



# DRAFT Regional Disability Inclusion Action Plan

Hunter's Hill, Lane Cove and Ryde Councils



HUNTER'S HILL COUNCIL



## Acknowledgements

We Acknowledge the Cameraygal & Wallamedegal as the traditional owners of this land. By these words we would also like to show our respect to all Aboriginal people. We Acknowledge the Elders in the past and in the present and Acknowledge the spirits and ancestors of the Clans that lived in this area.

We would also like to express our appreciation and thanks to everyone who contributed to the development of this Disability Inclusion Action Plan.

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# Foreword



Hunter's Hill Council General Manager  
Mr Barry Smith

It gives me great pleasure to present Hunter's Hill Council's Disability Inclusion Action Plan. The Plan was undertaken jointly with City of Ryde and Lane Cove Councils.

People with a disability remain one of the most disadvantaged groups in Australia, prompting a commitment from all levels of Government for a coordinated approach to support the inclusion of people with a disability into all aspects of life in our community. Approximately 6% of the residents of Hunters Hill Municipality require some assistance in their daily lives. This is significantly higher than other areas. The flow-on effects impact their families, carers, support services and the broader community.

The aim of the Disability Inclusion Access Plan is to make Hunters Hill Municipality a more accessible and inclusive community for all. As part of the process of developing the Plan, extensive consultations were held with community groups, people with disabilities, their carers and staff from the Council. This process provided valuable information on the issues and barriers facing people with disabilities.

The Action Plan will guide Council in its future work and will be revised annually with the goal that Council's services and programs are inclusive of people with a disability.

# Social Justice Charter

Social Justice is the recognition of the rights of all people to take an equal place and have an equal opportunity to participate in our society. It is underpinned in Australia by our adoption of the Universal Declaration of Human Rights.

As local government, we can strengthen social justice through supporting people to be active in their community, promoting tolerance and embracing our diversity. We will uphold our laws, working in partnership with our community and all tiers of government to support a just society. We understand the importance to our community of challenging discrimination, to celebrate a community that gives everybody a fair go.

## Aim

To respect and recognise the human rights of all who live and work in our community by reducing disadvantage, strengthening well-being and making sure no one is left out socially or economically.

## Vision

Under the Charter we strive to meet our vision as a diverse, inclusive community that creates opportunity for all ages, abilities and backgrounds. We achieve this through delivering social inclusion, economic resilience, environmental health and cultural vitality.

## Principles

We believe the following principles reflect our leadership role in promoting human rights, social equity and anti-discrimination:

- **Recognition of Indigenous Australians:** respecting the Cameraygal & Wallamedegal as the traditional owners of this land. We support the Indigenous Community's right to self-determination and their on-going cultural and spiritual values and connections.
- **Cultural diversity:** valuing a multicultural society and celebrating the traditions, practices, language and lifestyles that our diverse cultures bring to our community. We work for community harmony through respect, understanding and inclusion.
- **Equity:** increasing opportunities for the most disadvantaged members of our community. We recognise and respond to the many forms and factors that affect people's quality of life through provision of services and
- **Community participation:** recognising the importance of meaningful engagement with the community on decisions that impact people's lives. We will encourage active involvement in democratic processes to create policies and programs that contribute to community well-being
- **Social inclusion:** creating the conditions for people to enjoy life and have the opportunity to interact through work, play, friends and family. We will provide services and resources to support learning, working, engaging and being a voice in our community.



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# Introduction

City of Ryde, Lane Cove and Hunter's Hill Councils have worked together to create a regional Disability Inclusion Action Plan (DIAP). The DIAP is a commitment from the three Councils that people with a disability are welcomed, accepted and respected in our community. The regional approach ensures we collaborate and address the barriers to inclusion in a holistic way. It has enabled us to learn from each other and assess our strengths and weaknesses.

We have created a regional commitment and list of strategies which have been translated into local actions for each Council. This ensures we can work effectively and efficiently together to maximise the benefits and resources for people with a disability in our communities.

Developing our regional DIAP followed the process undertaken by all local governments in NSW. It is guided by the Disability Inclusion Act 2014 (NSW) (DIA) and the NSW Disability Inclusion Action Planning Guidelines produced by Local Government NSW.

Developing our DIAP has involved:

1. Undertaking a baseline review of Councils' assets and policies
  - There are many services and assets Councils provide which support people with a disability, identifying these ensured our DIAP builds on what's working in our workplaces and communities
2. Consulting with our community, local service providers and staff
  - Consultation with people with a disability was critical in the development of this DIAP, we also heard from their families, support people, other interested community members, service providers and Council staff
  - To hear from these groups we undertook surveys, focus groups, a regional roundtable for service providers, one-on-one interviews and staff workshops
3. Drafting strategies and actions for inclusion
  - Public exhibition of the draft DIAP allows a formal process for comment from our community



**The purpose of this DIAP** is to support disability inclusion in our communities and throughout NSW. While the DIAP focuses on supporting people with a disability our actions support our wider goal for inclusion. Making it easier for people to get around and access information is beneficial to all members of the community.

It is also important that our DIAP raises awareness about the people with a disability in our community. Local governments play a significant role as employers, advocates and service providers for people with a disability. We recognise the value and skill that people with a disability bring to our communities and workplaces. *We also recognise the right of people with a disability to not disclose their disability.*



**Defining disability** can be problematic as disability presents itself in a range of capacities. The definition of disability used to guide the development of our DIAP is from the DIA, which states disability:

“in relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others.”

In line with the DIA, we have adopted the social model of disability that disability is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for people with disability.

In Australia, nearly 1 in 5 people have a disability.<sup>1</sup> This equates to over four million people and 19% of men and 18% of women.

**Our DIAP** identifies a clear set of actions in line with the following **focus areas<sup>2</sup> of inclusion**. They are:

1. Developing positive community attitudes and behaviours  
Negative attitudes can impact people with disability across all facets of their life. Attitudes can change for the better through experience and education.
2. Creating liveable communities  
These are places that support people with disability to live, work, play and learn. It is about the physical environment but also about feeling safe, secure and included in the community.
3. Supporting access to meaningful employment  
Removing barriers to work through the recruitment process and providing flexible, supportive work arrangements and work experience opportunities.
4. Improving access to services through better systems and processes.  
Gaining access to community services can be more difficult for people with disability. It is important to ensure everyone has equitable access to information and services.



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<sup>1</sup> Source: ABS 2015 Survey of Disability, Ageing and Carers

<sup>2</sup> These focus areas were identified through consultation with people with a disability in the development of the NSW Disability Inclusion Plan.



