

ATTACHMENT A

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**DRAFT INCLUSION (DISABILITY)
ACTION PLAN 2017-2021**



Sydney2030 Green/Global/Connected

CITY OF SYDNEY  

A City for All Draft Inclusion (Disability) Action Plan 2017-2021

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01 Lord Mayor's Message

The City of Sydney's ongoing commitment to making Sydney truly inclusive and welcoming is embodied in our fourth Inclusion (Disability) Action Plan.

This plan aligns the City's long-term vision of an inclusive City of Sydney with important new priorities resulting from the *NSW Disability Inclusion Act 2014* and the City of Sydney's Social Sustainability Policy - *A City for All* that recognises human rights at its core.

Our plan includes a series of actions designed to actively address barriers faced by people with disability. They build on the success of previous work, and harness new and emerging opportunities.

The plan sets out practical ways we can continue to create a more inclusive city. Inclusive cities are easy to get around, they provide people with disability opportunities for participation in the diverse social, cultural life of the City and access to meaningful employment opportunities. These actions show that an inclusive city benefits everyone – not just people with disability.

I am proud of the diverse communities who live in the City of Sydney. We work to make sure all people are welcome, regardless of their traditions, religious and spiritual practices, languages, abilities, sexual orientation or lifestyle.

The *Inclusion (Disability) Action Plan* recognises the underlying social responsibility for Local Government to work to remove barriers to inclusive participation in our communities, to protect the rights of people with disability and promote the value of diversity and inclusion across the community, and create a better future for everyone.



Clover Moore
Lord Mayor

02 Acknowledgement

The Council of the City of Sydney acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. The City acknowledges the Gadigal of the Eora Nation as the traditional custodians of this place we now call Sydney.

In 1788, the British established a convict outpost on the shores of Sydney Harbour. This had far reaching and devastating impacts on the Eora Nation, including the occupation and appropriation of their traditional lands.

Today, Sydney is of prime importance as the first place in which longstanding ways of life were disrupted by invasion, as well as an ongoing centre for Aboriginal and Torres Strait Islander communities, cultures, traditions and histories.

Despite the destructive impact of this invasion, Aboriginal culture endured and are now globally recognised as one of the world's oldest living cultures. Aboriginal peoples have shown, and continue to show, enormous resilience coupled with generosity of spirit towards other peoples with whom they now share their land.

The Council of the City of Sydney recognises that, by acknowledging our shared past, we are laying the groundwork for a future which embraces all Australians, a future based on mutual respect and shared responsibility for our land. The ongoing custodianship of the Gadigal of the Eora Nation is an essential part of this future, as is Sydney's continuing place as centre of Aboriginal and Torres Strait Islander cultures and communities.

There are many sites across our local government area with historical and cultural significance for Aboriginal and Torres Strait Islander communities. The City has documented many of these in Barani / Barrabagu (Yesterday / Tomorrow) as its first expression of the Eora Journey project.

The City works with, and has achieved much with, Aboriginal and Torres Strait Islander people and the City's Aboriginal and Torres Strait Islander Advisory Panel, consistent with the Principles of Cooperation signed between the City of Sydney and the Metropolitan Aboriginal Land Council in 2006. The City is deeply committed to Reconciliation in partnership with its Aboriginal and Torres Strait Islander peoples and in 2015 adopted our inaugural Innovate Reconciliation Action Plan. In 2016, the Eora Journey Economic Development Plan was adopted. These actions and others will help to ensure their political, economic, social and cultural rights are embedded in subsequent economic, social, environmental and cultural change.

Sustainable Sydney 2030 recognises Sydney's Aboriginal heritage and contemporary Aboriginal and Torres Strait Islander cultures. Aboriginal and Torres Strait Islander communities in the City were extensively consulted for Sustainable Sydney 2030 and this consultation continues today. The City of Sydney is committed to acknowledging, sharing and celebrating a living culture in the heart of our city.

03 Inclusion (Disability) Advisory Panel

The Inclusion (Disability) Advisory Panel provides strategic, expert and impartial advice to the City on the development, implementation, and review of the City's policies, strategies and plans to advance the inclusion of people with disability. Panel members are a key source of advice and expertise on the City's access and inclusion issues.

The panel of 10-12 community members bring a diverse range of expertise. The panel members provide independent and external advice to:

- review the City's policies and plans, and provide advice to Council across all areas relevant to people with disability
- enhance inclusion and accessibility of the City's infrastructure, facilities, events, services, programs, systems and information for people with disability
- advise the City on its relevant submissions relating to State and Federal Government policy and legislation; and
- provide advice to Council on how to identify issues that are relevant to people with disability.

The panel was instrumental in the design and development of this plan and will continue to play a critical role in monitoring and providing advice for the plan's implementation.



City of Sydney Inclusion (Disability) Advisory Panel

The City of Sydney Inclusion (Disability) Advisory Panel.

- Front row left to right: Mark Relf, Paul Nunnari, Mark Tonga, Susan Thompson
- Back Row left to right: Phillippa Carnemolla, Jane Bringolf, Young-Joo Byun, Naomi Malone, Judy Harwood, Julie Millard
- Absent – Michael Bartels, Morwenna Collett

04 Summary

This is the City of Sydney's fourth Inclusion (Disability) Action Plan

The City of Sydney's ongoing commitment to making Sydney truly inclusive and welcoming is embodied in our fourth Inclusion (Disability) Action Plan.

This plan aligns the City's long-term vision of an inclusive City of Sydney with important new priorities resulting from the (Cth) Disability Inclusion Act 2014.

This plan includes a series of actions designed to actively address barriers faced by people with disability. They build on the success of previous plans, and harness new and emerging opportunities.

The plan has been developed through consultation with people with disability and/or caring responsibilities, local disability service providers, peak disability representative and advocacy organisations and the City of Sydney Inclusion (Disability) Advisory Panel.

Understanding disability

Almost one in five Australians live with disability, increasing to more than one in two Australians by the age of 65. Additionally, one in four Australians will experience a mental health issue in their lifetime. In NSW more than 11% of residents identify as being a carer for someone with disability or chronic illness or mental health issue.

What these statistics reveal is that disability is part of the human experience; that if a person does not have disability now, chances are that at some point in their lives they will experience some form of disability either personally or as a carer.

The NSW Disability Inclusion Act 2014 reflects this understanding of disability. The Act defines disability as including:

“A long-term physical, mental, intellectual or sensory impairment, that, in interaction with various barriers, may hinder [a] person’s full and effective participation in the community on an equal basis with others.”¹

In the context of planning for mainstream services and infrastructure that local government is responsible for, the City of Sydney uses a social model of disability. Under the model, disability is understood as a product of the barriers that communities allow to remain in place. In the local government context such barriers may be:

- **physical** - such as inaccessible facilities, streetscapes, or parks and open spaces; or
- **social** - such as a lack of information in accessible formats or systems that create barriers, often unintended, for people with disability to participate in community life; or
- **attitudinal** - such as assumptions that people with disability cannot participate in certain activities or perform certain jobs.

When these barriers are removed, the majority of people with disability will experience greater independence and dignity, and equitable opportunities for social and economic inclusion.

A City for All: Draft Inclusion (Disability) Action Plan 2017-2021



Inclusive Play at Piramma Park

The City recognises there is an underlying social responsibility to remove barriers from the mainstream services it provides, the employment opportunities it provides to the community and the infrastructure and public spaces it manages.

The City also recognises our role in protecting the rights of people with disability and in promoting the value of diversity and inclusion across the community.

Role of this plan

This *Inclusion (Disability) Action Plan* will set the framework and priorities for:

- meeting the City's responsibilities under the NSW Disability Inclusion Act 2014, the (Cth) Disability Discrimination Act 1992 and the (Cth) Carers (Recognition) Act 2010
- identifying barriers to inclusion, and developing strategies and actions that will respond to and address those barriers
- continuous improvement in relation to inclusion and access for people with disability
- achieving outcomes for people with disability and/or caring responsibilities in line with the City of Sydney's Social Sustainability Policy - *A City for All* and forthcoming action plan.

Four key directions

This action plan focuses on four key directions:

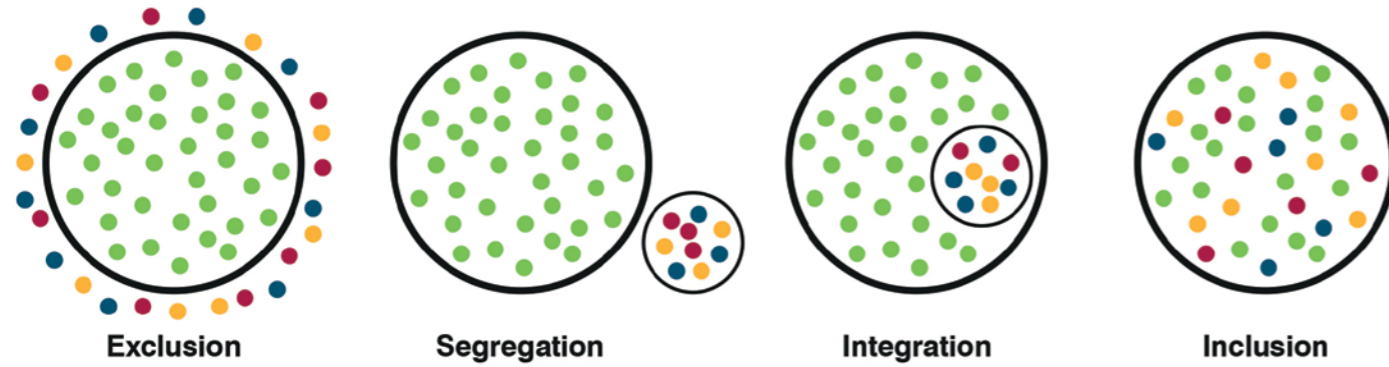
- the development of **positive community attitudes and behaviours** towards people with disability

- the creation of more **liveable communities** for people with disability
- the achievement of a higher rate of **meaningful employment** participation by people with disability through inclusive employment practices
- more **equitable access to mainstream services** for people with disability through better systems and processes.

