



# Draft Disability Inclusion Action Plan 2021-2025



## Adoption of Plan

This Disability Inclusion Action Plan was adopted by the City of Canada Bay on <insert date> 2021.

## Acknowledgement of Country

We acknowledge this land is the traditional home of the Wangal people of the Eora nation. We recognise their stewardship of this place. We acknowledge the vital contribution that indigenous people and cultures have made and still make to the nation that we share.

## Acknowledgements

The Council thanks all those people who committed their time to provide input and feedback during the development of the City of Canada Bay's *Disability Inclusion Action Plan 2021-2025*

## Our Commitment

The City of Canada Bay Council is an equal employment opportunity employer and is committed to a safe workplace. The City of Canada Bay Council is a child safe organisation that recognises and advocates for the rights of children and young people.

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## Foreword from Mayor

I am pleased to present our new Disability Inclusion Action Plan 2021–25.

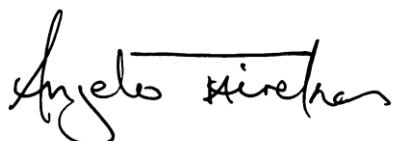
This plan demonstrates our commitment to making our area an accessible and inclusive place for everyone in the community, including our own Council places, services, and programs.

Our plan is founded on four key principles, that we:

- Be inclusive
- Treat people with dignity and respect
- Create accessible spaces and services
- Take accountability.

I am looking forward to working with the whole of Council to put these principles into action and ensure everyone has the same opportunities.

I would like to thank everyone who has contributed to the development of the plan and I look forward to how we can make our City an even more accessible and inclusive place for all.

A handwritten signature in black ink that reads "Angelo Tsirekas". The signature is fluid and cursive, with a long, sweeping line at the top.

Mayor Angelo Tsirekas  
City of Canada Bay

## Vision

Canada Bay is an accessible and inclusive place for all.

Our diverse community enjoys a range of inclusive and accessible social, recreational, cultural and employment opportunities and is actively involved in the life of our City.

## 1.0 Guiding Principles

Council provides a range of services and programs, and manages buildings and places to meet the diverse needs of our community.

Four principles will guide our decisions and the way we work to improve access and be more inclusive for people living with disability.

### 1. Be inclusive

Being inclusive gives everyone the right to equally participate in daily life. It means we welcome everyone.

Disability results when barriers are created. Barriers make it difficult for people to go about their daily lives, and can be in our physical and social environments, as well as through our attitudes and the way we communicate.

Council has an ongoing responsibility to remove barriers to make sure everyone has equal access to places, services, employment, volunteering opportunities, information and to contribute to our community.

This means we value the perspective, experiences and contributions of people from our diverse community.

Inclusive communities are:

|                     |           |               |
|---------------------|-----------|---------------|
| Equitable           | Diverse   | Heard         |
| Valued              | Welcoming | Accommodating |
| Places of belonging |           |               |

### 2. Treat people with dignity and respect

Everyone in our community is worthy of respect.

Treating people with dignity and respect means valuing every individual as part of our community. We treat people equitably.

Council has an ongoing responsibility to make sure all people have the same rights, privacy, autonomy and self worth, without humiliation or disrespect.

Dignified and Respectful communities are:

|           |             |                                 |
|-----------|-------------|---------------------------------|
| Equitable | Valued      | Inclusive                       |
| Aware     | Independent | Supportive of individual rights |

### 3. Create accessible spaces and services

Great places, services and programs are accessible. They provide equitable, independent and dignified access for all.

Canada Bay Council will increase accessibility to public and community places, services, information and programs.

This means we will strive to do better rather than just meet minimum requirements.

Accessible communities are:

|           |           |            |
|-----------|-----------|------------|
| Equitable | Mobile    | Informed   |
| Inclusive | Dignified | Respectful |

Achieved by universal design

### 4. Take accountability

Change occurs when people are responsible and take action.

We continue to deliver accessible places, programs and services, but also embed access and inclusion within our processes as we conduct our work, creating cultural change.

This means, we will do what we say we will do and make it part of our everyday work.

