

10 May 2021

At the conclusion of the Environment Committee

## **Cultural and Community Committee**

**Agenda**

**1. Disclosures of Interest**

**Healthy Communities Sub-Committee**

**2. Public Exhibition - Draft Inclusion (Disability) Action Plan 2021-2025**

**3. Community Services Grant - Funding to Address Homelessness in the Inner City**

## Disclaimer, Terms and Guidelines for Speakers at Council Committees

As part of our democratic process, the City invites members of the community to speak directly to Councillors during Committee meetings about items on the agenda.

### Webcast

In accordance with the *City of Sydney Code of Meeting Practice*, Committee meetings are recorded and webcast live on the City of Sydney website at [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au).

Members of the public attending a council or committee meeting may have their image, voice and personal information (including name and address) recorded, publicly broadcast and archived for up to 12 months.

### Consent

By attending a council or committee meeting, members of the public consent to this use of their image, voice and personal information.

### Disclaimer

Statements made by individuals at a council or committee meeting, and which may be contained in a live stream or recording of the meeting are those of the individuals making them, and not of the City. To be clear, unless set out in a resolution of council, the City does not endorse or support such statements.

The City does not accept any liability for statements made or actions taken by individuals during a Council or Committee meeting that may be contrary to law, including discriminatory, defamatory or offensive comments. Such statements or actions are not protected by privilege and may be the subject of legal proceedings and potential liability, for which the City takes no responsibility.

### Guidelines

To enable the Committee to hear a wide range of views and concerns within the limited time available, we encourage people interested in speaking at Committee to:

1. Register to speak by calling Secretariat on 9265 9702 or emailing [secretariat@cityofsydney.nsw.gov.au](mailto:secretariat@cityofsydney.nsw.gov.au) before 10.00am on the day of the meeting.
2. Check the recommendation in the Committee report before speaking, as it may address your concerns so that you just need to indicate your support for the recommendation.
3. Note that there is a three minute time limit for each speaker (with a warning bell at two minutes) and prepare your presentation to cover your major points within that time.
4. Avoid repeating what previous speakers have said and focus on issues and information that the Committee may not already know.
5. If there is a large number of people interested in the same item as you, try to nominate three representatives to speak on your behalf and to indicate how many people they are representing.

Committee meetings can continue until very late, particularly when there is a long agenda and a large number of speakers. This impacts on speakers who have to wait until very late, as well as City staff and Councillors who are required to remain focused and alert until very late. At the start of each Committee meeting, the Committee Chair may reorder agenda items so that those items with speakers can be dealt with first.

Committee reports are available at [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

## **Item 1.**

### **Disclosures of Interest**

Pursuant to the provisions of the City of Sydney Code of Meeting Practice and the City of Sydney Code of Conduct, Councillors are required to disclose pecuniary interests in any matter on the agenda for this meeting.

Councillors are also required to disclose any non-pecuniary interests in any matter on the agenda for this meeting.

This will include receipt of reportable political donations over the previous four years.

In both cases, the nature of the interest must be disclosed.

## Item 2.

### Public Exhibition - Draft Inclusion (Disability) Action Plan 2021-2025

File No: X030535.004

#### Summary

Under the NSW Disability Inclusion Act 2014, the City is required to develop a disability inclusion action plan in line with the four-year integrated planning and reporting cycle. The City's draft Inclusion (Disability) Action Plan 2021-2025 (Attachment A) will be the City's fifth disability action plan and must be in place by 1 July 2021.

The plan was developed in consultation with people with disability, people with mental health conditions, carers, disability organisations and in collaboration with the City's Inclusion (Disability) Advisory Panel. The Engagement Report is included as Attachment B. Public exhibition of the draft plan will provide a further opportunity for comment on the City's vision for an inclusive and accessible city. Feedback received from public exhibition will be incorporated into the final plan before it is presented to Council for adoption in June 2021.

One in four Australians live with a disability, 23 per cent with a mental health condition, and 10.8 per cent are providing unpaid care to people with disability and older Australians. The likelihood of experiencing disability increases as we age with nearly one in two people over the age of 65 living with some form of disability.

The draft Inclusion (Disability) Action Plan 2021-2025 outlines how we plan to make our city more inclusive and accessible by continuing to remove barriers, protect the rights of people with disability, promote the value of diversity and inclusion across the community, and ultimately create a better future for everyone.

Through the 2017-2021 plan, the City has continued to address priorities identified by our communities; in particular, addressing physical barriers in the built environment to ensure that everyone is able to access streets, parks, playgrounds and open spaces.

The draft plan includes actions under four key directions set by the NSW State Government;

- continue to provide a range of inclusive programs, services and events;
- implement access improvements in public spaces and facilities, and provide accessible and inclusive communications, decision-making and engagement opportunities;
- work to address the lack of understanding faced by people with less visible disabilities and implement new strategies to ensure our services, programs and events are inclusive for people with invisible disabilities, and;
- invest in upskilling our people to recruit and retain diverse employees, including people with disability, and develop a culture of diversity and inclusion.

Progress on the implementation of the plan will be reported annually to the Minister for Families, Communities and Disability Services, the NSW Disability Council and to Council in line with the City's annual reporting process. At the end of the four-year period the City will review the broader impacts of the plan and identify any new priorities that need to be considered to continue to deliver on the long-term vision.

### **Recommendation**

It is resolved that Council:

- (A) note the ongoing contribution of the Inclusion (Disability) Advisory Panel in development and implementation of the City of Sydney's Inclusion (Disability) Action Plans; and
- (B) approve the draft Inclusion (Disability) Action Plan 2021-2025, as shown at Attachment A to the subject report, for public exhibition for 28 days.

### **Attachments**

**Attachment A.** Draft Inclusion (Disability) Action Plan 2021-2025

**Attachment B.** Engagement Report

## Background

1. There are currently 4.4 million (or one in four) Australians living with a disability, 4.8 million people (23 per cent) living with a mental health condition, and 2.65 million people (10.8 per cent) providing unpaid care to people with disability and older Australians. The likelihood of experiencing disability increases as we age with nearly one in two people over the age of 65 living with some form of disability. These statistics reveal 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 condition or be a carer.
2. Everyone, including the City, therefore has a responsibility to ensure that our city is inclusive and accessible for all. 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. An inclusive city benefits everyone, not just people with disability.
3. Over the last four years, through implementation of the current 2017-2021 Inclusion Disability Action Plan, the City has continued to address priorities identified by our communities. In particular, addressing physical barriers in the built environment to ensure that everyone is able to access streets, parks, playgrounds and open spaces.
4. The City has upgraded footpaths, built new access ramps, installed braille and tactical signage and opened new inclusive and community facilities. The City has also continued to improve access for people with disability to information and services, programs and events. This plan will continue to build on these strengths whilst also harnessing opportunities to address emerging issues within our community.
5. Community expectation levels have continued to grow against the backdrop of the National Disability Insurance Scheme (NDIS) and the current Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. We must continue to review and change the way we do business to ensure our practices are inclusive for everyone, including people with less visible disabilities.
6. The draft Inclusion (Disability) Action Plan 2021-2025 is the City of Sydney's fifth Inclusion (Disability) Action Plan. In 2002, the City developed its first Action Plan for People with Disabilities 2002-2005, which primarily focused on physical disability and access in the physical environment. The City's Inclusion (Disability) Action Plan 2007-2011 expanded in scope to include other important aspects of inclusion to promote participation by people with a disability, and access to services and amenities for all residents, workers and visitors to the city.
7. 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's services.

8. The City's fourth Plan, the Inclusion (Disability) Action Plan 2017-2021 strengthened the City's ongoing commitment to inclusion and access. Developed in consultation with people with disability and in collaboration with the Inclusion (Disability) Advisory Panel, the draft plan included practical steps to embed inclusion across the organisation. A key focus of this plan was to provide greater access to our built environment including City parks, streets, playgrounds and facilities.
9. On 3 December 2014, the NSW Government introduced the Disability Inclusion Act 2014 and the Disability Inclusion Regulation 2014. This legislation aims to better recognise the human rights of people with disability and clarifies the role of the NSW Government throughout the implementation of the National Disability Insurance Scheme (NDIS).
10. Under the Disability Inclusion Act 2014, local governments are required to prepare and adopt disability inclusion action plans and lodge them with the Minister Families, Communities and Disability Services by 1 July each year. These plans must;
  - (a) outline how councils will deliver on four areas of action identified in the NSW Disability Action Plan;
  - (b) be developed in consultation with the community, particularly with people with disability, and;
  - (c) be reviewed every four years.
11. The Disability Inclusion Act 2014 also requires that councils report on implementation of their plan in their Annual Report, and forward a copy to the Minister Families, Communities and Disability Services and the NSW Disability Council.
12. The NSW Disability Inclusion Plan outlines four areas of action for all NSW government agencies, including local government. They are:
  - (a) the development of positive community attitudes and behaviours towards people with disability through community awareness and education;
  - (b) the creation of more liveable communities for people with disability through improving the environment and supports;
  - (c) the achievement of a higher rate of meaningful employment participation by people with disability through inclusive employment practices and education, and;
  - (d) more equitable access to mainstream services for people with disability through better systems and processes, and access to information.
13. The Inclusion (Disability) Advisory Panel has provided ongoing advice to the City regarding consultation of people with disability and disability groups, the development of the draft plan and setting priority actions. The panel will continue to play a critical role in monitoring the implementation of the 2021-2025 plan once adopted.
14. In line with requirements under the NSW Disability Inclusion Act 2014, the City has used a range of engagement approaches in developing the draft plan:
  - (a) Community members were invited to complete an online survey promoted on the City's Sydney Your Say webpage. The survey was open from 31 August to 6 October 2020.

- (b) Eight online workshops were held during September 2020.
    - (i) Two workshops were open to community members including: people with disability, people with mental health conditions, people with caring responsibilities and members of the broader community.
    - (ii) One workshop was held with people working in disability services or peak organisations representing people with disability and or caring responsibilities.
    - (iii) Three workshops, co-facilitated with Autism Spectrum Australia, were held with people with Autism and parent carers of children with Autism.
    - (iv) Two workshops, co-facilitated with the Council for Intellectual Disability, were held with adults with intellectual disability.
  - (c) Community members were offered the option to provide their feedback via phone and/or email. In total the City received three submissions via phone and four via email.
15. A summary of key feedback and suggestions raised during the consultation period have been captured are included within the Engagement Report (Attachment B).
16. The draft plan includes 29 actions under the four key directions that address barriers for people with disability across a range of key areas. Under this plan the City will:
- (a) continue to provide a range of inclusive programs, services and events; implement access improvements in public spaces and facilities, and provide accessible and inclusive communications, decision-making and engagement opportunities;
  - (b) work to address the lack of understanding faced by people with less visible disabilities and implement new strategies to ensure our services, programs and events are inclusive for people with invisible disabilities, and;
  - (c) invest in upskilling our people to recruit and retain diverse employees, including people with disability, and develop a culture of diversity and inclusion.

## Key Implications

### Strategic Alignment - NSW Disability Inclusion Action Plan

17. The City's draft Inclusion (Disability) Action Plan 2021-2025, has been designed to align with the four directions established in the NSW Disability Action Plan and to build on the progress made by previous plans.

### Strategic Alignment - A City for All - Social Sustainability Policy and Action Plan

18. This plan aligns with the City's long-term vision for a just, inclusive and sustainable Sydney which is embodied in the Social Sustainability Policy and Action Plan - A City for All. The plan supports delivery on the City's commitments with A City for All, in particular the principles that "Sydney is a just city that respects human rights and dignity" and that "Sydney is a safe and accessible city for people of all ages and abilities".

