



Meeting Agenda

Meeting Date	12/03/2024	Time	11.00am – 1.00pm
Meeting Venue	Council House, level 11 meeting room		
Meeting Name	Access and Inclusion Advisory Group		
Meeting Objective/s	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.		
Chairperson	Jodi Lendrum, Coordinator Community Services		
Minute Taker	Wanya Gunawardena, Administration Officer		
Attendees	Access and Inclusion Advisory Group members <ul style="list-style-type: none">• Amber Dennis• Ben Cox• Daniel Stokes• David Vosnacos• Emily Kendall• Emma Kenton• Gareth Goodway• Glennys Marsdon• Jill Dixon• Katherine Campbell• Melissa Northcott• Nina-Marie Butler• Stuart Jenkinson• Tayla Taseff• Clare Gibellini City of Perth administration/presenters <ul style="list-style-type: none">• Michelle Reynolds, Chief Executive Officer• Kylie Johnson, General Manager Community Development• Tracey Hirst, Alliance Manager Community Services• Jodi Lendrum, Community Services Coordinator• Wanya Gunawardena, Administration Officer• Bill Seager, Coordinator Cultural Heritage Services• Rich Williams, Coordinator Sponsorship Observers <p>Elected members are invited to attend as an observer only.</p>		
Apologies	City of Perth administration/presenters <ul style="list-style-type: none">• Basil Zempilas, Lord Mayor		

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 December 2023

5. Welcome and providing background overview

Item 5.1

Round table introductions for members to introduce themselves

Item 5.2

Overview of the Access and Inclusion Advisory Group and progress against the City of Perth's Disability Action and Inclusion Plan 2021 – 2025 (Kylie Johnson)

6. Disability, Access and Inclusion Plan Presentations

Item 6.1: Good Practice Event Guide (Rich Williams)

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

Item 6.2: Accessibility of the City's public artworks and plaques (Tracey Hirst and Bill Seager)

Regarding DAIP Action 3.10.10 – Undertake a review of existing artworks and plaques and identify remediation works to make more accessible, where practical.

Item 6.3: Upcoming infrastructure consultation (Kylie Johnson/ Tracey Hirst)

Regarding DAIP Action 6.1.2 – Utilize the AIAG to consult at early planning and design stage, and throughout the implementation, as required.

7. General Business

7.1 Advisory group member feedback

7.2 Causeway Pedestrian and Cyclist Bridges- Summary of responses to questions received from Access and Inclusion Advisory Group Members (handout) provided.

8. Next Meeting Date

Tuesday, 21 May 2024 at 11am.

9. Close

Meeting Close.

Appendix 1 – Action list from previous meetings

Actions	Responsibility	Comments
Completed actions		
Confirmation of minutes	Wanya Gunawardena, Administration Officer	Action from meeting 5/12/23 <ul style="list-style-type: none"> The City to ensure that minutes from previous meetings are updated on the website.
Boorloo Heritage Festival 2024	Advisory group members	Action from meeting 5/12/23 <ul style="list-style-type: none"> Advisory group members to provide recommendations to the City on any special anniversaries/ milestones relevant to the community and any other people/ organizations/ events to be considered.
DAIP update- Implement recruitment and employment practices to promote equal opportunity for employees and potential employees	Tracey Hirst, Alliance Manager JC Lim, Organizational Development Advisor	Action from meeting 5/12/23 <ul style="list-style-type: none"> JC Lim has reached out to VisAbility to confirm that they are able to support with the alternative formats that were suggested. The City is working with the recruitment team to include the statement “Available in alternative formats on request” in application packs. JC Lim is working with the recruitment team to include a question “Do you have any accessibility requirements that we can adjust for during the recruitment process?” when they invite candidates for interviews. Accessibility suggestions that were raised by the Advisory group including: <ul style="list-style-type: none"> Hosting the interview in a smaller room Providing microphone when necessary