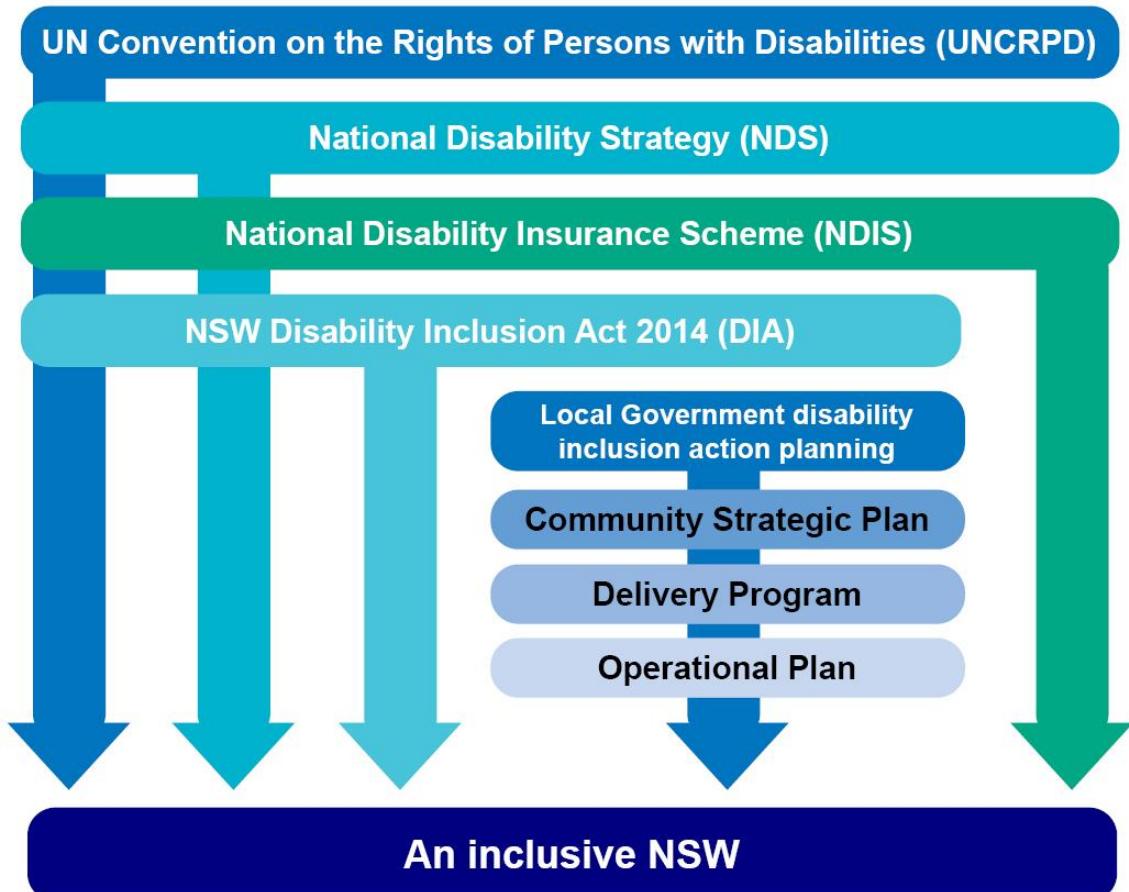
Accountability is achieved by:

|              |            |               |
|--------------|------------|---------------|
| Commitment   | Motivation | Understanding |
| Prioritising | Resourcing | Solutions     |

Being equitable

## 2.0 Policy and legislative context

The role of planning and supporting people living with disability is governed by a range of legislation, policy and standards.



### United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

In 2008, Australia became one of the original signatories of the UN convention on the Rights of People living with disability (UNCRPD). Its purpose is:

“To promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”

The UNCRPD acknowledges that people living with disability have the same human rights as those without disability. Participating governments must ensure these rights can be exercised and that barriers are removed.

To achieve this, Council services need to ensure it does not directly or indirectly prevent participation by people living with disabilities.

## Equal Access through Universal Design

Universal design is a holistic concept that links with sustainability, health, wellbeing, injury, crime prevention and ageing in place. Council embraces the concept in its planning and design of open space, buildings and services. The seven design principles are:

### Principle 1: Equitable Use

The design is useful and marketable to people with diverse abilities.

### Principle 2: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

### Principle 3: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

### Principle 4: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

### Principle 5: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

### Principle 6: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

### Principle 7: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

## National Disability Strategy 2010-2020 (NDS)

The Strategy outlines a 10 year policy framework to improve the lives of people living with disability, promote participation and create a more inclusive society. It aims to bring about change in all mainstream services, programs and community infrastructure.

As part of the Strategy, a major reform of disability services was implemented through the National Disability Insurance Scheme (NDIS), which provides all Australians under 65 years who have permanent and significant disability with the reasonable and necessary support they need to enjoy their lives.

The Australian Government is currently developing a new National Disability Strategy.

## [NSW Disability Inclusion Act 2014](#)

This Act requires all government departments and certain public authorities in NSW to have a Disability Inclusion Action Plan.

## [NSW Disability Inclusion Plan 2015](#)

This Plan is the NSW Government's commitment to identifying and breaking down the barriers which prevent people living with disabilities from enjoying the same opportunities and choices as everyone else.

It aligns with the *National Disability Strategy* and obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The Plan has 4 focus areas that aim to create long term change and require consistent efforts from government and the wider community. The focus areas are:

1. Attitudes and behaviours
2. Liveable communities
3. Employment
4. Systems and processes.

## [Other relevant legislation, Policies, Standards](#)

A brief description of the other relevant legislation, policies and standards are at Appendix A. They include:

- Commonwealth Disability Discrimination Act 1992 (DDA)
- Disability (Access to Premises – Buildings) Standards 2010
- NSW Ageing and Disability Commission
- NSW Anti-Discrimination Act 1977 (ADA)
- Local Government Act 1993 and Local Government (General) Regulation 2005
- Carers (Recognition) Act 2010 NSW
- NSW Government Sector Employment Act 2013 (GSE)

## 3.0 Understanding Disability

### Social Model of Disability

Council uses a social model of disability. Disability results when barriers are created. Barriers make it difficult for people to go about their daily lives, and can be in our physical and social environments, as well as through our attitudes and the way we communicate.

The barriers must be removed to enable people living with disability to participate on an equal basis in our community.

This contrasts with the medical mode of disability where people living with disability are thought to be different to “what is normal” and the disability is seen as a problem of the individual.

It is important to note that people have overlapping identities and experiences. For example, 47% of adults living with disability have experienced violence (AIHW 2020) and in a national survey of LGBTQA+ young people, 38% of people reported living with a disability or long term health condition (ARCSHS, 2021). Recognising the complexity of people’s identity and experiences is the concept of intersectionality.

### Disability discrimination

Disability discrimination occurs when people living with disability are treated less favourably than people without disability. Disability discrimination can be direct or indirect.

It is against the law to discriminate based on disability.

### National Disability Insurance Scheme (NDIS)

Reforms to the NDIS have been challenging for our community, particularly the proposed process of government contracted independent assessors who use standardised tools to make a decision about eligibility of an individual for the NDIS and the support that they receive.