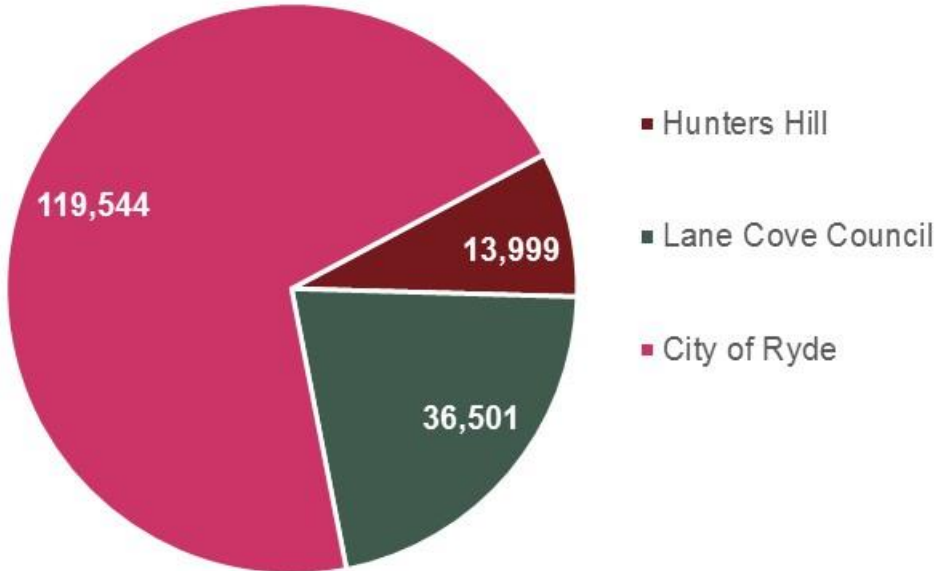
# Our community

Today, **Hunter's Hill, Lane Cove and Ryde** local government areas are home to over 170,000 people. In 2021 the population will be over 190,000.

Of the three local government areas:

- Hunter's Hill has the highest proportion of people who require assistance in their day to day lives, more than the Greater Sydney and Australian averages.<sup>3</sup> This correlates with the relatively high percentage of people over 65 in the Hunter's Hill Municipality
- The City of Ryde has a high culturally and linguistically diverse population (and a high proportion of people speaking a language other than English). Language can present an additional barrier for people with disability seeking services in the area, and can increase the risk of social isolation
- Lane Cove has a relatively young population. While a lower proportion of people requiring assistance in their day to day lives is lower than the Australian average, the number of people is still significant.

Local Government Area population in 2016



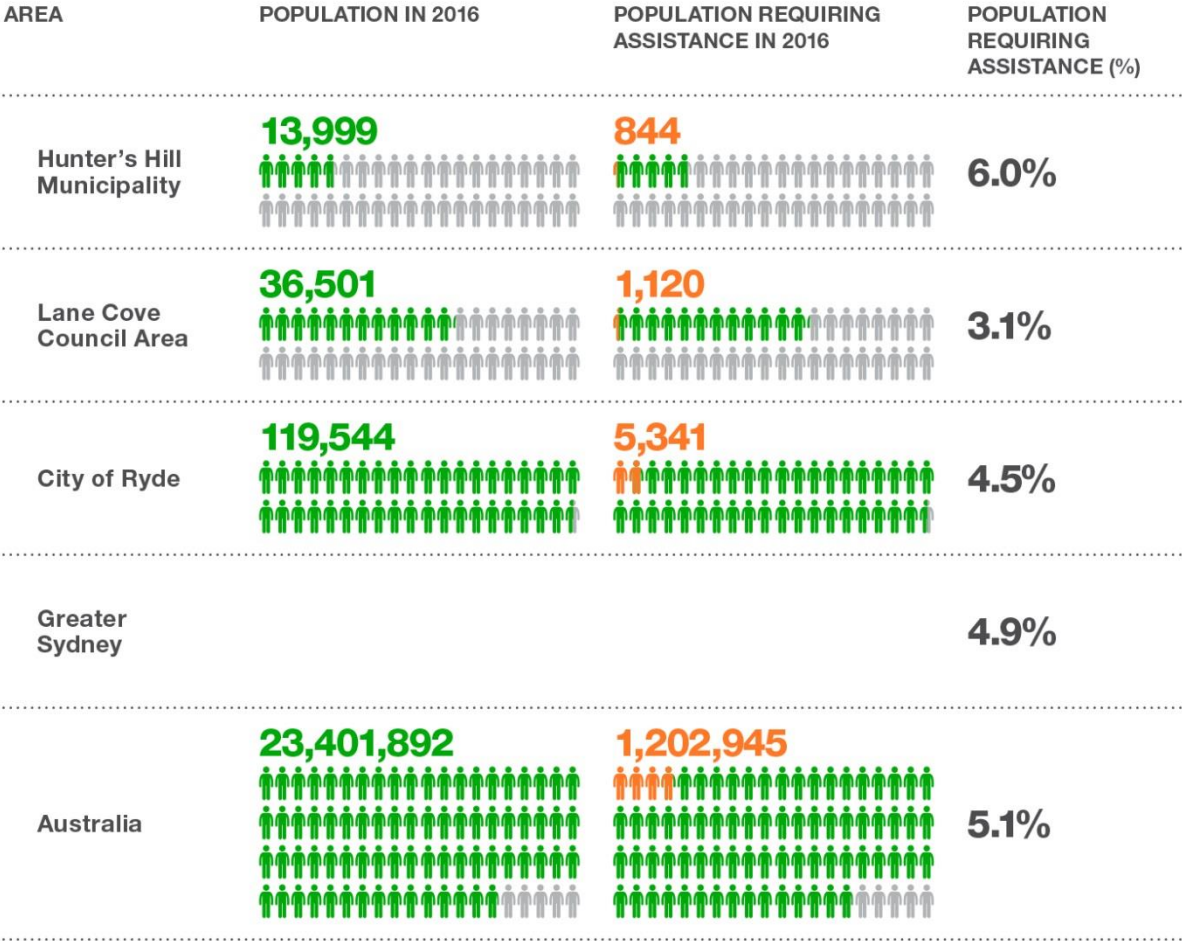
SOURCE: Australian Bureau of Statistics, 2016 Census

<sup>3</sup> Relates directly to need for assistance due to a severe or profound disability.



The following figure shows the proportion of people requiring assistance by LGA, compared with Greater Sydney and Australia. People requiring assistance generally have a severe or profound disability. When you factor in people with a disability who do not require assistance with core activities, carers and family members of people with disability, the number of people in the community who would benefit from a more inclusive and accessible community is significantly higher.

