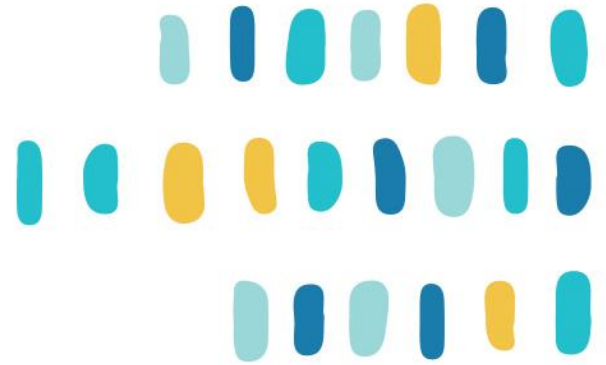




Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2019–2020

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2019-2020.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament. Your contribution is greatly appreciated.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices
- The influence of access and inclusion measures on customers, clients, residents or communities.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by **Friday 31 July 2020**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@dsc.wa.gov.au

Phone: 08 9222 4580 or 08 6217 6263

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not. You can add extra text boxes if needed.
- Activities reported should also consider those reported by agents and contractors on behalf of your organisation.
- Photographs are most welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. NOTE that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

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Access and inclusion progress

1. General services and events

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Highway to Hell

The City is committed to providing interpreting services, such as AUSLAN, where possible at major public events. In 2020, Audio Description and AUSLAN interpreters were engaged for the free, family-friendly finale to the 2020 Perth Festival *Highway to Hell* delivered in partnership with the City of Fremantle and Town of East Fremantle. A multilingual augmented reality app was developed to assist with navigating the event, and additional accessible features including a wheelchair viewing platform at Tompkins Park and the availability of associated ACROD parking bays at this site were also provided.

Event Application Support Information is available for event organisers to refer to in their planning, including a section on access and inclusion that provides a direct link to the Department of Communities Disability Services "Creating accessible events checklist". The City's event application form requires applicants to review and implement measures from the Access and Inclusion Information within the Package and provide an explanation if they were not able to do so for this event. *Highway to Hell* was identified by Perth Festival as one of their Top 10 accessible events, and measures in place ensured the event was inclusive and could be enjoyed by all AC/DC music fans in the community.

Pre-Kidchella Autism friendly art making event

Alongside Western Australian artist Minaxi May, the City hosted a pre-Kidchella art-making party, taking place in the Creative Lab at AH Bracks Library + Creative Space. The workshop provided an inclusive, quiet, autism-friendly environment with all ages and abilities welcome. Learning to make bunting and adding their own unique designs and messages, the bunting was installed at Kidchella on Sunday November 3 in the Art Tents for everyone to enjoy.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. See images titled Outcome 1

2. Buildings and facilities

DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

DAIP upgrade building program

The City of Melville is dedicated to incorporating access and inclusion requirements into infrastructure planning and refurbishment of buildings and facilities. To address this and in response to access audits completed on 10 City owned buildings in 2018-19, a business case was approved, proposing a program of works across a five year period to increase the annual budget available to upgrade existing City buildings to a standard which is 'over and above' BCA compliance.

The available budget for access upgrades throughout this period is significant compared to what has previously been available, sitting at just over four million dollars and representing an increase of over 95%. This has been important in recognition of the ageing of City owned facilities, and driven by a desire from City buildings teams to respond to changing community needs. Access audit recommendations for the Willagee Library have been incorporated into the building's façade upgrade, due for completion in July 2020. Additional access audits completed in 2019-20, include the City's LeisureFit Booragoon pool and pool hall and Civic Centre Main Hall, driving future design and refurbishment activities at these locations.

Sensory and Periphery play

The City's Parks and Environments teams are committed to addressing accessibility during the development and upgrade of public open space, including the infrastructure within those spaces. Throughout 2019-2020, the Natural Area and Parks Landscape Design Team have designed and developed varying levels of accessible facilities and equipment, and integrated where possible, into the City's parks and reserves. For example, at Deep Water Point Reserve, sensory and peripheral play elements have been included in the overall design of play space nearby the local DOME café, with accessible outdoor tables and seating installed at A H Bracks Library and Kadidjini Park. See following video link of the new younger kids play space at Deepwater Point: <https://www.melvillecity.com.au/things-to-do/find-venues-parks-and-reserves/deep-water-point-reserve>