The aim of the changes seeks to assess a person’s capacity in a simpler and equitable way, while supporting fairer decisions about access to the scheme. The NDIS was growing much faster than the government expected, and the independent assessments will keep the scheme sustainable (Young 2021).

Key concerns from within and outside the disability community and participants include the ability for the proposed process to adequately consider individual needs and circumstances (the assessment mainly consists of “yes” and “no” questions), the lack of specialised expertise and cultural competence of the assessor to determine complex individual needs, and the lack of consultation with specialists to understand in a broader context (Young 2021, Young 2021a Stephens 2021).

## Royal Commission Findings

The Disability Royal Commission was established in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability.

The hearings are ongoing and the October 2020 interim report provide some of the following insights:

### Attitudes towards disability

“People with disability have told us about the negative or harmful attitudes they often face, as well as assumptions other people make about their quality of life and value to society.”

### Segregation

“Negative perceptions, negative judgements and negative expectations are reinforced and become woven into the fabric of our community when the “other” places for the “other” people exist”

### Access to services and supports

“The Royal Commission has heard about the barriers that people with disability can face when accessing services and supports. These include attitudinal, institutional, environmental and communication barriers. We have also heard about the lack of appropriate services and supports in many places...”

### Community Participation

“People with disability continue to confront barriers that prevent their full and equal participation in the community. These barriers are attitudinal, institutional, environmental and communicative”.

### Economic participation

“People with disability experience high levels of socio-economic disadvantage and are more likely than people without disability to experience poverty,

financial hardship and unemployment, with lower incomes and higher costs associated with living with disability”

### 3.1 Disability in Australia

In 2018 the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (SDAC), reported that 4.4 million people, approximately 1 in 6 Australians are estimated to be living with disability.

Of the people living with disabilities, the Survey found:

- 77% had a physical disability
- 23% had a mental or behavioural disorder
- 9.6% aged 15 years and over had experienced discrimination in the previous year because of their disability
- 53% aged 15-64 years participated in the labour force, compared to 84% for people living without disability
- 33% had completed year 12 or equivalent, 16% had a Bachelor degree or above, and 9.2% had a diploma or above
- 29.4% used communication aids including 18.4% using a hearing aid, and 17.1% used mobility aids.

The Survey also found:

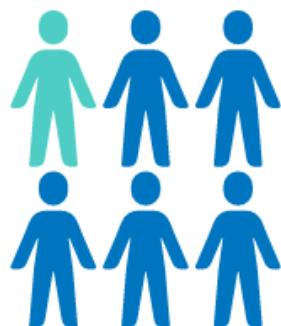
- People living with disability were more likely to live in households with a lower household income than people living without disability
- Disability increases with age. 50% of people aged 65 years and over live with disability.

The Australian Institute of Health and Welfare report: People living with disability in Australia (AIWH 2020), found that people born in 2018 can expect to live 21% of their lives with some level of disability. This includes disability as a result of temporary injuries, as well as disability as a result of growing older associated with old age, and severe or profound disability. The report also found that:

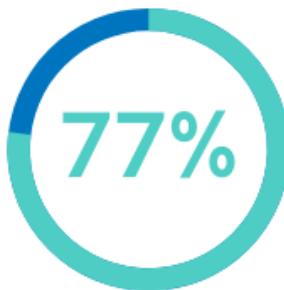
- 1 in 4 employed people aged 15-24 living with disability would like to work more hours
- 93% of unemployed people aged 15-64 with disability experience difficulties finding employment

- 88% of employed working-aged people with disability do not require additional support from their employer to work
- 32% adults living with disability experience high or very high levels of psychological distress, four times more than adults living without disability
- Younger adults (18-64 years) living with disability are more likely to experience higher level of psychological distress than older adults with disability.

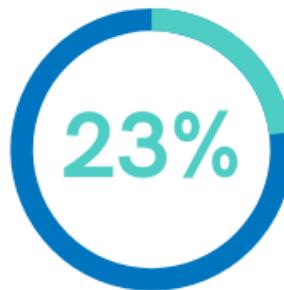
## In Australia:



1 in 6 Australians live with disability



have a physical form of disability



have a mental or behavioural form of disability



over 15 years experienced discrimination



participated in the labour force



completed year 12, had a diploma, or a university degree



### 3.2 What does this mean for Canada Bay?

In 2018, the ABS model estimates that 10,022 people (10.6%) live with disability in households across Canada Bay. If Canada Bay had a total population of 100 people, this would equate to:

- 11 people living with disability;
- 4 people living with profound or severe limitations;
- 5 people living with moderate or mild limitations; and
- 7 people are carers of people with disability

Some suburbs have higher rates of disability, and this generally corresponds to areas with older populations (ABS 2016). They are:

- Rhodes East, including Concord Hospital (9.6%)
- Concord (5.9%)
- Five Dock – Canada Bay (5.6%)
- Abbotsford – Wareemba (5.5%), and
- Chiswick (5.5%).

In addition, there are approximately 6.2% of the population who are 0-4 years old with the need for prams and strollers, as well as people who will experience a disability or temporary and long term injury.

In total, it is estimated that 17% of our community require accessible environments, or barrier free access to information and employment to maintain independence and wellbeing. This does not include approximately 50% of people aged over 65 living with disability.

#### Service Provision

Most disability services are located outside our local government area boundaries, and service clients on a regional level. With the limited number of local services it is paramount that Council works closely with peak bodies and disability services.

While Council does not operate or manage services for people with disability, it works towards providing an environment that supports people with disability to access suitable housing, transport and employment to reduce their need for services.