Population requiring assistance by LGA, Greater Sydney and Australia

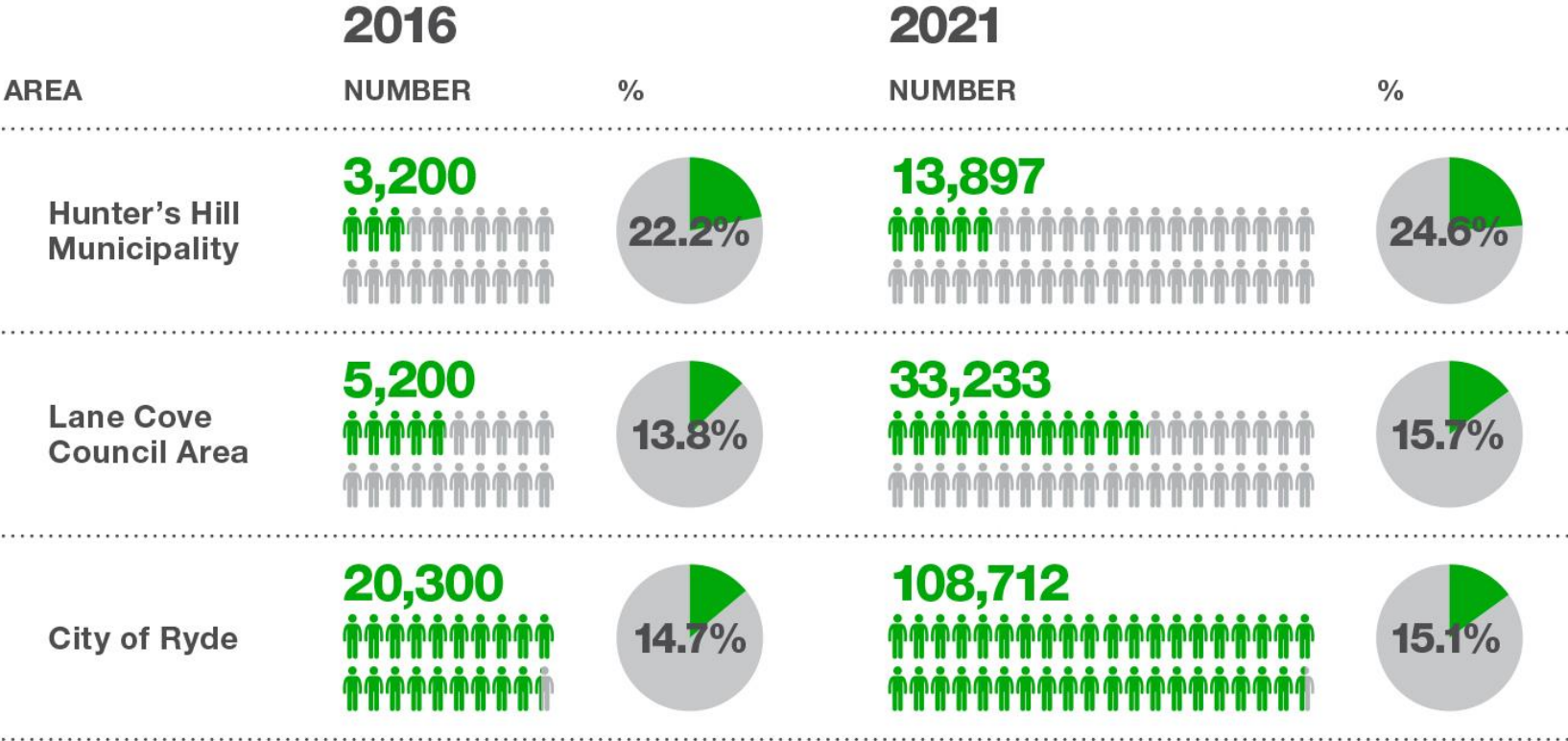


SOURCE: Australian Bureau of Statistics, Census of Population and Housing 2016.



The likelihood of having disability increases with age, with 40% of people with disability being over 65. In addition to having a growing population, we also have an ageing population. At the 2011 Census 12.8% of people in Greater Sydney were over 65, and this is projected to grow in all Council areas and is something that will impact all our services.

LGA over 65s population growth



SOURCE: Department of Planning and Environment, 2016 New South Wales State and Local Government Area Population and Household Projections, and Implied Dwelling Requirements



Developing this DIAP will assist in **addressing the social disadvantage and exclusion faced by many people with disability.**

In Australia:



### **Developing positive community attitudes and behaviours**

Over a third (35.1%) of women and over one-quarter (28.1%) of men surveyed (15 years and over) had avoided social situations because of their disability.



### **Creating liveable communities**

One in five people with disability either could not use (15%) or had difficulty (6%) using any form of public transport. Reasons for lack of access included physical issues (steps, seating) as well as mental concerns (fear and anxiety).



### **Supporting access to meaningful employment**

The percentage of people with disability actively seeking work is 10%; twice that for people without disability 5%



### **Improving access to services through better systems and processes.**

The majority of people with disability (over 80%) that need help with everyday tasks use informal support systems such as partners, parents and children. Formal services and support providers are also used by just over half (52%) of people with disability.

SOURCE: Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers (SDAC).

# Legislation and policy

Our regional DIAP is not a standalone commitment to supporting people with a disability. It forms part of an important structure of government legislation and policy commitments to ensure people with a disability are supported members of society. These are detailed below.

Australia was one of the first signatories to the **United Nations Convention on the Rights of Persons with Disabilities (2006)**. This convention is based on eight guiding principles to address the human rights of people with disability:

- (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- (b) Non-discrimination
- (c) Full and effective participation and inclusion in society
- (d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- (e) Equality of opportunity
- (f) Accessibility
- (g) Equality between men and women
- (h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

The **National Disability Strategy 2010-2020 (NDS)**. The NDS is Australia's commitment following the Convention, providing a national approach to improving the lives of people with a disability. The NDS also provides the platform for the National Disability Insurance Scheme.



**The Disability Inclusion Act 2014 (NSW)** requires State and local governments to undertake a disability inclusion planning process.

