

ACCESS AND INCLUSION ADVISORY PANEL MINUTES

Thursday 21 November 2024
6.00 pm – 7.30 pm
Zoom Online meeting



| Present | |
|---|--|
| <p>Community Members Riley Dunn, Danny Hui, Ben Whitehorn, Andre Cioban</p> | <p>Guests Mandy, Captioner</p> |
| <p>Council Officers Sharon Cassidy, Director, Assets and Operations Annette Trubenbach, Executive Manager, Community Programs Chris Bath, Manager, Older People and Disability Services Annabelle Hayter, Community Development Officer, Access and Inclusion – Minutes Adam Hassan, Executive Manager, Customer Experience and Communications</p> | <p>Councillors Clr Joshua Spicer, Chair Clr Kathryn Westwood Clr Lauren Townsend Clr Keri Spooner, Deputy Mayor Clr Ludovico Fabiano Clr Dov Frazer</p> |
| Apologies | |
| <p>Clr Will Nemesh, Mayor Rachel Lazarov, Petra Pattinson Ben Alexander, Ben Thompson,</p> | |

| Item | Summary | Action officer |
|--|---|----------------|
| 1. Welcome & Acknowledgement of Country | Clr Joshua Spicer welcomed everyone and gave Acknowledgment of Country. | |
| 2. Introductions and Apologies | Listed on page 1. | |
| 3. Declaration of Conflict of Interest | No conflicts of interest were declared. | |
| 4. Minutes of last meeting • Business arising action register | Minutes of 13 June meeting were confirmed by Riley Dunn and seconded by Danny Hui. Business arising action log was noted. The action in regard to the truck parking spot on Oxford St, should be removed as now there is construction site next to it, the parking spot would be needed. It was noted that when the development is complete this parking spot may no longer be required and could be converted to other parking. | |

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| <ul style="list-style-type: none"> Coastal Reserves Plan of Management (PoM) Audit Update Sharon Cassidy | <p>A short update of the Coastal Reserve Plan of Management Access Audit was provided.</p> <p>Morris Goding Access Consulting was engaged to carry out an audit and make recommendations to improve disability access. The park audits examined areas such as access to transport and parking, visitor facilities, the internal network of footpaths to key destinations and wayfinding. The study prioritises recommendations based on these categories. Individual parks were also audited and assessed with priority recommendations for improvement.</p> <p>The next step is a draft universal access report will be submitted by the consultant. This information will feed into the development of master plans for each coastal reserve, which will include high-level design proposals.</p> <p>There will be a second round of community consultation on the Coastal Reserve Plan of management testing the key ideas and recommendations in the master plans.</p> <p>Site visits examining suggested access improvements will take place next year and will provide valuable lived experience advice. A short Q & A session followed the presentation. Further information can be provided by Council staff outside this meeting.</p> <p>Action: Community Programs and Parks, Planning and Recreation to organise site visits next year for interested community and panel members.</p> <p>Question What is a DIAP?</p> <p>Response: Disability Inclusion Action Plan. It is a four-year plan with actions that need to be implemented across Council.</p> | <p>Annabelle Hayter</p> |
| <p>5. Customer Experience for People with Disability Presentation & Discussion</p> <p>Adam Hassan</p> | <p>The team is focused on customer service, engagement, communications.</p> <p>Staff include:</p> | |

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| | <ul style="list-style-type: none"> • Frontline customer service centres, delivery of online services • Communication and engagement teams <p>We communicate through as many channels as possible, including print and digital.</p> <p>Engagement We are committed to ensuring engagement is as inclusive as possible, by adopting a hybrid model. In addition to the online Have Your Say engagement, each ward is visited in person once per year. Pop up stalls provide an opportunity for the community to provide in person feedback to Council.</p> <p>Marketing Our focus has been on incorporating more positive imagery of people with disability, so it fosters greater inclusion.</p> <p>Transformational Projects We are bringing more services that were paper-based online. These include for example waste collection and parking permit applications. These were targeted as they are high volume and high demand services. This means residents can choose to access online services or attend customer service centres.</p> <p>We now also have webchat. If people find it difficult to communicate over the phone webchat is another option for customers to communicate with Council staff. We also have a survey mechanism that allows us to understand the customer experience via chat surveys, over the phone, email, and in-person services.</p> | |