## If Canada Bay had 100 people:



11

live with disability



7

are carers



4

need help with  
daily activities



6

travel in prams  
and strollers

**17% require accessible environments**

## 4.0 Developing the Plan

This *Disability Inclusion Action Plan* (DIAP) builds on the strategies and actions of the existing DIAP 2017-2021, and is guided by the *NSW Disability Inclusion Action Planning Guidelines*.

### 4.1 Research and Analysis

The Plan has been informed by a review of the existing plan with input from staff across Council. Sessions were held to review the status of each action and to reflect on experiences in carrying out the plan.

Council also reviewed relevant legislation and State and Government Policies. The Plan aligns with the four focus areas of the *NSW Disability Inclusion Plan*:

- Attitudes and Behaviours;
- Liveable Communities;
- Employment; and
- Systems and Processes.

#### What have we achieved?

Some of the achievements by Council and local organisations include:

- Provided disability awareness training for front line staff including customer service and library staff;
- Upgraded approximately 190 bus stops to meet accessibility standards;
- Developed the *Let's All Play Strategy*, which addresses the *NSW Everyone Can Play Guideline* developed by the Department of Planning and Environment;
- Delivered an 'all abilities' carpet bowls program at Five Dock Leisure Centre;
- Installed a mobility scooter charging point at Concord Library. Further locations within Council facilities are being investigated;
- Delivered "The Lab" program for young people with people on the autism spectrum which is operating at capacity at the Learning Space in Rhodes;
- Delivered Inclusive twilight story time with sign language;
- Delivered the Bay Connection Program supporting older people who are vulnerable or frail who need more assistance to engage with the

community. This service operated at capacity twice a week and assisted 60 residents each month; and

- Supported access to meaningful employment for people living with disability is through social enterprises such as Livvi's Place Cafe.

## 4.2 Engagement

Between November 2020 and February 2021, a number of engagement activities were undertaken as part of understanding the social issues within our area. With the safety of our community in mind during a Global Pandemic, the majority of the consultation was undertaking online or in a COVID Safe environment. These included:

- Promotion of events and activities on Council's website, emails, postcard to all residents within our local area, posters in community areas and on social media;
- An online survey available on Council's website including in community languages with hard copies available on request;
- Intercept surveys including at Five Dock Park;
- 4 Focus group sessions for organisations include CASS care, Touched by Olivia, Lucas Gardens School P&C and Lets Get Going;
- Stakeholder phone interviews including Inner West Neighbour Aid; Local residents/NDIS consultant; Ebenezer Mission; Shelter NSW; KU Children Services and Kids at Play;
- Consultation with the City of Canada Bay Access Committee; and
- Consultation with Council staff.

Over 200 people participated in the engagement process with most people providing feedback through Council's online surveys, interviews, and focus group sessions. The responses were collated through these activities to inform the actions of this plan.

In February 2021, an internal DIAP working group was formed, with the aim to drive inclusiveness into our work practices and to develop and implement the DIAP.

## What you told us

### About developing positive community attitudes and behaviours:

- There is a need for increase awareness within the local community and local businesses about different types and expressions of people living with disability
- People from culturally diverse communities may have different beliefs or stigma about disability.
- It would be nice to celebrate an event around International Day of People with Disabilities
- A greater representation of our diverse community should be present in Council publications

*“...when people with intellectual disability are loud or noisy they are not trying to scare people or be rude – it is just their sense of expression.”*

*“In some cultures, there is stigma and shame around special needs, and in particular women and mothers are made to feel guilty about the disability of children”.*

### About creating liveable communities:

- It can be difficult for people living with disability to get around. Challenges including lack of accessible or disability parking in proximity to health care providers and community services.
- Access and wayfinding to bus stops and train stations can be challenging, particularly where there is construction works occurring
- Some town centres and neighbourhoods require significant upgrades to footpaths, road crossings and other public spaces to be more accessible for prams, wheelchairs and those who are vision impaired or unsteady on their feet.
- Local shops and businesses, particular those in older buildings can be hard to access.
- Shared footpaths can be a challenge for people living with disability as cyclists may speed.
- There is limited public transport network coverage and services to some areas.

- There needs to be more community programs and activities that are inclusive of people living with disability and not just separated activities, to bring people of all abilities together.
- There are gaps in activities available for adults with intellectual disabilities
- There is a need for diverse mix of affordable and adaptable housing options for people of all abilities.
- Providing opportunities for social interaction for people living with disability will be imperative to support a sense of belonging and connection
- It can be challenging to access services and information that is culturally appropriate.
- There is a shift towards service provision online can be challenging for people living with disability when it comes to filling out online forms or participating in online workshops.

*“Making the shops more accessible allows more people to get out and participate in everyday activities, we are included on some level but it's an after thought” .*

*“There is no accessible toilet at Five Dock Park so when I walk my dog I have to come home just to go to the toilet, other people don't have to do that.”*

*“My daughter is mentally alert but has physical limitations. A visit from someone of a similar age and interests would be great for her. She falls through the gap for many programmes for people her age.”*

*“It would be great if local library book clubs selected books that are available in accessible formats such as braille so people who are vision impaired can participate.”*

#### About access to meaningful employment:

- There are many young people in their mid-twenties living with disability who live with their parents and aren't engaged in school or work in the Canada Bay LGA. This has an impact on their health and wellbeing, as they want to contribute and be independent.
- Council can play a role in connecting people to training and employment opportunities, such as partnerships with and education of local businesses.