**Strategic Alignment - Sustainable Sydney 2030**

19. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. The draft Inclusion (Disability) Action Plan 2021-2025 aligns with the following strategic directions and objectives:
- (a) Direction 4 - A City for Walking and Cycling - Accessible streetscapes and infrastructure to enable people with disability to navigate our City.
  - (b) Direction 5 - A Lively and Engaging City Centre - Public spaces are designed and managed to ensure they are inclusive and accessible to people with disability.
  - (c) Direction 6 - Resilient and Inclusive Local Communities - The City is committed to ensuring social justice and equity for all, including people with disability.
  - (d) Direction 7 - A Cultural and Creative City - People with disability have opportunities to participate in cultural and creative offerings within the City.
  - (e) Direction 8 - Housing for a Diverse Population - People with disability have access to affordable and diverse housing types.
  - (f) Direction 10 - Implementation through Effective Governance and Partnerships - People with disability are supported to participate in decision-making at the City.

**Organisational Impact**

20. The City has responsibilities under the Commonwealth Disability Discrimination Act 1992 to provide equitable access to its facilities, infrastructure and services for people of all abilities. The City also has responsibilities under the NSW Disability Inclusion Act 2014 to develop a disability inclusion action plan that addresses barriers to inclusive participation faced by people with disability.
21. The draft Inclusion (Disability) Action Plan 2021-2025 includes practical steps the City will take to address barriers for people with disability to ensure inclusive participation in city life, access to mainstream services and meaningful employment.
22. These actions have been designed to build on the City's ongoing commitment to inclusion, the successes of previous plans, and harness emerging opportunities, with the aim of ensuring inclusion access and are core considerations across all City services and facilities.
23. The actions are deliverable within existing staffing and operational budgets or will be delivered through future planned capital works projects, procurement contracts and agreements.

**Risks**

24. If the Inclusion (Disability) Action Plan 2021-2025 is not endorsed by 1 July 2021 the City will not meet its legislative requirements under the Disability Inclusion Act 2014.

**Social / Cultural / Community**

25. The Plan's purpose is to foster the development of an inclusive and accessible city for everyone. The delivery of actions within the plan will ensure that people with disability who live, work in or visit the city should experience greater independence and dignity, and more equitable opportunities for social and economic inclusion.
26. Inclusive cities benefit everyone, not just people with disability. By implementing key actions within this plan and continuing to build a city that is easy to get around, we provide equitable opportunities for participation in the diverse social, cultural life of the city and access to meaningful employment opportunities.

**Economic**

27. The draft plan contains actions to improve access to the public domain and participation in events run by the City. The plan also includes actions to support businesses in the city, particularly those within the hospitality and retail sectors, to be more inclusive and accessible to people with disability. Improving access in these ways encourages a wider variety of people to come to the city, and therefore opens up potential market opportunities for businesses.

**Financial Implications**

28. The proposed actions in the draft Inclusion (Disability) Action Plan 2021 will be delivered within the resourcing levels included in the draft 2021/22 operational and capital works budgets and future year forward estimates, subject to Council approval. These resourcing levels are consistent with previous iterations of the City's budgets.

**Relevant Legislation**

29. Local Government Act 1993.
30. Disability Discrimination Act 1992 (Cth).
31. Disability Inclusion Act 2014 .
32. Carers Recognition Act 2010 .
33. Anti-Discrimination Act 1977 .
34. Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (Cth).

**Critical Dates / Time Frames**

35. The City is required to have the Inclusion (Disability) Action Plan in place by 1 July 2021, in line with the requirements of the NSW Disability Inclusion Act 2014.
36. If approved by Council, the draft plan will be placed on public exhibition for 28 days.
37. The final plan will need to be considered and adopted by Council at its meeting on 28 June 2021 in order to meet the NSW Government timeframes.

**Public Consultation**

38. During the public exhibition period, the draft plan will be open for comment on the City's Sydney Your Say webpage. It will be published in a range of accessible formats including:
  - (a) tagged accessible PDF;
  - (b) large print; and
  - (c) Easy English.
39. An Auslan video will also be made available on the website that provides an overview of the plan and outlines the process to provide feedback. Other alternative formats will be provided upon request.
40. The draft plan will also be circulated to key disability sector organisations and people that participated in the consultation process for comment. These include organisations representing people with physical disability, people with intellectual disability, people with mental health conditions, people with Autism, Aboriginal and Torres strait Islander people with disability and people with disability from culturally and linguistically diverse communities. Inclusion (Disability) Advisory Panel members will also be encouraged to circulate the draft plan to their networks.

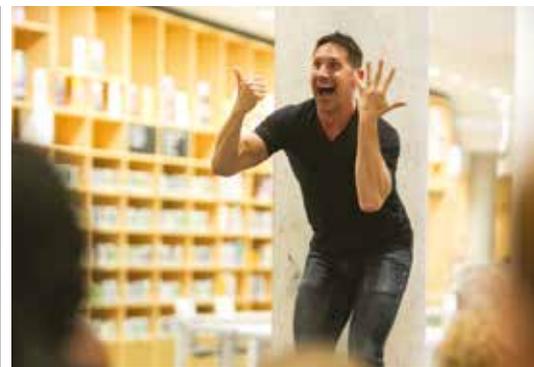
**EMMA RIGNEY**

Director City Life

Hannah Schulz-Fulham, Social Policy Officer

# **Attachment A**

**Draft Inclusion (Disability) Action Plan  
2021-2025**



Action Plan  
May 2021

# Draft Inclusion (Disability) Action Plan 2021–2025

Photography Credits:

Page 9: Chris Southwood

Page 7 and 21: Joseph Mayers

Page 6, 20 and 48: Mark Metcalfe

Page 11, 15, 16, 18, 19, 22, 26,

34, 35, 37, 39, 43, 44, 46 and 49: Katherine Griffiths

Page 1, 17, 29, 31 and 32: Adam Hollingworth

Page 1, 21 and 30: Jamie Williams

Page 1, 22 and 27: Damian Shaw

Page 23: Jessica Lindsay

Page 33: Matthew Venables

Page 38: Sharon Hickey

Page 1, 42 and 45: Gary Radler

# Contents

04	Lord Mayor's Message
05	Message from the CEO
06	Acknowledgments
08	Inclusion (Disability) Advisory Panel
10	Summary
12	The case for inclusion
13	Policy and legislative context
18	Community profile
24	Disability in Australia
26	Developing this plan
29	Direction 1: Positive community attitudes and behaviours
34	Direction 2: Liveable communities
41	Direction 3: Meaningful employment
47	Direction 4: Equitable access to mainstream services
50	Action: Direction 1
52	Action: Direction 2
62	Action: Direction 3
66	Action: Direction 3
70	Implementation and governance
71	Measuring success
74	Endnotes

# Lord Mayor's Message



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

This plan aligns the long-term vision of an inclusive City of Sydney and the City of Sydney's Social Sustainability Policy and Action Plan- A City for All that recognises human rights at its core.

The Inclusion (Disability) Action Plan recognises the underlying social responsibility for local governments to work to remove barriers to inclusive participation in our communities, 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.

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. An inclusive city benefits everyone – not just people with disability.

Over the last four years we have continued to work on the priorities identified by our communities.

We focused on addressing physical barriers in our built environment to ensure that everyone is able to access our streets, parks, playgrounds and open spaces. We upgraded footpaths, built new access ramps, installed braille and tactical signage and opened the new inclusive and accessible Gunyama Park Aquatic and Recreation Centre.

Our Inclusive and Accessible Public Domain Policy and Guidelines will ensure that we continue to design, build and maintain a public domain that is inclusive and accessible for all.

We have also worked to improve access for people with disability to City of Sydney information, services, programs and events. This plan will continue to strengthen these processes.

Community expectation levels have continued to grow against the backdrop of the National Disability Insurance Scheme (NDIS) and the current Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. We must continually review and change the way we do business to advance the inclusion of people with disability. This action plan is about strengthening our practices and broadening our understanding of disability to ensure that the inclusion of people with disability is embedded in everything that we do.

Under this plan, we will also work to address the lack of understanding faced by people with less visible disabilities and implement strategies to ensure our services, programs and events are inclusive for people with invisible disabilities.

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

A handwritten signature in black ink that reads "Clover Moore." The signature is written in a cursive, flowing style.

**Clover Moore**  
Lord Mayor

# Message from the CEO



We value the contributions made by all people and believe that this diversity strengthens our city. We respect people's right to self-determination and we strive for inclusion.

We are proud of the work we have done so far to improve how we design and manage public spaces with accessibility in mind, and to create more opportunities for inclusive participation in the City's programs and more equitable access to City services.

In 2012, we recognised that as an organisation we cannot work towards inclusion of people with disability without involving people with disability in our journey.

In 2012, Council endorsed the establishment of the Inclusion (Disability) Advisory Panel. The Panel's strategic advice, and diverse lived experiences of disability, have been instrumental in our journey to inclusion so far.

In 2020, the Panel worked with the City to develop the following statement of inclusion.

The City of Sydney acknowledges and recognises that the voice and contribution of people and communities with diverse lived experience of disability, both past and present, are essential in realising an inclusive society.

The statement reminds us that true inclusion cannot be achieved without the voice and participation of people with disability.

In that spirit, as we developed this plan, and as we plan for Sydney in 2050, we want people with disability, people with lived experiences of mental health conditions and carers to help shape the city.

Through our consultation to develop this plan, we heard that access to meaningful employment remains one of the most significant barriers faced by people with disability.

We recognise that we must now focus our efforts to increasing access to meaningful employment at the City.

Our aim is to have a workforce that reflects and represents the diversity in our community, so that we can better meet the needs of our community.

We also recognise that workplaces that are diverse and inclusive perform better and are more innovative. Inclusive workplaces allow staff of diverse backgrounds to bring their best selves to work every day, enhancing collaboration, engagement and workplace wellbeing.

We are investing in upskilling our people to recruit and retain diverse employees and develop a culture of diversity and inclusion.

Congratulations and thank you to the Inclusion (Disability) Advisory Panel and City staff for their work so far and for championing inclusion of everyone.

A handwritten signature in black ink that reads "P. M. Barone". The signature is written in a cursive, flowing style.

**Monica Barone**  
CEO

# Acknowledgments

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



*Dialogue Forum at Customs House in Circular Quay as part of Sustainable Sydney 2050 consultations.*

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 2020 adopted our second 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.



*NAIDOC in the City 2019.*

# Inclusion (Disability) Advisory Panel

The Inclusion (Disability) Advisory Panel provides strategic, expert and impartial advice on the development, implementation, and review of the City of Sydney's policies, strategies and plans to advance the inclusion of people with disability.

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

- review our 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
- 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 action plan and will continue to play a critical role in monitoring and providing advice for the plan's implementation.



Judy Harwood



Julie Millard



Morwenna Collett



Mark Tonga



Max Burt



Nidhi Shekaran



Dr Phillipa Carnemolla



Sabrina Houssami



Tara Elliffe

# Summary

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

This plan aligns the City's long-term vision of an inclusive City of Sydney and meets the legislative requirements from the 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, people lived experiences of mental health conditions and people with 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 a disability, increasing to more than one in two Australians by the age of 65. Additionally, one in four Australians will experience a mental health condition in their lifetime. In NSW approximately 11 per cent of residents identify as being a carer for someone with disability, chronic illness or mental health condition.

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 society on an equal basis with others."

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 this 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.



*Drawing workshop held in Zetland.*

The City of Sydney 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.

We also recognise our role in both protecting and promoting the rights of people with disability and in promoting the value of diversity and inclusion across the community.

- 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 our social sustainability policy and action plan, A City for All.

## 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 Commonwealth Disability Discrimination Act 1992 and the Commonwealth Carers (Recognition) Act 2010
- identifying barriers to inclusion, and developing strategies and actions that will respond to and address those barriers

## Four key directions

This action plan focuses on four key directions:

- develop **positive community attitudes and behaviours** towards people with disability through community awareness and education
- create more **liveable communities** for people with disability through improving the environment and supports
- achieve a higher rate of **meaningful employment** participation by people with disability through inclusive employment practices and education
- provide more **equitable access to mainstream services** for people with disability through better systems and processes, and access to information.