Direction 1: Positive Community Attitudes and Behaviours

We will work to build **harmony and social cohesion**, and ensure:

- City of Sydney Staff are disability aware and confident, and have access to specialist training and development opportunities to deliver inclusive built environments and ensure our communications and services are accessible and inclusive of people with disability. They will have the skills to meet requirements under the (Cth) Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014 and deliver services that contribute to inclusion, not just compliance.
- positive community attitudes towards people with disability and lived experience of a mental health issues are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.



Direction 2: Liveable communities

We will work to deliver **accessible places and spaces**. We will ensure:

- public domain infrastructure, such as footpaths, streetscapes, parks and open spaces, are accessible. The design, maintenance and management of these spaces enables people with disability to travel through the City with dignity and independence
- accessible City of Sydney community facilities and venues provide the foundation of inclusive participation
- emerging technologies empower greater independence for all people, including people with disability, to navigate and access public spaces
- local businesses are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.

We will work to encourage **diverse housing tenures and types**, by encouraging more housing in the City of Sydney that is accessible and adaptable, and will meet the needs of people with disability and support people to age in place.

We will work to create a **sense of belonging and connection to place** by providing opportunities for inclusive participation at City of Sydney facilities and ensuring people with disability can easily identify opportunities that meet their preferences and needs.

We will work to build **diverse thriving communities** by promoting events and tourist attractions in the City that are accessible and inclusive of people with disability.

We will work to create **vibrant creative life** in the city, where people with disability have equitable opportunities to participate in cultural life and events in the city.

Direction 3: Meaningful employment

We will work to develop **Inclusive Growth Opportunities**. We will:

- be an employer committed to social justice and inclusion
- develop a diverse and inclusive workplace
- develop strategies to harness the City of Sydney’s procurement policies to contribute to the creation of more meaningful employment outcomes for people with disability

Direction 4: Equitable Access to Mainstream Services

We will work to ensure **balanced and inclusive local decision making**, where everyone can have a say and where everyone has civic knowledge and skills to enable their effective participation.

We will work to provide **transparent accountable governance**, where City information is accessible to all.

We will work to enable **public participation in community life**. New communications technology procured by the City will be accessible and we will provide information about the access features of City of Sydney outdoor spaces, including recreation and open spaces. We will work with community transport services funded by the City of Sydney to be accessible to people with disability.

Detail on actions to deliver on these objectives is in section C.



Prince Alfred Park

Section A: Setting the scene

05

The case for inclusion

Inclusion benefits everyone. As a community, we are stronger with a diverse range of viewpoints and perspectives, and as a whole we are enriched through activities that promote inclusion.

Many residents described Sydney's diversity as one of its greatest assets. Responses to the 2015 Community Wellbeing Survey indicated that 88.3% of people believe the community is richer and more dynamic because it is made up of people of many nationalities, cultures, ages, incomes, abilities and sexual orientations. There were calls for more recognition and celebration of the city's diversity, seeing it as important for welcoming and including different groups, and for promoting harmony and cohesion.²

Inclusion reduces disadvantage, isolation and discrimination, it is the foundation of a connected and cohesive society.

Inclusion has far reaching positive impacts across all aspects of life, including health, wellbeing, education and employment. These impacts are felt beyond the individual, with families and the broader community all being enriched by an inclusive society. As a whole we are more resilient when we are inclusive.

There are strong economic reasons for increasing the inclusiveness of society. There are significant financial gains for both individuals and for the economy when people are engaged in meaningful, productive and fulfilling employment.

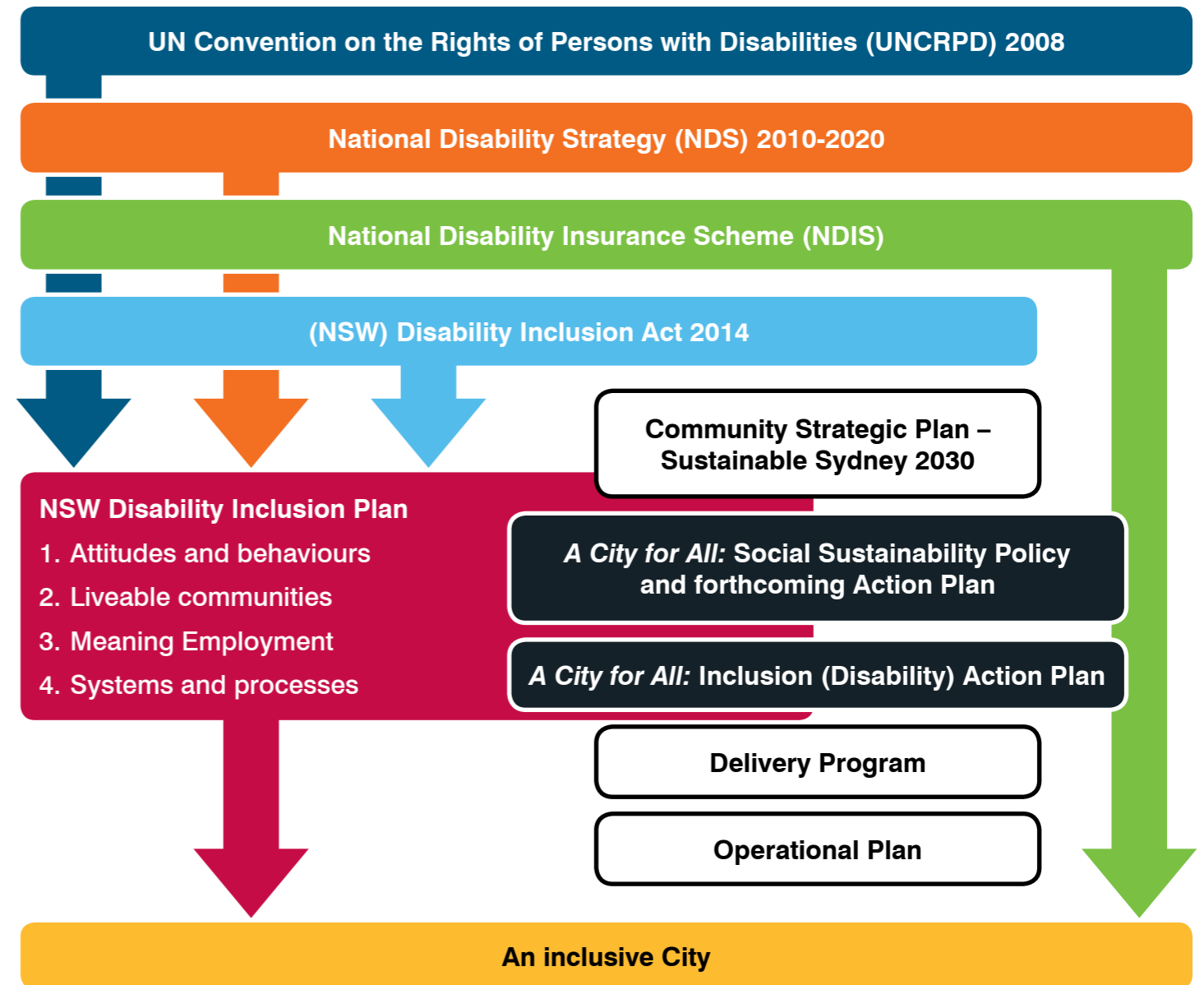
Inclusion is only possible when communities are inclusive for all people, including those with physical, intellectual, cognitive and sensory disability and people with lived experience of a mental health issue.

Inclusive communities benefit everyone by:

- promoting physical access to businesses benefits not only people with disability, but older people, parents with prams and business owners by expanding their business reach
- improving opportunities for participation for people with disability in the local economy, with the potential to increase economic activity in the City of Sydney
- presenting through early planning and intervention, an opportunity for long-term savings to the community, reducing the need for retrospective action such as retrofits, especially in the built environment. Universal design approaches that consider the needs of everyone are particularly important. Such approaches consider a range of needs, including access needs of people with disability, and the needs of older people to age in place, as well as other groups who benefit from well designed and intuitive spaces and services. This is important given the city's ageing population which will lead to an increase in the number of people with disability in the community

06

Policy and legislative context



Related legislation, standards and strategies

International

- United Nations Convention on the Rights of Persons with Disabilities 2008

Commonwealth

- Disability Discrimination Act 1992
- Disability (Access to Premises Standards – Buildings) Standards 2010
- Disability Standards for Accessible Public Transport 2002
- National Disability Strategy 2010 – 2020
- National Disability Insurance Scheme

New South Wales

- Disability Inclusion Act 2014
- Carers (Recognition) Act 2010
- Anti-discrimination Act 1997
- Mental Health Act 2007
- NSW Disability Inclusion Plan

This was followed in 2010 by the Australian National Disability Strategy⁴ which sets out a 10-year national plan for improving life for Australians with disability, their families and carers. The plan aims to ensure that the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australian policies and programs affecting people with disability, their families and carers.

These commitments have driven a reform agenda designed to create a shift in attitudes across governments and communities to move beyond charity and take a rights-based response to the diverse needs of people with disability, to enable their participation in all aspects of society. The plan is also aligned to the United Nations Sustainable Development Goals, in particular Goal 10 that seeks to reduce inequality within and among countries.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a major reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability, including people with psycho-social disability. The NDIS gives participants more choice and control over how, when and where support is provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers. The NDIS commences in the our local area on 1 July 2017.

The NDIS presents a new method of funding the specialist services used by people with disability.

NSW context

Following the Commonwealth Strategy, the NSW Government released the *National Disability Strategy NSW Implementation Plan 2012–2014* in December 2012. This was further strengthened by the *Disability Inclusion Act 2014* which has the following objectives:

- people with disability should have the same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights
- to promote the independence and social and economic inclusion of people with disability within the community
- to enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports and services

International and National Context

Since 1992, the (Cth) Disability Discrimination Act 1992 has made discrimination on the basis of disability unlawful. More recently there has been a shift towards inclusion of people with disability and greater recognition of their human rights.

In 2008, the Australian Government committed to implementing the United Nations Convention on the Rights of Persons with Disabilities, including the obligation:

“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.”³

This signalled a commitment by all levels of government to eradicate barriers faced by people with disability.

A City for All and NSW Disability Inclusion Plan directions



The *NSW Disability Inclusion Plan*⁵ provides a framework for the development and implementation of disability action plans in NSW to drive disability access and inclusion in continued consultation and partnership with people with disability, key agencies and members of the community.

