

Meeting Agenda

Meeting Date	20/08/2024	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	Kylie Johnson, General Manager Community Development		
Minute Taker	Habiba Farrag, Administration Officer		
Attendees	<p>Access and Inclusion Advisory Group members</p> <ul style="list-style-type: none"> • Amber Dennis • Daniel Stokes • Emily Kendall • Emma Kenton • Gareth Goodway • Glennys Marsdon • Jill Dixon • Melissa Northcott • Nina-Marie Butler • Clare Gibellini • David Vosnacos • Katherine Campbell <p>City of Perth administration/presenters</p> <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 • Erica Harris, Coordinator Events • Susanna Luliano, City Culture Project Officer • Fiona Taylor, Community Services Officer <p>External presenters</p> <p>Observers</p> <p>Elected members are invited to attend as an observer only.</p>		
Apologies	<ul style="list-style-type: none"> • Stuart Jenkinson • Tayla Taseff • Ben Cox 		

Agenda Items

1. Meeting opens

Meeting commencement at: 11am

Notification given that the meeting will be recorded.

2. Acknowledgement of Country (Kylie Johnson)

*The City of Perth kaditj kalyakool moondang-ak kaaradj midi boodjar-ak ngala nyininy,
Wadjak Noongar yoongar wer bandany Aboriginal yoongar yooarme boodjar-ool.*

Ngalang woola Boorloo wer Derbal Yerrigan kalyakoorl, wongin kadadjiny wer, wirn-yoodan.

Ngalang kaditj Birdiya koora wer yeyi moondang-ak kaaradjiny.

The City of Perth acknowledges the traditional custodians of the land we are situated on, the Whadjuk people of the Nyoongar nation and Aboriginal people from other lands.

We celebrate the continuing traditions, living culture, and the spiritual connection to Boorloo and the Derbal Yerrigan.

We offer our respects to Elders past and present.

3. Attendance: as listed on previous page

Apologies noted by the Chair.

4. Confirmation of previous meeting minutes

Minutes from meeting held on 21 May 2024.

5. Disability, Access and Inclusion Plan Presentations

Item 5.1: Lotterywest Boorloo Heritage Festival (presenter: Susanna Iuliano)

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

Item 5.2: City of Perth events update (presenter: Erica Harris)

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

Item 5.3: DAIP Action status report (presenter: Kylie Johnson)

6. General Business

6.1 Potential acknowledgement of lived experience (presenter: Kylie Johnson)

The City has received a request from a member of the Advisory Group to have an acknowledgment of lived experience, after the Acknowledgement of Country at future Access and Inclusion Advisory Meetings. The following three potential options were provided as a discussion point.

- a. We acknowledge people with diverse lived experiences and the experience of people who have been carers, families, or supporters. Lived experience is shared today in the hope of shaping a better future for others and we are deeply appreciative for this. The lived experience shared today is unique and acknowledge others might have different experiences which are also valid.
- b. We acknowledge that each person's journey is unique and valued. We recognise their adverse experience of stigma, but also their strength and resilience. We respect and value their generous contributions which teach us, and guide us to continually shape, reflect upon and deliver quality enablement, from a lived experience perspective.
- c. It's only through the courage and determination of those sharing lived experience that we will find the information we need to move towards a more inclusive space for minds and bodies of all kinds. Every person's story we hear, every experience shared, helps to develop our understanding of the system that's required to best meet the needs of all Australians.

6.2 The 'Make Your Event Shine Guide' (presenter: Jodi Lendrum)

The guide has been updated to include information regarding companion cards following feedback from the AIAG members. The updated guide has been provided to members with the agenda.

The document has also been reviewed by Visibility and is now available in Accessible PDF, Accessible Word, Easy English and Audio formats.

6.3 A thank you (presenter: Kylie Johnson)

Thanks to the Access and Inclusion Advisory Group for attending Lightscape and Sisters of Invention events. These were unique opportunities as the City supported these events through sponsorship.