- Council needs affirmative policy for employment and social inclusion
- Council could employ more people living with disability.
- There needs to be a promotion that focuses on ability.
- Give people living with a disability more time to learn
- Local programs can assist with training, transitioning to employment & funding

*"For young people with psychosocial disability there are not many employment opportunities in the area. It would be great if Council could partner with the large companies at Rhodes to provide traineeship opportunities. This could make a big difference in their lives."*

#### About improving access to Services:

- There is a need for a range of opportunities to engage, including face-to-face opportunities for those who may not be able to engage online.
- It is important that local information is available in a range of accessible formats
- Work with service providers to understand and address barriers to accessing services for people from culturally and linguistically diverse backgrounds
- It can be challenging to know who to speak with at Council about access and inclusion issues, and that customer service staff are not always responsive.
- It is not always easy to know who to contact and it can take a long time to get support to disability services
- Council needs to provide increased training of staff to encourage positive communication
- Council needs to continue to advocate for disability inclusion issues and allocate resources to ensuring the Canada Bay community is accessible, welcoming and inclusive for everyone.
- There is opportunity for inclusion and access planning to be more integrated across different Council teams to raise awareness and share responsibility. Council teams should adopt specific key performance indicators against which progress can be measured over time.

#### 4.3 Development of the Plan, exhibition of Draft Plan and adoption

The guiding principles set out in Section 1 provides an approach to the development of this plan and the individual actions.

Information from the Research and Analysis and Engagement Phases was reviewed to determine the Goals, Strategies and Actions, which were then aligned to the four Focus Areas. Finally, the Draft Plan was placed on exhibition for four weeks for public comment and, following consideration of comments received, the Final Plan was adopted by Council.

## 5.0 Our Plan

### 1. Attitudes and behaviours

Misconceptions, negative attitudes and behaviours, and a lack of knowledge about disability can affect many aspects of life for people living with disability. By adopting positive attitudes and behaviours, we can challenge stigmas and work towards greater inclusion.

The expected outcomes are:

- The City of Canada Bay staff have increased awareness and knowledge about inclusion
- Increased community awareness of the abilities, skills and contributions of people living with disability
- Increased representation of our diverse community in Council publications
- The diversity of our community is celebrated



| Action  | Lead team                      | Timing               | Resources  | Measure   |
|---|--------------------------------|----------------------|--|---|
| 1.1 Provide mandatory inclusion training for: <ul style="list-style-type: none"> <li>• all staff</li> <li>• all new employees</li> <li>• all volunteers</li> <li>• all councillors</li> </ul> | People and Culture             | 2021-2025<br>Ongoing | Additional funding for procurement<br><br>Annual Operating Budget to deliver | Access awareness training delivered: <ul style="list-style-type: none"> <li>• 100% of staff complete training in last 2 years.</li> <li>• as part of Council's induction program</li> <li>• To all active volunteers</li> </ul> |
| 1.2 Deliver mental health and wellbeing training to raise awareness and knowledge.  | People and Culture             | 2021-2025            | Training budget  | Make training available to all staff every year.  |
| 1.3 Develop and distribute staff guidelines for communicating respectfully with people living with disability   | Library and Community Services | 2021-2022            | Annual Operating Budget  | Guideline developed and distributed.  |
| 1.4 Work with the Access and Inclusion Committee to raise awareness of issues affecting people with disability in the Canada Bay community  | Library and Community Services | 2021-2025<br>Ongoing | Annual Operating Budget  | Meetings held 6 times a year. Issues raised, identified and addressed.  |
| 1.5 Develop and deliver articles in newsletter and social posts to raise awareness of access and inclusive practices in the community   | Media and Communications       | 2021-2025            | Annual Operating Budget  | At least two articles in Council's newsletter and two social post per year promoting inclusion and access.  |
| 1.6 Develop or update and distribute good design guide and checklist on access and inclusion for local businesses   | Place Management               | 2021-2025<br>Ongoing | Annual Operating Budget  | <ul style="list-style-type: none"> <li>• The Missed Business Guide/checklist updated and promoted to encourage businesses to provide free WIFI updated and promoted annually.</li> </ul>  |

| Action  | Lead team                      | Timing               | Resources               | Measure   |
|---|--------------------------------|----------------------|-------------------------|---|
| 1.7 Include the recognition of local businesses that promote inclusion and accessibility as part of the Sustainability Awards | Place Management               | 2021-2025            | Annual Operating Budget | Include award category for businesses and organisations that promote or demonstrate exemplar access and inclusion actions which may include employment of people living with disability |
| 1.8 Increase the number of photos that represent our diverse community  | Media and Communications       | 2021-2022            | Annual Operating Budget | At least 50 quality diverse images added to the photo library including local and stock imagery to be promoted and used by Council staff  |
| 1.9 Increase images of people living with disability in Council publications  | All                            | 2022-2025            | Annual Operating Budget | Every publication or material with more than 8 photos contains images of our diverse community including an image of people living with disability                                      |
| 1.10 Celebrate and promote events important to our community including International Day of People with Disabilities          | Library and Community Services | 2021-2025<br>Ongoing | Annual Operating Budget | Events are promoted yearly to staff and the community   |

## 2. Liveable communities

People living with disabilities are part of our community. Creating liveable communities ensures that everyone can participate in all aspects of community life.

Council will ensure and advocate that buildings, facilities, places, events, services and programs are inclusive and accessible to everyone.

This enables community participation, choice, independence and inclusiveness.