# 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.

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.

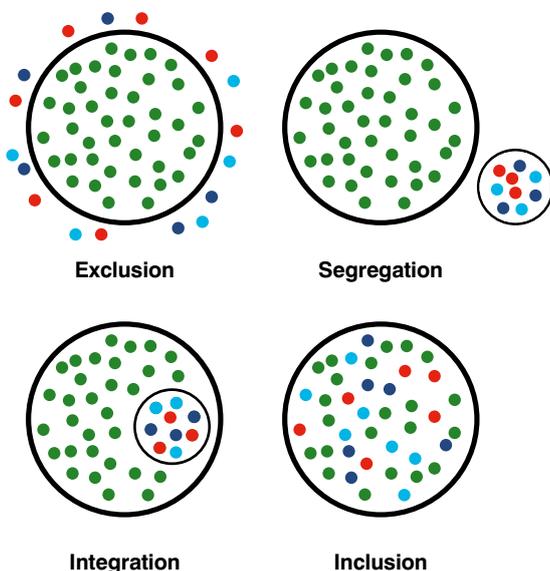
Inclusion is only possible when communities are inclusive for all people, including those with physical, intellectual, cognitive and sensory disability and people with lived experience of a mental health condition.

Around 90 per cent of City of Sydney residents responding to the 2018 community wellbeing survey agreed that 'it is a good thing for a society to be made up of people from different cultures and communities'.<sup>1</sup>

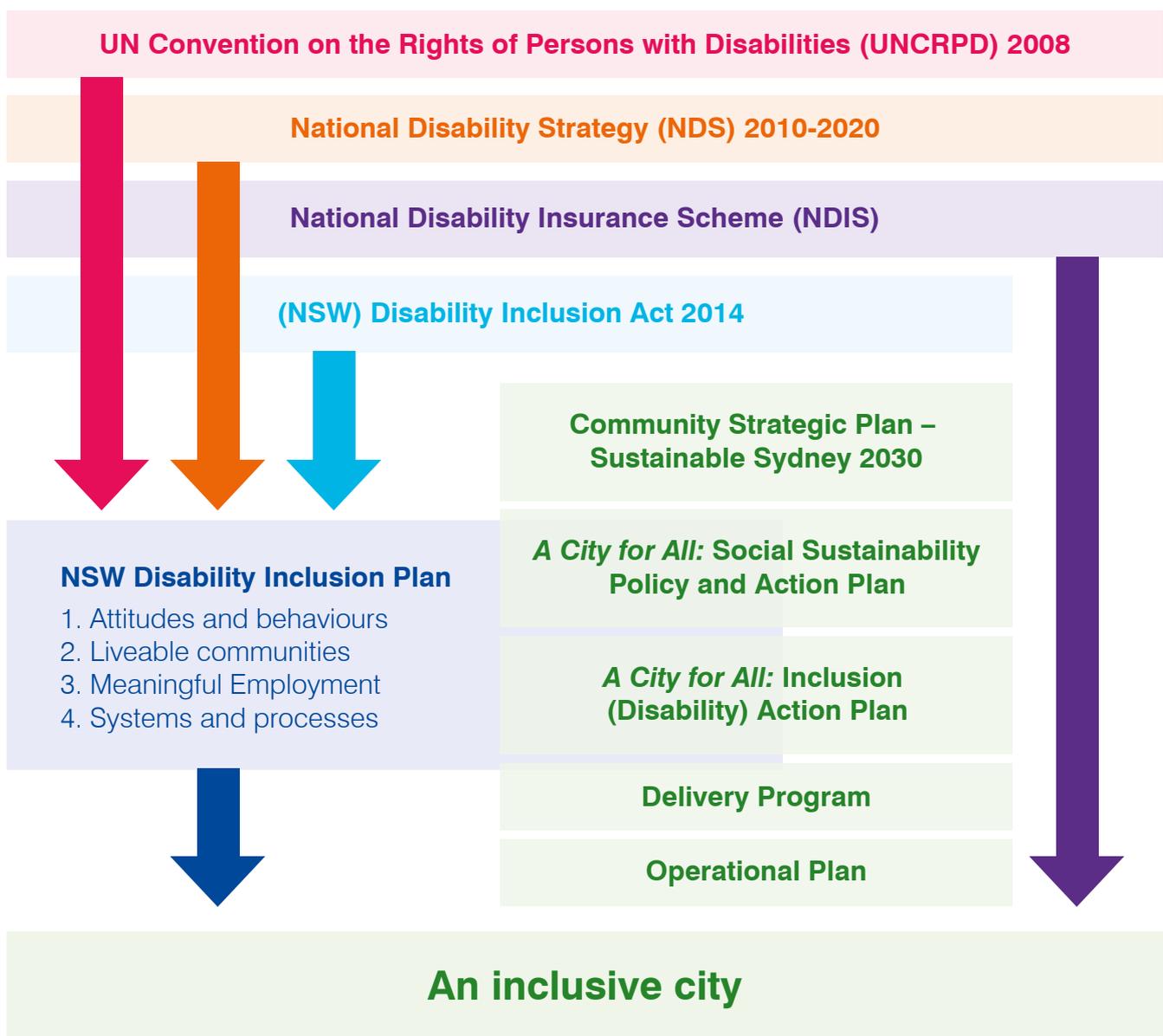
Inclusive communities benefit everyone by:

- promoting physical access to businesses benefits people with disability, and also 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. These 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.



# Policy and legislative context



---

## Policy Context

Since 1992, the (Cth) Disability Discrimination Act 1992 has made discrimination on the basis of disability unlawful.

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.”<sup>2</sup>

This signalled a commitment by all levels of government to eradicate barriers faced by people with disability and greater recognition of their human rights.

### National Disability Strategy

This was followed in 2010 by the Australian National Disability Strategy, 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.<sup>3</sup>

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.

The next National Disability Strategy is expected in late 2021. All levels of government have committed to continuing their efforts in implementing the principles of the current strategy until the new strategy is released. The Statement of Commitment<sup>4</sup>

## 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
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- National Disability Strategy 2010–2020
- National Disability Insurance Scheme

### New South Wales

- Anti-discrimination Act 1997
- Carers (Recognition) Act 2010
- Disability Inclusion Act 2014
- Living Well in Focus 2020-2024: A strategic plan for community recovery, wellbeing and mental health in NSW
- Mental Health Act 2007
- NSW Disability Inclusion Plan

has been signed by relevant representatives from commonwealth, state and territory governments and the Australian National Local Government Association.<sup>4</sup>

### National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is national system of disability support focused on the individual needs and choices of people with disability, including people with psycho-social disability. The NDIS provides eligible people with tailored funding packages, and greater choice and control over how, when and where support is provided.



*Ian Florek lives and works in the City with his Guide Dog Bryson.*

### Disability Inclusion Act 2014

Following the National Disability Strategy and foreshadowing the Implementation of the NDIS, the NSW Government introduced the Disability Inclusion Act 2014 which has these 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 provide people with disability safeguards in relation the delivery of their supports and services.

In 2019, the NSW Government review of the Act noted that the responsibility of the NSW Government to deliver specialist individual supports and services to people with disability has been taken over by the Commonwealth with full implementation of the NDIS.<sup>5</sup>

The review however emphasised that the NSW Government and local councils alike share a responsibility to ensure mainstream services are inclusive and accessible to people with disability.

In line with the requirements of the Act, all councils in NSW must develop a Disability Inclusion Action Plan. These plans must be reviewed every four years and be developed in consultation with people with disability. The role of local councils is particularly important to support greater participation by the 88 per cent of people with disability who don't receive NDIS funding.<sup>6</sup>

### NSW Disability Inclusion Action Plan

The NSW Disability Inclusion Plan provides a framework for the development and implementation of disability action plans across NSW Government agencies and local councils to drive disability inclusion and access 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 through community awareness and education;

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

## City of Sydney context

### Sustainable Sydney 2030

Sustainable Sydney 2030 is the City of Sydney's community strategic plan. First adopted in 2008, it expresses the community's vision and our commitment to the sustainable development of our city to 2030 and beyond.

It sets out our shared vision of inclusive economic growth, a cohesive community and a culturally alive and vibrant city – all within the agreed national and international policy settings of limiting global warming to less than two degrees, ideally 1.5 degrees.

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.

In 2018, Council resolved to review this vision, engaging the community in the development of a revised plan that extends to 2050. We expect our Council will consider the 2050 vision in mid-2021 and this will inform our new community strategic plan in 2022.



*Green, global and connected at Rushcutters Bay Park.*



*Sensory Feelix Storytime brings stories to life through braille, tactile books, objects and craft for children.*

### Developing our Sustainable Sydney 2050 vision

The comprehensive engagement program that informed the development of Sustainable.

Sydney 2050 was done in line with our community engagement principles. It reached a wide range of community members including residents, workers, business owners and visitors and across age ranges.

The program ran from November 2018 to December 2019. It included more than 100 individual activities such as community events, targeted sector events, roundtables, an online survey, and children’s and youth summits. We also worked with New Democracy to convene a citizen’s jury comprised of 47 randomly selected citizens who deliberated over six weekends to make recommendations on what concepts should be implemented in Sydney by 2050.

The City’s Inclusion (Disability) Advisory Panel was briefed and provided the advice on how to ensure the consultation opportunities were inclusive and accessible for people with disability. Panel members were also invited to participate in a workshop with members from the City’s other advisory panels.

### Proposed additions to Sustainable Sydney 2050

From our research and community engagement, it is proposed to include a new strategic direction – an equitable and inclusive city.

This will make more explicit the outcomes we are working towards as an organisation and

as a community. The Sustainable Sydney 2050 vision will include a set of principles that reflect the values of our community and help guide the City’s decision making. These principles will ensure that everyone feels connected, is an active member of our community and has the opportunity to influence decision making.

### A City for All: Social Sustainability Policy and Action Plan 2018-2028

The City of Sydney’s social sustainability policy and action plan, A City for All, outlines our vision for a just and inclusive city, and a socially sustainable Sydney. The City has identified four strategic directions for a socially just and resilient Sydney, which form the basis of the 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 Sydney 2030, A City for All, our social sustainability policy and action plan, and the 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.

# Community profile

The City of Sydney is a vibrant Local Government Area, made up of diverse community groups spread across 26.15 km<sup>2</sup>. As one of Australia's leading global cities, the City is unique and demands consideration of how we treat residents, workers and visitors.

In 2019, there were close to 250,000 people living within the City's boundaries,<sup>7</sup> with the population predicted to reach 350,000 people by 2040.<sup>8</sup> In addition, over 500,000 people work,<sup>9</sup> and an estimated 670,000 visit the City area each day to study, shop, or for business, entertainment or tourism purposes.<sup>10</sup> A total of 16 million domestic and international visitors stayed overnight in metropolitan Sydney area in the year to March 2020.<sup>11</sup>

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 condition or be a carer.



*City community centres come together to host Community's Got Talent.*



*Time out in Moore Park.*

---

## People with disability

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 50 per cent of people over the age of 65 living with some form of disability.<sup>12</sup>

In Australia, approximately 18 per cent of the population, or more than 4.4 million people, live with one or more disabilities. In NSW in 2018 there were over 1.3 million people with disability, of whom about 430,000 reported needing help with day-to-day activities including self-care, mobility and communication, that is, they had a profound or severe disability.<sup>13</sup>

With a mostly young resident base, six per cent of residents of the City of Sydney area identified as a person with a disability in 2018.<sup>14</sup> According to 2016 Census, about 5,100, or close to three per cent have a severe or profound disability that affects their ability to communicate, get around and care for themselves.<sup>15</sup> There are also many people with disability who visit and work in the City of Sydney. The City wants to create an inclusive and accessible city for everyone.

