



# **MINUTES**

## **Access and Inclusion Advisory Committee Meeting Tuesday, 27 November 2018**

**Date: Tuesday, 27 November 2018**

**Time: 10.30am**

**Location: Council Chambers, York Town Hall, York**

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**MINUTES OF SHIRE OF YORK  
ACCESS AND INCLUSION ADVISORY COMMITTEE MEETING  
HELD AT THE COUNCIL CHAMBERS, YORK TOWN HALL, YORK  
ON TUESDAY, 27 NOVEMBER 2018 AT 10.30AM**

The York Shire Council acknowledges the traditional owners of the land on which this meeting will be held.

**1 OPENING**

1.1 Declaration of Opening

Chair Person, Ms Bev Penny, declared the meeting open at 10.37am.

1.2 Disclaimer

The Shire President advised the following:

*"I wish to draw attention to the Disclaimer Notice contained within the agenda document and advise members of the public that any decisions made at the meeting today, can be revoked, pursuant to the Local Government Act 1995.*

*Therefore members of the public should not rely on any decisions until formal notification in writing by Council has been received. Any plans or documents in agendas and minutes may be subject to copyright. The express permission of the copyright owner must be obtained before copying any copyright material."*

1.3 Standing Orders

Nil

1.4 Announcement of Visitors

The Chair welcomed Ms Anita Harrop – O'Brien Harrop Access Consultants

1.5 Declarations of Interest that Might Cause a Conflict

Nil

1.6 Declaration of Financial Interests

Nil

1.7 Disclosure of Interests that May Affect Impartiality

Nil

**2 ATTENDANCE**

2.1 Members

Ms Bev Penny, Cr Denese Smythe; Cr Jane Ferro; Ms Liz Christmas, Ms Marie Forster

2.2 Staff

Suzie Haslehurst, Executive Manager Corporate Community Services

2.3 Apologies

Ms Rosemary Parker, Ms Nicola Burton, Ms Wendy Hoare

2.4 Leave of Absence Previously Approved

Nil

**3 APPLICATIONS FOR LEAVE OF ABSENCE**

Nil

**4 PRESENTATIONS**

Anita Harrop from OBrien Harrop Access (OHA) outlined the scope of the Access and Inclusion Audit to be undertaken by OHA which includes the public face of Shire building and the ability to access the functions of those buildings. Ms Harrop provided a sample of the report proposed to be presented to the Committee and then Council. She said consideration would be given to the:

- Purpose and function of the building
- Building Code of Australia
- Premises Standards (Australian Standards)
- Principles of equity and dignity
- Prioritisation of recommendations
- Cost of recommendations made

Ms Harrop confirmed that she would also be auditing the streetscape of the CBD (Avon Terrace and Avon Park).

**5 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**

**COMMITTEE RECOMMENDATION**

**041118 AIAC**

**Moved: Cr Smythe**

**Seconded: Cr Ferro**

***That the minutes of the Access and Inclusion Advisory Committee meeting held on 7 August 2018 be accepted as a true and correct record.***

***CARRIED: 5/0***

**6 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION**

The Chairperson announced the following events to celebrate International Day of People with Disability and invited members of the Committee to attend;

- Afternoon Tea with Councillors and staff to be held on Monday 3 December 2018 at 3pm at the York Public Library
- Community Morning Tea hosted by Ms Marie Forster to be held on Thursday 6 December 2018 at 11am at the York Community Resource Centre.

## 7 OFFICER'S REPORTS

### 7.1 PROGRESS REPORT - SHIRE OF YORK DISABILITY ACCESS AND INCLUSION PLAN.

**File Number:** CS.SSP.1

**Author:** Suzie Haslehurst, Executive Manager, Corporate & Community Services

**Authoriser:** Suzie Haslehurst, Executive Manager, Corporate & Community Services

**Previously before Council:** No

**Appendices:** 1. DAIP Progress Report as at 31 October 2018

#### NATURE OF COUNCIL'S ROLE IN THE MATTER

Executive

#### PURPOSE OF REPORT

This report presents a progress report on the Shire of York Disability Access and Inclusion Plan as attached at Appendix 1 to this report for the Committee's consideration and recommendation to Council.