		<ul style="list-style-type: none"> ○ Video interviews with Closed Caption enabled- have been forwarded to the recruitment team.
Causeway Pedestrian and Cyclist Bridges	Kylie Johnson, General Manager	<p>Action from meeting 5/12/23</p> <ul style="list-style-type: none"> ● The City of Perth offered to reach out to the Town of Victoria Park Access and Inclusion advisory group to set up a consultation to provide further recommendations to Causeway Link Alliance on this project.
Access and Inclusion Advisory Group recruitment for 2024	Tracey Hirst, Alliance Manager	<p>Action from meeting 5/12/23</p> <ul style="list-style-type: none"> ● The City to email the access and inclusion 2024 recruitment material to the members directly, along with information on member terms.
General business-feedback from advisory group	Tracey Hirst, Alliance Manager, Advisory group members	<p>Action from meeting 5/12/23</p> <ul style="list-style-type: none"> ● The City to pass on feedback for improvement of accessibility and inclusion to events teams. ● The City to ensure that the advisory group members are invited for relevant events that it hosts/ partners with external groups. ● The advisory group members to provide continuous feedback so that the City can take corrective action promptly where needed.

Appendix 2: Status of actions in the Disability Access and Inclusion Plan, as at 23 February 2024

Strategy	Action Number	Action Description	Action Status
Equitable access to City services and events			
Improve accessibility for events including expectations of event holders and mechanisms to check and improve event delivery.	1.1.1	Develop an accessible events checklist for external events permit holders in the City of Perth.	Complete/BAU
	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.	Complete/BAU
	1.1.4	Build capacity of external event organisers to hold accessible events through educational workshops.	Complete/BAU
	1.1.3	Improve the detail of documentation submitted by event organisers.	Complete/BAU
	1.1.5	Debrief between City of Perth and external event holders with inclusion of accessibility on the agenda.	Complete/BAU
	1.1.6	Encourage use of access consultants when planning City Signature Events.	Complete/BAU
	1.1.7	Consult with City's Access and Inclusion Advisory Group prior to City facilitated events.	Complete/BAU
	1.1.8	Annual review of the City's event guidelines issued to external event organisers.	Complete/BAU
	1.1.9	Encourage external event holders to advertise and promote accessible aspects of their event.	Complete/BAU
	1.1.10	Support accessible events and services in the City's facilities by providing Accessible Events Checklist to hirers.	Complete/BAU
	1.1.11	Include Assistance Dog toileting areas at City facilitated events.	Complete/BAU
Increase the availability of accessible parking for events in the City.	1.2.1	Implement adequate number of ACROD bays at City of Perth events.	Complete/BAU
Ensure information about the accessibility of events is readily available	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.	Complete/BAU
	1.3.2	Promote events and services to disability and CaLD organisations.	Complete/BAU
	1.3.3	Improve the City's social media policy and update to reflect accessibility considerations (i.e. accessible hashtags).	Complete/BAU
	1.3.4	Investigate the possibility of audio descriptors and closed captions at movie screenings owned by the City.	Complete/BAU
Strive to achieve best practice when delivering City Services	1.4.1	Advocate to Transperth to increase public transport, in and out of the City, including service times.	Complete/BAU
	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.	Complete/BAU
Equitable access to buildings and facilities			
Improve access in the public realm and availability of accessible public amenities	2.1.1	Undertake an access audit of City owned jetties and piers and identify improvement opportunities.	Complete/BAU
	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).	Complete/BAU
	2.1.3	Implement a schedule of works to deliver on recommendations of the accessibility audit of the City of Perth buildings and facilities.	Complete/BAU
	2.1.4	Undertake an access audit in all City of Perth car parks and develop a prioritised scheduled on work.	Complete/BAU
	2.1.5	Improve bookable spaces page on the City's website to include accessibility information.	Complete/BAU
	2.1.6	Seek representation from the Chamber of Commerce Industry WA on the Access and Inclusion Advisory Group.	Complete/BAU
	2.1.7	Review existing tactile paving in CBD and Northbridge.	Complete/BAU
	2.1.8	Conduct an audit of the public toilets in the City of Perth and implement the recommendations for accessibility.	Complete/BAU
	2.1.9	Develop the Kerbside Review and include a policy/guideline for ACROD parking for on street and off street.	Complete/BAU
	2.1.10	Review hoarding and traffic management signage used in the City of Perth to ensure it is compliant.	Complete/BAU
	2.1.11	Deliver on recommendations outlined in the audit of footpaths and pram ramps in the City of Perth.	Complete/BAU
	2.1.12	Public Toilet Plan Review	Complete/BAU
Accessible design expectations need to be communicated and considered early in the planning for renewal or development of any infrastructure.	2.2.1	Review the universal design checklist.	Complete/BAU
	2.2.2	Ensure the new City Planning Scheme 3 incorporates best practice requirements for Universal Access.	Complete/BAU
	2.2.3	Ensure access and inclusion requirements are communicated in pre-application meetings.	Complete/BAU
	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.	Complete/BAU
	2.2.5	Develop a checklist and procedure for City Urban Designers to be consulted prior to installation of infrastructure by external parties.	Complete/BAU
	2.2.6	All replacement and renewal projects are reviewed and upgrades to buildings and playgrounds meet access requirements.	Complete/BAU