---

## People with less visible disabilities

When talking to people with disability, people with mental health conditions and carers about what should be in this plan, they told us that community attitudes towards people with visible disabilities had improved over time.

Many of those we spoke to pointed out that there was still a lack of awareness and understanding of less visible disabilities including: people living with mental health conditions, people on the Autism spectrum and people with an intellectual disability.

### **People living with mental health conditions**

There are many different types of mental health conditions and varying levels of impact. Some of the major types include: depression, anxiety, bipolar affective disorder, schizophrenia, and complex trauma. Every person's experience is different. Some people experience a mental health condition once in their lifetime, others have episodic or recurrent experiences of mental health issues.

People living with mental health conditions may also live with psychosocial difficulties exacerbated by historical and current trauma, poverty, poor physical health, stigma and discrimination which often feature as part of everyday experiences.<sup>16</sup> In addition, their families, friends and carers may experience difficulties with their own mental health.



*Waterloo Estate Community Garden promotes health and wellbeing.*

One in five (20 per cent) or 4.8 million Australians and nearly 1.5 million NSW residents (19 per cent) had a current and long-term mental health condition in 2017–18, nearly double the rate recorded in 2007–08 (11 per cent).<sup>17</sup> 22 per cent of City of Sydney residents reported ‘poor’ or ‘fair’ mental health outcomes in 2018, up from 14 per cent in 2015. The proportion was much higher among people who identified as a person with disability with 52 per cent rating their mental health as ‘poor’ or ‘fair’.<sup>18</sup>

The Covid-19 pandemic has delivered countless challenges and had a profound impact on individuals, families and communities, with increased periods of isolation, anxiety and depression and financial stress. To have a truly inclusive community, the needs of people with a lived experience of a mental health condition must also be considered.

### **Neurodiversity**

Neurodiversity is a concept originally developed by Australian sociologist, Judy Singer, that acknowledges that no two people think exactly the same and that we exist in a neurodiverse population.<sup>19</sup>

Today, neurodiversity is used more broadly as a term to explain diverse neurological conditions experienced by some people with disability. Neurodiversity is a strengths-based approach that highlights that some people think differently because of the way their brain works, and that this diversity is a good thing for society.

People that might call themselves neurodivergent include people with: Autism, dyslexia, dyscalculia, epilepsy, hyperlexia, dyspraxia, ADHD, obsessive-compulsive disorder, and Tourette syndrome.<sup>20</sup>

Within this approach people may be neurodivergent as opposed to neurotypical.

### **People on the Autism Spectrum**

Autism is a condition that affects how a person thinks, feels, interacts with others, and experiences their environment.<sup>21</sup> People with Autism can be impacted by difficulties in social interaction, communication, restricted and repetitive interests and behaviours, and sensory sensitivities.<sup>22</sup>

In 2018 there were 205,000 Australians with Autism, this is a 25 per cent increase from 2015. 106,600 are aged between five to 20 years.<sup>23</sup>

People on the Autism spectrum face even greater challenges participating in the workforce. The unemployment rate for people with Autism was 34.1 per cent, three times the rate of people with disability (10.3 per cent) and almost eight times the rate of people without disability (4.6 per cent).<sup>24</sup> The labour force participation rate for people on the Autism spectrum was 38 per cent compared to 53.4 per cent of all working age people with disability and 84.1 per cent of people without disability.<sup>25</sup>



*Yabun Festival celebrates Aboriginal and Torres Strait Islander cultures in Australia.*

---

## First Nations people with disability

Aboriginal and Torres Strait Islander people are more likely to experience disability than the rest of the population, with rates of disability about 2.5 times that of non-Indigenous people (45 per cent have one or more disabilities; eight per cent need help with day-to-day activities).<sup>26</sup>

It's important that Aboriginal and Torres Strait Islander people with disability have access to an Aboriginal community controlled service sector that is able to deliver culturally appropriate services, programs and information. These supports should recognise and value the existing knowledge, skills and expertise within the Aboriginal and Torres Strait Islander communities.<sup>27</sup>

---

## The Deaf community

The Deaf community has a shared language and culture and a long tradition of common experience. Members of this community are mostly those people who were born deaf or became deaf early in life. Members may also include hearing friends, family members and those who work with Deaf people, such as interpreters and community workers. What particularly links individuals and groups and makes them a distinct community is their shared use of Auslan (Australian Sign Language).



*Auslan Poetry Slam audience applauds.*



*Lord Mayors' Picnic held at the Royal Botanic Garden Sydney on New Year's Eve.*

## People with disability from diverse backgrounds

The City has a large culturally and linguistically diverse population.

Over half of our residents are born overseas and 41 per cent speak a language other than English at home. This is reflected in the number of people living with disabilities – over 2,100 (or 42 per cent) of the City area residents who need assistance with core activities speak a language other than English at home.<sup>28</sup>



*A group of older Asian women are performing Tai Chi with arms stretched out in a community square.*

## 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:

- is a person with disability
- has a medical condition (including a terminal or chronic illness)
- has a mental health condition
- is frail and aged.

This assistance has to be ongoing, or likely to be ongoing, for at least 6 months.

In 2018, around one in nine (11 per cent) Australians provided unpaid care to people with disability and older Australians. In New South Wales in 2018 there were 854,000 carers.<sup>29</sup> In the City of Sydney area, seven per cent of 15+ year old residents – the equivalent of 11,800 people – identified as a carer in 2016.<sup>30</sup> Inclusive communities and workplaces support carers and value their vital contribution to the community.

*Underground at Green Square Library - An outlandish night of live music, interactive art and retro video games.*



# Disability in Australia

4.4 MILLION

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



Almost half (44.5%) of all people with disability aged

65+

23.2%

Almost one quarter live with a **mental health condition**.

6.5%

live with an **intellectual or developmental disability**.

People with disability are

more than twice as likely to **not have a job**

(10.3%) than people without disability (4.6%).

## Disability and carers in NSW

1.3 MILLION

(17%) of all NSW residents are people with disability.

47%

Almost half are over the age of 65.

1 IN 3



of all NSW residents with disability (0.5 million, or 6% of all NSW residents) have a **profound or severe disability**, which impacts their mobility, ability to communicate and self care.

5%

of 15+ year olds with disability **live in social or public housing**.



4 TIMES

higher than among those with no disability (1%).

## Labour force participation rate

for 15-64 year old people

People with disability

51%

People without disability

82%

Disability and carers in NSW (continued)

**33%** of people 15 years and over with disability

**avoided common situations because of their disability** in the previous year. Most often visiting:



Family and friends



Shops and banks



Restaurants, cafes, bars

**10%**

of people 15 years and over with disability

↑ up from 8.6% in 2015

**had experienced discrimination**

in the previous 12 months because of their disability.



**1 IN 9**

NSW residents (0.9 million) aged 15 or over **provide unpaid care** to someone in their household.

## Disability & carers in the **City of Sydney**



**5,100**

City of Sydney residents (3%) needed assistance with core activities in 2016 due to **profound or severe disability**

**11,800**

aged 15 or over provided unpaid assistance (7%)

for someone with a disability, long term health condition or old age.

35%



Residents with profound or severe disability are

**7 times more likely to live in social housing**

5%

than other people.

Source: City of Sydney estimates based on ABS Census of Population and Housing (2016). ABS, Disability, Ageing and Carers: Summary of Findings, 2018 (Cat. No. 4430.0). City of Sydney estimates based on ABS Census of Population and Housing (2016).

# Developing this plan

---

## Review

The process to develop this plan began with a review of progress made on the previous Inclusion (Disability) Action Plan 2017–2021.

In the following sections we outline the key achievements over the last four years for each of our four strategic directions.

Overall, our review found that over the past seven to eight years, the City's focus has been to understand and meet the needs of people with physical disabilities and sensory disabilities, including: people with mobility disabilities, people who are blind or have low vision, the Deaf community and people who are hard of hearing.

The City identified an opportunity to expand our focus to better understand and meet the needs of people with intellectual disability and people with Autism.

---

## Consulting people with disability

After the review we consulted people with disability about what the City should do next.

Between August and October 2020, we asked people with disability for feedback on how we can create a more inclusive city.

The City's Inclusion (Disability) Advisory Panel provided advice and guidance on the consultation and engagement process to ensure our approach to was inclusive. The consultation included the following activities:

- Three **online workshops** attended by 41 community members and people working in the disability sector, including:
  - 27 people identifying as a person with a disability
  - Five identifying as a carer
  - Seven people representing local disability service providers and disability peak groups.



*A woman speaks in Auslan to a group.*



*Consultation with people on Sydney 2050.*

- Four targeted workshops attended by 16 people with **Autism and people with intellectual disability**, including parent-carers.

The workshops were facilitated by Autism Spectrum Australia and the Council for Intellectual Disability, who recruited participants, and assisted the City to design and deliver an inclusive engagement experience for people on Autism Spectrum and people with intellectual disability.

- An **online survey** was open to all community members from 31 August to 6 October 2020. 164 people completed the survey, and of these people:
  - 55 per cent identified as a person with disability
  - 40 per cent identified as a carer
  - 32 per cent identified as a person with a mental health condition.

Community members were also invited to provide feedback by email, in writing or on the phone to a dedicated council officer.

Both the workshops and survey were promoted to the wider community via social media, radio and local news publications, and directly people who had contacted the city about 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 condition.

---

## What stakeholders told us

People noted the significant improvements made to the physical environment to improve access for people with disability, but there are still many barriers to access in public spaces including:

- uneven and inaccessible footpaths
- lack of parking or places to drop people with disability in the central business district
- quiet places or places for respite and sensory seeking behaviours.

People told us that there were more inclusive and accessible events and programs on offer but these were not always promoted effectively to people with disability, so they didn't know they existed.

The Covid-19 pandemic created some positive impacts for people with disability. More online programs made it easier for people to participate in various community and learning activities, and the shift to working flexibly and from home provided people with disability more employment opportunities.

People told us that the City should learn from this experience and look to build on these opportunities to ensure greater rates of participation from people with disability at City programs and in the workforce.

People with disability commented that there has been an increase in disability awareness within the community. There is however room for improvement when it comes to people with less visible disabilities including people living with mental health conditions.

A more detailed summary of the comments and suggestions made by people with disability is included in the following sections for each of our four strategic directions.

---

## How the consultation has informed this plan

The ideas put forward during the consultation were assessed and refined into key actions across the four directions.

Those actions where the City has direct control or influence to achieve outcomes were prioritised for inclusion in this plan.

The plan includes some new actions which address emerging issues identified by the community, whereas others are existing actions from the previous plan which have been updated and carried forward to reflect the next stage in implementation.

---

## Commitment to ongoing engagement

The City is committed to engaging with people with disability within our community 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.

People with disability can provide feedback and suggestions over the life of the plan in the following ways:

- Provide your feedback or suggestion to council 02 9265 9333 or [council@cityofsydney.nsw.gov.au](mailto: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](mailto: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](https://relayservice.gov.au/support/training/nrs-call-numbers). Give the City of Sydney's number 02 9265 9333.

# Direction 1: Positive community attitudes and behaviours

## Context

The City's ongoing engagement with people with disability has revealed that attitudes towards them are influenced by lack of community education, awareness and limited opportunities for interaction.

One in 10 NSW residents living with disability experience discrimination, often by various service providers, retail and hospitality staff, but also by their colleagues, strangers in the street, as well as by family and friends.<sup>31</sup>

Negative attitudes towards people with disability have significant impacts on people's life in the areas of education, employment, health, and community participation.

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



*Green Square Library designed for all.*

## What we have done so far

The City continues to provide a program of disability inclusion training to build staff competency in disability inclusion topics. Key components include:

- A new inclusion (disability) training module which is mandatory for all new starters. This training gives staff a foundational level of understanding and competency. The module covers relevant legislation, appropriate language and a series of scenarios to provide staff with an understanding of the diversity of disability.
- 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.
- Access to a range of mental health related training to provide employees with the skills to manage their work and life demands in a way that supporter their mental health and the health of others.

