Not yet commenced
3.2.3	Develop and promote guidelines for translating information into alternative formats.	Procedure for translation to assist business units.	In Progress
<b>3.3</b>	<b>Improve staff awareness about the provision of accessible information.</b>		
3.3.1	Review the writing style guide to ensure inclusion of accessibility information, provide training to employees and regularly promote style guide.	Endorsed style guide which includes accessibility information.	Completed/ ongoing
3.3.2	Promapp the process for responding to social media enquiries in the organisation.	Develop a collaborative approach to responding the customer enquiries on social media.	Completed/ ongoing
<b>4.1</b>	<b>Provide further training and other opportunities for staff at all levels about providing accessible and inclusive services to people with disability.</b>		
4.1.1	Undertake an annual access and inclusion training needs assessment.	Annual assessment outlining needs for the organisation.	Completed/ ongoing
4.1.2	Participate in the WA Access and Inclusion Network Group (WAAING).	Active participation in the WA Access and Inclusion Network (online portal, meetings and host).	Completed/ ongoing
4.1.3	Review Auslan Training for employees.	Action no longer required. Staff requesting this PD will be directed to People and Culture for training options.	Completed/ ongoing
4.1.4	Regularly update the register of staff who use Auslan and speak languages other than English.	Development of a Languages Other Than English (LOTE) register. Include AUSLAN.	In Progress
4.1.5	Review the DAIP working group and their role in the delivering the DAIP.	DAIP Working Group to be replaced by an Equity Diversity and Inclusion Working Group in 2023.	In Progress
4.1.6	Develop and implement a reporting system for implementation of the DAIP.	Holistic reporting system for all the EDI Plans.	In Progress
<b>5.1</b>	<b>Develop a process to respond to access issues identified by the community.</b>		
5.1.1	Improve customer experience and response to access and inclusion issues reported to the City.	Customer Experience Review 2022	Completed/ ongoing
5.1.2	Provide options to appeal parking fines at the City.	Alternatives for parking fine appeals process.	Completed/ ongoing
5.1.3	Investigate opportunities for complaints in alternative formats, develop process and check compliance in court of law.	Customer Experience Review 2022	Completed/ ongoing
5.1.4	Review the City's progress, implementation and adherence to customer service charter.	Alternative methods of providing feedback.	Completed/ ongoing
5.1.5	Consistency of information sharing formats between complainant, service units and customer service.	Quality Framework Assessment	Completed/ ongoing
5.1.6	Supply touchscreens to provide complaints/feedback at various city facilities - video option.	Alternative methods of providing feedback.	Not yet commenced
5.1.7	Promote ways people can submit feedback to the City.	Alternative methods of providing feedback.	Completed/ ongoing
5.1.8	Advocate to the Department of Communities to change terminology to "feedback" and improvement on Outcome 5.	Written confirmation from the Department to change outcome wording.	Completed/ ongoing
<b>6.1</b>	<b>Ensure access and inclusion is considered in all the consultative processes of the City of Perth.</b>		
6.1.1	Hold a minimum of four AIAG meetings per annum.	Number of AIAG meetings held.	Completed/ ongoing
6.1.2	Utilise the AIAG to consult at early planning and design stage, and throughout implementation, as required.	Number of projects consulted on.	Completed/ ongoing
6.1.3	Ensure people with disability are represented in the Customer Service community survey.	Customer Experience Stakeholder engagement and surveys.	Completed/ ongoing
6.1.4	Update Stakeholder Engagement Framework to include consultation with Culturally and Linguistically Diverse Communities (CaLD).	Inclusion of F2F interaction (in person or via phone) with DAIP working group as directed by CMS) identified at Stakeholder Engagement Plan design phase.	Completed/ ongoing
6.1.5	Promote Engage Perth to the AIAG to increase opportunities to participate in community consultation.	Promote Engage Perth to AIAG members	Completed/ ongoing