The expected outcomes are:

- Improved inclusive opportunities for people to move around
- Continuous accessible paths of travel provided in our area
- Improved access to buildings and facilities
- Improved public spaces
- Improved services and programs
- Increased opportunities for people to participate in activities
- Improved housing design to be more inclusive



| Action  | Lead team         | Timing               | Resources                                       | Measures  |
|---|-------------------|----------------------|---|---|
| 2.1 Advocate to Transport NSW to improve the accessibility of public transport on behalf of the community including: <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Better signage</li> <li>• Communicating last minute time table changes</li> <li>• A bus from Drummoyne to Concord Hospital</li> <li>• Access as part of future Metro Station</li> <li>• More accessible transport options</li> </ul> | Roads and Traffic | 2021-2025<br>Ongoing | Annual Operating Budget                         | Discussions with Transport for NSW completed.   |
| 2.2 Audit and review on street parking in our town centres and in proximity to health care providers, shops, recreation areas and local services for: <ul style="list-style-type: none"> <li>• short term parking,</li> <li>• parking for people with disabilities,</li> <li>• loading zones and</li> <li>• pick up and set down (private, community)</li> </ul>  | Roads and Traffic | 2021-2025            | Annual Operating Budget<br><br>Funding Required | Accessible and disability parking availabilities reviewed and additional spaces provided where necessary. |
| 2.3 Continue to upgrade bus stops to meet standards as part of the Accessible Bus Stops Program   | Roads and Traffic | 2021-2025            | Annual Operating Budget                         | Bus stop upgrades and redundant bus stops removed included as part of yearly operational plans            |

| Action  | Lead team             | Timing            | Resources                         | Measures  |
|---|-----------------------|-------------------|-----------------------------------|---|
| 2.4 Complete Pedestrian Access and Mobility Plan and undertake footpath upgrades, road crossings and other public spaces as necessary   | Roads and Traffic     | 2021-2025         | Annual Operating Budget           | Pedestrian Access and Mobility Plan completed and footpath, road crossings and other public spaces upgraded as necessary. |
| 2.5 Maintain safe accessible footpaths, kerb ramps, road crossings and public spaces as required/ when identified   | Roads and Traffic     | 2021-2025         | Annual Operating Budget           | Percentage of footpath network rated as satisfactory or better condition.   |
| 2.6 Provide guides and maps about the accessibility of Council facilities including:<br><ul style="list-style-type: none"><li>• Parks and open space</li><li>• Aquatic centres</li><li>• Community facilities</li></ul> | Building and Property | 2021-2025         | Annual Operating Budget           | Accessibility guides/maps available on Council's website and for distribution.  |
| 2.7 Develop a time-framed schedule of works to ensure existing Council building and facilities are made accessible  | Building and Property | 2025              | Capital Works renewal budget      | Schedule of works included in adopted Council's Asset management plan   |
| 2.8 Develop a public toilet strategy to provide more accessible toilets   | Building and Property | 2021-2025         | Capital Works Program             | Public toilet strategy prepared.<br><br>Increase in the number of accessible toilets in the LGA.                          |
| 2.9 Incorporate accessible parking, toilets and seating when planning or renewing Council's sport grounds and facilities  | Parks and Recreation  | 2021-2025 Ongoing | Capital Works Budget              | All renewed sports grounds and facilities comply with the DDA and meet universal design principles                        |
| 2.10 Improve accessibility to all Community Gardens including:<br><ul style="list-style-type: none"><li>• Raised garden beds</li></ul>  | Sustainability Team   | 2021-2025         | Funding / Annual Operating Budget | Accessibility to Concord Community Garden has been improved   |

| Action  | Lead team  | Timing               | Resources               | Measures   |
|---|--|----------------------|-------------------------|--|
| <ul style="list-style-type: none"> <li>• Paths of travel</li> <li>• inclusive programs</li> </ul>   |  |                      |                         |  |
| 2.11 Continue to deliver and fund accessible programs including: <ul style="list-style-type: none"> <li>• the Bay Connection Program</li> <li>• the BayRider bus service</li> <li>• Bayside Kids Program with activities suitable for all abilities</li> <li>• the Gymability program at Five Dock Leisure Centre</li> <li>• programs for people living with disability across the library network</li> </ul> | Library and Community Services<br><br>Parks and Recreation | 2021-2025<br>Ongoing | Annual Operating Budget | Programs delivered and funded annually.  |
| 2.12 Increase or promote inclusive programs and provide equal access and participation throughout our library network   | Library and Community Services                             | 2021-2025<br>Ongoing | Annual Operating Budget | Programs promoted or reviewed and amended where necessary to ensure people living with disability can participate equally. |
| 2.13 Partner with local services and organisations to develop inclusive spaces and programs for people living with disability   | Library and Community Services<br><br>Parks and Recreation | 2021-2025            | Annual Operating Budget | Local services contacted to encourage provision of inclusive programs  |

| Action   | Lead team                      | Timing            | Resources               | Measures   |
|--|--------------------------------|-------------------|-------------------------|--|
| 2.14 Review grant and community funding guidelines to ensure distribution of grants will meet the needs of our diverse population including people living with disability. | Library and Community Services | 2021-2025         | Annual Operating Budget | Grant guidelines are amended to support distribution of funds to meet the needs of our diverse population. |
| 2.15 Liaise with local sporting clubs to promote and increase opportunities for people living with disability to participate in sport.                                     | Parks and Recreation           | 2021-2025 Ongoing | Annual Operating Budget | Local sporting clubs contacted annually to encourage inclusive programs                                    |
| 2.16 Plan and deliver an annual inclusion Sports Day for people living with disability in partnership with Sport NSW   | Parks and Recreation           | 2021-2025         | Annual Operating Budget | Annual sports day planned.   |
| 2.17 Partner with accessible arts, local groups and organisations to deliver projects that further the aims of the DIAP  | Place Management               | 2021-2025         | Annual Operating Budget | Provide support to local groups and organisations subject to funding and resource availabilities.          |
| 2.18 Incorporate the requirement for adaptable housing in future iterations of the Canada Bay Development Control Plan   | Strategic Planning             | 2021-2023         | Annual Operating Budget | Adaptable housing guidelines incorporated into DCP   |
| 2.19 Develop a good design guide to improve access in developments for both developers and Council staff.  | Strategic Planning             | 2021-2025         | Annual Operating Budget | Good design guide prepared, based on universal design  |