#### BACKGROUND

All public agencies are required to have a current Disability Access and Inclusion Plan (DAIP). The Shire of York DAIP was adopted in June 2018 following a period of public consultation, workshops and oversight of the Access and Inclusion Advisory Committee. This report provides an update on progress against the DAIP's action plan for the Committee's consideration.

#### COMMENTS AND DETAILS

The Shire's DAIP includes strategies and tasks designed to achieve each of the seven outcomes required by the *Disability Services Regulations 2013*. Officers have provided an update on progress against these actions at Appendix 1 to this report.

In summary, the Shire is making steady progress with achievements including:

- Question included in community survey regarding disability services
- Budget allocated for an access and inclusion audit to commence November 2018
- Budget allocated for upgrades to the Town Hall backstage area, used to leverage further funds for technical upgrades
- Quotes sought for a disability ramp to be installed to allow access to the Town Hall backstage area
- The Accessible Events Checklist is provided to event organisers and considered during event approvals
- Review of application forms and event approval processes is currently being undertaken with consideration for access and inclusion
- The Shire is now a Companion Card Affiliate
- Shire promotion of International Day of People with Disability

- Shire documents updated to include a statement about alternative formats being available (customer service charter, annual report)
- All staff information workshops include a session on Disability Awareness and the Shire's DAIP
- Staff encouraged to complete online Disability Awareness training.

## **OPTIONS**

The Committee could choose not to recommend the Progress Report to Council. However, officers are confident that due regard is being given to the DAIP across the organisation and that strategies and tasks are being implemented within resources available.

## **IMPLICATIONS TO CONSIDER**

### **Consultative**

Nil

### **Strategic**

#### ***Shire of York Strategic Community Plan 2018-2028***

*Theme 1: The Place to Live*

1.4 *There are few barriers to people moving safely, freely and easily around the town of York and rural townships and to other communities*

1.5 *Health, disability and family support services are accessible and locally provided wherever possible.*

#### ***Shire of York Disability Access and Inclusion Plan 2018-2023***

### **Policy Related**

Nil

### **Financial**

As per budget allocations in the adopted 2018/19 Annual Budget.

### **Legal and Statutory**

*Disability Services Act 1993 (as amended 2004)*

*Disability Services Regulations 2013*

### **Risk Related**

There is a reputational risk and a compliance risk to the Shire if it does not implement the strategies and tasks contained in the DAIP. These risks are mitigated by providing regular progress reports.

### **Workforce**

The implementation of the strategies and tasks contained in the DAIP and reporting on progress is shared across the organisation within current allocated resources.

## **VOTING REQUIREMENTS**

**Not applicable.**

**RECOMMENDATION**

That the Access and Inclusion Advisory Committee recommends that Council accepts the Disability Access and Inclusion Progress Report as attached at Appendix 1 to this report and notes the progress made to date.

**RESOLUTION  
051118 AIAC****Moved: M. Forster****Seconded: Cr Smythe**

*That the Access and Inclusion Advisory Committee moves out of standing orders for the purposes of discussion regarding the Officer's Report.*

**CARRIED: 5/0**

Standing Orders were suspended at 11.12am.

**RESOLUTION  
061118 AIAC****Moved: Cr Smythe****Seconded: Cr Ferro**

*That the Access and Inclusion Advisory Committee resumes standing orders.*

**CARRIED: 5/0**

Standing Orders were resumed at 11.40am.

