

# Meeting Minutes

Meeting Date	12/03/2024	Time	11.10am – 12.50pm
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	Kylie Johnson, General Manager		
Minute Taker	Wanya Gunawardena, Administration Officer		
Attendees	<p><b><u>Access and Inclusion Advisory Group members</u></b></p> <p><b><u>Individual members</u></b></p> <ul style="list-style-type: none"> <li>• Amber Dennis (accompanied by carer)</li> <li>• Ben Cox</li> <li>• Daniel Stokes (accompanied by carer)</li> <li>• Emily Kendall (online)</li> <li>• Glennys Marsdon</li> <li>• Melissa Northcott</li> <li>• Stuart Jenkinson (online)</li> <li>• Tayla Taseff (accompanied by carer)</li> </ul> <p><b><u>Organizational members</u></b></p> <ul style="list-style-type: none"> <li>• Emma Kenton, representing Neuromuscular WA</li> <li>• Gareth Goodway (online), representing Workpower</li> <li>• Katherine Campbell (online), representing Uniting WA</li> <li>• Clare Gibellini (online), representing Ministerial Advisory Council on Disability</li> <li>• Nicole Kennett (proxy for Jill Dixon), representing Ability WA</li> </ul> <p><b>City of Perth administration/presenters</b></p> <ul style="list-style-type: none"> <li>• Basil Zempilas, Lord Mayor</li> <li>• Michelle Reynolds, Chief Executive Officer</li> <li>• Kylie Johnson, General Manager Community Development</li> <li>• Tracey Hirst, Alliance Manager Community Services</li> <li>• Jodi Lendrum, Community Services Coordinator</li> <li>• Bill Seager, Coordinator Cultural Heritage Services</li> <li>• Rich Williams, Coordinator Sponsorship</li> </ul>		

	<p><b>Observers</b></p> <p>Elected members are invited to attend as an observer only.</p> <ul style="list-style-type: none"> <li>• Cr Raj Doshi</li> <li>• Cr David Goncalves</li> </ul>
<p><b>Apologies</b></p>	<ul style="list-style-type: none"> <li>• David Vosnacos</li> <li>• Nina-Marie Butler</li> <li>• Jill Dixon (represented by proxy- Nicole Kennett)</li> </ul>

## Agenda Items

### 1. Meeting opens

Meeting commencement at: 11.10 am

### 2. Acknowledgement of Country (Michelle Reynolds)

*“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.

### 4. Confirmation of Meeting Minutes

Minutes from meeting held on 5 December 2023.

Moved: Glennys Marsdon

Seconded: Melissa Northcott

### 5. Welcome and providing background overview

#### Item 5.1

#### Round table introductions for members to introduce themselves

- The newly appointed Access and Inclusion Advisory Group members were welcomed by the Chief Executive Officer.
- The Lord Mayor thanked the group for their valuable feedback and guidance that continue to help make the City accessible to all.
- Round table introductions by all attendees.

*\* The Lord Mayor left the meeting at 11.20 a.m.*

## 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)

- A progress update on the Disability Access and Inclusion Plan 2021-2025 (DAIP) was provided noting that the new membership would be engaged when the next DAIP is developed.
- Appendix 2 of the minutes lists each DAIP action and their status.

#### *ACTION:*

1. *City: To email the Disability Access and Inclusion Plan 2021- 2025 to the Advisory Group members*

*\*Rich Williams joined the meeting at 11.30 am*

## 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.*

It was noted that the City is currently drafting a Good Practice Event Guide – the document's working title - to help direct recipients of sponsorships and grants to achieve outcomes desired by the City through events and activations. The guide will cover key categories including: equity diversity and inclusion; celebrating Aboriginal culture; environmental sustainability; business engagement; and marketing and promotion.

Draft content for the guide was presented to the group with feedback being sought on equity, diversity and Inclusion areas.

The Advisory Group provided the following feedback to the City.

- Recommend using stronger wording as words such as “consider” allow event organizers to opt out of providing some accessibility features.
- Low sensory spaces to include flexibility for light dimming and sound management and rephrase this section to focus on universal design for all people with sensory management challenges.
- Include information relating to companion cards.
- Provide warnings about flashing lights, pyrotechnics etc. prior to ticket purchase and at the event.

- Have an adequate number of accessible toilets, and options of more spacious portable toilets.
- Ensure that the general public don't use accessible toilets
- Have left and right-hand railed accessible toilets (or drop-down bars).
- Have multiple seating options with back, arm rests, portable seating etc.
- Have food vendors that will cater to multiple dietary requirements.
- Include information on ACROD parking bays.
- Surfaces on pedestrian pathways- with stones, grass etc. hinder wheelchair accessibility. A pathway at Elizabeth Quay was raised as an example of poor access. It was noted by the City that this section is currently managed by Development WA and that the City has requested it to be fixed prior to management of Elizabeth Quay being handed to the City of Perth.

**ACTION:**

2. *City: Email the updated list to the Advisory Group members for further feedback/comments*

\* Bill Seagar and Tracey Hirst joined the meeting at 11.55 am

\* Michelle Reynolds and Rich Williams left the meeting at 12.00 pm

**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.*

The City is currently at the early stage of this project, being conducting research and consultation with the Advisory Group. The next stage is to develop and then implement a plan (prioritising artworks) to improve accessibility of existing artwork and guidelines to support accessibility for new artwork.