| Action  | Lead team                                    | Timing    | Resources               | Measures  |
|---|--|-----------|-------------------------|---|
| 2.20 Increase Affordable Housing to meet the needs of people living with disability   | Strategic Planning                           | 2021-2022 | Annual Operating Budget | Affordable housing policy reviewed and amended to include accessibility criteria and acquisition of affordable housing stock. |
| 2.21 Create provisions and standard conditions of consent to clarify principal pedestrian entry in the Canada Bay Development Control Plan (DCP), to achieve dignified accessible outcomes in future developments | Strategic Planning<br><br>Statutory Planning | 2021-2025 | Annual Operating Budget | Provisions are included in the DCP and standard conditions applied when necessary.  |

## 3. Employment

Accessing employment can be challenging for people living with disability. Many people want to work yet barriers, such as access to training, transport and business systems, often hinder their attempts to find suitable employment.

The expected outcome is:

- Council's employment opportunities are inclusive



| Action  | Lead team          | Timing    | Resources               | Measures   |
|---|--------------------|-----------|-------------------------|--|
| 3.1. Incorporate inclusive and accessible practices into human resource policies including: <ul style="list-style-type: none"> <li>• Recruitment and selection policy</li> <li>• Reasonable adjustment policy</li> </ul>  | People and Culture | 2021-2025 | Annual Operating Budget | <ul style="list-style-type: none"> <li>• Recruitment and selection policy reviewed and updated to include fairness and equal opportunity</li> <li>• Reasonable adjustment policy adopted by Council</li> <li>• Policies and documents are in plain English</li> <li>• Increase the number of applicants identify as a member of our diverse community</li> </ul> |
| 3.2. Implement a disability employment strategy that includes: <ul style="list-style-type: none"> <li>• guidelines that address alternative forms of application, job design, and flexible working hours</li> <li>• staff engagement survey to indicate Council's inclusiveness as a work place on which improvements can be measured</li> <li>• work with organisations to provide work experience opportunities within Council for people living with disability</li> </ul> | People and Culture | 2021-2025 | Annual Operating Budget | <ul style="list-style-type: none"> <li>• Prepare and allocate resources to implement a disability employment strategy</li> <li>• Data collected from staff to indicate the level of inclusion in the work place.</li> </ul>  |

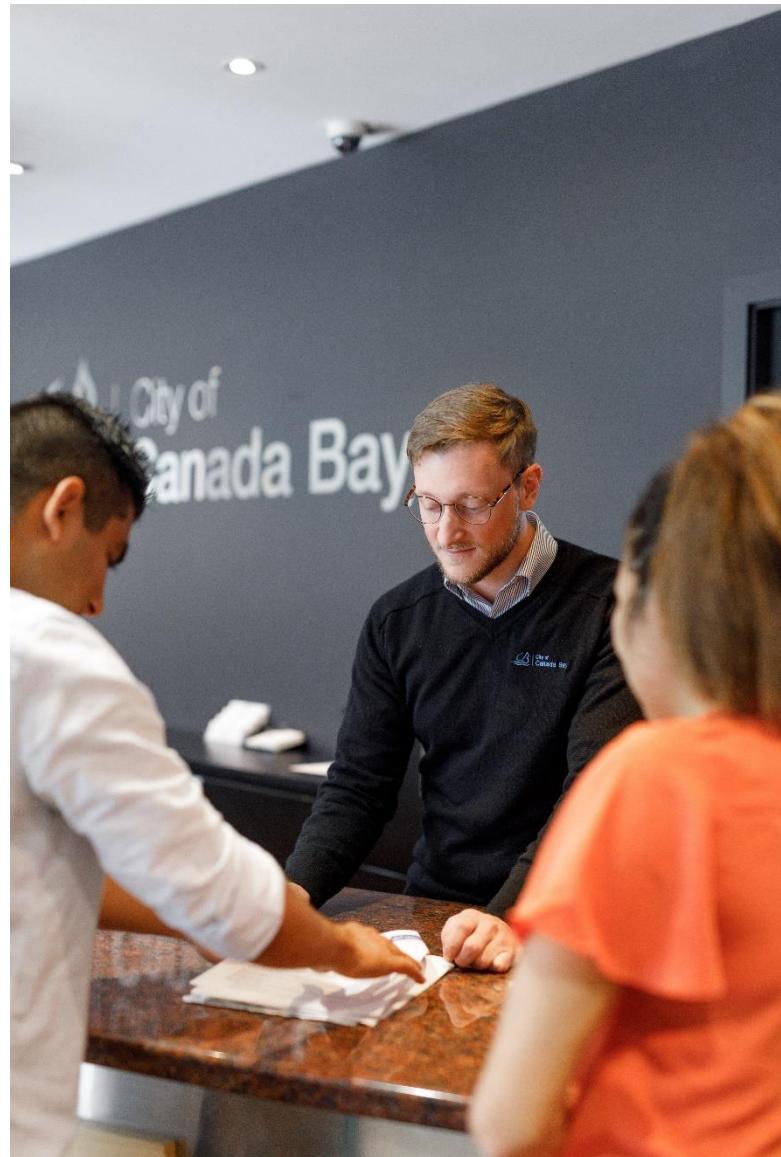
## 4. Systems and Processes

Everyone in our community should have equitable access to information.