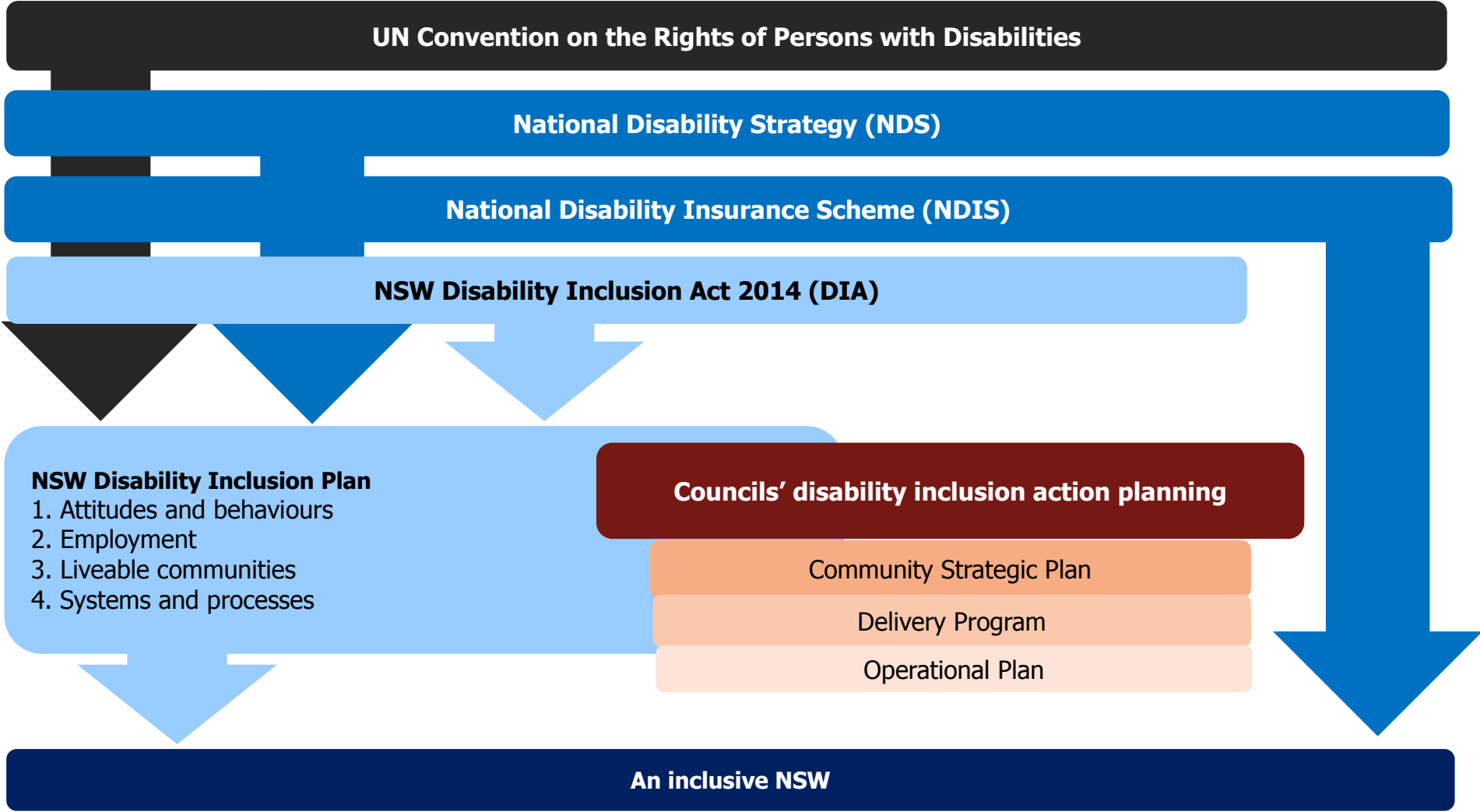
**The NSW Disability Inclusion Plan** identifies the NSW Government's commitment and the four focus areas for inclusion identified through consultation with people with a disability

We also comply with legislation and standards which ensure inclusion and consideration of people with disability. Key considerations for Council include:

- Commonwealth Disability Discrimination Act 1992
- Australian Standard (AS 1428) - Design for Access and Mobility
- Disability Access to Premises Buildings Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Web Accessibility National Transition Strategy 2010.



Figure 1 International, national and local policy context for disability



# What we do

Hunter's Hill Council has worked and continues to work towards an inclusive community. There are many places we provide and services we offer which support people with a disability.

Supporting access to mainstream services

*Huntleys Point Wharf*



Facilitating inclusion to decision-making

*Pedestrian Access & Mobility Plan*



Promoting an inclusive community

*Carers Lunch*



Providing local information

*Pedestrian safety training*





# Community consultation

In developing the DIAP, Hunter's Hill, Lane Cove and Ryde Councils made a strong commitment to consult with people with disability. We heard from over 700 people. This included:

- People with a disability and their families or carers
- Service providers
- Council staff (with or without a disability)
- The wider community.

Consultation provided community and staff with an opportunity to identify and address local barriers and opportunities to inclusion. Feedback from the consultation has directly informed the actions and strategies incorporated into the DIAP.

The consultation strategy for the DIAP was designed to be accessible, informative and provide sufficient diversity of methods to ensure people could provide their feedback in a way which suited their needs. Options for contributing to the DIAP were promoted through existing council networks, on their websites and by sending out a flyer to all households.



**Table 3 Summary of community and staff consultation activities**

<b>Activity</b>	<b>Description</b>	<b>Attendance</b>
<b>Community survey</b>	An online and paper survey which incorporated multiple choice and open-ended questions was made available to	269 responses received
<b>Service provider roundtable</b>	A workshop was facilitated for local service providers to discuss opportunities for and barriers to inclusion.	40 people from 31 organisations
<b>Staff survey</b>	An online and paper survey which incorporated multiple choice and open-ended questions was made available to Council staff.	184 respondents <ul style="list-style-type: none"> <li>• Hunter's Hill 14 staff</li> <li>• Lane Cove 51 staff</li> <li>• Ryde 119 staff</li> </ul>
<b>Staff workshop</b>	Workshops were delivered at each of the three Councils in April.	<ul style="list-style-type: none"> <li>• Hunters Hill 14 staff</li> <li>• Lane Cove 25 staff</li> <li>• Ryde 28 staff</li> </ul>
<b>Meeting in a Box<sup>4</sup> Toolkit</b>	Materials were produced to allow for organisations or groups to run their own mini consultation sessions. These were undertaken by Council staff and a number of community groups.	144 participants across 14 sessions <ul style="list-style-type: none"> <li>• 8 in Ryde</li> <li>• 6 in Lane Cove</li> </ul>
<b>Direct and individual responses</b>	One-on-one conversations were offered to community members and many provided feedback directly via email.	Two face-to-face meetings and six emails

<sup>4</sup> A meeting in a box is a tool kit for interested parties to convene a meeting on a topical community issue. The tool kit provides the resources necessary for any person (community member, Councillor, Council Officer, business owner, etc) to take responsibility for conducting a consultation in their own community.