<b>6.2</b>	<b>Ensure all community consultations methods are accessible and inclusive.</b>		
6.2.1	Provide Auslan interpreters for public consultation seminars.	Increased participation	Not yet commenced
6.2.2	Live stream/videos of community consultations/briefings with Auslan or subtitles.	Accessible consultation (Council Meetings now recorded).	In Progress
6.2.3	Review accessibility standards of Engage Perth.	Website rating, accessibility features incl. text to speech, SMS project alerts, videos, recordings & photos.	In Progress
6.2.4	Improve community consultation practices for accessibility and inclusion.	All Alliances support	In Progress

6.2.5	Build the capacity of the community to use different technology platforms to support community consultation.	Education sessions and communication cards distribution at City outcentres. Library and Concierge purchased 2 x new iPads.	Completed/ ongoing
6.2.6	Investigate the option to include a 'click to listen/read' function to the Engage Perth website.	Request for Bang the Table - Engage Perth to investigate.	In Progress
<b>7.1</b>	<b>Implement recruitment and employment practices to promote equal opportunity for employees and potential employees.</b>		
7.1.1	Develop an Employment Strategy and accommodate it in the Workforce Plan to improve employment outcomes for people with disability i.e. traineeship program.	Research Programs like Passport 2 - Employment Class from City of Geraldton	In Progress
7.1.2	Include a statement 'available in alternative languages and formats on request' in all recruitment advertisements.	All recruitment advertising will include a statement stating it's available in alternative languages.	Not yet commenced
7.1.3	Build partnerships and relationships with Disability Employment Services.	Engage with Disability Employment Services in the development and implementation of the Employment Strategy and Workforce Plan.	In Progress
<b>7.2</b>	<b>Ensure workplace infrastructure and systems are adequately provided to support new and on-going employment for all people</b>		
7.2.1	Review the Emergency Management Plan and develop a procedure for evacuating staff with mobility issues during emergency situations.	An Emergency Management Plan that is inclusive of people with disability.	In Progress
7.2.2	Train Wardens on their responsibilities in relation to Personal Emergency Evacuation Plans (PEEP).	Warden Training	Completed/ ongoing
7.2.3	Conduct an accessibility audit of the City of Perth's Depot and plant and equipment.	Accessibility audit	Not yet commenced
7.2.4	Provide accessible parking for employees returning from injury as part of return to work.	Accessible parking bays	In Progress
7.2.5	Conduct an access audit on the City's Intranet and associated links.	Include in website audit.	Not yet commenced
<b>7.3</b>	<b>Educate and raise awareness about of people with disability</b>		
7.3.1	Engage an Access Consultant to review Citylearn platform and DAIP Induction.	Access audit	In Progress
7.3.2	Celebrate International Day of People with Disability with staff.	Promotional campaign annually.	Completed/ ongoing
<b>8.1</b>	<b>Ensure access and inclusion is considered when purchasing goods and services.</b>		
8.1.1	Include procurement of Disability Enterprises or businesses support employment of people with disability in the purchasing policy.	Purchasing policy	Completed/ ongoing
8.1.2	Integration of the DAIP Agent and Contractor reporting in the new Supplier Portal and investigate report format suitable for Disability Commission.	Incorporate DAIP Agent and Contractor reporting form into the Supplier Portal.	In Progress
8.1.3	Develop a process and procedure for the engagement of Access and Inclusion consultants.	Integration to the Project Management Framework. ProMapp	Completed/ ongoing
<b>8.2</b>	<b>Implement a volunteer program policies and practices to promote equal opportunity for volunteers</b>		
8.2.1	Develop a Corporate Volunteer Program and include opportunities for lived experience.	Implement a volunteer program policies and practices to promote equal opportunity for volunteers	In Progress
<b>8.3</b>	<b>To promote Perth as an accessible and inclusive destination of choice.</b>	<b>Bid for the 2027 Special Olympics to be held in Perth.</b>	Completed/ ongoing