**RESOLUTION  
071118 AIAC****Moved: Cr Smythe****Seconded: Cr Ferro**

*That the Access and Inclusion Advisory Committee recommends that Council accepts the Disability Access and Inclusion Progress Report as attached at Appendix 1 to this report and notes the progress made to date.*

**Outcome 1: Access to Services and Events****All people have the same opportunities to access the services of, and any events organised by, the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
1.1 Access and Inclusion Advisory Committee to provide advice and guide the implementation of the Plan and facilitate advocacy on behalf of people with disability and the community	<ul style="list-style-type: none"> <li>• Convene regular meetings of the Access and Inclusion Advisory Committee and invite relevant officers to address the meeting</li> <li>• Give consideration to relevant skills and experience when appointing members to the Committee</li> </ul>	Ongoing  Following elections and on-going	<b><i>Meetings held quarterly</i></b>  <b><i>Due October 2019</i></b>
1.2 Ensure that people with disability and the community are provided with an opportunity to comment on access and inclusion to services and infrastructure	<ul style="list-style-type: none"> <li>• Ensure biennial community survey includes questions relating to access and inclusion</li> </ul>	Biennially	<b><i>Question included in survey distributed November 2018. Alternative formats offered.</i></b>
1.3 Develop the links between the Plan and other Shire plans, strategies and policies	<ul style="list-style-type: none"> <li>• Give consideration to the objectives and strategies of the Plan during strategic business planning and budgeting processes</li> <li>• Give consideration to the DAIP during biennial policy review</li> </ul>	Annually  Biennially	<b><i>Allocation in 2018/19 budget for:</i></b> <ul style="list-style-type: none"> <li>• <b><i>Improvements to Town Hall</i></b></li> <li>• <b><i>Access and Inclusion Audit</i></b></li> <li>• <b><i>Implement outcomes of audit</i></b></li> </ul> <b><i>Policy Review due December 2018</i></b>

**Outcome 1: Access to Services and Events****All people have the same opportunities to access the services of, and any events organised by, the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
1.4 Ensure that events, both organised and funded, are accessible (as far as practicable)	<ul style="list-style-type: none"> <li>• Reference the “Creating Accessible Events Checklist” for all events requesting use of Shire venues and run by the Shire staff</li> <li>• Review funding agreements and sponsorship guidelines and event permits to include access and inclusion requirements</li> <li>• Provide the “Creating Accessible Events Checklist” to all parties receiving funding or holding events in the Shire of York</li> <li>• Make the Accessible Events Checklist available to staff via the shared network and through induction training</li> <li>• Investigate and implement actions to make events more accessible (eg grass matting, temporary ACROD parking etc)</li> </ul>	<p>On-going</p> <p>June 2019</p> <p>On-going</p> <p>On-going</p> <p>December 2019</p>	<p><b><i>The Shire’s Events Committee is currently undertaking a full review of its event application forms and event approval processes with a specific focus on inclusion. It is expected that the findings and updates that may be required will be implemented by April 2019</i></b></p> <p><b><i>Due June 2019</i></b></p> <p><b><i>Complete. The AEC is included in the event information package given to potential event organisers and is also available on the shared network, website and is referenced as part of the event approvals process by the events committee when processing applications</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>Temporary ACROD parking considered as part of event approvals.</i></b></li> <li>• <b><i>Hand Rails installed to external Town Hall backstage entrance</i></b></li> <li>• <b><i>All Shire buildings and Shire supported events now accept Companion cards.</i></b></li> </ul>

**Outcome 1: Access to Services and Events****All people have the same opportunities to access the services of, and any events organised by, the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
1.5 Monitor and improve services to ensure they are accessible and inclusive	<ul style="list-style-type: none"> <li>Library to continue to provide access to books in various formats, such as electronic readers, talking books and large print books upon request where available to community members</li> <li>Investigate affiliation with Companion Card Program and provide training to staff regarding best practice customer service for all</li> </ul>	On-going  June 2020 and on-going	<p><i>The Library has increased shelving area to accommodate for more large print and audio items. We have increased numbers in this area and now includes a selection of MP3's which are much easier to use by sight impaired patrons.</i></p> <p><i>Shire is now a Companion Card Affiliate. All Shire buildings and Shire supported events now accept Companion cards.</i></p>
1.6 Develop strategic partnerships with key agencies to maximise access to services for people with disability	<ul style="list-style-type: none"> <li>Collaborate with relevant agencies and service providers</li> <li>Distribute information regarding available services via Shire networks</li> </ul>	Ongoing  On-going	<p><i>York is acknowledged as a dementia-friendly town. Partnership with Alzheimers WA to promote dementia-awareness and contribute to the redevelopment of toilets at Avon Park.</i></p> <p><i>Letter sent to email contacts regarding International Day of People With Disability encouraging them to hold an event.</i></p>