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| | <p>Comment</p> <p>The customer service chat function is very positive and it's good that Council is looking at different ways of communicating.</p> <p>Question:</p> <p>How are you integrating the Snap Send Solve App information into your customer experience?</p> <p>Response:</p> <p>We do have integration into our Customer Relationship Management (CRM) tool MERIT, our customer service team triage requests to the responsible team in Council, with the intention of harmonizing the information collected and making other improvements addressing queries by community members.</p> <p>Waverley LGA is one of the most engaged cohorts using Snap Send Solve across the country, so there are significant volumes that come through the App.</p> <p>Cr Spicer thanked Adam for attending.</p> | |
| <p>6 & 7 2023-24 Year in Review, DIAP progress Report & Panel Contributions</p> <p>Chris Bath</p> | <p>The Disability Inclusion Action Plan is a 4-year plan with the current plan ending in June 2026. Next year a new plan will need to be developed, and the new Panel will be involved in its development.</p> <p>Each year we are required to report on the implementation of the plan which is included in Council's Annual Report. It has also been provided to the New South Wales Disability Council. All Councils across NSW are required to submit plans so implementation can be tracked.</p> <p>This is a whole of Council plan that covers four key areas:</p> <ol style="list-style-type: none"> 1. INCLUSIVE ATTITUDES AND BEHAVIOURS Council staff and community members 2. LIVEABLE COMMUNITY Inclusive built environment such as streets, parks, beaches and venues. | |

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| | <p>3. MEANINGFUL EMPLOYMENT For people with disability in Council and in the Waverley community.</p> <p>4. ENGAGEMENT AND ACCESSIBLE SYSTEMS Council systems need to be accessible to people with disability.</p> <p>Some of the key achievements for 23/24 include:</p> <ul style="list-style-type: none"> • Waverley Park Inclusive Play Space opened • The Walking Strategy is examining ways in which we can improve pedestrian access for people with disability in the area • A Changing Places Facility has been included in the Bronte Surf Club development • A reasonable adjustment policy has been developed for HR • An events guideline and checklist was developed to help guide inclusive events, both internally and externally. • Work is underway to recruit the 2025 -2027 Access and Inclusion Advisory Panel. <p>Achievements over the past three years include:</p> <ul style="list-style-type: none"> • Feedback provided to Council about disability inclusion. Some of these include Inclusive Bondi Story Room, parking and pick up and drop off spots, mandatory e disability awareness training for supervisors and managers, Bronte Surf Club re development. | |
| <p>8. Vote of thanks</p> <p>Sharon Cassidy and Annette Trubenbach</p> | <p>Thank you to Panel members for all your work over the past three years. The discussions we've had have been very informative. It has been beneficial for council staff to hear first-hand the lived experiences that this group has and puts a new focus on day-to-day work.</p> | |

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| <p>9. General Business</p> <ul style="list-style-type: none"> Waverley Community Strategic Plan | <p>After each Council election, we review and update Council's Community Strategic Plan. This plan outlines the community's vision and the priorities over the next 10 years. Panel members were invited to a community meeting that was held last week. Feedback can also be provided through Have Your Say page and all panel members are encouraged to complete the survey</p> <p>Action: Send the link to the HYS page to panel members</p> | <p>Annabelle Hayter</p> |
| <p>10. Next Meeting</p> | <p>This is the last meeting of this panel. The next meeting for the new panel will be in March 2025 (TBC)</p> | |
| <p>11. Meeting Closed</p> | <p>7.00 pm</p> | |