Training to build capacity

In building capacity to ensure access and inclusion requirements are incorporated into infrastructure planning and refurbishment of Buildings and Facilities, four staff from the City Buildings team attended the one day "Understanding Access Legislation and Universal Design in Buildings" course delivered by the Access Institute. This training has been important in raising awareness and understanding of relevant legislation and design principles to inform all planning, design, development, maintenance and upgrade of buildings across the City. Members of this team are currently working on a 10 year upgrade program to change rooms across City facilities to enhance access equitability, including Building Code Australia compliance and non-gender specificity in recognition of the changing face of sport and recreation in Australia. Universal Accessible Toilet upgrades completed in 2019-20 include John Connell Reserve, George Humes Park and a staff facility at Point Walter Reserve, with upgrades ongoing within the Webber and Bill Ellison Reserve change rooms.

Free ACROD bay parking across the City

ACROD permit holders are now able to park for free in all City-owned paid parking bays as part of the City's commitment to improving disability access and inclusion across the City. The changes took effect from 1 July 2019 and apply to all ACROD permit holders as long as they display their permit and are either the driver or passenger in the vehicle. The City has also been preparing to participate in the NDS "This Bay is Someone's Day" ACROD parking bay campaign. With the launch date set back due to COVID-19 restrictions, it is now proposed to coincide with *International Day of People with Disability* in December 2020.

3. Information and Communication

DAIP Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

“Don’t Guffaw at a Dinosaur”

City of Melville is committed to assisting to produce accessible online content. Working alongside local community member and children’s book author Tracey Hicks, an Auslan interpreted video of her book “Don’t Guffaw at a Dinosaur” was produced and published with the assistance of our Digital Communications Advisor and Social Justice Advocate to coincide with International Day of People with Disability <https://www.youtube.com/watch?v=WuqtwQi-vzU>. The video aims to raise awareness of alternative formats and acknowledge *International Day of People with Disability*, as well as celebrate the achievements of a local resident on the launch of her most recent publication.

With the support of the City, Tracey’s video has been entered into the ‘Focus on Ability’ short film festival, with the outcome of judging anticipated in August 2020.

Marketing brief

The City of Melville is committed to providing information in alternative formats; accordingly an additional line was included in the City’s design brief for informational brochures or booklets, dictating it must include the line 'This publication is available in alternative formats on request'.

4. Quality of service

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people’s needs.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

COVID-19 community response

With City facilities closed during COVID-19 lockdowns, Library staff across Melville's five Libraries became additionally concerned for their members with mobility or alternate access requirements. A number of these members already regularly received delivery of library books and resources to their home, however recognising the increased risk of social isolation and poor mental health outcomes due to the impacts of COVID-19, the team quickly scaled up their regular housebound delivery program.

Throughout April and May, approximately 1500 home deliveries of books, DVDs and other library resources were provided to local residents, with priority given to regular housebound program participants. Included in packs was information produced by the City's Healthy Melville Coordinator providing tips on how to stay mentally healthy throughout the experience of COVID-19, as well as information about the City's "One2One" program.

Introducing strict infection control measures and securing redeployed staff to facilitate the enhanced service delivery, an additional focus on promotions of eResource material saw Melville residents extremely satisfied with library services throughout this period.

The "One2One" program was established by the City's Neighbourhood Development team as part of a COVID-19 specific response. Ratepayers registered with a Seniors Card were contacted by a member of staff to "check in" on their wellbeing and discuss any specific support needs they may have benefited from. The City's Seniors Officer developed "Communicating with Older People" training that was delivered to all staff connected to the program. Information regarding accessibility and available supports was provided, and a complementary social befriending telephone service "Hand to Heart" was established and delivered in partnership with local organisation Connect Groups.

Teams for both programs were encouraged to consider simple tips such as limiting background noise, speaking slowly and utilising empathetic listening skills and validation. Staffs were alerted to the availability of Translating and Interpreting Services and the National Relay Service, and a Customer Service representative was appointed as a Team Leader to the program, in order to assist where requests for these assistive services may have been requested.

This proactive approach attempted to enable access to existing City of Melville services and to obtain feedback from residents about their experience in communicating with and receiving services from the City. Over 3000 residents were

contacted by telephone, and a further 4000 received email communication inviting participation in the program.

DAIP staff lunch and games

With a focus on providing information on DAIP outcomes and identifying continuous improvement opportunities, a staff DAIP lunch and games opportunity was hosted in September 2019. 21 representative staff responsible for supporting the implementation of DAIP outcomes across the organisation were invited to the lunchtime session. An overview to the 2018-19 DAIP report was provided, along with a brief presentation regarding social inclusion and the City's commitment to social justice principles.