	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.	Complete/BAU
	2.2.8	Deliver on recommendations outlined in the access audit for Lime Street and Royal Street.	Complete/BAU
	2.2.9	Investigate the provision of wider pram ramps at high pedestrian intersections.	Complete/BAU
	2.2.10	Create a concept design and deliver on recommendations outlined in Access Audit for the City of Perth's Parks.	Complete/BAU
	2.2.11	Rectify non-compliant outdoor dining areas (as per the revised Local Law), and link to EDU's small business grants.	Complete/BAU
Promote accessible facilities and public spaces to community	2.3.1	Ensure accessibility information is included on the Community Facilities promotional material and website.	Complete/BAU
	2.3.2	Annually update and distribute the Access Maps publication.	Complete/BAU
	2.3.3	Improve the Personal Emergency Evacuation Plans process.	In Progress
Advocate for better access considerations in heritage and private buildings or facilities.	2.4.1	Advocate for access audits of jetties and piers owned by other bodies and seek action for recommendations within the report.	Complete/BAU
	2.4.2	Build capacity of hoteliers for understanding of accessibility requirements.	Complete/BAU
	2.4.3	Approach developers and builders to improve accessibility (via educational workshops) during retro-fits of private buildings.	Complete/BAU
Equitable access to information			
Investigate and implement new and improved practices in the provision of accessible information.	3.1.1	Develop Accessible Public Information Guidelines and link to the City's style guide.	Complete/BAU
	3.1.2	Investigate Easy English versions of key documents and communications.	Complete/BAU
	3.1.3	Collate and share the accessible resources available at the City of Perth library and share widely with the community.	Complete/BAU
	3.1.4	Make Access and Inclusion Advisory Group agendas and minutes available on the City of Perth website.	Complete/BAU
	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.	Complete/BAU
	3.1.6	Promote Access and Inclusion initiatives and projects to the community.	Complete/BAU
	3.1.7	Provide opportunities to connect with the Cultural Heritage Collections through alternative formats and engagement methods.	Complete/BAU
	3.1.8	Engage the services of DADAA or similar organisations for public events and programs.	Complete/BAU
	3.1.9	Increase accessible features on future artwork and heritage plaques for people with disability.	Complete/BAU
	3.1.10	Undertake review of existing artworks and plaques and identify remediation works to make more accessible, where practicable.	In Progress
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.	3.2.1	Achieve AA compliance in alignment with the World-Wide Consortium (W3C) standards.	Not yet commenced
	3.2.2	Prioritise improvements to the website and communicate improvement timeframes to the community.	Not yet commenced
	3.2.3	Develop and promote guidelines for translating information into alternative formats.	In Progress
Improve staff awareness about the provision of accessible information.	3.3.1	Review the writing style guide to ensure inclusion of accessibility information, provide training to employees & regularly promote style guide.	Complete/BAU
	3.3.2	Promapp the process for responding to social media enquiries in the organisation.	Complete/BAU
Equitable level and quality of service			
Provide further training and other opportunities for staff at all levels about providing accessible and inclusive services to people with disability.	4.1.1	Undertake an annual access and inclusion training needs assessment.	Complete/BAU
	4.1.2	Participate in the WA Access and Inclusion Network Group (WAAING).	Complete/BAU
	4.1.3	Review Auslan Training for employees.	Complete/BAU
	4.1.4	Regularly update the register of staff who use Auslan and speak languages other than English.	In Progress
	4.1.5	Review the DAIP working group and their role in the delivering the DAIP.	In Progress
	4.1.6	Develop and implement a reporting system for implementation of the DAIP.	In Progress
Equitable opportunity to make complaints			
Develop a process to respond to access issues identified by the community.	5.1.1	Improve customer experience and response to access and inclusion issues reported to the City.	Complete/BAU
	5.1.2	Provide options to appeal parking fines at the City.	Complete/BAU
	5.1.3	Investigate opportunities for complaints in alternative formats, develop process and check compliance in court of law.	Complete/BAU
	5.1.4	Review the City's progress, implementation and adherence to customer service charter.	Complete/BAU
	5.1.5	Consistency of information sharing formats between complainant, service units and customer service.	Complete/BAU
	5.1.6	Supply touchscreens to provide complaints/feedback at various city facilities - video option.	Not yet commenced
	5.1.7	Promote ways people can submit feedback to the City.	Complete/BAU
	5.1.8	Advocate to the Department of Communities to change terminology to "feedback" and improvement on Outcome 5.	Complete/BAU
All people have opportunities to participate in public consultation			
Ensure access and inclusion is considered in all the consultative processes of the City of Perth.	6.1.1	Hold a minimum of four AIAG meetings per annum.	Complete/BAU
	6.1.2	Utilise the AIAG to consult at early planning and design stage, and throughout implementation, as required.	Complete/BAU

