

# MINUTES

Meeting Name	Access Advisory Committee	
Date	4 April 2024	Time 5:32 PM
Venue	Microsoft Teams	
	<b>Committee Members</b>	
	<ul style="list-style-type: none"> <li>• Jayne Boardman</li> <li>• Timothy Hart</li> <li>• Mark Kunach</li> <li>• Emily Mahendran</li> <li>• Tony Walker</li> </ul>	
	<b>Council Staff</b>	
	<ul style="list-style-type: none"> <li>• David Moutou - Group Manager, Social and Community Services</li> <li>• Rodrigo Gutierrez - Service Manager, Community Capacity Building</li> <li>• Tanya Owen - Community Capacity Building Lead (Convenor)</li> <li>• Hamish Murray - Universal Design and Access Officer, City Design</li> <li>• Mark Crispin - Senior Project Officer, Transport</li> <li>• Avril Taing - Customer Experience Manager, Parramatta Aquatic Centre</li> </ul>	
Attendees	<ul style="list-style-type: none"> <li>• Scott Green (Chair)</li> <li>• Ross Chaplin (Deputy Chair)</li> </ul>	
Apologies / Leave of Absence	<ul style="list-style-type: none"> <li>• Susan Thompson</li> <li>• Charlene Bordley</li> </ul>	
Secretariat	Melissa McIsaac – Governance	
HPRM Reference	F2022/01409	

No.	Item
	Note: In the absence of the Chairperson and Deputy Chairperson, the Committee agreed for the Convenor, Tanya Owen, to chair the meeting. The Committee were advised that quorum had not yet been reached, but agreed to proceed with an informal meeting.
1	<b>MS Teams recording notification</b>
	The Convenor advised the Committee that the meeting was being recorded.
2	<b>Acknowledgement of Country</b>
	<i>The City of Parramatta Council acknowledges the Burrumattagal Clan of The Dharug Nation, the traditional owners of land of Parramatta and pays its respects to the elders past, present and emerging.</i>
3	<b>Introductions</b>

The Convenor welcomed attendees to the meeting, and asked attendees to introduce themselves.

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**4 Apologies**

The Committee received apologies from Scott Green, Ross Chaplin, and Susan Thompson.

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**5 Disclosure of Interests**

There were no disclosures of interests made for this Committee Meeting.

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**6 Confirmation of Minutes**

Tony Walker joined the meeting at 5:40pm, during discussion of Item 6. The Committee were advised that quorum had been reached.

The Minutes of the previous Access Advisory Committee Meeting, held on 6 February 2024, were moved by Walker and Kunach and CARRIED.

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**7 Guest Speaker: Active Transport Projects**

**Description** The Committee received a presentation from Mark Crispin, Senior Project Officer Transport, regarding Council's planned Kleins Road Pedestrian and Cyclist Corridor Study.

The Committee noted that the concept design was presented to Councillors at a Workshop on 27 March, and that the Committee were the first community body to be consulted.

The Committee considered the concept plan scope for the active transport corridor and supporting network of connecting shared paths. The Committee were informed where their previous feedback has already been incorporated into the concept design, such as the recommendation to retain angled accessible parking spaces. Clarification was provided on the project scope and design components.

The Committee noted that a report is scheduled to be put to the 13 May Council Meeting to seek endorsement for public exhibition, and that it is intended to seek Council's endorsement for the concept design before the end of the term.

The Committee were invited to provide initial feedback on the concept design. The Committee noted that the presentation with the concept design has been circulated, to allow for further consideration.

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**Outcome**

- The Committee provided the following feedback on the concept design for the Kleins Road Pedestrian and Cyclist Corridor:
  - Raised heritage importance of area through which the North Parramatta segment will run through, and that any installed heritage interpretation elements should also be accessible.
  - Advised that in the concept design presentation, the 'Toongabbie Creek' name should be corrected to 'Quarry Branch Creek'.
  - For the Beamish to Burlington segment, recommended to ensure that the broken island crossing point will provide sufficient width and depth to allow safe refuge for pedestrians, including wheelchair users and those with prams.
  - Recommended to ensure the provision of water fountains and accessible seating (including adequate back and arm rests) with shade at regular intervals, to allow for rest and encourage use of the route.
  - Recommended to ensure sufficient shade coverage for the whole pedestrian route, such as from tree provision.

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- Recommended to ensure that bridge access in the North Parramatta North Urban Transformation site segment, on both sides, is designed at an accessible grade.
- Recommended to ensure that interchanges and points of transition from bike paths to shared paths will feature clear indicators and cues, such as signage, changes of surface colour or height, or direction to give way to pedestrians, to ensure safe pedestrian use.
- Hamish Murray agreed to provide Mark Crispin with information regarding standards for seating intervals for respite along a pedestrian route.
- **Mark Crispin agreed to provide the Committee's feedback regarding ensuring sufficient width of pedestrian refuges to Transport for NSW.**
- The Committee were encouraged to provide any further feedback after the meeting to Tanya Owen, to submit to Mark Crispin for inclusion in the anticipated public exhibition.