The *NSW Disability Inclusion Plan* sets out four key government objectives to work towards:

- the development of **positive community attitudes and behaviours** towards people with disability
- the creation of more **liveable communities** for people with disability
- the achievement of a higher rate of **meaningful employment** participation by people with disability through inclusive employment practices
- more **equitable access to mainstream services** for people with disability through better systems and processes

City of Sydney context

Adopted in 2008 following extensive community consultation, Sustainable Sydney 2030 expressed the community’s vision and the City’s commitment to the sustainable development of our city to 2030 and beyond.

Sustainable development is not just about the physical environment. It is also about the economy, society and culture. Addressing each of these areas, with bold ideas and good governance, will result in better outcomes for our current and future communities.

Sustainable Sydney 2030 is a plan for a **green, global and connected** city:

- **Green** with a modest environmental impact, green with trees, parks, gardens and linked open spaces, green by example and green by reputation

- **Global** in economic orientation, global in links, partnerships and knowledge exchange, global and open-minded in outlook and attitude
- **Connected** physically by walking, cycling and high-quality public transport, connected ‘virtually’ by world-class telecommunications and as members of online networks, connected as communities through culture and a sense of belonging and social wellbeing, and connected to other spheres of government and to those with an interest in the city

The City of Sydney’s Social Sustainability Policy - *A City for All* recognises human rights at its core. The City has identified four strategic directions for a socially just and resilient Sydney, which will form the basis of the forthcoming action plan:

- an **inclusive** city: affordability and opportunity
- a **connected** city: diverse, cohesive communities
- a **liveable** city: quality places and spaces
- an **engaged** city: good governance and active participation

The Inclusion (Disability) Action Plan articulates the outcomes for people with disability in line with the Social Sustainability Policy, Sustainable Sydney 2030 and the key directions of the NSW Disability Inclusion Plan.

The City of Sydney will play a strong role in implementing the principles of the plan at the local level. Our plan also complements the National Disability Insurance Scheme and provides the framework for how we intend to address local barriers to full participation by people with disability in the community.

07 Community profile



The City of Sydney is a vibrant Local Government Area, made up of diverse community groups spread across 26.15 km. As one of Australia’s leading global cities, the City is unique and demands consideration of how we treat residents, workers and visitors. Over 437,000 people work in the City and 10.5 million visitors stay overnight in metropolitan Sydney annually.

Currently, there are more than 205,000 people living within the City’s boundaries, with the population predicted to increase by 1.5 per cent per annum to reach 270,000 people by 2030.

People with disability

In 2011, more than 4000 residents of the city of Sydney reported needing help with day-to-day activities including self-care, body movement and communication due to disability.⁶ In 2015, 6.3% of residents of the City of Sydney surveyed identified as a person with disability. However, we know there are many more residents who identify as a person with disability, and many people with disability who visit and work in the City of Sydney. The City also wants to create an inclusive and accessible city for everyone.

Disability may be acquired at birth or early in life, or may be the result of accident, illness or injury throughout life. Disability rates increase substantially as people age, with more than 50 per cent of people having some form of disability by the age of 65.⁷

In Australia, approximately 18.3 per cent of the population, or more than 4.3 million people, have one or more disabilities.⁸ In NSW there are 1.3 million people with disability, of which 380,000 have a severe or profound disability that affects their ability to communicate, get around and care for themselves.⁹

Mental health

Mental health issues refers to many different disorders and illnesses; such as mood or anxiety disorders, bipolar disorder, schizophrenia, and personality disorders. Peoples experiences differ. Some people experience a mental health issue once in their lifetime, others have episodic or recurrent experiences of mental health issues.

One in five people aged 16-85 in Australia is directly affected by mental ill-health. At any one point in time around 12 per cent of the population will be affected by moderate to severe mental illness.¹⁰

While most people with a lived experience of a mental health issue or mental illness will not identify as a person with disability, to have a truly inclusive community, the needs of people with a lived experience of a mental health issue should also be considered.



Inclusive Qi Gong at Redfern Community Centre

People with disability from diverse backgrounds

The City has a large culturally and linguistically diverse population. Indigenous Australians are more likely to experience disability than other Australians, with rates of disability 2.4 times that of non-Indigenous people.¹¹ Almost 28 per cent of all people in NSW with disability are from culturally and linguistically diverse backgrounds.¹² Access to culturally appropriate services, programs and information that reflect and support the needs of different cultural identities enables connection to place and therefore increased participation within city life.

- **Around one in five Australians are directly affected by mental ill-health.**
- **More than one in four people in NSW with disability are from culturally and linguistically diverse backgrounds.**

Carers

Carers play a vital role in the wider community. A carer is a person of any age “who provides ongoing personal care, support and assistance to any other individual who needs it because that other individual:

- (a) is a person with disability... or
- (b) has a medical condition (including a terminal or chronic illness), or
- (c) has a mental illness, or
- (d) is frail and aged.”¹³

This assistance has to be ongoing, or likely to be ongoing, for at least six months.

In New South Wales, there are 857,000 carers, representing 11.7 per cent of the population,¹⁴ and in the City of Sydney 4.2 per cent of residents - the equivalent of 8,610 people - identified as a carer.¹⁵ Inclusive communities and workplaces are supportive of carers and value their vital contribution to the community.

What these statistics reveal is that disability is part of the human experience; that if a person does not have disability now, chances are that at some point in their lives they will experience some form of disability, a lived experience of a mental health issue or be a carer.

Disability in Australia

4.3 million

(18%) of all Australians are people with **disability**



People with disability are more likely to be **underemployed**, with nearly **one third (32.4%)** of people with disability working part-time **wanting to work more hours**

Disability & Carers in NSW

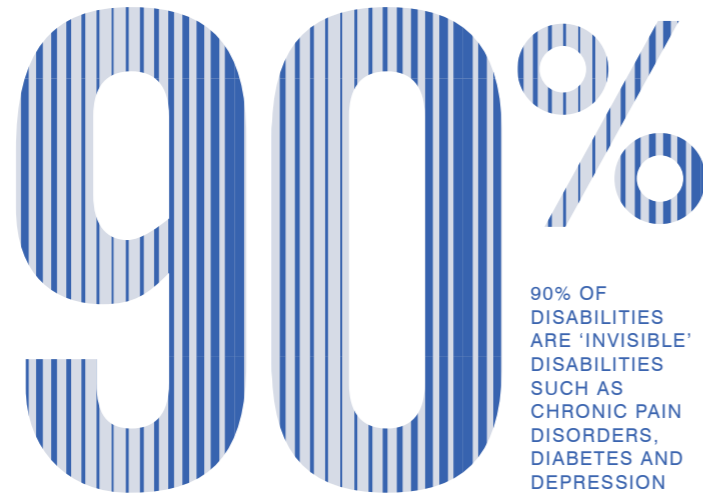
1.3 million with disability

29%

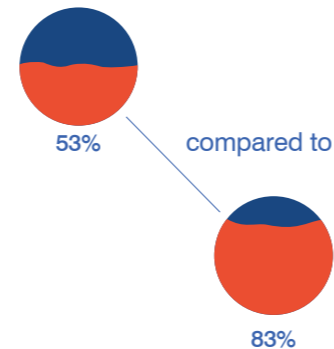
OF WHICH HAVE A **SEVERE** OR **PROFOUND DISABILITY** THAT AFFECTS THEIR **ABILITY TO GET AROUND, COMMUNICATE AND CARE FOR THEMSELVES**

857,000 carers, of which **251,800** (29%) are **primary carers**

Source: Australian Bureau of Statistics. (2012). 4430.0. - Disability, Ageing and Carers, Australia: 2012



The labour force participation rate for people with disability remains considerably lower than people without disability



1 out of 2 Australians (51%) aged

65+

live with disability

1/3 OF ALL AUSTRALIANS WITH DISABILITY (1.43 MILLION) HAVE A PROFOUND OR SEVERE DISABILITY WHICH IMPACTS THEIR MOBILITY, ABILITY TO COMMUNICATE & SELF CARE

with little progress being made in addressing this gap in the past 20 years **35% of women and 28% of men aged 15 years and over with disability have avoided situations because of their disability.**

Sources: Australian Bureau of Statistics (2015a). 4430.0.10.001 - Disability, Ageing and Carers, Australia: First Results, 2015 Leedon, C. (n.d.). Tackling the Invisible: the hidden world of 'invisible illness'. Australian Bureau of Statistics. (2015b). Disability and Labour Force Participation. 4433.0.55.006.

Disability & Carers in the City of Sydney

The City of Sydney's **2015 Wellbeing Survey of residents** showed that:

- 6.3%** identified as a person with disability
- 4.2%** identified as caring for someone with disability, medical condition, mental illness or someone who is frail and aged
- 1.0%** identified both as a person with disability and caring for someone

Employment

Residents living with disability are more than five times more likely (**54%**) to be **unemployed** compared with **other residents (9%)**.

20% of residents with disability in the City also report being underemployed.

Housing

RESIDENTS WITH DISABILITY ARE **SIX TIMES MORE LIKELY (33%)** TO LIVE IN SOCIAL HOUSING, THAN ALL RESIDENTS (5%).

RESIDENTS WITH A **CARING RESPONSIBILITY** ARE **3 TIMES MORE LIKELY (14%)** TO LIVE IN SOCIAL HOUSING, THAN ALL RESIDENTS (5%).

Source: City of Sydney Wellbeing Survey 2015



'The Lanterns of the Terracotta Warriors' by Chinese artist Xia Nan. 2015 City of Sydney Chinese New Year celebrations

Section B: Approach and directions

08 Statement of commitment

The City of Sydney is committed to being an inclusive and accessible city for everyone, now and in the future.

The City seeks to meet its legislative obligations under the NSW *Disability Inclusion Act 2014*, (Cth) *Disability Discrimination Act 1992* and the NSW *Carers (Recognition) Act 2010*, and create a truly inclusive city.

The City of Sydney will do this by providing equitable opportunities for participation for people who live, work and visit the city. This will be achieved through:

- Ongoing dialogue and genuine consultation with people with disability and carers both as a community in its own right and as members of the public with broad issues and interests;
- Improved inclusion and access to the City's services and facilities; and
- Increased awareness and understanding of access and inclusion issues in the City's internal workforce as well as in the wider community.

The *Inclusion (Disability) Action Plan 2017 - 2021* sets the framework and priorities to move beyond compliance with legislation towards a truly inclusive city.