A real time digital survey was conducted with the assistance of the Stakeholder Engagement team, with 74% of respondents indicating interest in participating in an internal social justice continuous improvement team. Respondents identified regular meetings with the Social Justice Advocate (responsible for overseeing the DAIP program), and having the Social Justice Advocate attend their team meetings would better assist in integrating DAIP outcomes into their work. The Social Justice Advocate is concentrating on further developing a model for a social justice continuous improvement team, and continues to meet regularly with staff reporting into the DAIP throughout the year.

Following the survey the group enjoyed lunch together, along with a "have a go" opportunity utilising equipment borrowed from the Western Australia Disabled Sports Association; imagine balls and Frisbees flying all over the place!

Invisibilia

Successful in obtaining a Lighthouse Grant to support delivery of invisible disability awareness sessions for staff, six sessions were delivered between October 2019 and March 2020. Each workshop was delivered to staff members from multiple directorates within the organisation (approximately 60 staff in total). The series, entitled *Invisibilia* (Latin for 'the invisible things'), had an emphasis on increasing staff awareness about invisible disabilities, encouraging an examination of staff perceptions and understandings of the nature of disability. Invisible disabilities explored through the series included Dementia, Autism and Intellectual Disability, with sessions delivered by external facilitators including: Alzheimer's WA, Autism Association of Western Australia, and Developmental Disability Western Australia.

Training functioned to increase staff confidence in communicating, interacting with and supporting their colleagues and community members who may have an invisible and/or undisclosed disability. Comments when asked what will you do differently because of this workshop included:

- *"Permission – Being bold and not debilitated by not wanting to offend/make mistakes."*
- *"Customer service, focus on the customer not the carer." "More accessible language."*

- *“Be more inclusive with everyone.” “Don’t be scared to approach me.”*
- *“Hopefully be more open-minded and ensure I’m responding with empathy not pity. Being mindful everyone has their struggles but also gifts that they bring.”*
- *“Change terms that have been previously used.”*
- *“Spread the word, think more about job customisation, encourage others strengths and support staff where needed (especially when this person has a disability)”.*
- *“Listen more.”*
- *“Be more patient, understanding and considerate.”*
- *“Try to understand work situation a little better.”*
- *“Consider that some of the kids in the library, who may appear to be ‘misbehaving’, may actually have autism or another disability.”*

5. Complaints and safeguarding

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Customer Complaints Framework

The City of Melville has participated in the Customer Service Excellence Certification since 2008. The last certification was obtained in 2018. This is a bi-annual program for the City and guides all the improvements made in the last 12 years under best practice and the International Customer Service Standard (ICSS 2015 -2020).

In February 2019, the City was certified under the Customer Service Institute of Australia’s (CSIA) Customer Complaints Framework. We have Complaints Handling and Feedback Handling procedures that provide a consistent method for managing customer feedback and complaints, ensuring the process and how to classify feedback received, allowing staff to resolve customer issues and complaints.

A complaint to the City of Melville may be lodged in writing, in person, online using ePathway or by email; by telephone (national TTY/Speech Relay/translation services are available). The City also has social media as a communications tool where feedback and information are provided, including on the process to make complaints. The City’s Social Justice Advocate (Access and Inclusion) provides support and resources to staff across the organisation on access and inclusion issues and

customer complaints to ensure staff are aware of best practice in access and inclusion.

Key Performance Indicators are in place regarding feedback and complaints handling to ensure accountability and data collection within the Customer Relations Team. Analysis is a key part of the complaints process whereby all feedback received includes root cause analysis and preventative actions.

For example, a social media post was observed by a member of the City's Access Advisory Panel following the *Highway to Hell* event. Alerting the City to unmet expectations relevant to people with a disability in attendance on the day, the Access Advisory Panel member alerted the City's Social Justice Advocate of their concern that the event had not been tabled with the panel for consideration and input. With additional input obtained by Perth Festival organisers, the Social Justice Advocate is coordinating a review of the terms of reference with the AAP to identify the best possible way to garner this input (as historically this group has typically focused on built environment projects only). This feedback has provided the City with the opportunity, alongside the Access Advisory Panel, to review the scope of items that the group provides input, with an aim of assisting our Events team to appropriately facilitate the accessibility of all major City events.