Mark Crispin retired from the meeting at 6:08pm, at the conclusion of Item 7.

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**Guest Speaker: Customer Care Guidelines, Parramatta Aquatic Centre**

**Description**

The Committee received a presentation from Avril Taing, Customer Experience Manager, regarding the Customer Service Care that have been drafted for Parramatta Aquatic Centre (PAC).

The Committee were also informed how these Guidelines relate to additional measures to improve customer service and the provision of accessible services across Council, **including staff training, and Council's partnership with Autism Spectrum Australia (ASPECT) and obtaining Sunflower Friendly program membership.**

The Committee were invited to provide any feedback on delivering quality customer experiences at PAC.

Emily Mahendran left the meeting at 6:37pm, returning at 6:48pm, during discussion of Item 8.

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**Outcome**

- The Committee provided the following feedback on customer experience at the Parramatta Aquatic Centre:
  - Praised the consideration given by Council to addressing diverse customer **needs, and for applying the Committee's previous design feedback** provided prior to the centre opening.
  - Supported the provision of a hearing loop at the customer service desk.
  - Recommended to ensure written customer service information, such as brochures and signage, is also available in accessible formats, e.g. for vision impairments in large font and braille.
  - Recommended to consider accessibility of **PAC's website**, including ensuring visual contrast is used and enabling a larger format view. Clarification was provided that the Centre's mobile app has recently been updated to address an identified visual contrast problem, and that Council is proposing for the next financial year to widely **refresh Council's websites**, including reviewing and upgrading accessibility to international standards. Committee Members were encouraged to make submissions during the upcoming public exhibition of the budget in support of allocating budget **to review Council's websites for accessibility.**
  - Recommended to include a map on the PAC website to allow for planning orientation prior to arrival. It was confirmed that this recommendation was also raised by ASPECT, and that Council intends to add an image map to the website, including identifying sensory risk areas.
  - Raised importance of continually seeking formal customer feedback. It was confirmed that a customer feedback form is offered via the front desk and

email, and that Council is developing a member and public customer service survey. Council also actively monitors social media commentary and Google reviews to obtain feedback.

- **The Committee requested to receive a copy of ASPECT's assessment of the Parramatta Aquatic Centre.** Tanya Owen agreed to enquire if a summary may be shared with the Committee.

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**9 Business Arising from Previous Minutes**

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**Description** The Committee received an update from Tanya Owen regarding delivery of **Council's Disability Inclusion Action Plan (DIAP)**. The Committee noted that Council has completed the first formal progress reporting round for the current DIAP, and will undertake a delivery status report every six months moving forward. As of the end of December 2023, 45% of the DIAP has been completed, with the current plan in place to June 2026.

The Committee noted that recently delivered items include completion of two additional photo shoots under the Disability Graphics Project, **and Council's Sunflower Friendly** program membership. Once this initiative has been fully implemented across key Council service sites, the Committee will be engaged to promote community awareness.

The Committee further noted that work has commenced to prepare for the renewal of the next DIAP program, and that the Committee will be engaged regarding consultation planning.

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**Outcome** The Committee noted the updates provided.

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**10 Other Business**

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**Description** The Convenor called for any other business for Committee discussion, as follows:

- Tanya Owen notified the Committee that a disability consumer rights forum is being organised for early September. Industry professionals will provide a briefing on available rights, how to make complaints, and how industry bodies can support individuals in making a complaint, particularly for NDIS participants. Committee Members will be invited to attend, and further information will be shared once available.
- Tanya Owen informed the Committee about regulatory measures planned by Council to address ongoing concerns over improper use of designated accessible parking spaces in the CBD. In addition to changes already made to some parking spaces that the Committee were previously consulted on, Council plans to make changes to a further five to seven CBD spaces. Clarification was provided that the number of designated accessible parking spaces has been maintained, but with time limits to improve availability for more legitimate permit users.
- Emily Mahendran **enquired about Council's plans for connections between the Parramatta Valley Cycleway and the CBD.** This question was taken on notice.
- Tanya Owen raised that the next Committee meeting is the last scheduled meeting for the term. Committee Members were encouraged to reapply in the new term of Council.

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**Outcome** • Hamish Murray and Tanya Owen agreed to enquire with Mark Crispin about **Council's plans for connections between the Parramatta Valley Cycleway and the CBD**, and to report back to the Committee.

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**11 Update from Active Transport Advisory Committee**

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**Description** The Committee noted that Charlene Bordley was not in attendance, and the update from the Active Transport Advisory Committee would be deferred for a future meeting.

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**Outcome** The Convenor will follow up with Charlene Bordley regarding availability to attend the Access Advisory Committee to provide a standing update on the Active Transport Advisory Committee.

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Meeting Closed: 6:56 PM