Continuing our commitment to inclusion

The *Inclusion (Disability) Action Plan 2017-2021* is the City of Sydney's fourth Disability Action Plan.

In June 2008, the City of Sydney adopted Sustainable Sydney 2030, a vision for a green, global and connected Sydney. Sydney 2030 is about changing the way we live, work and enjoy our entertainment in the city, for current and future generations.

The first plan was the *2002–2005 Action Plan for People with Disabilities*. It focused primarily on physical disability and outcomes relating to physical access.

The second plan, the *Inclusion (Disability) Action Plan 2007–2011* extended its scope to include other important areas of inclusion and to encourage participation and access to services and amenities for all City of Sydney residents, workers and visitors. Implementation of the plan resulted in substantial and ongoing improvements in the City's accessibility and its awareness of the need to use inclusive and accessible practices.

The City's third Plan, the *Inclusion (Disability) Action Plan 2014–2017* was developed in consultation with the City's Inclusion (Disability) Advisory Panel. It aimed to build on the successes of previous plans by continuing to embed inclusion and access as core considerations across all council services and processes and to deliver meaningful outcomes for people with disability and their families and carers. Implementation of the plan resulted in substantial and ongoing improvements in the accessibility of the city's public spaces and the development of inclusive programming and accessible information across the City of Sydney services.

The 2017-2021 plan continues to strengthen the City's ongoing commitment to inclusion and access. In consultation with people with disability and the Inclusion (Disability) Advisory Panel, the plan details real and practical steps to embed inclusion across the fabric of city life.

Direction 1

Positive community attitudes and behaviours

Context

The City's ongoing engagement with people with disability has revealed that attitudes towards them are often determined by ignorance, fear or lack of opportunities for interaction.

Negative attitudes towards people with disability have significant impacts on people's life areas, such as education, employment, health, and community participation.¹⁶

Community attitudes may also be influenced by particular characteristics of the person with disability, such as gender, ethnicity, age, sexual orientation or gender identity, or the type of disability itself.¹⁷ This can lead to greater discrimination and disadvantage for people who experience multiple forms of discrimination.

As a result of this ignorance, people with disability may be perceived as less capable of participating fully in society. But with a community that is well informed and values people with disability and a lived experience of a mental health issue for their contributions, talents and opinions, these social barriers can be reduced.

Developing positive community attitudes involves increasing public awareness and creating opportunities for interaction.

While it is important to identify specific actions to assist in the development of positive attitudes and behaviours, it should be noted that actions under the other three strategic directions will also contribute to developing inclusive attitudes.

What we have done so far

Developed a program of disability awareness and confidence training for City of Sydney Staff. Key components include:

- disability awareness training available for staff - focusing on understanding disability and human rights, appropriate language and communication etiquette
- a program of specialist training that builds capacity and skill within our workforce to meet our obligations to provide accessible and inclusive services and built environment

What we will do next

1. Continue to implement a program of disability awareness and confidence training for City of Sydney staff.
2. Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.
3. Develop community programming aimed at fostering positive community attitudes towards people with disability and people with a lived experience of a mental health issue.



Come and try wheelchair table tennis at Ultimo Community Centre

‘Come and try’ wheelchair table tennis

March 1 is International Wheelchair Day; a global celebration of the positive impact wheelchairs has on the lives of people around the world. As part of the festivities, the City of Sydney partnered with Ability Links NSW and Wheelchair Sports NSW to put on a ‘come and try’ wheelchair table tennis event, to raise awareness of people with disability, and to promote the importance of social inclusion.

Held at the City of Sydney’s Ultimo Community Centre, a social hub for a large Chinese Australian community and where table tennis is a popular activity, community members were encouraged to try their hand at playing table tennis using a sports wheelchair. For those less sports-inclined, there were opportunities to experience what it is like to sit in and manoeuvre a wheelchair.

Around 50 community members were involved on the day, including a group of international students who valued engaging in awareness activities and developing empathy and understanding of people with disability.

One of the regular centre-users said that in the 20 years that they had been playing table tennis, they had not seen anyone who is a wheelchair-user join in. They said activities that raise awareness are important for the community to learn how to be inclusive of people with disability.

Ability Links NSW works with local organisations, community groups and businesses to help shape communities where people with disability are welcome and included. Ability Links NSW also works with people with disability aged from 0 to 64, their families and carers to support them to connect with their community.

For more information please visit abilitylinksnsw.org.au

Direction 2

Liveable communities

Liveable communities are places in which people have the opportunity to live, learn, work and play, to feel safe, to belong, to raise a family and to grow old.

Creating liveable communities is about more than just increasing physical accessibility. It includes creating opportunities for social connection and engagement and improving the quality of personal, social and business interaction, that enhance peoples social and emotional wellbeing.

Context

The City of Sydney is a city that connects residents, workers visitors and tourists with a rich and vibrant city life. The City is at the forefront of the world’s cultural stage with a rich program of community events and activities. Every year it produces a range of large and small events, from Sydney New Year’s Eve, Chinese New Year and Art & About Sydney, to small-scale local community activities, and supports other events in the area.

Inclusion and access in all areas of city life gives everyone, including people with disability, the opportunity to engage in social, recreational and cultural activities.

Housing

An ever-increasing number of local residents live in apartments. Approximately 75 per cent of residences within the City of Sydney local government area are apartments – over five times the national average.

Existing residential buildings, however, are exempt from accessibility requirements under the *Disability (Access to Premises - Buildings) Standards 2010*.

There is a need for more accessible and universally designed housing to enable people with disability to live with independence and dignity, and to support older people to age in place. Housing that is adaptable can be more easily and cheaply modified with supports as people acquire disability through ageing.¹⁸

Tourism

The City boasts world-class tourist events and activities that attract visitors across the world. In the year ending in September 2016, Sydney hosted 12.7 million overnight visitors and 20.7 million people who made day trips into Sydney.¹⁹

Research suggests that no less than 6.8 per cent of international visitors have disability.²⁰ Older people make up a significant proportion of NSW’s visitors. In the year ending September 2014, 90 per cent of international and 29 per cent of local people aged over 55 visited Sydney.²¹ The City of Sydney recognises that people with disability, in particular older people, of which one in two aged over 65 are likely to have disability, make up a significant proportion of visitors.

People with disability report a lack of accessible accommodation opportunities and information about accessible tourist attractions and services as an ongoing barrier to inclusive travel.²²



Widened Market Street footpath makes the city more accessible for everyone

Retail and hospitality

Sydney is Australia's premier retail destination, and Sydney's retail experience in the city centre is a key attribute of our global city status. The retail sector is also the foundation of our village main streets that attracts many visitors to the City of Sydney.

The retail sector represents more than 7,800 businesses within the City. In 2012, retail-related businesses made up 36 per cent of all businesses in the local area.²³

People with disability report that lack of access to retail, hospitality and leisure services remains one of the largest barriers to inclusive participation in community life and access to services. Twenty nine per cent of customer's disability report ceasing a transaction because they had not been treated fairly or with respect.²⁴

Small improvements to shop fit out and layout and disability awareness training can make a significant impact of how accessible and inclusive a business and its services are to people with disability. However, small retail and hospitality businesses need support, knowledge and resources to make these kinds of changes. The City can play a role in supporting small business to become more accessible and inclusive, and highlighting those that are leading the way.

Technology

Digital technologies are a great enabler for all members of the community and have particular benefits for people with disability.

As well as revolutionising access to information, digital technologies have the potential to overcome barriers in the built environment and support people with disability to have greater independence.

Advances in Geographical Information Systems (GIS) and technologies can be harnessed to provide quality information about the built environment. GPS and Bluetooth technologies show promise in supporting people who are blind or have low vision to access real time information that enables them to navigate public spaces with greater dignity and independence. These technologies present opportunities to create more liveable communities for people with disability.



Nicole Holmes from Guide Dogs NSW ACT uses Tactile and Braille Street Signage at Hyde Park

What we have done so far

Tactile and Braille Street signs

More than 2,100 tactile and braille street signs have been installed at all signalised pedestrian crossings in the City of Sydney local government area, making it safer and easier to navigate for everyone, including people who are blind or have low vision.

An innovative new accessibility map

Understanding where potential barriers such as stairs or steep hills are, or knowing the locations of access features such as the nearest accessible toilet or taxi rank, allows people with disability to make informed decisions about their journey.

To help people navigate, the City has developed an on-line accessibility map. The map allows people to plan their journey in the CBD based on their own needs, enabling people with disability to visit the City with greater confidence, independence and dignity, by knowing where access supports and barriers exist.

Gig buddies

The Gig Buddies program aims to increase access to live music and performances for people with disability. Assisted Community Living, a not-for-profit organisation providing living needs support to people with learning disability developed a pilot program with \$20,000 in sponsorship from the City.

The program pairs people with a learning disability (aged 18 and over) with a volunteer to be friends and to go to events together.

Inclusive sports and recreation opportunities

Sport and recreation activities promote improved physical wellbeing and improved mental health outcomes and offer a valuable means to social inclusion for people with disability.

The City of Sydney has developed an on-line disability inclusive sports and recreation directory. The directory provides a central information point that allows people with disability to choose activities and programs that best suit them. Inclusive and accessible sports and recreation programs and activities are listed on **What's On** – the City's free on line events listing website, by a range of service providers including the City of Sydney.

What we will do next

4. Continue to improve the accessibility of the public domain for people of all ages and abilities, through renewal programs, upgrades and new capital projects, including identifying opportunities to provide designated quiet spaces for people with sensory processing disorders.
5. Explore the provision of charging points for personal devices such as phones, electric bikes and mobility scooters in the public domain and community facilities where appropriate.
6. Deliver a new City centre all-inclusive play space.
7. Review the current provision of mobility parking spaces in the City of Sydney, and develop strategies to maximise the access and inclusion outcomes associated with mobility parking.