The City has contributed to more positive community attitudes toward people with disability through the following:

- Use of the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.
- The City sponsored the Invictus Games in 2018 and the Australian Paralympic Team in 2020. The media coverage associated with these sponsorships helps to reinforce positive attitudes towards people with disability.
- Community programming aimed at fostering positive community attitudes towards people with disability and people a lived experience of a mental health condition.



*Auslan Poetry Slam at Green Square Library featuring Todd Wright.*

### **Case study – Auslan Poetry Slam**

In November 2019 the City hosted an Auslan Slam Poetry workshop and an Auslan Slam performance event.

The performance night featured four high profile Auslan performance artists and five audience members trying out their stuff during the “open hands” section of the night.

After the MC set the scene with the Deaf acknowledgment, a 94 strong audience were swept away by captivating, suspenseful, moving and hilarious performances. From climate change, to birthdays, to parenthood, to Shakespeare’s Queen Mab, the audience was treated to an amazing range of Deaf arts.

Of the attendees, 95 per cent agreed or strongly agreed that it inspired their own creativity, 100 per cent agreed or strongly agreed that they felt welcome and included.

Audience feedback suggests there is an audience out there hungry for more of this kind of programming.

“Brilliant. More please.”

“This is so beneficial for the Deaf community, to promulgate and develop a rich appreciation of Auslan Slam Poetry. Frequent events would be most appreciated in order to see this rich craft flourish. Amazing performers and outstanding venue. Much appreciated.”

“Please have more Auslan events! It was great and our community is so hungry for performance space in Sydney but too often space is too expensive to hire so this made a big difference and lifted spirits!”

## Related strategies

A City for All: Social Sustainability Policy and Action Plan 2018–2028

## What you told us

We surveyed people with disability, mental health conditions and carers and asked them how they would rate current attitudes towards the people with disability, mental health conditions in the community.

Most people surveyed (73 per cent) said there are either very negative or negative attitudes in the community towards people with mental health conditions.

Negative attitudes towards people with disability were less common. Only 35 per cent of people surveyed reported that there were very negative or negative attitudes towards people with disability. However just over half of people with disability surveyed (51 per cent) said that there are neutral (sometime negative, sometimes positive) attitudes in the community towards people with disability.

This suggests that while there has been an increase in positive attitudes and awareness towards people with disability generally, stigma towards people with mental health conditions remains.

People in the workshops told us that this increase in awareness seems to be limited to people with physical disabilities and there is a real need to improve awareness and understanding of people with invisible disabilities such as Autism, intellectual disability, chronic health conditions and mental health conditions.

They also told us that barriers in the built environment can reinforce segregation and limit opportunities for interaction between people without disability and people with disability.

They explained that increased interaction and participation, and better representation of people with disability in media and publications will contribute to greater levels of acceptance and understanding.

Some of their ideas include:

- Provide better representation of people with disability in City media, communications and publications, not just those related to disability.
- Promote everyday stories of people with disability through social media to reduce stigma and raise awareness.



*Auslan Storytime for pre-school age children.*



*Darling Square Library Ideas Lab.*

---

## What we will do next

1. Continue to deliver a program of inclusion training to all staff to ensure that staff are capable and competent to support customers, colleagues and their staff with disability and mental health conditions.

Provide specialist disability training to upskill key staff across the organisation. Key areas of focus include: inclusive and accessible communications, inclusive built environments, accessible and inclusive service delivery.

2. Provide programs that foster positive community attitudes towards people with disability, in particular, people with less visible disabilities.
3. Increase images of people with disability in City publications, digital platforms and media channels.



# 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.

The City has a role to play to ensure that everyone, including people with disability, has the opportunity to:

- access our streets, parks, playgrounds and open spaces
- participate in events and cultural programs
- access and participate in sport and recreation
- access retail, hospitality and leisure services
- access appropriate and affordable housing.

It's important to note that not all of these areas will be addressed in this plan and are reflected as priorities in other City strategies.

The City is not solely responsible for addressing issues across all of these areas and will need to collaborate with other organisations and levels of government.

---

## Context

The City of Sydney aims to connect residents, workers visitors and tourists with a rich and vibrant city life.

Unfortunately, there are still barriers that exist that prevent people with disability fully participating in city life. Every third person in NSW who lives with disability has avoided situations due to disability in the past year - most often visiting family, retail and hospitality venues, and other social situations.<sup>32</sup>

Responding to our wellbeing survey, City of Sydney residents identifying as a person with disability mentioned difficulties accessing: venues (31 per cent), transport (20 per cent) and barriers to communication (16 per cent) more than twice as often as others when prompted for barriers limiting participation in the community and cultural activities in the past month. Similar to the rest of the community, cost of activities (60 per cent), shortage of suitable programs (44 per cent) and difficulty finding information (37 per cent) were issues for many.<sup>33</sup>



*Local residents want to live, learn, work and play.*



*City of Sydney Youth Week 2019 wrap party at Yurong Parkway Basketball Courts.*

### **City streets, parks, playgrounds and open spaces**

An inclusive and accessible public domain is the foundation of a liveable community. It is the critical link between accessible public transport, services, facilities and opportunities for social and economic inclusion.

Public places in cities should encourage people to come together; whether for aspects of their daily lives or for large events. These places are important for forming social connections.

The City is responsible for the design, maintenance and management of many public spaces within the City of Sydney local area. We therefore have a responsibility to ensure that these spaces are accessible and allow everyone equal opportunity to participate.

People with disability have reported that they still experience barriers in our public domain. In particular, people described difficulties with lack of accessible footpaths, navigation and wayfinding, access to appropriate parking and public transport and difficulty accessing lifts, public toilets and places to rest along their journey.

### **Events, cultural activities and tourism**

Social, recreational and cultural activities are an important part of city life and it's therefore important that everyone, including people with disability are able to participate.

The City offers a diverse range of major events, community events and cultural programs. The event offer ranges from Sydney New Year's Eve, Lunar New Year and Art & About Sydney, to small-scale local community activities, and supports other events in the area.

These events often attract tourists from across the world. In the year ending March 2020, Sydney tourism region hosted 16 million overnight visitors from Australia and overseas, and 28 million people who made day trips into Sydney.<sup>34</sup>

Approximately 6.8 per cent of international visitors have disability. Older people make up a significant proportion of the Sydney region visitors. In the year ending September 2020, 1.8 million (or 25 per cent) of the overnight visitors and 5.6 million (27 per cent of all) local domestic day visitors were aged 60 or older.<sup>35</sup> The City of Sydney recognises that people with disability, in particular older people, make up a significant proportion of our visitors.

## Accessing business in the City

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 area.

There are more than 9,700 retail, hospitality and leisure sector businesses within the City area, making up 37 per cent of all local businesses in 2017.<sup>36</sup>

People with disability told us that they still experience issues on a regular basis when trying to access retail, hospitality and leisure businesses.

Small improvements to shop fit out and layout and disability inclusion training can make a significant impact. However, we know that 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.

## Housing

A sustainable global city must offer a mix of housing to meet the needs of a diverse population.

The City must plan for the types of new homes residents will need in the future, the challenge is to support social and cultural diversity through increasing housing diversity and choice. This includes retaining and attracting residents with disability, people on lower incomes, Aboriginal and Torres Strait Islander people, families with children, older people, long-term renters, students, people living alone, shared households, and more. All these people should be able to find a suitable home in the city.

By 2036 it is expected that over 80 per cent of people living in the city will live in apartments.<sup>37</sup> As more people are living in higher density developments, greater focus is needed to facilitate greater diversity and choice of housing that is fit-for purpose and addresses the social and cultural needs of specific groups, including people with disability.

The City's Housing for All strategy recognises the need to increase the supply of accessible and adaptable housing in the inner city. With an ageing population and approximately 20 per cent

of the Australian population living with disability, the need for universally designed, accessible and adaptable housing in the city is expected to grow.

Accessible and adaptable housing enables people with disability and older people to live with independence and dignity, and age in place. Housing that is universally designed is more versatile and can better meet the changing needs of occupants, including families, over their lifetimes. The City requires larger-scale housing developments to incorporate adaptable dwellings and satisfy the NSW Apartment Design Guideline benchmark universal design features.

### Related strategies

- A City for All: social sustainability policy and action plan 2018–2028
- Community Recovery Plan 2020–2021
- Creative City cultural policy and action plan
- Housing for All: City of Sydney local housing strategy
- Inclusive and Accessible Event Guidelines
- Inclusive and Accessible Public Domain Policy and Guidelines
- Sydney City Centre Access Strategy
- Retail Action Plan 2013
- Walking strategy
- Wayfinding strategy



*Virtual reality headsets allow people to explore the Great Barrier Reef at Customs House Library.*

## What we have done so far

Over the last few years the City has delivered on a number of actions which have contributed to a more liveable community for people with disability. Highlights include:

- The development of our inclusive and accessible public domain policy and guidelines.
- Development of the inclusive and accessible event guidelines. The guidelines outline minimum standards as well as some best practice considerations to encourage event producers to move beyond minimum compliance and demonstrate their commitment to inclusive events.
- The continued rollout of the City's pedestrian and access program. This program focuses on access upgrades and renewal projects to improve safety and accessibility across the City of Sydney area. The program includes upgrades to non-compliant ramps, footways and kerbs.
- Installation of braille and tactile signage at all signalised pedestrian crossings.
- Ongoing development and maintenance of the City's online access map which provides information about key access features such as: mobility parking spaces, accessible public toilets, key transport nodes and potential barriers such as stairs and steep inclines.
- Advocacy to other levels of government and regulators to encourage delivery of housing in the local area that is universally accessible for all people, including people with disability.



*Inclusive bucket swing at Reconciliation Park, Redfern.*

### **Case study – Inclusive and Accessible Public Domain Policy and Guidelines**

Every day, people with disability experience barriers that make it difficult to participate and work in the community. Barriers may be physical, such as inaccessible streetscapes; social, such as a lack of information about public spaces; or attitudinal, such as assumptions that people with disability are not able participate in certain activities in public spaces.

The Disability Discrimination Act 1992 makes it unlawful to discriminate against people with disability in relation to access to, and use of, any premises, including the public domain - usually the responsibility of local government.

Designers and others often look to policy makers for practical advice on how to meet community expectations on disability access and inclusion. Until now, this was readily available for buildings from the Disability (Access to Premises - Buildings) Standards 2010 but not for public spaces or events.

The City has filled this gap with the inclusive and accessible public domain policy and guidelines, endorsed in October 2019. The policy and guidelines provide a framework for the consistent application of relevant Australian Access Standards and best practice approaches in the design, maintenance and management of public domain spaces and infrastructure.

The policy and guidelines apply to all new and upgraded public domain spaces and infrastructure, provided by the City of Sydney, or third parties such as contractors or developers as part of voluntary planning agreements.

The scope of the policy and guidelines were developed in consultation with the City's Inclusion (Disability) Advisory Panel. They were informed by access audits conducted by consultants with diverse lived experiences of disability, and feedback from the community about access issues in public spaces.

The Inclusive and Accessible Public Domain Policy and Guidelines was announced as the winner of the 2020 Disability Access and Inclusion category of the 2020 National Awards for Local Government.