**Outcome 2: Access to Buildings and Facilities****All people have the same opportunities to access the buildings and facilities in the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
2.1 Ensure new and redevelopment works provide access in accordance with the current access to premises standard requirement in the National Construction Code (NCC), Building Code of Australia (BCA)	<ul style="list-style-type: none"> <li>• Ensure building permits checklist includes requirement for compliance</li> <li>• Work with landowners/developers to ensure compliance</li> <li>• Liaise with relevant authorities to provide for 'fit for purpose' redevelopment</li> </ul>	<p>Ongoing</p> <p>On-going</p> <p>On-going</p>	<p><b><i>Applications for Building Permits are assessed against the National Construction Codes (NCC) to determine compliance Access to Premises Standards (The Standards).</i></b></p> <p><b><i>Where a certified application is received by the Council the private Certifier must ensure that the design is compliant and where an uncertified application is received it is the Council's role to ensure compliance.</i></b></p> <p><b><i>The Standards are applied to all new buildings except for a single dwelling (Class 1a building).</i></b></p> <p><b><i>For existing buildings, the Standards are not applied retrospectively, however they may be applied where building works are being proposed (Depending on the extent of the works).</i></b></p>

**Outcome 2: Access to Buildings and Facilities****All people have the same opportunities to access the buildings and facilities in the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
2.2 Improve external infrastructure including pathways, parking, transport, playgrounds, streetscapes and public open spaces.	<ul style="list-style-type: none"> <li>• Undertake an accessibility audit of infrastructure in the CBD and Shire facilities.</li> <li>• Prepare a staged implementation plan of progressive upgrades in response to the findings of the audit of infrastructure in the CBD and Shire facilities.</li> <li>• Prepare asset management plans to inform maintenance and upkeep of infrastructure.</li> <li>• Prepare trails and paths master plan to inform gaps in footpath networks and implement staged infill program.</li> <li>• Consider accessibility requirements during the upgrade and development of any new trails</li> </ul>	<p>May 2019</p> <p>June 2019</p> <p>August 2018</p> <p>June 2019 and annually</p> <p>On-going</p>	<p><b><i>RFQ process undertaken. Obrien Harrop Access appointed</i></b></p> <p><b><i>To be undertaken once audit is complete.</i></b></p> <p><b><i>Asset Management Plans drafted for review by new EMIDS and Senior Technical Officer.</i></b></p> <p><b><i>RFQ process undertaken. Common Ground engaged.</i></b></p> <p><b><i>To be included in Trails Master Plan currently being developed.</i></b></p>
2.3 Incorporate accessible design features as part of any new or planned upgrades to facilities and/or public open space.	<ul style="list-style-type: none"> <li>• Consult with the AIAC prior to concept plans being adopted.</li> </ul>	On-going	<b><i>Detailed designs for Avon Park redevelopment to be presented to AIAC – expected March 2019.</i></b>

**Outcome 2: Access to Buildings and Facilities****All people have the same opportunities to access the buildings and facilities in the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
2.4 Advocate to local businesses and tourist venues the requirements for and benefits of the provision of accessible venues	<ul style="list-style-type: none"> <li>• Provide information to the York Business Association for distribution to members</li> <li>• Make access information available in local print media, on the Shire's website and via social media platforms</li> </ul>	<p>December 2018</p> <p>December 2018</p>	<p><b><i>Due December. Letter sent to email contacts regarding International Day of People With Disability encouraging them to hold an event.</i></b></p> <p><b><i>Due December. IDPWD information included in November Community Matters page. Media release re survey offered in alternative formats.</i></b></p>