6. Consultation and engagement

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Digital playground consultation

The Natural Area and Parks team have recently transitioned the consultation process for Playground renewal projects online in order to increase accessibility and promote inclusive participation.

Access Advisory Panel

The City is committed to consulting on strategic issues regarding disability access and inclusion. This City has continued to facilitate the Access Advisory Panel, comprising of community representatives who are older or have a disability and representatives from the disability and aged care sector. The Access and Advisory Panel continued to meet throughout 2019-20 (although impacted by COVID-19 restrictions) and focused on developing an Accessibility checklist for Developers, as well as providing feedback on a mixed use medical/office development. Input provided by the group in 18/19 has now been incorporated into the design for a proposed new play space concept at Bob Gordon Reserve, and seen a Changing Place (accessible to general public) installation included in development approval for an Aged Care Facility. Although the relevant Building Permit has not yet been lodged for this specific project, it is positive to see that Access Advisory Panel feedback on specific projects is referred to as an ongoing resource within the organisation, and results in positive tangible outcomes for community.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. See images titled Outcome 6

7. Employment, people and culture

DAIP Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Work Experience

The City of Melville provide opportunities and traineeships for local students with disabilities as a positive way of contributing to young people in our community, as well as building the knowledge and capacity of our workforce in appropriately supporting staff with a disability within the workplace. Various teams have hosted a total of eight students on placements from 6 weeks duration – term based programs, including the Streetscape (Horticulture) team, Fleet Services, and A H Bracks library.

A young man with autism completed a 6 week work experience placement whilst also undertaking a mechanical course at TAFE. During his time at the City he was supervised in the fleet workshop and undertook ad hoc mechanical duties. The benefit

to the student, his family, the workshop staff and the wider staff at the Operations Centre was quite profound, and has been identified as a great experience overall for all involved.

For students at A H Bracks library, a feature of the program is matching the tasks to the student's ability to ensure they are provided with satisfying work opportunities. For example those with limited reading skills may be provided with tasks such as shredding, disc cleaning, pencil sharpening, packing "Better Beginnings" bags. Other students have been excellent at shelving the picture books which require placing them in alphabetical order. Recently a student with high level numeracy skills was given the job of shelving the non-fiction books.

Through work placements, students are provided with an opportunity to participate in a workplace that provides appropriate tasks for them to be able to experience work satisfaction. The Library provides a staff member who ensures they are settled to the task and are comfortable in their environment. Two previous students have continued on to become volunteers at the Library.

The City actively promotes opportunities for work experience and employment for people with disability. The City's People Services business unit circulates information to local schools and disability employment service (DES) providers on upcoming job vacancies, traineeships and work placement opportunities. A Work Experience Proposal was developed to support our ongoing work with local DES provider BIZLINK and a positive working relationship has been established with the Leeming Education Support Centre. The City is open in considering opportunities from any local educational institutions, with a view to promoting positive employment pathways towards increasing workforce diversity.

Invisibilia

With a focus on increasing staff awareness about invisible disabilities including an , examination of staff perceptions and understandings of the nature of disability, participants of the *Invisibilia* invisible disability session focused on intellectual disabilities and had specific opportunities to learn more about the concept of job customisation. Feedback surveys indicated there was a commitment to considering job customisation opportunities in supporting employment of people with an intellectual disability within the workplace.

Sessions were attended by staff at various levels within the organisation, and importantly included staff at a Managerial level and from People Services.

8. Agents and Contractors

The Disability Services Act 1993 requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your

organisation's behalf share the values and reputation associated with your commitment to access and inclusion.

a. Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? **Yes**

b. If Yes, please briefly describe your organisation's approach.

The City of Melville is committed to increasing supplier diversity and promoting procurement of goods and services from Australian Disability Enterprises and generally for purpose organisations. The City currently informs agents and contractors about the DAIP through contracts or agreements in tendering processes.

9. General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

Cycling Without Age - Melville

The City is committed to providing support to local organisations and groups focused on principles of active citizenship and inclusivity. Supported with funding through our Project Robin Hood program, the Cycling Without Age group ([Cycling Without Age - Melville](#)) take elderly people and those with various accessibility needs out for bike rides in specially built trishaw bikes piloted by volunteers. Drawing on Community Captains, they were busy (pre-COVID) taking residents from the supported living section of a local Age Care facility (mostly residents with varying degrees of dementia), on rides around Point Walter.