# Themes emerging from consultation

In general, there was strong correlation between the themes identified through community feedback and those expressed by service providers and staff. There was also strong consistency across the region, particularly on the importance of good attitudes and behaviours towards people with disability. Differences in feedback between the three local government areas were however apparent in discussing the barriers and opportunities to improve inclusion in the physical environment (creating liveable communities focus area).

The following table provides a high-level summary of the themes that emerged from consultation with staff, service providers and the community. Consultation findings are documented in more detailed in our Consultation Outcomes Report.

**Table 1 General themes for each focus area**

Community	Services	Staff
<b>Attitudes and Behaviours</b>		
<p><i>“Having a disability makes people perceive you as ‘different’, ‘different’ shouldn’t be viewed as being wrong, it is what it is; different.”</i></p> <ul style="list-style-type: none"> <li>• Want to be accepted, understood (and if necessary, assisted) in public.</li> <li>• It’s important to feel welcomed, with information clear about places, events and facilities being supportive of people with disability</li> <li>• raising the level of understanding and profile of people with disability will improve positive attitudes in the community</li> </ul>	<p><i>“Developing a DIAP is a great way to encourage all council staff to think about how they could be inclusive and a starting point for further education.”</i></p> <ul style="list-style-type: none"> <li>• There is a lack of general community awareness and understanding of people with disability</li> <li>• Often people with disability are placed in the ‘too hard basket’ when simple allowances would support inclusion</li> <li>• Need awareness and inclusion training across Council and the community</li> </ul>	<p><i>“If council had regular visitors or guest speakers that would go a long way to breaking down barriers and allowing acceptance.”</i></p> <ul style="list-style-type: none"> <li>• Language, communication and skills training is needed by Council and the community</li> <li>• Council should provide education and promote positive attitudes of inclusion through their extensive networks</li> <li>• Events and activities hosted and supported by Councils should consider the needs and abilities of all members of the community</li> </ul>



Community	Services	Staff
<b>Liveable communities</b>		
<p><i>“At the moment, I am not aware of any local parks or playgrounds I can go to independently mainly because of combination of no footpaths plus tricky road crossings.”</i></p> <ul style="list-style-type: none"> <li>• A key barrier to accessing places and events is the lack of adequate footpaths, ramps and transport provisions</li> <li>• Participants identified specific roads, places and parks which could be improved through more consideration of the needs of people with disability</li> <li>• Key concern is the provision of public infrastructure including signage and unisex, accessible toilets</li> <li>• Creating an accessible physical environment through good design and planning is a benefit to all community members</li> <li>• Councils to encourage community interaction – need to consider people with disability early and not as an afterthought</li> <li>• Housing affordability, particularly housing close to services and support is a critical issue for people with disability</li> </ul>	<p><i>“Exercise is very important to maintain mobility and wellbeing. There are very few gyms with equipment that are accessible for wheelchairs”</i></p> <ul style="list-style-type: none"> <li>• There is a need to provide and promote on-demand transport options and better designed transport infrastructure including parking</li> <li>• Consider opportunities to encourage support people with disability to participate in events, activities and to use Council facilities</li> <li>• Accessibility and designing for all abilities should be viewed as general practice not an extra</li> <li>• Look at how council can encourage community organisations to be more accessible.</li> </ul>	<p><i>“Design all structures in the public domain so that they are inclusive. Think about how people use things, gather, move from place to place, how places are and can be used and ensure all people can access all parts of them.”</i></p> <ul style="list-style-type: none"> <li>• Events and activities hosted and supported by Councils are a key service which should consider the needs of all members of the community</li> <li>• Access to and better placement of public transport facilities is a major issue</li> <li>• Making Hunter’s Hill Council building more accessible should be a priority</li> <li>• Transport and facilities planning for improved accessibility present both short and long-term opportunities for improved accessibility in Ryde</li> </ul>



Community	Services	Staff
<b>Meaningful employment</b>		
<p><i>“Having work is so important for self-respect, self-worth and valuing one self.”</i></p> <ul style="list-style-type: none"> <li>• Want Council to be a leader in hiring people with disability</li> <li>• Encourage and promote local businesses to do the same</li> <li>• There is a lack of knowledge and support for employing people with disability</li> </ul>	<p><i>“Local government procurement processes could create an employment opportunity through engaging contractors that employ people with disabilities”</i></p> <ul style="list-style-type: none"> <li>• Need understanding from employers and employees that disability can be mental as well as physical</li> <li>• Council should provide greater representation that they are an all-inclusive all-abilities employer</li> <li>• Consider incentives for businesses to hire people with disability</li> </ul>	<p><i>There is significant room for improvement in Council practices and procedures to recruit and retain people with disability</i></p> <ul style="list-style-type: none"> <li>• Council should set targets for a greater number of work experience placements within council</li> <li>• It should also advocate for local businesses to do the same</li> </ul>
<b>Systems and Processes</b>		
<p><i>“Information must be readily available and easy to access. I find it hard myself to find any local services and support that suit my son.”</i></p> <ul style="list-style-type: none"> <li>• People with disability need more formats and avenues to access information and forms</li> <li>• Would like a single place or person to assist in providing information on services and support</li> <li>• There are additional language barriers to people from diverse cultural backgrounds in accessing the information and support they need</li> </ul>	<p><i>“Support smaller organisations to stay viable as they are key members of the community and support broader engagement”</i></p> <ul style="list-style-type: none"> <li>• There is a need for more accessible and improved communication and engagement processes</li> <li>• Early intervention and support provides more benefits</li> <li>• Council important in coordinating local disability support services and providing information on government policies</li> </ul>	<p><i>“Need systems in place to communicate appropriately and make people with disability feel comfortable”</i></p> <ul style="list-style-type: none"> <li>• It is important that people with disability are involved in Council decision-making</li> <li>• Improve information sharing and services delivery for diverse needs of people with disability</li> <li>• Update council websites to better reflect the community – providing various formats of information</li> </ul>



The following table outlines specific themes for the **Hunters Hill Local Government Area** that emerged from the consultation activities.

### Attitudes and Behaviours

- Respect is as important as accessibility for people with disability
- Should support businesses that are welcoming of people with disability

### Liveable communities

- Making Council's Administration Building accessible
- Making sure all parks, wharfs, swimming spots are accessible for all abilities and have sufficient accessible toilets
- Need to address services and needs for people with disability and not just the elderly

### Meaningful employment

- Need for disability awareness and inclusion training to support employment of people with disability

### Services and processes

- Loss of essential services within the area is a particular barrier to people with disability (lack of transport options)



# Strategies

Our DIAP centres around the four focus areas of inclusion. We have created regional strategies in line with these focus areas.