Auslan Yoga at Redfern Community Centre

8. Continue to provide information about the locations of mobility parking spaces in the City, and include additional information about their features.
9. Advocate to commercial parking operators to develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility of key infrastructure in parking stations.
10. Develop a plan to provide hearing augmentation systems in the City's community facilities and venues where appropriate and as recommended by Australian Standards.
11. Maintain the online accessibility map and explore the use of emerging technologies to empower all people, including people with disability, to independently navigate and access public spaces.
12. Provide access to grants and guidelines to encourage local businesses in the City of Sydney to develop their business to be more inclusive and accessible to people with disability and explore recognising inclusive businesses through awards.
13. Encourage delivery of housing in the local area that is universally accessible and meets the gold standard of the Livable Housing Design Guidelines.²⁵
14. Continue to provide a range of inclusive learning and participation opportunities at the City's community and creative facilities.
15. Continue to deliver inclusive sport and recreation activities through the City's recreation facilities and open spaces, and promote on the Disability Inclusive Sports and Recreation Directory.
16. Collaborate with Local Health Districts and other organisations to deliver community wellbeing and health equity initiatives through City libraries, community centres, aquatic centres and public spaces, including programming that enhances peoples social and emotional wellbeing.
17. Deliver the City's first fully accessible Changing Places toilet at the Gunyama Park Aquatic Centre, and explore mechanisms and opportunities to facilitate the delivery of additional changing places toilets in the City of Sydney local government area.
18. Continue to demonstrate leadership in the delivery of inclusive City of Sydney events, and implement strategies to ensure continuous improvement in this area for all events in the City of Sydney.
19. Continue to promote participation of people with disability as artists and audience members in arts programs through implementation of the Creative City Strategy.

Direction 3

Meaningful employment

Context

People with disability and carers have valuable contributions to make to the community and workforce.

The City is committed to providing everyone equitable opportunities for employment and career progression, and to proactively addressing barriers to meaningful employment for people with disability and carers.

Within the City of Sydney's workforce, in 2016, 1.4% identified as a person with disability.²⁶

City of Sydney Workforce Strategy

The City values diversity and inclusion in the workplace. Diversity is central to innovation. It brings forth new and better ways of doing things, helps us harness the benefits of technology and improve the efficiency and quality of our services. Inclusion is the key to unlocking this potential.

When we value workplace diversity and inclusion we see benefits such as higher employee engagement, improved performance, greater innovation, retention of talent, improved employee wellbeing and lower levels of unlawful behaviour such as harassment and discrimination.

People with disability

In Australia, employment rates for people with disability are significantly lower than those without disability across all sectors. The Australian Human Rights Commission reports that:²⁷

- 53.4% of people with disability were participating in the labour force in 2015, compared with 83.2% of people without disability.²⁸ This figure has changed very little over the past 20 years
- People with disability are half as likely to be employed full-time (27%) than people without disability (53.8%)²⁹
- People with disability are more likely to be unemployed (10% compared with 5.3% for those without disability)³⁰

The Australian Human Rights Commission reports that people with disability have said that they experience barriers in accessing information about job opportunities and in the recruitment processes, reasonable adjustments to support them to meet their job requirements and in career development opportunities once in a job.³¹



Carers

While many carers are unable to work full-time or at all because of the demands of their caring role, others do work, and struggle to maintain a satisfactory work/life balance.

The *NSW Carers (Recognition) Act 2010* recognises carers' roles in and contribution to NSW communities, and provides guidance on issues of significance to carers, including employment and social inclusion. The Act establishes the NSW Carers Charter³² and sets out responsibilities for local government to develop employment policies and practices in line with the Charter.

What we have done so far

- Commenced a review with Australian Network on Disability to assess our recruitment systems and processes
- Engaged with staff with disability and caring responsibilities, to gain greater insights of the diverse needs and experiences of staff with disability and caring responsibilities. This assists the City to proactively develop an inclusive workplace and harness the potential of everyone. Activities included a staff survey in December 2015 to better understand the needs and experiences of this group and Staff training and information sessions raising awareness about caring and disability in the workforce

The City also progressed several strategies to develop the capacity of managers and team leaders as supervisors and employers of staff with disability and caring responsibilities. These included:

- Providing disability awareness training program sessions for managers. The training provided critical knowledge about being an employer of people with disability
- Hosting a managers' workshop involving nearly 300 people managers, which focused on building capabilities to lead a diverse and inclusive workplace
- Establishing memberships with the Diversity Council of Australia, Pride in Diversity and Australian Network on Disability to gain access to research and resources to support the development of a diverse and inclusive workforce

The City also aims to build inclusive workplace cultures and effective systems for promoting a mentally healthy workplace. The City is taking action to raise awareness of mental health, reduce stigma around mental health issues and provide training and support to employees with lived experience of mental health issues and their managers.

The City also provides parking permits for accredited care workers who provide in-home care services to local residents. These permits assist care workers in their duties by allowing care worker vehicles to be exempt from certain parking restrictions while the care worker is doing home visits.



What we will do next

- 20.** Develop inclusive employment opportunities by removing (as appropriate) barriers identified in the City's recruitment and selection processes, and work with leading Disability Employment Services to recruit and retain people with disability, injury or health condition.
- 21.** Promote entry level employment initiatives that provide opportunities for people with disability who may face barriers to employment.
- 22.** Implement strategies to continue to improve the support and understanding of the experience of staff with disability and carer responsibilities at the City.
- 23.** Continue to develop the capability of the City's managers/supervisors to support staff with disability and caring responsibilities, including through workplace flexibility.
- 24.** Support staff with a lived experience of mental health issues to stay at work or return to work, by providing reasonable adjustments.
- 25.** Finalise the Sustainable Procurement Guidelines and further explore and develop implementation strategies in accordance with the procurement requirements under the *Local Government Act 1993*.

Direction 4

Equitable access to mainstream services

Context

A common issue for people with disability is the difficulty in navigating the systems and processes required to access local government services and decision making processes.

Services in the local government context include; general customer service requests like paying rates, providing feedback and making complaints, finding out about City facilities and programs, and participating in council decision making processes.

Access to information is a powerful tool for participation and engagement of all people. In recent years, new information and communication technologies have improved access to information for everyone.

Breaking down communication barriers for people with disability encourages increased engagement and participation in community life, and ensures a true diversity of views are reflected.

The Inclusion (Disability) Action Plan 2017-2021 recognises the City of Sydney’s responsibility to review and change the way we do business to ensure people with disability have equitable access to information and services, and can have their say on matters that affect them.

National strategy for web accessibility

The Australian Government’s Web Accessibility National Transition Strategy sets a course for improved web services, paving the way for a more accessible and usable web environment that will more fully engage with, and allow participation from, all people within our society.³³

The Web Content Accessibility Guidelines version 2.0 (WCAG 2.0), developed by the World Wide Web Consortium (W3C), sets an improved level of accessibility, to cater to the needs of a constantly evolving and increasingly dynamic web environment. The City of Sydney adopted these standards in 2014 through the development and implementation of our digital accessibility policy and guidelines. This was revised and the updated version endorsed in March 2017.

Community Engagement Strategy

Residents, workers and visitors have an important role in public participation. The City’s Community Engagement Strategy aims to give people a voice in decision-making that affects their lives. People with disability are important contributors and play an important role in providing advice in community matters, both as a community and as individuals with unique perspectives in their own right.

A City for All: Draft Inclusion (Disability) Action Plan 2017-2021



Accessible communications and consultation – Featuring Christian James

What we have done so far

In 2014 the City worked with Vision Australia to develop a Digital Accessibility Policy. To support its implementation, the City:

- Developed corresponding guidelines and procedures to assist staff in producing or procuring accessible digital documents (MS Word and PDF)
- Ensured key staff responsible for web content have undertaken specialist training with Vision Australia
- Developed a schedule to achieve compliance with the standards for the City of Sydney’s websites

In 2016 the City began work with Vision Australia to better understand audio description.

To improve access to our information and services the City has:

- developed guidelines for delivering material in alternative formats
- updated the City of Sydney guidelines on Communicating with People with Disability
- provided information and training on the National Relay Service to customer service staff
- collated and published information about access features and barriers in the City’s community facilities, so that people with disability can access quality information that will enable them to make informed decisions about participating in activities at our facilities

Currently the City works closely with the Inclusion (Disability) Advisory Panel, using active consultation to develop solutions and ensure that decision making considers the needs of people with disability.

The City has also been working to ensure our consultation materials are accessible and our consultation methods are inclusive of people with disability. To ensure inclusive decision making the City has:

- Provided a range of community consultation materials in accessible and alternative formats, including Easy English and Braille
- Provided Auslan interpreters at City Talks and community engagement activities
- Delivered inclusive and accessible community consultation activities
- Consulted with the Inclusion (Disability) Advisory Panel on the City’s major initiatives and strategies and changes to planning controls to ensure the consideration of access and inclusion
- Consulted with peak disability organisations and advocacy groups in the development of council policies

Accessing Sydney Collectively



Accessible Arts in partnership with the City of Sydney has developed the new Accessing Sydney Collectively program which aims to remove the barriers for people with disability online, with a 1-click approach.

Accessing Sydney Collectively is a world first initiative. It supports improved online access awareness, connectedness and navigation to arts and cultural life for people with disability in the City of Sydney.