The Advisory Group provided the following feedback to the City.

- Use of QR codes to provide more information/online access.
- Learnings from the Sculpture by the Sea event as it has accessible, tactile days.
- Learnings from accessible art walks, with Perth examples being 'Two Feet and a Heartbeat' and 'Oh Hey WA'.
- An app as a one resource point for all accessibility information would be helpful.
- Recommended to reach out to Advisory Group member David Vosnacos (from Visibility) for further feedback.

**ACTIONS:**

3. *Advisory Group members: To share any further good or bad examples of accessibility to artwork with the City including any contacts*

4. *City: To contact Advisory Group member David Vosnacos for further feedback.*

*\* Bill Seagar and Tracey Hirst left the meeting at 11.15 am*

### **Item 6.3: Upcoming infrastructure consultation (Kylie Johnson)**

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

Four key upcoming infrastructure consultations with the Advisory Group in future include the:

- Draft Walking Plan (community engagement)      June 2024
- Draft Bike Plan (community engagement)          June 2024
- Russell Square Masterplan                              Early 2025
- Forrest Place Masterplan                                Early 2025

## **7. Other Business**

### **7.1 Advisory group member feedback and questions**

The following feedback and queries were raised by the Advisory Group members.

- Requested an update on development plans for Carillon Arcade.
- Requested the group revisits a past agenda item of creating a network to improve accessibility at hotels/ accommodation in the City.
- Queried whether all buildings and construction done in the City are pass through this advisory group. The City advised that as all building works follow building codes and permits and due to the volume of building projects, only major capital projects are passed through the advisory group.
- It was noted that the agenda and supporting documentation would be shared with the group in advance. In addition, presentations would be provided at the meetings (as a handout and emailed after the meeting).
- It was noted that there are other Access and Inclusion Advisory groups in the metropolitan area that the City has collaborated with previously for joint projects.
- Queried whether the City of Perth would explore the potential of paying advisory group members for their consultation. It was noted that the City follows different approaches in different advisory groups and is currently conducting a benchmarking exercise to reveal the approach taken by other local governments.
- The group asked for congratulations to be passed onto the City's events team regarding the accessibility solutions at the recent Australia Day celebrations.
- Providing an update on accessibility solutions at Boorloo Heritage Festival.

- Queried whether Elected Members can provide feedback at meetings. It was clarified that as the Advisory Group meeting is for administration (see diagram on page 13 of the Advisory Group Member Handbook), the Elected Members are invited in an observer role only.

*Actions:*

5. *Advisory Group member Emily Kendall: To send through any information she can share about the structure for paid consultations at other metropolitan advisory groups.*
6. *The City: To share the link to the app Snap-Send-Solve with the Advisory Group members.*
7. *The City: to share feedback about accessibility concerns at Perth Royal Show (pathways and back alley) with the City of Claremont.*

## 7.2 Causeway Pedestrian and Cyclist Bridges

A summary of responses to questions raised by the Access and Inclusion Advisory Group at the last meeting (5 December 2023) was provided as a handout.

*Action:*

8. *Responses to remaining questions to be shared with the Advisory Group when the City has received a response from the Causeway Link Alliance.*

## 8. Next Meeting Date

Tuesday, 21 May 2024 at 11.00 a.m.

## 9. Close

Meeting Closed at: 12.50 p.m.

## Appendix 1 – Action list arising from meeting

Actions	Responsibility	Comments
Disability Access and inclusion Plan (DAIP) 2021- 2025	Jodi Lendrum, Coordinator Community Services	Action from meeting 12/3/2024 (item 5.2) 1. The City to email the Disability Access and Inclusion Plan 2021- 2025 to the Advisory Group members
Good Practice Event Guide	Rich Williams, Coordinator Sponsorship	Action from meeting 12/3/2024 (item 6.1) 2. The City to email the updated list to the Advisory Group members for further feedback and comments.
Accessibility to the City's public artwork and plaques	Advisory Group members  Tracey Hirst, Alliance Manager	Action from meeting 12/3/2024 (item 6.2) 3. The Advisory Group members to share any further good or bad examples of accessibility to artwork with the City including any contacts 4. To contact Advisory Group member David Vosnacos for further feedback.
General business: Advisory group member feedback and questions	Advisory Group members  Jodi Lendrum, Coordinator Community Services Kylie Johnson, General Manager	Action from meeting 12/3/2024 (item 7.1) 5. Advisory Group member Emily Kendall to send through any information she can share about the structure for paid consultations at other Metro Advisory Groups. 6. The City to share the link to the app Snap-Send-Solve with the Advisory Group members. 7. Feedback about accessibility concerns at the Perth Royal Show (pathways and back ally) to be passed on to the City of Claremont.
Causeway Pedestrian and Cyclist Bridges	Jodi Lendrum, Coordinator Community Services	Action from meeting 12/3/2024 (item 7.2) 8. Pending responses to remaining questions to be shared with the Advisory Group when received from Causeway Link Alliance

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

Strategy	Action Number	Action Description	Action Status
<b>Equitable access to City services and events</b>			
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
	2.2.1	Review the universal design checklist.	Complete/BAU

Accessible design expectations need to be communicated and considered early in the planning for renewal or development of any infrastructure.	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.
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
<b>Equitable access to information</b>			
	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

Investigate and implement new and improved practices in the provision of accessible information.	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