Focus Area	Strategy
<b>Developing positive community attitudes and behaviours</b>	Celebrate and value people with disability in the community Foster understanding and connections within the community Facilitate programs that improve social inclusion Make Council events, facilities and activities welcoming and inclusive Increase knowledge and understanding about disability in Council
<b>Creating liveable communities</b>	Make it safe and easy to get around Ensure Council's open spaces and leisure and sporting facilities are accessible Improve accessibility of Council's buildings and infrastructure assets Facilitate town centres and commercial areas to be inclusive Provide more adaptive and affordable housing
<b>Supporting access to meaningful employment</b>	Ensure Council is a leader in equal employment Support people with disability in finding local employment Foster skills, training and social contribution of people with disability
<b>Improving access to services through better systems and processes</b>	Improve access and diversity of information services Involve people with a disability in decision making Upgrade access to Council services Be inclusive in how Council operates and services the community



# Hunter's Hill Council Action Plan

Our **action plan**, aligned with the regional strategies, is set out in the following pages. It identifies:

<b>ID</b>	Identification number
<b>Strategy and Actions</b>	Strategy and respective actions to achieve it
<b>Who (internal)</b>	Council service area primarily responsible for strategy and action delivery
<b>Timeline</b>	Timing for implementation (short = 1-2 years; medium = 3-4 years; long = 5+ years)
<b>External partners</b>	Who else should/could be involved
<b>Outcome</b>	Measurement of implementation (output) or improvement (outcome)

## Who (Internal staff positions)

ADC	Aged Disability Coordinator
Comms	Corporate Strategist/Public Relations
EC	Events Coordinator
MCS	Manager Community Services
HR	Human Resource Officer
GMW&S	Group Manager Works and Services
GMD&RC	Group Manager Development and Regulatory Control
P&LC	Parks and Landscape Coordinator
WO	Waste Officer

The actions listed in the DIAP are not designed to be prescriptive – they should be flexible to change as technologies and ideas about best practice develop.





## Focus Area 1: Developing positive community attitudes and behaviours

ID	Actions	Who (internal)	Timing	External partners	Outcome
1	Recognise disability inclusion by introducing a community award for disability inclusion.	ADC	Medium	Business, Disability service providers (for nominations)	New award established
2	Create a regional recognition system (stickers and/or a new /existing app) to identify businesses that are accessible and welcoming to people with disability	Regional	Long	Disability service providers	Recognition program established
3	Promote the lived experience of disability through a regular profile in Council's key communication materials (e.g. website, newsletter) and on International Day of People with Disability	Comms	Short	Disability service providers (to identify potential candidates)	Community profiles developed and published
4	Provide positive updates of successful implementation of DIAP actions (as well as other examples of positive inclusion) on Council's public communication channels <ul style="list-style-type: none"> <li>• Include both Council and community achievements</li> </ul>	Comms/A DC	Short	Disability service providers (to source examples)	Post examples and update every 12 months
5	Consider the delivery of a community education campaign on inclusion of people with disability <ul style="list-style-type: none"> <li>• Engage key local organisations and businesses.</li> </ul>	ADC	Medium	Local schools, disability service providers, local organisations, business	Campaign established and delivered
6	Create and distribute a social inclusion checklist	ADC	Medium	Local community, sports	Checklist prepared



ID	Actions	Who (internal)	Timing	External partners	Outcome
	for community, sports and recreation organisations to facilitate greater inclusion of people with disability			and recreation groups	and disseminated
7	Prepare an inclusive event planning guide including: <ul style="list-style-type: none"> <li>• Accessible facilities and infrastructure requirements</li> <li>• Accessible amenities</li> <li>• Discounted and flexible pricing for people with disability</li> </ul>	EC	Medium	Local event organisers	Guide prepared and disseminated/ Number of inclusive local events
8	Establish inclusion as part of the criteria to access Council's community funding grants	MCS	Short		Grant criteria revised
9	Invite performers with disability to participate and showcase their talent at high profile community events.	EC	Medium	Local performing arts groups and schools	Participation of people with disability
10	Encourage people with disability and their families to attend Council events through: <ul style="list-style-type: none"> <li>• Clear messaging regarding Council's inclusive approach</li> <li>• Promotion of events through disability service providers</li> <li>• Information of inclusive and accessible supports and amenities that will be available</li> </ul> Also consider opportunities for a volunteer program to assist people with disability at major local events	EC	Short	Disability service providers	Inclusive information included in event material



ID	Actions	Who (internal)	Timing	External partners	Outcome
11	Provide a regular update on implementation of the DIAP to staff and Councillors to promote and encourage inclusive practices	HR	Short		Regular updates incorporated into internal communications
12	Ensure that all relevant staff have knowledge of accessibility features of venues and buildings to promote to the community	Customer Services	Short		Relevant Staff have accessibility information



## Focus Area 2: Creating liveable communities

ID	Actions	Who (internal)	Timing	External partners	Outcome
13	<p>Review whole-of-route accessibility along key active movement corridors including to and between town centres, major transport sites and to cultural/ leisure facilities. Review to consider:</p> <ul style="list-style-type: none"> <li>• Potential high activity sites for overpasses and footbridges with lifts</li> <li>• Revisiting actions and priorities where a Pedestrian Access and Mobility Study (PAMP) has already been undertaken</li> <li>• Auditing presence and condition of footpaths including presence of overhanging vegetation</li> <li>• Prioritising pavement repair on key routes within asset budget.</li> </ul>	GMW&S	Medium		PAMP Review
14	Support local community transport organisation, Ryde Hunters Hill Community Transport, through grants and advertising to maximise the service provided to residents with a disability.	ADC	Short term	RHHCT	Support provided to RHHCT
15	<p>Incorporate requirements for accessible parking that go beyond compliance in future parking strategies to better consider the requirements for width and height of modified vehicles and vans</p> <ul style="list-style-type: none"> <li>• Discuss needs with key stakeholders</li> </ul>	GMD&RC	Medium	Disability service providers	Review and update accessible parking requirements
16	Review Ranger resources to improve	GMD&RC	Medium		Resources