Following is some feedback from the group around the difference Project Robin Hood funding has made for the group:

“(Re: taking residents on a ride)...It is always a delight to stop, be present in the moment really listen.....so many beautiful stories to hear from them”.

“Having the Robin Hood trishaw alongside our two “floater trishaws” has allowed us to be able to cope with larger groups coming at once, such as an aged care facility bringing down a bus load of residents. This allows us to take out 6 people at a time and rotate them with the next 6 whilst they enjoy a cuppa from Walter’s Cafe either before or after their ride. The overwhelming comment of this morning was how wonderful it was to be outdoors in the fresh air! Bless!”

Additionally, we are finding there are some 1:1 disability support workers who are now familiar with our service and will regularly ring to check we are there before bringing down their clients. They are so appreciative of a fun and free service to do with their clients. “xx comes regularly with her carer, xx at a variety of our locations and absolutely enjoys being out on the bike.”

Disability Awareness Training for Volunteers

In seeking opportunities to promote equal opportunity, social justice and disability access and inclusion to businesses, clubs, schools and community groups, the Social Justice Advocate supported the City of Melville Volunteer Resource Centre to organise Disability Awareness Training for Volunteer organisations (facilitated by E-QUAL) in July 2019, as well as producing a video of volunteer opportunities at Guide Dogs WA.

Willagee Community Centre followed suit in hosting an inclusive Volunteering Workshop (also facilitated by E-QUAL) in October 2019 to support volunteers & volunteer organisations attached to their facility include people with disability.

Social Inclusion Training

In partnership with APM Communities, the City hosted Social Inclusion training facilitated by Inclusion solutions coinciding with International Day of People with Disability.

Included in attendance at the training were a number of local sporting club representatives. When asked “What do you plan to implement in your community as a result of this workshop?”, responses included:

“My club to play a more important role in inclusion”, and

“More inclusion for players to play in league teams within the footy club”.

The Enemy Within

The City is committed to supporting positive mental health outcomes for both the broader community and City staff. In August, the City hosted Joe Williams, a First Nation Wiradjuri Aboriginal man born in Cowra, raised in Wagga Wagga. Despite a successful professional sporting career, Joe battled the majority of his life with suicidal ideation and Bi-Polar Disorder. After a suicide attempt in 2012, Joe felt his purpose was to help people who struggle with mental illness. Three consecutive sessions were coordinated by the City at Melville Senior High School (to also help address a recent suicide of a young Aboriginal person known within the school community), Willagee Library Homework help program and an open evening community session at A H Bracks library. Throughout the day, Joe shared his story with approximately 275 local residents and community members.

In September, City of Melville’s People Services hosted mental health awareness sessions available to all staff, and in October A.H Bracks library hosted two mental health workshops for the broader community during Mental Health Month.

The City is also actively participating in the “Blue Tree Project”, with a Blue Tree installed at Point Walter Reserve. The project aims to help reduce the stigma of mental illness and encourage help seeking behaviour and has been very well received by City of Melville residents.

Quiet Hour

A first for a Western Australian shopping centre, Hawaiian's Melville commenced a 'Quiet Hour' initiative, aimed at providing a low-sensory shopping experience for those who need it.

Occurring every Tuesday in August from 10.30am – 11.30am, Hawaiian's Melville provides an age and autism-friendly shopping experience aligning with the 'Quiet Hour' initiative originally commenced within the centre's Coles tenancy.

The original pilot program was developed in consultation with the City of Melville Age Friendly Melville Team through the Melville Age Friendly Accessible Business (MAFAB) network and Alzheimer's WA, following a deepening commitment from Hawaiian to provide better age-friendly services, and support those with health concerns that might make a regular shopping experience difficult.

The following is observed during 'Quiet Hour':

- Turning off lights where suitable
- Signage to indicate Quiet Hour to shopping patrons
- Turning off in-centre music
- The offer of sensory headphone kits (mufflers) for complimentary hire at the Guest Services Desk

In implementing the Quiet Hour as a permanent initiative from 27 August, Hawaiian's General Manager of Shopping Centres (Suburban) Scott Greenwood said "There are many noises and distractions in an ordinary shopping experience that many of us are not aware of, but that can be challenging or prohibitive for individuals with noise or light sensitivity," said Mr Greenwood.

"As part of our commitment to providing an inclusive environment for the local community, we are continually seeking new ways to adapt our centre amenities and surrounds to better serve our patrons."

c. Please attach any labelled photos and permission forms (where appropriate) to your email response. See images titled Outcome 8