



Access Advisory Committee

29 November 2023

Meeting room 1, level 5 Ashfield service centre and online meeting

Minutes

Meeting commenced at 6.13pm and concluded 8.08pm

Present

Community members	Staff	Councillors
Kerrie Lorimer	Glenn Redmayne (Convenor)	
Fiona McLean	Michael Spikmans (Customer Experience & Innovation Manager)	
Emily Dash	Danny Li (Digital Transformation Specialist)	
Michelle Price	Nathaniel Ford (Customer Experience Specialist)	
	Julian Oon (Coordinator Properties Projects)	
	Stuart Hull (Senior Manager Capital Works)	
	Ryann Midei (Director Infrastructure)	

Chairperson

Glenn Redmayne chaired the meeting.

1. Welcome and Acknowledgment of Country

GR welcomed members to the meeting and provided an Acknowledgment of Country.

2. Apologies

Apologies received from Rochelle Porteous, Hannah Solomons, Kitty Farrell, Jenny Rayner, Lucille McKenna

3. Disclosures of Interest

No conflicts of interest were disclosed.



5. Quorum (*minimum 5 members*)

A quorum was not reached.

6. Confirmation of Minutes and Actions

- Minutes for the 18 September meeting were confirmed
- All actions had been completed and reported on or to be discussed on agenda

Discussion items

Item	Summary
5.1	<p>Accessible communications initiatives</p> <p>Council’s Customer Experience Manager presented on the Customer Experience Strategy and related projects that will improve accessibility. They noted that access and inclusion was one of the highest issues highlighted through engagement on the strategy. A website upgrade along with Plain English and Easy Read format training is planned so that clear language in accessible formats build a foundation for improvements.</p>
5.2	<p>Discussion</p> <p>The committee were invited to complete a survey and attend a workshop to explore ideas to further improve the customer experience. The Customer Experience team will advise the Committee on progress in 2024.</p>
6.1	<p>Councils’ capital works projects</p> <p>Council’s Director Infrastructure, Capital Works Senior Manager, and Coordinator Properties Projects attended to brief the committee on projects that are in construction, in design or currently being considered. This included new and refurbished projects as listed in the Disability Inclusion Action Plan. Members were invited to provide feedback on any accessibility improvements that might be needed. The Committee reinforced the importance of connectivity to the project sites and to consider the</p>

Item	Summary
	accessibility of supporting pedestrian infrastructure, public transport, and mobility parking provisions as part of the scoping exercise.
6.2	<p>Discussion</p> <p>The Committee reinforced the importance of connectivity to the project sites and to consider the accessibility of supporting pedestrian infrastructure, public transport, and mobility parking provisions as part of the scoping exercise.</p>
7	<p>International Day of People with Disability update</p> <p>Initiatives to celebrate International Day of People with Disability were outlined including the Disability Pride flag raisings from 1 to 11 December at Ashfield, Marrickville and Petersham Town Halls and Council's Inclusion Festival 2023 at Petersham Town Hall on 8 December.</p>
8	<p>General Business</p> <p>There were no items. The Committee thanked staff for the presentations and updates.</p>