**Outcome 3: Access to Information**

**All people receive information from the Shire of York in a format that will enable them to access the information as readily as other people are able to access it.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
3.1 Ensure information provided by the Shire of York is available in a range of formats.	<ul style="list-style-type: none"> <li>• Make State Government Access Guidelines for Information, Services and Facilities guidelines available to staff.</li> <li>• Work with staff to identify processes for the production of information in alternative formats upon request</li> <li>• Investigate location &amp; installation of a community noticeboard in the main street</li> <li>• Budget for interpreters for significant Shire-owned events (ie Australia Day)</li> <li>• Promote the availability of interpreters for significant events upon request.</li> </ul>	August 2018  Ongoing  December 2019  Annually  On-going	<p><b>Guidelines available on internal shared drive, all staff informed of and encouraged to read Guidelines.</b></p> <p><b>Information available in large print format and via electronic format upon request.</b></p> <p><b>Other formats investigated upon request.</b></p> <p><b>Due December 2019</b></p> <p><b>Interpreter to be engaged for Australia Day event at Peace Park.</b></p> <p><b>Not yet</b></p>
3.2 Provide information for visitors to the town regarding disability services	<ul style="list-style-type: none"> <li>• Include accessibility information on visitor maps provided by the York Visitor Centre</li> <li>• Include accessibility information on Visitor Information Board at entrance to town</li> </ul>	Annually  December 2018	<p><b>To be included in next print run of map expected to be produced in May 2019</b></p> <p><b>Visitor Information Board upgrade has been postponed due to budgetary constraints.</b></p>
3.3 Ensure marketing and promotional materials reflect accessibility standards	<ul style="list-style-type: none"> <li>• Include accessibility standards in the scope for branding activities</li> <li>• Ensure the Shire's website complies with W3C web content guidelines</li> </ul>	As occurs  On-going	<p><b>No occurrence yet</b></p> <p><b>Compliant. Assistive tools available.</b></p>

**Outcome 4: Level and Quality of Service****All people receive the same level and quality of service as other people receive from the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
4.1 Ensure staff are aware of access and inclusion requirements and equipped to provide a high level of service to all people.	<ul style="list-style-type: none"> <li>• Survey staff to identify training needs of employees and conduct training as required</li> <li>• Provide regular awareness training, updates on legislative requirements and examples of best practice to all staff to promote and encourage ongoing inclusive practices</li> </ul>	At annual performance management interviews Biennially	<p><b><i>Managers and Supervisors to encourage staff to undertake online Disability Awareness Training</i></b></p> <p><b><i>All Staff Information Sessions to be held 5 December 2018</i></b></p>
4.2 Improve the awareness of new employees and new Councillors about disability access and inclusion issues	<ul style="list-style-type: none"> <li>• Include access and inclusion information in the Staff and Councillor induction process</li> </ul>	2018/19 and on-going	<b><i>New employees made aware of Shire's DAIP as part of induction checklist.</i></b>
4.3 Ensure customer service areas are accessible	<ul style="list-style-type: none"> <li>• Consider access and inclusion requirements when upgrading or modifying customer service/public access areas</li> </ul>	As required	<b><i>No upgrades or modifications undertaken yet.</i></b>

**Outcome 5: Opportunity to Make Complaints****All people have the same opportunities to make complaints to the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
5.1 Ensure that grievance mechanisms are accessible for all people.	<ul style="list-style-type: none"> <li>• Update the Customer Service Charter to include access and inclusion requirements</li> <li>• Review current Complaints procedure to ensure access and inclusion requirements are met</li> <li>• Consider the development of a Feedback form on the Shire's website specifically relating to access improvements</li> <li>• Distribute and promote Customer Service Charter</li> </ul>	<p>December 2018</p> <p>December 2018</p> <p>December 2018</p> <p>July 2019 (with rates notices)</p>	<p><b><i>Customer Service Charter updated and uploaded to website.</i></b></p> <p><b><i>In progress</i></b></p> <p><b><i>In progress</i></b></p> <p><b><i>Customer Service Charter distributed with 2018/19 Rates Notices.</i></b></p>