---

## What you told us

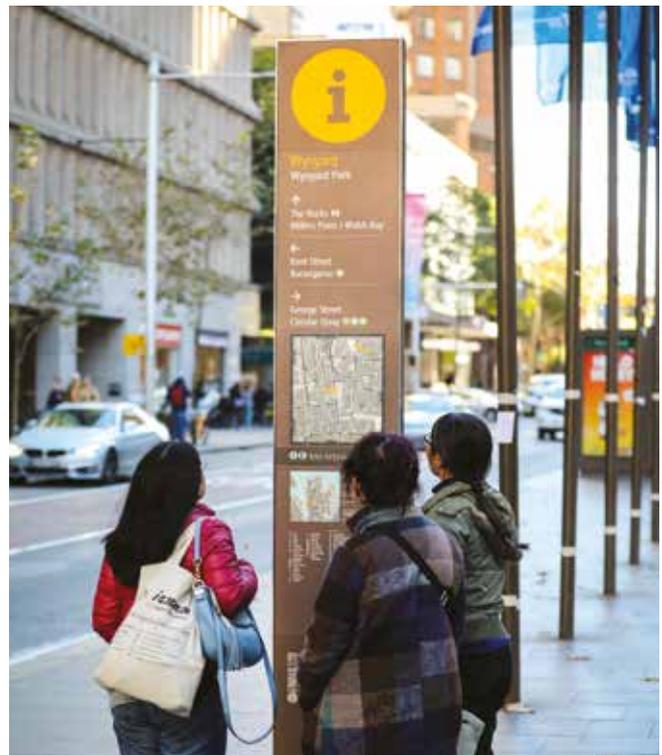
### Barriers in the public domain

We asked people with disability, mental health conditions and carers how easy or difficult they find getting around our city and accessing public spaces.

People with disability told us that there remain significant barriers in getting around the City. Over half (54 per cent) of people surveyed told us they find it difficult or very difficult to move around our city, access public facilities and buildings, and access parks, streets and public spaces.

When asked how the City could improve access in the public domain people identified these priority issues:

- Improve accessibility of footpaths in the city. Remove trip hazards, ensure accessible non-slippery surfaces, appropriate kerb ramps or continuous footpath treatments to make it easier for people with mobility disabilities to get around independently.
- Assist people to navigate the city through better wayfinding and easy to read signage. Navigating the city was a key concern particularly in the central business district and was often a significant issue for people with intellectual disability and people on the Autism spectrum.
- Provide greater access to mobility parking or places where people can be dropped off. People with disability emphasised that not everyone is able to walk, cycle, or use public transport so priority access for private vehicles needs to be maintained for people with disability through well located mobility parking spaces and drop-off points, particularly in the central business district.
- Accessing businesses, particularly hospitality and retail, in the city remains a big barrier for people with disability. Many premises are not accessible, especially in smaller businesses on high streets. Low awareness and negative attitudes of staff and patrons in venues leads to people with disability being and feeling excluded.



Wayfinding map at Wynyard.

Other issues raised included: improved access to lifts particularly in areas where there are barriers such as steps or challenging topography, more seating for people who cannot walk long distances to rest and accessible public toilets, including a need for more adult change facilities in key locations.

### Quiet spaces and places for respite

An emerging theme from our discussions with people with disability, people with mental health conditions and carers was that there was a need for quiet spaces and places for respite in the city, particularly in the central business district.

In the workshops, people with Autism told us that there is a lack of quiet spaces available to them in the city. These spaces are needed to escape sensory overload from noises, smells and light. It's important that these places are safe so people with Autism feel comfortable to engage in "autistic behaviours". People often "mask" their autistic behaviours which can be very exhausting, therefore quiet spaces offer people the opportunity to rest.

Quiet spaces don't just benefit people with Autism but can provide respite for other neurodivergent people and people with mental health conditions.

These spaces could be provided in existing parks or within an existing built location.

## Inclusive participation and events

When discussing participation at major, community and cultural events, people held mixed views and described a variety of experiences described by people with disability.

Key areas for improvement included:

- Improve staff attitudes and awareness, especially around Autism, intellectual disability and mental health conditions and other invisible disabilities.
- Provide better quality information before the event about access. This is crucial for people with disability as it gives them greater confidence to attend knowing that they are welcome, and their access needs are met. Key suggestions include: maps, list of access features, easy-read information and a key contact.
- Improvements to transport and parking. Explain how people with disability can get there, and plan for their needs. For major events, provide temporary set down points to allow people to be dropped in private vehicles/taxi's and promote where they are.
- Make sure your events are held in accessible venues.
- Provide more captioning or Auslan at events, not just for speeches.
- Where possible, enable people with disability to book seats in designated access areas online.
- Provide quiet spaces and sensory adjusted performances so people on the Autism spectrum can participate.

---

## What we will do next

4. Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in line with the inclusive and accessible public domain policy and guidelines.
5. Improve access to information about City of Sydney facilities and open spaces to assist people with disability, including people who are neurodivergent.

6. Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces where appropriate.
7. Advocate to other government agencies and land owners to provide additional adult change facilities in the City of Sydney area.
8. Explore opportunities to provide designated quiet spaces, places for sensory seeking and places for respite in City of Sydney facilities, parks and playgrounds.
9. Provide charging points for personal devices such as phones, electric bikes and mobility scooters in City of Sydney facilities.
10. Continue to explore and implement strategies to increase access to on-street and off-street accessible parking and drop-off points in the City of Sydney area.
11. Identify the most appropriate hearing augmentation systems to be used across the City of Sydney's facilities and venues where appropriate.
12. Collaborate with local businesses and disability-led organisations to build their capacity to be more inclusive and accessible.
13. Through the implementation of the City's Housing for All strategy investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed.
14. Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.
15. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.
16. Deliver and facilitate major events in line with the City's inclusive and accessible event guidelines.
17. Continue to promote participation of artists with disability and audience members with disability in arts programs through 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.

In 2020 1.4 per cent of staff within the City of Sydney's workforce identified as a person with disability.

### City of Sydney People Strategy 2019–2021

The City is committed to a diverse and inclusive workplace that is free of discrimination. We recognise that workplaces that are diverse and inclusive perform better and are more innovative. Inclusive workplaces allow staff of diverse backgrounds to bring their best selves to work every day, enhancing collaboration, engagement and workplace wellbeing.

We comply with the Equal Employment Opportunity (Commonwealth Authorities) Act 1987. We are an equal opportunity employer committed to providing a safe working environment for all. We seek to reflect our diverse

communities and provide them with confidence that people from all backgrounds have fair access to work opportunities in the organisation.

The City is committed to creating a workplace culture where diversity and inclusion is valued; where employee differences are valued and seen as a positive point of difference and where managers have the capabilities to recruit and lead a diverse workforce.

We are investing in upskilling our people to recruit and retain diverse employees and develop a culture of diversity and inclusion.

### Related strategies

- People Strategy 2019–21
- EEO, Diversity and Inclusion Action Plan

### People with disability

In Australia, employment rates for people with disability are significantly lower than those without disability across all sectors:

- 53 per cent of people with disability were participating in the labour force in 2018, compared with 84 per cent of people without disability. This has remained unchanged for over 15 years.<sup>38</sup>



*Employment is important for everyone.*

- People with disability are half as likely to be employed full-time (28 per cent) than people without disability (55 per cent).
- People with disability are more likely to be unemployed (10 per cent compared with 5 per cent for those without disability).<sup>39</sup>

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.<sup>40</sup>

### **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 City's EEO diversity and inclusion plan recognises the important role of carers in our community and understands that providing ongoing personal care, support and assistance for someone with disability, long term or life-limiting illness, mental health condition, dementia or who is ageing, can impact all aspects of a person's life.<sup>41</sup>

We are committed to our obligations under the Carers Recognition Act 2010 through enabling workplace flexibility, training, updating policies and providing toolkits and accessible information.

### **People with mental health conditions**

Through our Mentally Healthy Workplace Plan, the City aims to build an inclusive workplace culture and effective systems for promoting mental health in the workplace by taking action in three key areas:

- increasing awareness of mental health conditions and reducing stigma
- supporting employees with mental health conditions to return to or stay at work
- reducing risks to mental health in the workplace.

The City also provides training for staff and employees to support colleagues living with mental health conditions.



*Group fitness at Sydney Park.*

---

## What we have done so far

- Completed a review with Australian Network on Disability to assess our recruitment systems and processes.
- Developed the Mentally Healthy Workplace Plan to reduce stigma and raise awareness about mental health in the workplace and support employees with mental health conditions to return to or stay at work.
- Established a peer support program to enable staff to readily access support and information around mental health conditions. The program utilises a network of trained ‘peers’ with lived or shared experiences and skills around mental health who can be approached by colleagues for advice.
- Continued to provide workplace flexibility to enhance employee wellbeing by helping employees manage the changing demands of work and personal life.
- Provided entry level employment and development opportunities to young people with disability.
- Developed the EEO, Diversity and Inclusion Action Plan outlining key deliverables that address the City’s commitment to EEO principles and provide a roadmap for a diverse and inclusive workplace.
- Hosted staff events on International Day of People with Disability to raise awareness, reduce stigma and discuss the various challenges people with disability face in the workplace.



*Workplace flexibility helps people manage the changing demands of work and personal life.*

### **Case study – Workplace Flexibility Policy**

In December 2018, the City endorsed a revised Workplace Flexibility Policy. Together with new guidelines and tools the policy aims to enhance employee wellbeing by helping employees manage the changing demands of work and personal life.

Flexible work arrangements available to employees include:

- variation in hours, such as changes to start and finish times, transferring to a different shift
- job sharing or working part-time
- spread of hours, such as arrangements to work longer on some days in a given week, balanced by working less on the other days; or working a 19-day month
- working remotely, such as from home or another appropriate location
- carers leave, time off to help employees deal with caring responsibilities and family emergencies.

### **Testimony from employee with disability:**

**“As someone with a physical disability, part time work was more suitable and manageable for me but I’ve always been too scared to reveal that as I thought it would be where the conversation ended.”**

“During the end of my interview, I was asked ‘Would you be open to job sharing and doing part time?’ and I immediately felt so relieved that this was even an option and I’ve embraced this flexibility ever since.

It’s really been great for me because the two days off allows me to recuperate and work on other projects. Even then I have flexibility to come in on different days that meets my weekly schedule. I feel really supported by people here at the City.”

---

## What you told us

We asked what we can do to improve access to meaningful employment for people with disability, people with mental health conditions and or people with caring responsibilities. We also asked what the City could do to better support people in the workplace.

People we consulted made a number of comments and suggestions on the recruitment and retention of employees with disability.

### Recruitment

- Provide flexible work arrangements and promote this to attract and retain people with disability, carers and people living with mental health conditions in the workplace.
- Train managers on inclusive and accessible recruitment practices.
- Make sure the application and hiring process is flexible and can accommodate various access requirements.
- Employ more people with disability in decision making roles.
- Set targets for employment of people with disability and create identified roles for people with disability, including entry level opportunities.
- Work with the disability employment services sector to recruit people with disability.

### Retention

- Ensure employees with disability are adequately supported in the workplace through reasonable adjustments and other workplace supports.
- Continue to provide disability inclusion training to staff and managers to ensure a diverse workplace culture where employees with disability feel valued.
- Implement strategies to make employees feel safe disclosing their disability and encourage open conversations with their managers about how the City can best support them.
- Ensure accessible workplaces and transport to work is available.

---

## What we will do next

18. Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs.
19. Build the capacity of employees with disability as leaders through management and leadership development programs.
20. Increase employment and development opportunities for people with disability.
21. Create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.
22. Strengthen procurement practices to build relationships with Australian Disability Enterprises to improve employment outcomes for people with disability through our supply chain.



*With the right supports people can experience the benefits of work.*

Sydney Town Hall.



# 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 and an increase in availability of alternative formats have improved access to information for everyone.

It's important that people with disability are engaged and involved in decision making on other matters that are important to them. This also ensures a true diversity of views is reflected.

The Inclusion (Disability) Action Plan 2021-2025 recognises the City of Sydney's responsibility to continually 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.

## Related strategies

- Our approach to engaging the community
- Digital and Print Accessibility Policy and Procedures

## Digital and print accessibility

The City's Digital and Print Accessibility Policy and Procedures aim to provide equitable access to information and services for all by ensuring the content and functionality of the City's digital platforms and printed materials comply with accessibility standards.