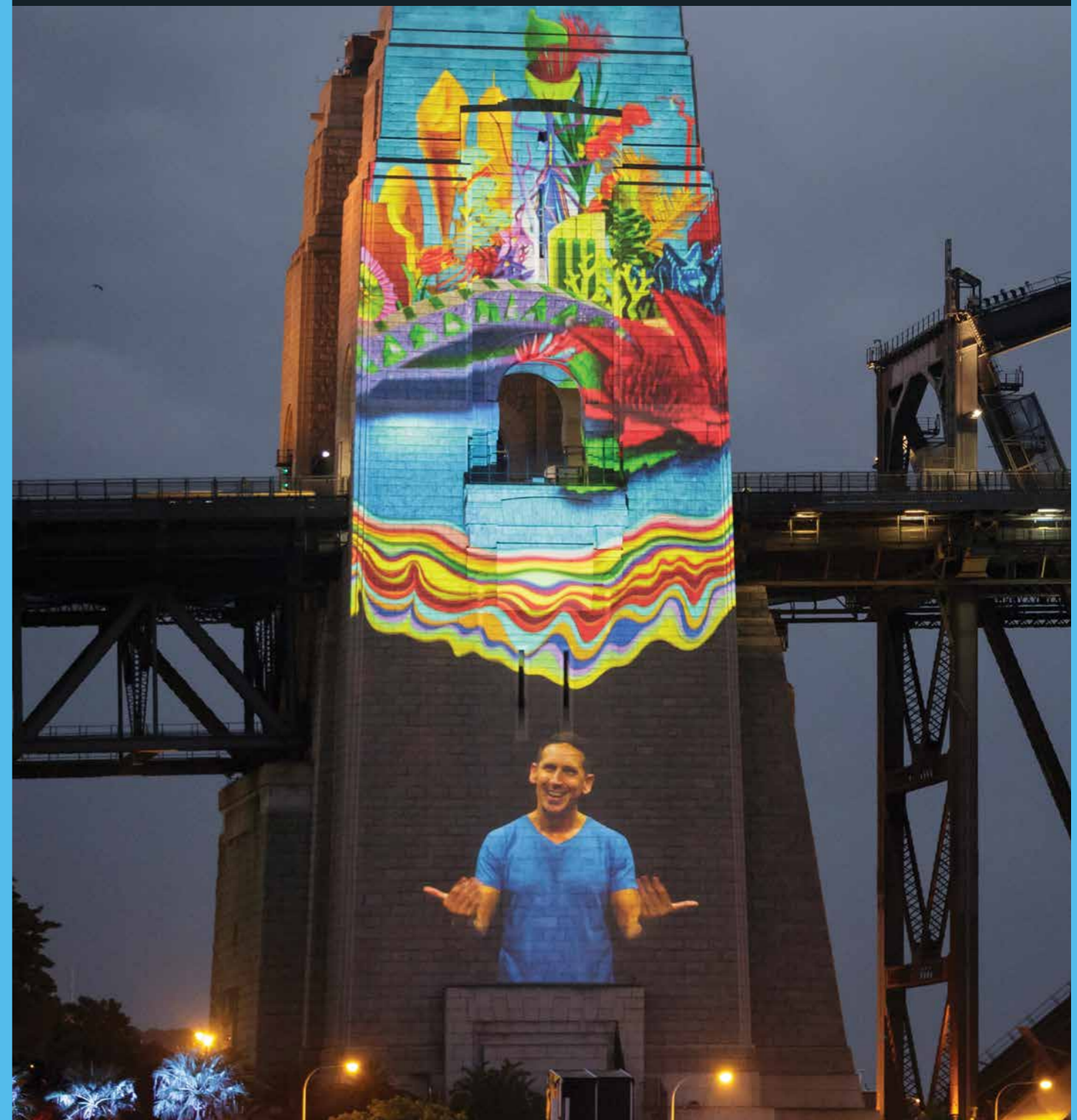
Accessing Sydney Collectively aims to provide direct and accurate pathways to digital information of a venue or event's accessibility options, all through a newly developed logo. Twelve partner art organisations, including Sydney Theatre Company, Carriageworks and the Museum of Contemporary Art, have updated their websites to include the new **asyd.co** logo, leading site visitors to all the accessibility information they need to participate in Sydney's varied cultural experiences.



The City is committed to accessible customer service

What we will do next

- 26. Continue to engage people with disability in decision-making processes, and consult the Inclusion (Disability) Advisory Panel on major initiatives and any revisions of planning controls that are relevant to inclusion and accessibility.
- 27. Develop and disseminate accessible guidelines on how people can be involved in mainstream council decision making, including presenting at council.
- 28. Provide City documents and marketing materials in a range of accessible formats, including Easy English, community languages and in formats accessible to people with vision impairment.
- 29. Continue to ensure compliance with the Web Accessibility National Transition Strategy (NTS) and WCAG standards with Level AA conformance, including audio visual content.
- 30. Review the City's Grants Application processes and systems to identify and remove as appropriate any barriers to people with disability applying for grants.
- 31. Once established as an Australian Standard, adopt the Accessibility requirements suitable for public procurement of ICT products and services - to guide the City's Information and communications technology procurement practice.
- 32. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.
- 33. Provide information about access features and barriers in the City's 30 most popular parks, including access to outdoor sports and recreation facilities within those parks and details of where inclusive play opportunities exist.
- 34. Continue to work with Village to Village community transport services funded by the City of Sydney to achieve compliance with the *Disability Standards for Accessible Public Transport 2002*.



Sydney New Year's Eve 2016. Auslan interpreter projected on to Sydney Harbour Bridge Pylon

Section C: Development and implementation

09 Developing this plan



Review

The process to develop this plan began with a review of progress made on the previous Inclusion (Disability) Action Plan 2014-2017. It identifies areas of success that can be built on, and new opportunities and priorities, with consideration of the emerging national and state policy context as well as international best practice approaches and innovations.

Consulting with people with disability

The next step involved consulting people with disability and caring responsibilities about what the City should do next. Further information about how these consultations have informed this plan can be found in the next chapter.



Have your say

The City welcomes further feedback on the Action Plan. This document will be on public exhibition from 17 May to 14 June 2017.

You can provide comments and submissions in a number of different ways:

- **Online:** **SydneyYourSay website**
- **By email:** inclusiondisability@cityofsydney.nsw.gov.au
- Contact us through the National Relay Service **relayservice.gov.au/support/training/nrs-call-numbers**
Give the City of Sydney's number 02 9265 9333
- **By post:** Anna Rigg,
Manager, Social Policy
City of Sydney,
GPO Box 1591 Sydney NSW 2001

Please provide your name and address or the details of the organisation you represent in your submission. We will not distribute your personal information without your consent.

Need assistance providing feedback?

We want to make sure that everybody has the opportunity to provide ideas and feedback. If you or someone you know would like to talk to us in person about the Action Plan, please phone our **Customer Service Centre** on **02 9265 9333** to connect with the Social Policy Team.

An accessible version of the document suitable for screen readers, Large Print and an Easy English version of the document can be downloaded from the Sydney Your Say website. Other alternative formats are available upon request. Printed versions of the Draft Action Plan are also available at City of Sydney libraries and our Neighbourhood Service Centres.

Finalising this action plan

Feedback received during public exhibition will be assessed against the same criteria as initial feedback, and any relevant changes will be incorporated into the final draft presented to Council. The final draft Plan will be brought to council in June 2017 for endorsement and acceptance, and the plan will take effect from 1 July 2017.

10 Community Consultation Outcomes



Inclusive community engagement - City of Sydney – Social Sustainability Policy People’s Summit

How the City consulted

Three consultation methods were used:

- In late 2015, the City surveyed staff to gain greater insights of the diverse needs and experiences into staff with disability and caring responsibilities, so the City can proactively develop an inclusive workplace and harness the potential of everyone
- A series of three disability action planning workshops with community members, service providers and peak advisory groups. Workshops were held in December 2016 and a total of 34 people were in attendance
- An online guided submission was available for all community members on the Sydney Your Say website. The guided submission was open from 12 December 2016 to 12 January 2017. A total of 18 submissions were received

Community members were also invited to provide feedback via email, in writing or via the telephone to a dedicated council officer.

Both the workshops and guided submissions were promoted to the wider community via social media, radio and local news print publications, and directly to community members who had corresponded with the City on access and inclusion matters, local disability service providers and a broad range of disability advocacy and peak groups, including groups representing the interests of carers and people with lived experience of a mental health issue.

Members of the City’s Inclusion (Disability) Advisory Panel were also invited to participate.

- Sixteen community members participated, 13 who identify as a person with disability, and five who identify as caring for someone
- Representatives from eight local disability service providers participated
- Representatives from 10 disability peak or advocacy groups participated

A summary of the services and peak groups who participated is available in Appendix A.

City of Sydney Staff Survey

The survey of staff was anonymous and sought feedback from staff that identified as a person with disability and/or caring responsibilities. Seventy four staff completed the survey for staff with disability, of which 30 identified as person with disability. One hundred staff completed the survey of people with caring responsibilities, of which 91 identified as a carer.

Our Staff Survey asked a range of questions to understand what it is like to work at the City as a person with disability or caring responsibilities, and what the City can do to build a more inclusive workplace.

A City for All: Draft Inclusion (Disability) Action Plan 2017-2021



Consulting with people with disability to develop the action plan. Featuring Max Burt and Judy Harwood

Most City of Sydney staff who identified as a person with disability and/or caring responsibilities felt there is equal opportunity at the City and that the City’s organisational values support a diverse and inclusive workplace. Key recommendations made by staff surveyed include:

- Develop the capability of the City’s managers/ supervisors to support of staff with disability and caring responsibilities
- Create an inclusive workplace culture where people are comfortable disclosing their disability and carer status and identifying as a person with disability or caring responsibilities is not a barrier to success at the City.

Workshop and guided submissions

In small group settings in the workshop or through a guided on line submission, participants were invited to discuss issues and suggest priorities for each of the four directions, and then recommended actions to address the agreed priorities.

What stakeholders told us

Areas where the community feels the City of Sydney is performing well

Participants of the workshops and guided consultation were very pleased with initiatives like the Tactile and Braille street signage, the on-line access map and inclusive programming and access at events like Sydney New Year’s Eve.

Stakeholders liked that Auslan was being provided at many City events, but suggested the City should do more to promote these initiatives.

Priority areas for improvement

The accessibility of footways, kerbs and parking was a priority issue for many who participated.

Community members wanted to see the City prioritise the delivery of kerb ramps that comply with current standards.

Participants commented that access in the City often lacked a “whole of journey approach” for how people travel to and from a venue. For example, while lifts may be provided at the train station and a major venue, the kerbs to and from a key venue may lack aligned ramps to allow safe crossing, or the most direct route may be impacted by construction or building side café seating.

Disability peak bodies and advocacy groups wanted to see the City engage with them earlier in the policy development process and on different issues like cycleways and shared paths.