ID	Actions	Who (internal)	Timing	External partners	Outcome
	enforcement of fines for cars parked on the footpath and inappropriate use of accessible parking spaces				reviewed and amended as required
17	Revise public domain signage to improve legibility and consistency, including: <ul style="list-style-type: none"> <li>• Colour contrast</li> <li>• Speaking signs</li> <li>• Braille in main town centres</li> </ul>	GMW&S	Long		Strategy developed and progressively implemented
18	Lobby NSW Roads and Maritime Service (RMS) to provide improved road infrastructure to support accessibility on Victoria Road and Gladesville Bridge	GMW&S	Long	RMS	Discussions held with RMS
19	Plan and deliver program of upgrades and renewals to Council's portfolio of footpaths and car parks to improve accessibility within asset renewal program.	ADC, GMW&S	Medium		Program delivered
20	Review the design of parks and playgrounds to cater to a range of age groups and allow for multi-generational enjoyment <ul style="list-style-type: none"> <li>• Consider the need for space and equipment for adult play</li> <li>• Provision of adult fitness equipment</li> <li>• Consult with key disability service providers</li> </ul>		Long		Review undertaken and revisions made to parks program
21	Audit and review disability access and infrastructure requirements in parks and recreational facilities renewal and upgrade	P&LC	Medium		Audit undertaken and priorities funded



ID	Actions	Who (internal)	Timing	External partners	Outcome
	<p>program. For example:</p> <ul style="list-style-type: none"> <li>• Providing appropriate seating</li> <li>• BBQs at different heights</li> <li>• Space for wheelchairs at picnic tables</li> </ul>				
22	<p>Identify opportunities and seek funding to improve access to Council's waterfront parks and reserves for example by:</p> <ul style="list-style-type: none"> <li>• Providing level paving around Newcombe Point</li> <li>• Improving access to the accessible toilet at Boronia Park</li> </ul>	P&LC	Long		Number of successful applications
23	Incorporate within assets register an opportunity to identify and record level of accessibility and disability inclusion	GMW&S	Short		Assets register updated
24	Audit and deliver program of upgrades and renewals to Council's portfolio of building assets to enhance accessibility and inclusion. Prioritise upgrades to buildings which are least accessible	MCS	Medium		Audit undertaken and improvement program established
25	Review the annual program of accessibility upgrades and renewal for the public domain to support continued roll out of upgrades to lighting and to bus stops to deliver compliance with the Disability Standards for Accessible Public Transport 2002	GMW&S	Medium		Assets work program revised and upgraded
26	Upgrade and renew the provision of public accessible toilets.	GMW&S	Long		Infrastructure program revised



ID	Actions	Who (internal)	Timing	External partners	Outcome
					and priorities funded
27	Undertake an upgrade of Hunter's Hill Council Chambers to address major accessibility issues	GM	Short – Long		Upgrade program established
28	Prepare a self-assessment checklist for local businesses to encourage them to meet accessibility needs	ADC	Long	Local chamber of commerce (consult with /test and disseminate)	Checklist developed and disseminated
29	Investigate incentives to encourage local businesses and venues to upgrade their premises to improve accessibility	GMD&RC	Medium - Long	Local chamber of commerce	Number of businesses upgraded
30	Develop and implement an affordable and adaptable housing strategy.	GMD&RC	Long	Community housing NSW Federation of Housing Associations, UDIA, NSW Dept of Planning & Environment	Strategy prepared and adopted
31	Update Councils DCP - Access and Mobility to increase options to support independent but assisted living for people with disability.		Medium		DCP – Access and Mobility updated.



## Focus Area 3: Supporting access to meaningful employment

ID	Actions	Who (internal)	Timing	External partners	Outcome
32	<p>Review the Equal Employment Opportunity Policy to facilitate Council being a more inclusive employer, including recruiting, retaining and supporting employees with a disability</p> <ul style="list-style-type: none"> <li>Establish a target for number of people with disability employed and offered work experience</li> <li>Identify appropriate positions for active recruitment - employment, traineeships and work experience</li> <li>Identify any assisted technology/ infrastructure requirements</li> </ul>	HR	Short	Disability peak bodies (consult)	Policy reviewed and updated
33	Continue to promote Council's EEO policy and code of conduct internally and externally	HR	Short	Disability employment agencies, local chamber of commerce	Policy promoted
34	Identify and implement services and systems that support people with disability being retained within the workforce	HR	Short	Disability peak bodies (consult)	Services and systems incorporated
35	Review and revise job advertisement and recruitment to be more welcoming and inclusive of disability.	HR	Medium	Disability peak bodies (consult)	Employment procurement reviewed and updated
36	Develop and promote flexible working arrangements and in-house support to recruit	HR	Short	Disability peak bodies	Flexible working



ID	Actions	Who (internal)	Timing	External partners	Outcome
	and retain people with disability in the workforce			(consult)	policy established and promoted
37	Offer training to Managers and staff to help new or existing staff who may have physical, mental health or behavioural issues	HR	Short	Disability peak bodies, specialist training organisation	Training made available
38	Facilitate people with disability undertaking volunteering positions in Council facilities	HR	Medium	Disability peak bodies (consult), disability employment agencies	Volunteer positions provided
39	Work in partnership with a disability employment agency to recruit and refer people with disability to volunteer with community organisations	ADC	Long	Disability employment agencies and local community organisations	Increase in volunteer participation



## Focus Area 4: Improving access to services through better systems and processes

ID	Actions	Who (internal)	Timing	External partners	Outcome
40	<p>Review and update Council's Communication Policy to support improved information for people with disability:</p> <ul style="list-style-type: none"> <li>Require provision of information in plain English and in a range of accessible formats including easy-read versions and in different languages</li> </ul>	Comm	Short	Disability peak bodies (consult)	Policy reviewed and updated
41	Create a regional newsletter which provides regular information on activities and services for people with disability in the regional	Regional	Medium	Disability service providers (distribute)	Regional disability newsletter established
42	Review the accessibility of Council's website to ensure WCAG 2.0 AA compliance	Comm	Short		Compliance reviewed
43	Ensure there are direct links and a portal on Council's website to identify available services for people with disability	Comm	Medium	Disability service providers	Portal established
44	<p>Review the Community Information Directory to support comprehensive listing of services for people with disability</p> <ul style="list-style-type: none"> <li>Identify potential to make this a regional directory across all three councils</li> <li>Ensure the Directory provides consistent</li> </ul>	Regional	Short	Disability service providers	Community directory reviewed

ID	Actions	Who (internal)	Timing	External partners	Outcome
	formatting of information on inclusive features of programs and services				
45	Develop a digital and physical mobility map to display information on inclusive and accessible Council facilities such as parks & playgrounds, sports grounds, community buildings, toilet blocks and parking	ADC	Medium – Long		Mobility map prepared
46	Consider the creation of a regional mobility app [or tap into an existing platform] to provide information on accessible services, places and activities, including: <ul style="list-style-type: none"> <li>Identifying accessible (and non-accessible) pathways and locations</li> <li>Availability of accessible toilets</li> <li>An option to book disabled parking for big events</li> <li>An option to rate the accessibility of venues and areas</li> </ul>	Regional	Long		App developed or modified
47	Facilitate and participate in regional disability forums to encourage and support joint strategic planning collaboration between agencies and service providers. For example, assist NDIA and disability service providers to improve referral, coordination and service access for all people with disability including the best approach to providing information (and/or directory) on available NDIS product and	ADC	Short	NDIA, disability service providers	Disability information network established