The City continues to ensure that our Digital platforms are accessible for all in line with the Web Content Accessibility Guidelines version 2.1 (WCAG 2.1), developed by the World Wide Web Consortium (W3C). The guidelines set an improved level of accessibility, to cater to the needs of a constantly evolving and increasingly dynamic web environment.

The policy and guidelines address print accessibility considerations such as fonts types and sizes, use of appropriate colour contrast, and use of headings in documents and alternative text to ensure printed documents and those published online are accessible.

## Engaging people with disability

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.

The City's Guidelines for Engaging people with disability assist staff to provide inclusive engagement opportunities.

---

## What we've done so far

Over the last four years the City has continued to improve systems and processes to ensure greater access for people with disability. Highlights include:

- The City's upgraded website was launched in September 2020. Accessibility was considered at all stages of the project, from procurement through to design and build. Conformance with Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) was a primary focus and the site is built for accessibility. Screen-reader-only elements give additional context for people with low vision. The content has been edited to ensure easier readability for users.
- The City's Digital and Print Accessibility Policy and Procedures were updated in 2018/19 to ensure that City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.
- The Alternative Formats Framework was developed to assist City staff to understand when alternative, accessible formats of City documents are required to provide access to people with disability.
- Information about key access features and barriers of City facilities was collated and published on the City's website. This information ensures people with disability can access quality information to enable them to make informed decisions about participating in activities at our facilities.
- Guidelines for engaging people with disability were developed to assist staff to run inclusive and accessible engagement activities.



*City of Sydney information sessions for communities in various formats.*

- Continued consultation with the City's Inclusion (Disability) Advisory Panel. The Panel provides advice to City staff that strategies, projects and programs to ensure the consideration of access and inclusion.
- Consulted directly with people with disability and peak disability organisations and advocacy groups in the development of the Inclusive and Accessible Public Domain Policy and Guidelines and Event Guidelines.

---

## What you told us

We asked how people with disability, people with mental health conditions and carers about their experiences accessing our services and information (for example: contacting customer service, applying for a grant, finding information online).

We also asked what we can do to make our services and communications more accessible to everyone. Some of the ideas and issues people raised are listed below:

- Promote City services, events and programs more effectively to people with disability. People with disability are not finding out about our inclusive and accessible services, programs and events. This is because the information is not reaching them, or it doesn't include relevant and accurate information about access features.

- Provide more information and communications in alternative formats. In particular, captioning at events, and easy read information.
- There is a growing reliance on accessing information online which can exclude some people. It's important to maintain a range of communication channels for people with disability to engage with customer service including phone, face to face and online.
- Make sure frontline staff are available to assist people with disability to navigate information and complex processes.
- People with disability need to be engaged or employed in positions to help design and review services, programs, events and communications strategies to ensure that the needs of people with disability are considered.
- Further improvements to simplify the grants process can reduce complications and confusion experienced by people with disability and people with mental health conditions. Engage people with disability when reviewing grants system and processes to identify and remove systemic barriers in the grant application, contract execution, contract variation and grant acquittal processes.
- People aren't participating in Council and City decision making mainly because they're not aware of the opportunities and not sure how they can be involved. Some people with disability also require further support to participate in decision making.

---

## What we will do next

23. Identify and implement strategies to inform people with disability about how they can be involved in Council decision making.
24. Actively engage people with disability in Council decision-making processes including through the City's Inclusion (Disability) Advisory Panel.
25. Strengthen the City of Sydney's practices in providing information and communication channels by implementing the Digital and Print Accessibility Procedures.
26. Investigate opportunities to further improve the customer service experience for people with disability.
27. Identify and implement effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.
28. In consultation with people with disability review the City of Sydney's grants processes and practices to identify and remove barriers to people with disability applying for grants.
29. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.



*City of Sydney customer service centres provide many services to the community.*

# Action

## Direction 1: Positive attitudes and behaviours

Outcomes/ objectives	Actions: What we will do	Measures
<b>Harmony and social cohesion</b>		
<p>City of Sydney employees 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. Employees have the skills to meet requirements under the Commonwealth Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014 and deliver services that consider inclusion, not just compliance.</p>	<p><b>1. Continue to implement a program of disability inclusion training for City of Sydney employees.</b></p>	<p># and % of new employees have completed disability inclusion training.</p> <p># of employees completing relevant specialist training</p> <p>#/% of employees that reported that they felt the workplace supported and encouraged inclusion and diversity</p>
<p>Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.</p>	<p><b>2. Continue to provide community programming aimed at fostering positive community attitudes towards people with disability, including people with less visible disabilities and people with mental health conditions.</b></p>	<p># of programs delivered that aim to foster positive community attitudes towards people with disability, people with less visible disabilities and people with mental health conditions</p> <p>% of people who attended City of Sydney events who reported increased understanding and awareness of the importance of social inclusion</p>
	<p><b>3. Increase the usage of images of people with disability across City publications, digital platforms and media channels.</b></p>	<p>#/% increase of digital and print materials produced that include representation of people with disability</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Corporate Human Resources					●	<b>Sustainable Sydney 2030 Objective: 6.2</b> Our city is a place where people are welcomed, included and connected.
City Greening and Leisure Creative City Social Programs and Services					●	
Strategy and Communications					●	

# Action

## Direction 2: Liveable communities

Outcomes/ objectives	Actions: What we will do	Measures
<b>Accessible places and spaces</b>		
<p>Streets, parks, footpaths and open spaces in the City of Sydney area are accessible. The design, maintenance and management of infrastructure and places enables people with disability to travel through the city with dignity and independence</p>	<p><b>4. Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with the Inclusive and Accessible Public Domain Policy and Guidelines.</b></p>	<p># and % of non-compliant kerb ramps remediated</p> <p># of new kerb ramps/continuous footpath treatments installed</p>
	<p><b>5. Improve access to information about City of Sydney facilities and open spaces to assist people with disability including people who are neurodivergent.</b></p>	<p># of updates to the City's Access Map</p> <p># of hits received on City's Access Map per annum</p> <p>Feedback on accuracy of map and access information on the City's website, where available</p>
	<p><b>6. Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces, where appropriate.</b></p>	<p># of additional seats and places to rest on streets and in outdoor spaces</p>
	<p><b>7. Advocate to other government agencies and land owners to provide additional Adult Change Facilities in the City of Sydney area.</b></p>	<p># of Adult Change Facilities installed in the City of Sydney</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
City Access and Transport City Design City Greening & Leisure City Infrastructure and Traffic Operations Social Programs and Services					●	<b>Sustainable Sydney 2030 Objective:</b> 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.
City Greening & Leisure Social Programs and Services					●	
City Infrastructure and Traffic Operations Social Programs and Services	●	●	●			
City Greening and Leisure Social Programs and Services					●	

# Action

## Direction 2: Liveable Communities

Outcomes/ objectives	Actions: What we will do	Measures
<b>Accessible places and spaces</b>		
<p>Streets, parks, footpaths and open spaces in the City of Sydney area are accessible. The design, maintenance and management of infrastructure and places enables people with disability to travel through the city with dignity and independence</p>	<p><b>4. Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with the Inclusive and Accessible Public Domain Policy and Guidelines.</b></p>	<p># and % of non-compliant kerb ramps remediated</p> <p># of new kerb ramps/continuous footpath treatments installed</p>
	<p><b>5. Improve access to information about City of Sydney facilities and open spaces to assist people with disability including people who are neurodivergent.</b></p>	<p># of updates to the City's Access Map</p> <p># of hits received on City's Access Map per annum</p> <p>Feedback on accuracy of map and access information on the City's website, where available</p>
	<p><b>6. Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces, where appropriate.</b></p>	<p># of additional seats and places to rest on streets and in outdoor spaces</p>
	<p><b>7. Advocate to other government agencies and land owners to provide additional Adult Change Facilities in the City of Sydney area.</b></p>	<p># of Adult Change Facilities installed in the City of Sydney.</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
City Access and Transport City Design City Greening & Leisure City Infrastructure and Traffic Operations Social Programs and Services					●	<b>Sustainable Sydney 2030 Objective:</b> 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.
City Greening & Leisure Social Programs and Services					●	
City Infrastructure and Traffic Operations Social Programs and Services	●	●	●			
City Greening and Leisure Social Programs and Services					●	

# Action

## Direction 2: Liveable Communities

Outcomes/ objectives	Actions: What we will do	Measures
<b>Accessible places and spaces</b>		
<p>Streets, parks, footpaths and open spaces in the City of Sydney area are accessible. The design, maintenance and management of infrastructure and places enables people with disability to travel through the city with dignity and independence</p>	<p><b>8. Explore opportunities to provide designated quiet spaces, places for sensory seeking and places for respite in City of Sydney facilities and in parks and playgrounds.</b></p>	<p># of quiet space/sensory seeking places provided in existing or new City parks</p> <p># of quiet spaces provided in City facilities</p>
	<p><b>9. Provide charging points for personal devices such as phones, electric bikes and mobility scooters in City of Sydney facilities.</b></p>	<p># of charging points installed in community facilities</p>
	<p><b>10. Continue to explore and implement strategies to increase access to on-street and off-street accessible parking and drop-off points in the City of Sydney area.</b></p>	<p>Report on strategies utilised to increase access to on-street and off-street accessible parking and drop-off points in the City of Sydney</p> <p># of spaces within 200m of key social infrastructure</p>
<p>Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.</p>	<p><b>11. Identify the most appropriate hearing augmentation systems to be used across the City of Sydney's facilities and venues, where appropriate.</b></p>	<p>#/% of City of Sydney community facilities and venues with appropriate hearing augmentation systems or plans to install</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
City Greening and Leisure City Projects and Properties Social Programs and Services		●	●	●		<b>Sustainable Sydney 2030 Objective:</b> 4.1 The city and neighbouring areas have a network of accessible, safe, connected pedestrian and cycling paths integrated with green spaces.
Social Programs and Services	●					
City Access and Transport City Infrastructure and Traffic Operations Social Programs and Services Strategic Planning and Urban Design	●	●	●			
City Projects and Properties	●	●	●	●		<b>Sustainable Sydney 2030 Objective:</b> 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.

# Action

## Direction 2: Liveable Communities

Outcomes/ objectives	Actions: What we will do	Measures
<b>Accessible places and spaces</b>		
<p>Businesses in the City of Sydney area are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.</p>	<p><b>12. Collaborate with local businesses and disability-led organisations to build their capacity to be more inclusive and accessible.</b></p>	<p># of programs and activities undertaken to build the capacity of City of Sydney businesses to be more inclusive and accessible</p>
<b>Diverse housing tenures and types</b>		
<p>More housing in the City of Sydney is accessible and adaptable. It will meet the needs of people with disability and support people to age in place.</p>	<p><b>13. Through the implementation of the City's Housing for All Strategy investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed.</b></p>	<p>Report any changes made to planning controls to increase the amount and improve the standard of housing that is universally designed</p>
<b>Sense of belonging and connection to place</b>		
<p>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.</p>	<p><b>14. Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.</b></p>	<p># of inclusive and accessible programs delivered</p>
	<p><b>15. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.</b></p>	<p># of events/programs delivered to manage stressors and social and emotional wellbeing</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
City Business Grants and Sponsorships Night Time Economy		●	●			<b>Sustainable Sydney 2030 Objective:</b> 6.3 Local economies are resilient, meet the needs of tehri community, and provide opportunities for people to realise their potential.
Strategic Planning and Urban Design		●				<b>Sustainable Sydney 2030 Objective:</b> 8.1 The supply of market housing in the city meets the needs of a diverse and growing population.
Creative City Social Programs and Services					●	<b>Sustainable Sydney 2030 Objective:</b> 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.
City Greening and Leisure Social Programs and Services					●	

# Action

## Direction 2: Liveable Communities

Outcomes/ objectives	Actions: What we will do	Measures
<b>Diverse thriving communities</b>		
Major events in the City of Sydney area are accessible, inclusive and encourage greater participation of people with disability.	<b>16. Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines</b>	# of Major Events that comply with the Inclusive and Accessible Event Guidelines
<b>Vibrant creative life</b>		
People with disability have equitable opportunities to participate in cultural life and events in the City.	<b>17. Continue to promote participation of artists with disability and audience members with disability in arts programs through implementation of the Creative City Strategy.</b>	# of artists with disability supported  # of programs that supported audience members with disability

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Creative City Strategy and Communications					●	<b>Sustainable Sydney 2030 Objective:</b> 1.5 The city enhances its global positions as a destination for people, business and investment.
Social Programs and Services City Projects and Property					●	<b>Sustainable Sydney 2030 Objective:</b> 7.2 The City supports and encourages individual creative expression by ensuring opportunities for creative participation are visible, accessible and sustainable.