**Outcome 6: Participate in Public Consultation****All people have the same opportunities to participate in any public consultation by the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
6.1 Ensure that consultation undertaken by the Shire for any activity meets access and inclusion requirements	<ul style="list-style-type: none"> <li>Review Policy C2.9 <i>Community Engagement and Consultation</i> to ensure equal opportunities for access and participation by people with disability, their carers and their families</li> <li>Ensure venues for public consultation are accessible</li> <li>Consider providing and promoting assistance to participate in consultation (ie interpreters, lift, transport etc)</li> <li>Investigate emerging technologies to assist all people to participate in consultation</li> </ul>	<p>October 2018</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>	<p><b><i>To be reviewed as part of Policy Review being presented to Council in November.</i></b></p> <p><b><i>No in-person public consultation undertaken to date.</i></b></p> <p><b><i>Community survey offered in alternative format (ie by phone/in-person)</i></b></p> <p><b><i>As requested.</i></b></p>
6.2 Ensure that people with disability and the broader community have the opportunity to provide feedback on the DAIP and any other significant planning processes	<ul style="list-style-type: none"> <li>Develop a targeted register of people to provide comment on access and inclusion issues.</li> </ul>	December 2018 and on-going	<b><i>AIAC to assist with developing a list of people to be included on mailing and distribution lists.</i></b>
6.3 Ensure agendas, minutes and other documents are available to people with a disability	<ul style="list-style-type: none"> <li>Publish minutes, agendas and other documents on the Shire's website</li> <li>Promote the availability of Shire documents in alternative formats upon request</li> </ul>	<p>On-going</p> <p>On-going</p>	<p><b><i>On-going</i></b></p> <p><b><i>Staff reminded that any publications require a statement to this effect.</i></b></p>

**Outcome 7: Opportunity for Employment****All people have the same opportunities as other people to obtain and maintain employment with the Shire of York.**

Strategy	Task	Task Timeline	Progress as at 31 October 2018
7.1 Provide opportunities for people of all abilities to gain employment with the Shire of York	<ul style="list-style-type: none"> <li>Establish a network of key agencies</li> <li>Work with agencies to improve recruitment practices to be more inclusive and accessible</li> </ul>	December 2019 On-going	<b><i>Due December 2019</i></b> <b><i>Worked with Hays Recruitment to engage a temporary Technical Officer with Disability</i></b>
7.2 Facilitate a culture of access and inclusion within the organisation	<ul style="list-style-type: none"> <li>Provide opportunities for staff to participate in disability awareness and inclusion activities and events – such as Disability Awareness Week and International Day of People with a Disability.</li> <li>Provide information sessions for staff to increase awareness of access and inclusions considerations (ie specific job descriptions, flexible working hours etc)</li> </ul>	Annually  Annually	<b><i>Morning Tea and activity to be held for staff to celebrate International Day of People With Disability.</i></b>  <b><i>Information Sessions for Staff to be held 5 December 2018.</i></b> <b><i>Staff to be encouraged to complete online Disability Awareness Training</i></b>

**8 QUESTIONS FROM MEMBERS WITHOUT NOTICE**

Nil

**9 BUSINESS OF AN URGENT NATURE INTRODUCED BY DECISION OF THE MEETING**

Nil

**10 NEXT MEETING**

The next Access and Inclusion Advisory Committee Meeting will be held on Tuesday 26 February 2019 at 10.30am in Council Chambers, York Town Hall, York.

**11 CLOSURE**

The Shire President thanked everyone for their attendance and closed the meeting at 11.42am.