7. Next Meeting Date

Tuesday, 19 November 2024 at 11am.

8. Close

Meeting Close.

Appendix 1 – Action list from previous meetings

Actions	Responsibility	Comments
<p>1. Debrief of event site maps- Twilight Food Market and City of Light Show</p> <p>a. <i>City: To find out which inbuilt toilet type was provided at Fringe Russell square as a potential option for the Twilight Food Market.</i></p> <p>b. <i>City: To find out whether the permanent toilet facilities at Elizabeth Quay could be opened using a MLAK and report to the Advisory Group Members.</i></p> <p>c. <i>City: To share the accessible and sensory guides for the events with the Advisory Group Members to be promoted within their communities.</i></p>	<p>a and b. Erica Harris, Coordinator Events/ c. Jodi Lendrum, Coordinator Community Services</p>	<p>COMPLETED</p> <p>a. Fringe hired a regular toilet block however fabricated their own ramp system which they own and install. The City does not have access to something similar and space would not allow for this set-up in Forrest Place during the Twilight Food Market.</p> <p>b. Development WA have confirmed that whilst the permanent changing places toilet is accessible using a MLAK key, access after 8pm requires security to be contacted to open the front gate (available 24/7). This information is provided on the National Public toilet website. The toilets are now open until 10pm on event days.</p> <p>c. Ongoing.</p>
<p>2. City of Perth Bike Plan and Walking in the City Plan</p> <p><i>City: To share the link to the community consultation for the two plans with the Advisory Group members when it is open for comment.</i></p>	<p>Sebastian Davies- Slate, Senior Transport Planner Transport and Urban Design/ Jodi Lendrum, Coordinator Community Services</p>	<p>COMPLETED</p> <p>Community Consultation was sent to the AIAG members on 3 July for feedback.</p>
<p>3. Russell Square</p> <p>a. <i>City: To pass on feedback regarding the public toilets on the corner of James Street and Melbourne Street to the City's Waste team.</i></p> <p>b. <i>Advisory Group members: To provide further feedback for improvement by the end of May 2024.</i></p>	<p>Jodi Lendrum, Coordinator Community Services</p>	<p>COMPLETED</p> <p>a. Information on public toilets sent through to the City's waste team.</p> <p>b. No further feedback provided.</p>

<p>4. Kings Park Lightscape <i>City: To send formal invitation to the Advisory Group members for the pre-event walkthrough on 5 June 2024.</i></p>	<p>Jodi Lendrum, Coordinator Community Services</p>	<p>COMPLETED Invite sent on 27 May to AIAG members. Seven members attended on the night and provided feedback to Kings Park.</p>
<p>5. ARTRAGE Access and Inclusion Plan a. City: Share the link to employment and volunteer opportunities at Fringe World with Advisory Group members. b. City: Share information on the progress of the Russell Square project with ARTRAGE (Katie Dixon)</p>	<p>Jodi Lendrum, Coordinator Community Services</p>	<p>ACTION a. COMPLETED: <u>Employment opportunities FRINGE WORLD Festival - 19 Jan to 18 Feb 2024</u> Action b. COMPLETED</p>
<p>6. Diversity stickers (LGBTQIA+ Plan action) a. Advisory Group members: To provide suggestions on alternative symbols that could be used. b. City: Review the proposed decal.</p>	<p>a. Advisory Group members b. Tracey Hirst, Alliance Manager Community Services</p>	<p>ACTION NO LONGER REQUIRED As it is proving challenging for an agreed design across all Advisory Groups, this action is not being progressed.</p>

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.	Complete/BAU
	4.1.5	Review the DAIP working group and their role in the delivering the DAIP.	Complete/BAU
	4.1.6	Develop and implement a reporting system for implementation of the DAIP.	Complete/BAU

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.	Complete/BAU

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.	Complete/BAU
	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