Key recommendations for the four strategic directions

Positive attitudes and behaviours

- Include more images of people with disability in City of Sydney publications and websites
- Use high profile events to increase the visibility of people with disability in the community



Pitt St Mall - good access in public spaces also benefits families with prams

- Demonstrate leadership by supporting community education and awareness campaigns
- Demonstrate leadership by coordinating inclusion and access initiatives in the City of Sydney area
- Explore programming that provides opportunities for sharing the lives and perspectives of local people with disability with the wider community
- Partner with local schools, youth services, child and family service providers and train teachers to adopt disability inclusive programs, including having children interact directly with residents and workers with disability

Liveable communities

- Review on street mobility parking spaces, and related policies and procedures to ensure they maximize access and inclusion outcomes
- Explore the provision of adult change facilities in the City of Sydney
- Explore developing annual inclusion awards to recognise businesses that have taken positive steps to be inclusive of people with disability
- Ensure the City's e-reporting systems allow people with disability to promptly report areas requiring maintenance or enforcement
- Use a joined-up approach to develop Sydney as an accessible tourist destination
- Ensure accessibility maps indicate transportation routes and lifts

- Further develop a linked-up and holistic approach to disability access to all major events, key venues and icon sites

Meaningful employment

- Improve disability awareness and awareness of the needs of employees with disability amongst the wider workforce across the city
- Partner with existing mentoring or internship programs to establish opportunities for people with disability to access meaningful employment at the City
- Amend City contracts, grants and sponsorships agreements to encourage organisations to include affirmative action regarding employing people with disability
- Sponsor the delivery of disability inclusion training for employers across the city and lead a rolling program focused on improved employment outcomes for people with disability one sector at a time, to enable effort to be concentrated
- Explore working with a quality local Disability Employment Services
- Set benchmarks or quotas for the employment of people with disability at the City of Sydney and review and report on outcomes over the life of the Action Plan

Access to Mainstream Services

- Adopt and promote to partners the forthcoming Australian Standards - *Accessibility requirements suitable for public procurement of ICT products and services*



Consulting with people with disability to develop the action plan. Featuring Young-Joo Byun

- Provide Auslan interpreters and captioning at City Talk events and also widely promote in advance
- Improve access to video content on City of Sydney Website and at events by including captioning and providing audio descriptions and/or making available scripts for translation
- Develop accessible guidelines/ workshops on how people can be involved in mainstream council decision making, including presenting at Council
- Use more mainstream media to promote the inclusive services and features the City has developed

How the recommendations have informed in this plan

Recommended actions were assessed and refined to efficiently build on previous and ongoing work and to ensure the actions address all four strategic directions and are achievable within the resources of the City of Sydney and the four year time frame.

Those actions where the City has direct control or influence to achieve outcomes were prioritised for inclusion in this plan. Overall more than half of the actions in this plan are a direct result of the consultation.

Commitment to ongoing engagement

The City is committed to engaging with people with disability both as a community in its own right and as members of the public and our workforce with broad issues and interests. The City will:

- Continue to consult with the Inclusion (Disability) Advisory Panel on key issues
- Continue to provide inclusive and accessible community engagement activities
- Engage with disability peak and advocacy groups and services on a range of access and inclusion initiatives and issues
- Continue to engage with employees with disability and caring responsibilities to better understand their needs and perspectives

The following mechanisms will be available for people with disability to provide feedback and suggestions over the life of the plan:

- Provide your feedback or suggestion to council **02 9265 9333** or **council@cityofsydney.nsw.gov.au**
- Provide your feedback or suggestion about the about the progress on the Inclusion (Disability) Action Plan to by email **inclusiondisability@cityofsydney.nsw.gov.au** or by phone on **02 9265 9333**
- Contact us through the National Relay Service **relayservice.gov.au/support/training/nrs-call-numbers**. Give the City of Sydney's number **02 9265 9333**
- Staff with disability and /or caring responsibilities can provide feedback on the meaningful employment direction of the plan directly with the City's Workforce Planning & Diversity Advisor

11 Actions

Direction 1: Positive community attitudes and behaviours

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference	
				Ongoing	2017-18	2018-19	2019-20	2020-21		
Harmony and Social Cohesion										
City of Sydney Staff are disability aware and confident, and have access to specialists training and development opportunities to deliver inclusive built environments and ensure our communications and services are accessible and inclusive of people with disability. Staff will have the skills to meet requirements under the (Cth) Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014 and deliver services that consider inclusion, not just compliance.	1. Continue to implement a program of disability awareness and confidence training for City of Sydney staff.	# and % increase in staff completing disability awareness training. # of staff completing relevant specialist training. % of staff with disability who agreed their colleagues have good disability awareness.	Corporate HR Organisational Capability Social Programs and Services	✓						Draft Sustainable Sydney 2030 Objective: 6.2 Our city is a place where people are welcomed, included and connected.
Positive community attitudes towards people with disability and a lived experience of mental health issues are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.	2. Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.	% of people featured in our publications with a visible disability. % of people who attended events who reported increased understanding and awareness of the importance of inclusion.	Media and Communications Social Programs and Services		✓	✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 6.2 Our city is a place where people are welcomed, included and connected.	
	3. Develop community programming aimed at fostering positive community attitudes towards people with disability and people with a lived experience of mental health issues.	% of people who attended City of Sydney events who reported increased understanding and awareness of the importance of social inclusion.	Creative City Social Programs and services	✓						

Direction 2: Liveable communities

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Accessible places and spaces (continued from previous)									
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	4. Continue to improve the accessibility of the public domain for people with disability and older people, through renewal programs, upgrades and new capital projects, including identifying opportunities to provide designated quiet spaces for people with sensory processing disorders.	% footpaths throughout the Liveable Green Network with accessible kerb ramps. #/% signalised pedestrian crossings in the local that are in braille and raised letter signs (tactile sign network). # of designated quiet spaces in the public domain including in City community facilities.	City Infrastructure and Traffic Operations City Design Social Programs and Services	✓					Draft Sustainable Sydney 2030 Objective: 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.
	5. Explore the provision of charging points for personal devices such as phones, electric bikes and mobility scooters in the public domain and community facilities where appropriate.	# new mobile charging stations provided by the City.	City Infrastructure and Traffic Operations Social Programs and Services		✓	✓	✓		
	6. Deliver a new City centre all-inclusive play space.	# of inclusive play opportunities in the City of Sydney area.	City Projects					✓	
	7. Review the current provision of mobility parking spaces in the City of Sydney, and develop strategies to maximise the access and inclusion outcomes associated with mobility parking.	An audit of existing on street mobility parking spaces is completed and strategies identified. # of spaces within 200m of key social infrastructure(hospitals, community facilities. village shopping precincts).	City Access		✓	✓			
	8. Continue to provide information about the locations of mobility parking spaces in the City, and include additional information about their features.	% of on street mobility parking spaces reflected on the CoS website.	City Access	✓					
	9. Advocate to commercial parking operators to develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility of key infrastructure in parking stations.	# of off street commercial parking stations that provide detailed information about accessible spaces.	Social Programs and Services				✓	✓	

Direction 2: Liveable communities (continued from previous)

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Accessible places and spaces									
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	10. Develop a plan to provide hearing augmentation systems in the City's community facilities and venues where appropriate and as recommended by Australian Standards.	#/% of City of Sydney community facilities and venues with appropriate hearing augmentation plans.	City Property				✓		Draft Sustainable Sydney 2030 Objective: 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
Emerging technologies empower greater independence for all people, including people with disability, to navigate and access public spaces.	11. Maintain the online accessibility map and explore the use of emerging technologies to empower all people, including people with disability, to independently navigate and access public spaces.	# of hits per month. Feedback on accuracy of map data.	Social Programs and Services Strategic Planning		✓	✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.
Local businesses are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.	12. Provide access to grants, guidelines and training to encourage local businesses in the City of Sydney to develop their business to be more inclusive and accessible to people with disability and explore recognising inclusive businesses through awards.	# of grants awarded. # of resources distributed. Commentary of access improvements achieved through grant/awards.	City Business and Safety Media and Communications Social Policy and Programs Strategic Planning			✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 6.3 Local economies are resilient, meet the needs of their community, and provide opportunities for people to realise their potential.

Direction 2: Liveable Communities (continued from previous)

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Diverse housing tenures and types									
More housing in the City of Sydney is accessible and universally designed. It will meet the needs of people with disability and support people to age in place.	13. Encourage delivery of housing in the local area that is universally accessible and meets the Gold Standard of the Livable Housing Australia Design Guidelines.	# of new dwellings delivered through City planning framework that is Universally Designed (meets Livable Housing Design Guidelines standard).	Strategic Planning				✓	✓	Draft Sustainable Sydney 2030 Objective: 8.1: The supply of market housing in the city meets the needs of a diverse and growing population.
Sense of belonging and connection to place									
Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.	14. Continue to provide a range of inclusive learning and participation opportunities at the City's community and creative facilities.	% of people identifying as person with disability participating in City-delivered programs/ initiatives reporting increased connection to community.	Social Programs and Services Creative City	✓					Draft Sustainable Sydney 2030 Objective: 6.2 Our city is a place where people are welcomed, included and connected. 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
	15. Continue to deliver inclusive sport and recreation activities through the City's recreation facilities and open spaces, and promote on the Disability Inclusive Sports and Recreation Directory.	% of people identifying as person with disability participating in City of Sydney programs. # of inclusive sports and recreation programs featured on What's On.	Social Programs and Services	✓					
	16. Collaborate with Local Health Districts and other organisations to deliver community wellbeing and health equity initiatives through City libraries, community centres, aquatic centres and public spaces, including programming that enhances peoples social and emotional wellbeing.	# and type mental health initiatives the City collaborates on with other agencies. % participants in these City-delivered and supported programs/ initiatives reporting increased social and emotional wellbeing.	Social Programs and Services Creative City City Greening and Leisure		✓	✓	✓	✓	

Direction 2: Liveable Communities (continued from previous)

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Diverse Thriving Communities									
Opportunities for inclusive participation are available at City of Sydney Facilities, and people with disability can easily identify opportunities that meet their preferences and needs.	17. Deliver the City’s first Changing Places Toilet at the Gunyama Park Aquatic Centre, and explore mechanisms and opportunities to facilitate the delivery of additional changing places toilets in the City of Sydney local government area.	# of “changing places” toilets in the City of Sydney area.	Research Strategy and Corporate Planning Social Programs and Services City Property		✓	✓	✓		Draft Sustainable Sydney 2030 Objective: 1.5 The city enhances its global position and attractiveness as a destination for people, business and investment.
	18. Continue to demonstrate leadership in the delivery of inclusive City of Sydney events, and implement strategies to ensure continuous improvement in this area for all events in the City of Sydney.	# of City-delivered or supported major events that are accessible and/or feature inclusive programming.	Creative City	✓					
Vibrant Creative Life									
People with disability have equitable opportunities to participate in cultural life and events in the City.	19. Continue to promote participation of people with disability as artists and audience members in arts programs through implementation of the Creative City Strategy.	# and type of initiatives that enable people with disability to participate as artists and audience members.	Research Strategy and Corporate Planning Creative City		✓	✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 7.2 The city supports and encourages individual creative expression by ensuring opportunities for creative participation are visible, accessible and sustainable.