There is a need to be flexible and provide a range of options to access information, services or providing input and feedback.

The expected outcome are:

- Council's documents and web sites are accessible and easy to use
- Inclusion is embedded into Council's work processes
- People with disability are supported to undertake their role
- Inclusive culture in the workplace is promoted



| Action  | Lead team                                   | Timing               | Resources                                 | Measures   |
|---|---|----------------------|---|--|
| 4.1. Develop inclusive and accessible communications principles to help guide staff prepare and procure inclusive and accessible material in alternative formats.                         | Media and Communications                    | 2021-2025            | Annual Operating Budget                   | Council delivers essential information in a variety of formats which meet varying communication needs in the community                             |
| 4.2. Include accessible formats for Council's publications and other information channels including electronic applications and/or advise alternative ways to obtain the same information | All   | 2021-2025            | Annual Operating Budget / Training Budget | Council information is written in plain English and accessible and/or alternatively information is provided on how to obtain an accessible format. |
| 4.3 Web training for staff to include information on up to date web accessibility standards   | Media and Communications                    | 2021-2025<br>Ongoing | Training Budget                           | Staff delivering internal web accessibility training has up to date knowledge in web accessibility.  |
| 4.4. Review website Web Content Accessibility Guideline (WCAGS) 2.0 level AA rating   | Information Systems                         | 2021-2025            | Annual Operating Budget                   | Council website meets WCAGS 2.0 level AA rating.   |
| 4.5. Increase participation of people living with disability when engaging with the community   | Place Management                            | 2021-2025            | Annual Operating Budget                   | Council's Community Engagement Framework reviewed to specifically include ways to improve participation by people living with disability           |
| 4.6. Include DIAP actions in Council's Operating Plan and Delivery Program and Annual Report  | Corporate Strategy and Business Improvement | 2021-2025<br>Ongoing | Annual Operating Budget                   | DIAP actions are tracked and included in Operating Plans, Delivery Programs and Annual Reports   |

| Action  | Lead team                      | Timing               | Resources               | Measures   |
|---|--------------------------------|----------------------|-------------------------|--|
| 4.7 Include DIAP guiding principles within the organisation values  | People and Culture             | 2021-2025            | Annual Operating Budget | DIAP guiding principles and actions incorporated into individual work plans.   |
| 4.8 Propose the implementation of financial travel reimbursement and proactive policy to support people in need to fulfil their roles on Committees of Council when requested | Governance                     | 2021-2025            | Funding required        | Propose and prepare policy procedures to enable people to fulfil their role without financial disadvantage   |
| 4.9 Continue staff DIAP working group to champion change within the organisation  | Library and Community Services | 2021-2025<br>Ongoing | Annual Operating Budget | Regular meetings to discuss ideas, to make system improvements and to progress actions in the DIAP.<br><br>Take discussions forward to liaise with the Access and Inclusion Committee. |
| 4.10 Engage Council's senior leaders and management in the delivery of the outcomes of the DIAP by providing updates and status reports to leadership meetings                | Library and Community Services | 2021-2025<br>Ongoing | Annual Operating Budget | Access and inclusion item and active discussion with actions at leadership meetings every half year.   |

## 6.0 Monitoring, reviewing and reporting

Council will monitor and report on the implementation of the Disability Inclusion Action Plan 2021-2025 to ensure accountability and transparency. This will include:

- Reporting of progress of implementation of DIAP Actions in six monthly reports and annual reports which are made available to the community online.
- The inclusion of DIAP Action Items as an agenda item at the City of Canada Bay Access and Inclusion Committee Meetings
- Access and inclusion agenda item and discussion at leadership meetings every quarter.
- Discussion and update of progress at regular internal DIAP staff working group to discuss ideas, improvements and to progress actions.

## Appendix A – Other relevant legislation, policies and standards

### Commonwealth Disability Discrimination Act 1992 (DDA)

This Act states that discrimination against people living with disability is unlawful. The DDA covers many areas of life including employment, education, access to premises and provision of goods, services and facilities. Council has an obligation to ensure that its services and programs are accessible.

### Disability (Access to Premises – Buildings) Standards 2010

These Standards ensure reasonably achievable access to buildings, facilities and services within buildings; and give certainty to building certifiers, developers and managers so that if standards are complied with they cannot be subject to a successful complaint under the Disability Discrimination Act.

### NSW Ageing and Disability Commission

The NSW Government introduced the Ageing and Disability Commissioner Act 2019 and established the NSW Ageing and Disability Commissioner (Commissioner) in July 2019. The Commissioner to protect adults living with disability and older people in NSW from abuse, neglect and exploitation in family, home and community settings. The Commissioner is required to monitor the implementation of the National Disability Strategy in NSW.

### NSW Anti-Discrimination Act 1977 (ADA)

This Act relates to discrimination in places of work, the public education system, delivery and goods and services including services such as banking, health care, property and night clubs.

### Local Government Act 1993 and Local Government (General) Regulation 2005

The Act provides the legal framework for local government to ensure that it is accountable to the community, for example for engagement and sound decision –making relating to disability inclusion.

### Carers (Recognition) Act 2010 NSW

This Act provides recognition of carers and the role that carers play in providing daily care and support to people living with disability, medical conditions or who are frail aged.

### NSW Government Sector Employment Act 2013 (GSE)

This Act and the associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management.

The GSE Act repealed the requirement for Equal Employment Opportunity Management Plans under the ADA. Instead strategies for workplace diversity are now required to be integrated with workforce planning across the government sector.

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