ID	Actions	Who (internal)	Timing	External partners	Outcome
	service offerings				
48	<p>Ensure inclusive community engagement, including requiring:</p> <ul style="list-style-type: none"> <li>Advertising accessibility of venues</li> <li>Providing alternate arrangements for consultation and engagement (including incorporating methods to more actively reach out/ go directly to people with disability)</li> <li>Allowing sufficient time for people to provide feedback</li> </ul>	Comms	Short		Checklist and training undertaken
49	<p>Review Terms of Reference for the Access Committee to support implementation of the DIAP</p> <ul style="list-style-type: none"> <li>Encourage applications by people with disability</li> <li>Consider change of name to reflect broader focus on inclusion</li> <li>Provide a protocol so staff know what and how to refer items to the Access Committee</li> </ul>	ADC	Short		<p>Terms of reference reviewed</p> <p>Increased/ expanded consultation of Access Committee</p>
50	Encourage people with disability to apply for membership on all Council Committees through proactive language and indication of support	GM	Short		Increased number of people with disability on committees
51	Provide a specific Community Disability Liaison officer in Council, as a nominated	ADC	Medium		Officer position

ID	Actions	Who (internal)	Timing	External partners	Outcome
	contact to provide information and contacts to other organisations - as well as directly liaising with service providers				funded
52	Train council customer officers on assisting people with disability and where to access information on disability services.	HR	Short		Training provided on information resources
53	Review and promote assisted Waste Collection Service for people with disability living independently	WO	Short		Assisted Waste Services promoted
54	Continue to work together on a regional basis to implement the Disability Inclusion Action Plan and regional recommendations.	ADC	Short		Regional DIAP Working Party continued



# Going forward

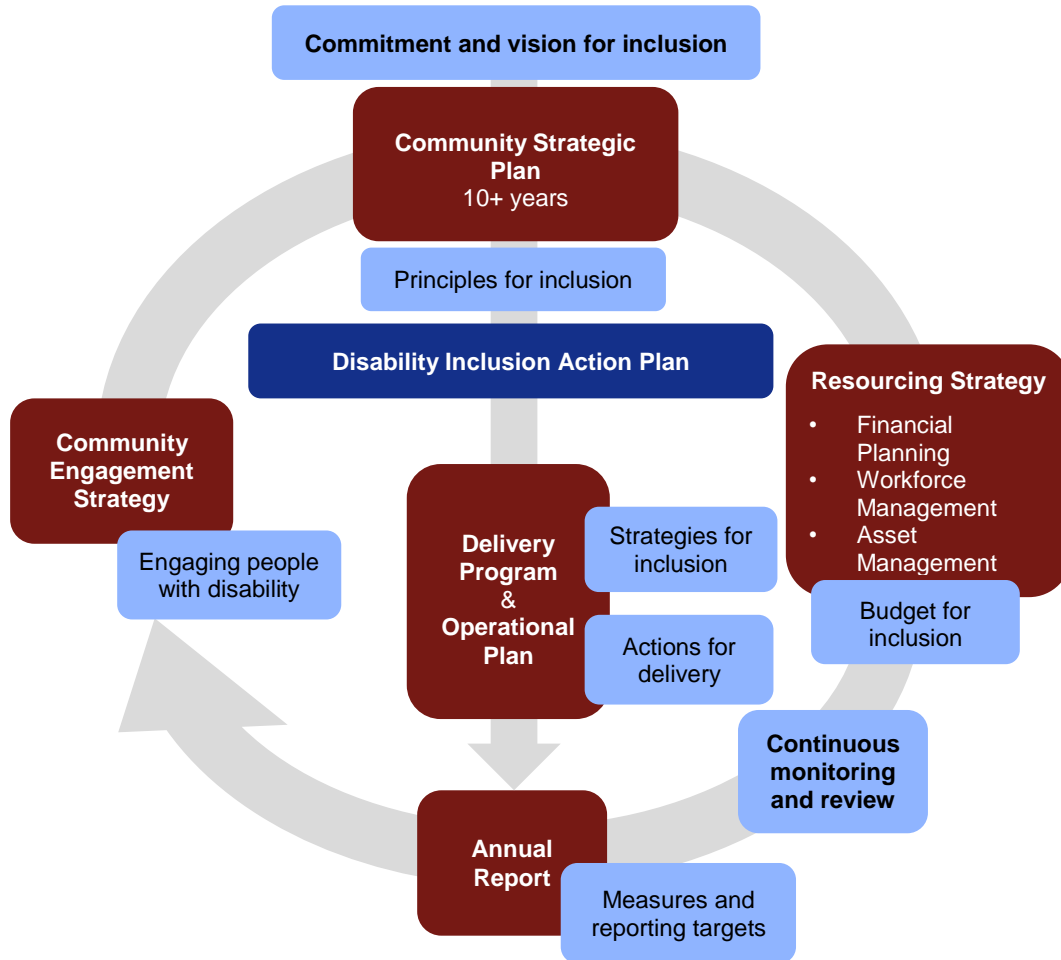
Keeping track of our progress is a key part of delivering our DIAP. We are committed to realising our goal of an inclusive society. To do so we will monitor and evaluate implementation of the DIAP.

We will work together, with partners and with our community to implement actions. We will ensure Council is responsive and representative and the communities we serve are welcoming and inclusive.

Significant work has been undertaken to produce our DIAP and get to where we are. Implementation of our actions is the next crucial step. Writing down who is responsible and timeframes for actions allows Council to allocate funding and resources to meet our commitments. Actions in the DIAP form part of Councils' Integrated Planning and Reporting process, our annual and four-yearly reporting process. This means strategies and actions for inclusion will be incorporated into the Community Strategic Plan 2030, Delivery Program, Operational Plan and Resourcing Strategy.



**Figure 2 Disability inclusion planning with the Integrated Planning and Reporting cycle**



The process for developing and monitoring our DIAP is guided by the DIA and has been designed to mirror the Integrated Planning and Reporting process. The life of our DIAP is four years, in that time we will evaluate our progress and report on the implementation in Council’s Annual Report which is provided to the appropriate Minister. In 2021, we will take stock of our progress and consult with our community to review the DIAP. This allows us to consider and reflect the changing needs in our community.

We look forward to getting to work to support and promote inclusion in our communities.