Direction 3: Meaningful employment

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Inclusive Growth Opportunities									
The City of Sydney leads by example as an employer committed to social justice and inclusion.	20. Develop inclusive employment opportunities by removing (as appropriate) any barriers identified in the City's recruitment and selection processes, and work with leading Disability Employment Services to recruit and retain people with disability, injury or health condition.	Implementation of new recruitment platform. Completion of Disability Confident Recruiter program. # of new employees recruited who identify as a person with disability. % of staff who identify as person with disability.	Corporate HR		✓	✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 1.2 The City economy is competitive, prosperous and inclusive.
	21. Promote entry level employment initiatives that provide opportunities for people with disability who may face barriers to employment.	Implementation of entry level employment strategies.	Organisational Capability				✓	✓	
A Diverse and Inclusive Workplace.	22. Implement strategies to continue to improve the support and understanding of the experience of staff with disability and caring responsibilities at the City.	% of staff with disability and/or caring responsibilities who agreed that their needs are well supported at the City.	Organisational Capability				✓	✓	Draft Sustainable Sydney 2030 Objective: 1.2 The City economy is competitive, prosperous and inclusive.
	23. Continue to develop the capability of the City's managers/supervisors to support staff with disability and caring responsibilities, including through workplace flexibility.	# of managers completing relevant specialist training.	Organisational Capability	✓					
	24. Support staff with a lived experience of mental health issues to stay at work or return to work, by providing reasonable adjustments.	% of staff with lived experience of mental health issues who agreed that their needs are well supported at the City.	Workforce Services	✓					
The City of Sydney's procurement policies contribute to the creation of more meaningful employment outcomes for people with disability.	25. Finalise the Sustainable Procurement Guidelines and further explore and develop implementation strategies in accordance with the procurement requirements under the <i>Local Government Act 1993</i> .	# of contracts over \$50,000 with inclusive employment outcomes for people with disability.	Procurement		✓	✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 1.2 The City economy is competitive, prosperous and inclusive.

Direction 4: Equitable access to mainstream services

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Balanced and inclusive local decision making									
People with disability can have a say.	26. Continue to engage people with disability in decision-making processes, and consult the Inclusion (Disability) Advisory Panel on major initiatives and any revisions of planning controls that are relevant to inclusion and accessibility.	# new City policies/strategies/ initiatives for which consultation was undertaken with Inclusion (Disability) Advisory Panel and disability sector representatives. # outreach activities conducted with people with disability and disability sector stakeholders during public consultations on key City policies/ strategies/ initiatives.	Social Policy and Programs Strategic Community Engagement	✓					Draft Sustainable Sydney 2030 Objective: 10.5 The community is engaged and active in shaping the future of the city.
Civic Knowledge and Skills.	27. Develop and disseminate accessible guidelines on how people can be involved in mainstream council decision making, including presenting at council.	Guidelines are developed and published. # of guidelines distributed or downloaded.	Strategic Community Engagement			✓	✓		
Transparent Accountable Governance									
City information is accessible to all.	28. Provide City documents and marketing materials in a range of accessible formats, including Easy English, community languages and in formats accessible to people with vision impairment.	# City documents produced in accessible formats. # City documents produced in community languages.	Social Programs and Services Media and Communications			✓	✓	✓	Draft Sustainable Sydney 2030 Objective: 10.1 The City of Sydney is well governed.
	29. Continue to ensure compliance with the Web Accessibility National Transition Strategy (NTS) and WCAG standards with Level AA conformance, including audio visual content.	# of City web properties that are WCAG compliant.	Media and Communications Information Services	✓					

Direction 4: Equitable access to mainstream services (continued from previous)

Outcomes/Objectives	Actions What we will do	Measures	Responsibility	Timing					Integrated planning and reporting framework reference
				Ongoing	2017-18	2018-19	2019-20	2020-21	
Public Participation in Community Life									
New ICT Systems procured by the City are accessible.	30. Review the City's Grants Application processes and systems to identify and remove as appropriate any barriers to people with disability applying for grants.	Grants platform is WCAG compliant. Grants policy and guidelines are accessible. Review of grants system complete.	Grants and Sponsorship		✓	✓			Draft Sustainable Sydney 2030 Objective: 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
	31. Once established as an Australian Standard, adopt the <i>Accessibility requirements suitable for public procurement of ICT products and services</i> - to guide the City's Information and communications technology procurement practice.	Standards are adopted. # of new ICT infrastructure that meets standards.	Information Services Social Programs and Services	✓					
	32. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.	# and types of accessible software and hardware available.	Social Programs and Services Creative City		✓				
People with disability have access to quality information about the access features of City of Sydney outdoor spaces, including recreation and open spaces, and can plan their trip with confidence.	33. Provide information about access features and barriers in the City's 30 most popular parks, including access to outdoor sports and recreation facilities within those parks and details of where inclusive play opportunities exist.	# % of open spaces with access features described on City website. # of downloads/ customer service enquiries related to this information.	City Greening and Leisure			✓	✓		Draft Sustainable Sydney 2030 Objective: 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
Community Transport funded by the City of Sydney is accessible to people with disability.	34. Continue to work with Village to Village community transport services funded by the City of Sydney to achieve compliance with the <i>Disability Standards for Accessible Public Transport 2002</i> .	#% percentage of Village to Village services that provide: – Accessible timetable info – Boarding devices and doors – Audible announcements – Priority seating; and – Where staff have undergone disability awareness training	Social Programs and Services		✓	✓			Draft Sustainable Sydney 2030 Objective: 3.5 Transport services and infrastructure are accessible.

12 Implementation and governance

Implementation

The projects identified in this Action Plan have been prioritised according to the feedback from our consultations with people with disability, the Inclusion (Disability) Advisory Panel and the resources and capacity of the City.

Indicative timeframes for the commencement of projects has been identified as part of the planning process. Commencement dates for projects will be confirmed annually as they are further developed and budgets and resources allocated for their delivery.

Governance

The implementation of Inclusion (Disability) Action Plan 2017-2021 will be overseen by an internal Project Control Group, chaired by the Director of City Life, and including executive members from a broad range of Council departments.

Relevant departments will be required to report on progress of implementing actions as part of their regular business reporting. This will inform the regular Project Control Group meetings and annual progress reports.

Progress and outcomes will be reported annually as part of the City of Sydney's Annual Report. A copy will be provided to the NSW Minister of Family and Community Services as required under the *NSW Disability Inclusion Act, 2014*.

Monitoring progress

We will regularly measure and report against the actions in this plan.

This Action Plan is based on the findings of ongoing research and consultation. However, the environment in which we deliver services is dynamic and the nature of projects and priorities may change. Identified projects may not be required and new opportunities and priorities may emerge.

Regular monitoring and annual progress reports will consider:

- the quality and success of implementation to date, and
- Modification of strategies as required to achieve specific objectives of the plan.

Ongoing consultation

Ensuring participation of people with disability in the implementation, monitoring and evaluation of the plan is essential to making sure we are headed towards success.

The Inclusion (Disability) Advisory Panel will be consulted on the implementation, progress and evaluation of the plan. The annual progress report will be discussed with the panel.

Where appropriate and feasible to relevant actions in the plan, the City will also consult with other groups representing people with disability.

The annual report will be made publically available to all residents' visitors and workers.

13 Measuring success

Overview

The actions set out in this Action Plan have been devised to create a more inclusive and accessible City.

Inclusion of people with disability in the City of Sydney will be influenced by not only the actions set out in this Action Plan, but factors as diverse as successful implementation of the National Disability Insurance Scheme, Australian economic and employment conditions, technological trends, and the attitudes and actions of individuals, business owners and community groups and service providers in the City of Sydney local government area.

The City therefore has two distinct roles in measuring the success of the Action Plan:

- Measuring the impact of our own actions
- Monitoring outcomes for people with disability more generally.

Measuring impact

The City will measure impact of our own actions annually.

The Outcomes and Evaluation Framework (included within the actions tables) details key performance indicators and outcome measures relevant to the four strategic directions, and the desired outcomes and sub-outcomes that the various actions are intended to contribute to.

Monitoring inclusion outcomes across the city

It is also important to understand and monitor outcomes and broad trends in the community and use this information to review and influence priorities and actions.

A review will be undertaken to coincide with the end of the four-year Inclusion (Disability) Action Planning cycle.

The review will assess the performance against a set of performance indicators including:

- General population indicators that assess performance against the general population – such as the percentage of people with disability in the workforce in comparison to the percentage of people without disability in the workforce.
- Relevant outcome measures in the City of Sydney's Community Wellbeing indicators.

The City of Sydney has developed a community indicator framework; a multi-dimensional approach to measuring wellbeing that addresses the combination and intersection of social, economic, environmental, cultural and governance conditions that exist in the city. The indicators will be used to track change in wellbeing and inclusion of people with disability in the City of Sydney.

While the City has some influence in delivering these outcomes, these indicators are not intended as direct measures of the City's performance.

14 Acronyms

- ABS:** Australian Bureau of Statistics
- Cth:** Commonwealth
- ICT:** Information and communications technology
- IPRF:** Integrated Planning and Reporting Framework
- NDIS:** National Disability Insurance Scheme
- NSW:** New South Wales
- WCAG:** Web content accessibility guidelines

15 Appendix A

Organisations and groups consulted in the development of this plan

Disability peak and advocacy groups

- Carers NSW
- Chinese Parents Association - Children With Disabilities Inc.
- Deaf Society NSW
- Digital Gap Initiative
- Down Syndrome NSW
- Guide Dogs
- NCOSS
- NSW Chamber of Commerce.
- People With Disability Australia
- Vision Australia

City of Sydney Staff

74 staff, including 30 who identify as a person with disability

100 staff including 91 staff who identify as a person with caring responsibilities

City of Sydney residents, workers and visitors

16 individuals participated in either workshops or online guided submissions

Local disability service providers

- Ability Links City of Sydney
- ACL Community Services
- Belgravia Leisure
- Catholic Community Services
- Gig Buddies
- GoGet
- Randwick Waverley Community Transport
- Uniting Home Modification
- The Shepherd Centre
- Wheeleasey

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