	6.1.3	Ensure people with disability are represented in the Customer Service community survey.	Complete/BAU
	6.1.4	Update Stakeholder Engagement Framework to include consultation with Culturally and Linguistically Diverse Communities (CaLD).	Complete/BAU
	6.1.5	Promote Engage Perth to the AIAG to increase opportunities to participate in community consultation.	Complete/BAU
Ensure all community consultations methods are accessible and inclusive.	6.2.1	Provide Auslan interpreters for public consultation seminars.	Not yet commenced
	6.2.3	Review accessibility standards of Engage Perth.	Complete/BAU
	6.2.2	Live stream/videos of community consultations/briefings with Auslan or subtitles.	In Progress
	6.2.5	Build the capacity of the community to use different technology platforms to support community consultation.	Complete/BAU
	6.2.4	Improve community consultation practices for accessibility and inclusion.	Complete/BAU
	6.2.6	Investigate the option to include a 'click to listen/read' function to the Engage Perth website.	In Progress
All people have opportunities to obtain and maintain employment			
Implement recruitment and employment practices to promote equal opportunity for employees and potential employees.	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.	In Progress
	7.1.2	Include a statement 'available in alternative languages and formats on request' in all recruitment advertisements.	Not yet commenced
	7.1.3	Build partnerships and relationships with Disability Employment Services.	In Progress
Ensure workplace infrastructure and systems are adequately provided to support new and on-going employment for all people	7.2.2	Train Wardens on their responsibilities in relation to Personal Emergency Evacuation Plans (PEEP).	Complete/BAU
	7.2.1	Review the Emergency Management Plan and develop a procedure for evacuating staff with mobility issues during emergency situations.	In Progress
	7.2.3	Conduct an accessibility audit of the City of Perth's Depot and plant and equipment.	Not yet commenced
	7.2.4	Provide accessible parking for employees returning from injury as part of return to work.	In Progress
	7.2.5	Conduct an access audit on the City's Intranet and associated links.	Not yet commenced
Educate and raise awareness about of people with disability	7.3.1	Engage an Access Consultant to review Citylearn platform and DAIP Induction.	In Progress
	7.3.2	Celebrate International Day of People with Disability with staff.	Complete/BAU
An organisation that is passionate about access and inclusion			
Ensure access and inclusion is considered when purchasing goods and services.	8.1.1	Include procurement of Disability Enterprises or businesses support employment of people with disability in the purchasing policy.	Complete/BAU
	8.1.3	Develop a process and procedure for the engagement of Access and Inclusion consultants.	Complete/BAU
	8.1.2	Integration of the DAIP Agent and Contractor reporting in the new Supplier Portal and investigate report format suitable for Disability Commission.	Complete/BAU
Implement a volunteer program policies and practices to promote equal opportunity for volunteers	8.2.1	Develop a Corporate Volunteer Program and include opportunities for lived experience.	In Progress
To promote Perth as an accessible and inclusive destination of choice.	8.3	To promote Perth as an accessible and inclusive destination of choice.	Complete/BAU
	8.3	Bid for the 2027 Special Olympics to be held in Perth.	Complete/BAU