# Action

## Direction 3: Meaningful employment

Outcomes/objectives	Actions: What we will do	Measures
<b>Inclusive growth opportunities</b>		
Build organisational capability for disability inclusion.	<b>18. Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs.</b>	<p>#/% of employees that reported that they felt the workplace supported and encouraged inclusion and diversity</p> <p>#/% of managers that have undertaken disability inclusion training</p> <p># of employees with disability surveyed that reported positive/negative experiences with senior leadership</p>
Invest in building the capabilities of people with disabilities, in our workforce.	<b>19. Build the capacity of employees with disability as leaders through management and leadership development programs.</b>	<p>#/% of employees with disability completed program</p> <p>#/% increase in employees with disability who are in leadership positions</p> <p>#/% of employees that reported that they felt the workplace supported and encouraged inclusion and diversity</p>
Attract and recruit people with disability into meaningful roles at the City of Sydney.	<b>20. Increase employment and development opportunities for people with disability.</b>	<p>% of employees with disability employed at the City</p> <p># of entry level internship, traineeship and apprenticeship opportunities offered per annum</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Corporate Human Resources	●	●				<b>Sustainable Sydney 2030</b> <b>Objective:</b> 1.2 The City economy is competitive, prosperous and inclusive.
Corporate Human Resources		●	●			
Corporate Human Resources	●	●				

# Action

## Direction 3: Meaningful Employment

Outcomes/ objectives	Actions: What we will do	Measures
<p>Build an inclusive workplace culture where employees with disability are valued and respected.</p>	<p><b>21. Create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.</b></p>	<p>#/% of employees that reported that they felt the workplace supported and encouraged inclusion and diversity</p> <p>Median length of tenure of employees with disability compared to employees without disability</p>
<p>The City of Sydney's procurement policies and practices improve employment outcomes for people with disability.</p>	<p><b>22. Strengthen procurement practices by building relationships with Australian Disability Enterprises and educating City of Sydney employees.</b></p>	<p># of suppliers of Australian Disability Enterprises utilised</p> <p>\$ spent on Australian Disability Enterprises</p>

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Corporate Human Resources	●	●	●			<b>Sustainable Sydney 2030 Objective:</b> 1.2 The City economy is competitive, prosperous and inclusive.
Procurement	●	●				

# Action

## Direction 4: Equitable access to mainstream services

Outcomes/ objectives	Actions: What we will do	Measures
<b>Balanced and inclusive local decision making</b>		
People with disability are informed, consulted and actively participate in Council decision-making processes.	<b>23. Identify and implement strategies to inform people with disability about how they can be involved in Council decision making.</b>	Accessible guidelines are developed and published  # of guidelines are distributed or downloaded
	<b>24. Actively engage people with disability in Council decision-making processes including through the City's Inclusion (Disability) Advisory Panel.</b>	# of initiatives, projects and/or strategies for which consultation was undertaken with the Inclusion (Disability) Advisory Panel
<b>Transparent accountable governance</b>		
City information is accessible to all.	<b>25. Strengthen the City of Sydney's practices in providing information and communication channels by implementing the Digital and Print Accessibility Procedures.</b>	#/% of accessible print and digital materials produced
<b>Public participation in community life</b>		
City of Sydney customer service is accessible to people with disability.	<b>26. Investigate opportunities to further improve the customer service experience for people with disability.</b>	Report on diversity of communication channels available customers with disability

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Office of the CEO Community Relations	●	●				<b>Sustainable Sydney 2030 Objective:</b> 10.5 The community is engaged and active in shaping the future of the city.
Social Programs and Services					●	
Corporate Human Resources Strategy and Communications	●	●				<b>Sustainable Sydney 2030 Objective:</b> 10.1 The City of Sydney is well governed.
Customer Service	●	●	●			<b>Sustainable Sydney 2030 Objective:</b> 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.

# Action

## Direction 4: Equitable access to mainstream services

Outcomes/ objectives	Actions: What we will do	Measures
<b>Public Participation in Community Life</b>		
People with disability are informed of inclusive and accessible City events, programs and services available to them.	<b>27. Identify and implement effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.</b>	#/% of people identifying as person with disability participating in City-delivered programming, services and events (as stated above this is always really hard to get - might need a new measure)
People with disability are able to access City of Sydney grants.	<b>28. In consultation with people with disability review the City of Sydney's grants processes and practices to identify and remove barriers to people with disability applying for grants.</b>	# of consultations # of barriers and solutions identified # of recommendations implemented # of barriers removed
New ICT Systems procured by the City are accessible.	<b>29. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.</b>	# of accessible hardware and software installed

Responsibility	Timing					Integrated Planning and Reporting Reference Framework
	2021/22	2022/23	2023/24	2024/25	On-going	
Strategy and Communications	●	●	●			<b>Sustainable Sydney 2030 Objective:</b> 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life.
Grants and Sponsorship	●	●				
Creative City Social Programs and Services	●	●	●			

# 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 2021–2025 will be overseen by the executive sponsor responsible for driving a culture of inclusion across the organisation and an internal working group, comprised of staff from across a number 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 working group meetings, biannual status reports to the executive sponsor and annual progress reports.

Progress and outcomes will be reported annually as part of the City's Annual Report. A copy will be provided to the NSW Minister for Families, Communities and Disability 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 plan is based on the findings of ongoing research and consultation. However, the environment in which we provide 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
- 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 publicly available online.

# Measuring success

---

## Overview

The actions set out in this 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 such as 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 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.
- The action tables above include:
- outcomes: these are our desired objectives
- measures: that indicate how much or how well we have achieved the action.

## Measuring impact

It is important that the City measures the impact of our actions and that we report on this progress to our community.

The City will prepare an annual progress report for the Minister for Families, Communities and Disability Services and the NSW Disability Council.

The report will use progress measures identified in the action tables.

This report is published on our website and staff also report on progress annually to the City's Inclusion (Disability) Advisory Panel.

## Monitoring outcomes

It's important to monitor outcomes and broad trends in the community and use this information to review and influence future priorities and actions.

The City will monitor the impact of our actions against the longer term outcomes as part of the review process at the end of the four-year Inclusion (Disability) Action Planning cycle.

The below indicator framework outlines how the City will use relevant population level indicators to monitor outcomes at the end of the four-year timeframe.

## Outcome Indicator Framework

Desired outcomes	Population Level Indicator	Indicator Source
<b>Direction 1 – Positive community attitudes and behaviours</b>		
Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.	% experiencing positive community attitudes every 4 years	Inclusion (Disability) Action Plan consultation 2025
Positive community attitudes towards people with disability and mental health conditions are promoted through the City's digital and print platforms.	% reporting feeling part of the community; trust; and appreciation of diversity	Community wellbeing indicators
<b>Direction 2 – The creation of more liveable communities for people with disability</b>		
Streets, parks, footpaths and open spaces in the City of Sydney area are accessible. The design, maintenance and management of infrastructure and places enables people with disability to travel through the city with dignity and independence.	% of people with disability that report that the City streets, parks, footpaths, open spaces and facilities are easy to access	Inclusion (Disability) Action Plan consultation 2025
	% of people with disability vs no disability reporting using public transport, private transport or active transport to work	Australian Bureau of Statistics Census 2016
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	% of people with disability vs no disability reporting satisfied with the access to the City's recreational facilities, community halls/venues and community centres, and libraries	Community wellbeing indicators
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.	% of people with disability vs no disability participating in arts and related activities in the last month  % of people with disability vs no disability attending sporting events or competitions, as a participant and spectator	Community wellbeing indicators

Desired outcomes	Population Level Indicator	Indicator Source
People with disability have equitable opportunities to participate in cultural life and events in the city.	<p>% of people with disability vs no disability reporting communication barriers limiting participation in cultural activities</p> <p>% of people with disability vs no disability reporting participation in cultural life</p>	Community wellbeing indicators

### Direction 3 – Meaningful employment

Attract and recruit people with disability into meaningful roles at the City of Sydney.	% of people with disability vs no disability being employed aged 15+ expressed as a percentage of people aged 15+ in the ABS “Inner Sydney” region	Community wellbeing indicators
	<p>% of people with disability vs no disability reporting living on low /high income</p> <p>% of people with disability vs no disability reporting high / low skill employment</p>	Australian Bureau of Statistics Census 2016

### Direction 4 – More equitable access to mainstream services through better systems and processes

People with disability are informed, consulted and actively participate in Council decision-making processes.	<p>% of people with disability vs no disability reporting opportunities to have a say on issues that are important to them</p> <p>% of people with disability vs no disability participating in community engagement activities in the last 12 months</p>	Community wellbeing indicators
People with disability are informed of inclusive and accessible City events, programs and services available to them.	% of people with disability vs no disability reporting satisfied with the number and quality of cultural events (including festivals, musical, theatre, dance performances, exhibitions & other cultural offerings)	Community wellbeing indicators

# Endnotes

1. City of Sydney, *Community wellbeing indicators 2019*, City of Sydney, 2019.
2. United Nations, *Convention on the Rights of Persons with Disabilities*, UN General Assembly, 2006.
3. Department of Social Services (DSS), *Statement of continued commitment: National disability strategy 2010–2020*, Department of Social Services, Australian Government, 2020.
4. DSS, *Statement of continued commitment: National disability strategy 2010–2020*.
5. Department of Communities and Justice, *Statutory review of the NSW Disability Inclusion Act 2014*, Department of Social Services, NSW Government, 2020.
6. National Disability Insurance Agency, *What is the NDIS?*, NDIS website, 2021.
7. Australian Bureau of Statistics (ABS), *Table 1: Estimated resident population, local government areas, New South Wales* [data set], ABS website, 2019.
8. .id (informed decisions), *City of Sydney: Population summary*, .id website, 2019.
9. City of Sydney, *Floor and employment survey*, City of Sydney, 2017.
10. City of Sydney, *City of Sydney estimates* [unpublished internal data], City of Sydney, 2018.
11. Tourism Research Australia, *National visitor survey results (NVS) YE March 2020* [dataset], tra.gov.au, 2020; Tourism Research Australia, *International visitor survey results (IVS) YE March 2020* [dataset], Tourism Research Australia website, 2020.
12. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*, ABS website, 2019.
13. ABS, *Table 12.1 44300DO001\_2018 Disability, ageing and carers, Australia: New South Wales* [data set], ABS website, 2020.
14. City of Sydney, *Community wellbeing indicators 2019*.
15. ABS, *2016 Census: Counting persons, place of usual residence. Core activity need for assistance by State and LGA* [census tablebuilder], ABS website, 2020.
16. Mental Health Coordinating Council, *Recovery oriented language guide*, 2nd edn, Mental Health Coordinating Council, 2018.
17. ABS, *National health survey: First results*, ABS website, 2018.
18. City of Sydney, *Community wellbeing indicators 2019*; City of Sydney, *Community wellbeing indicators 2015*, City of Sydney, 2015.
19. J Singer, *What is Neurodiversity?*, neurodiversity2 website, n.d.
20. Disabled World, *What is: Neurodiversity, neurodivergent, neurotypical*, disable-world website, 2021.
21. Autism Spectrum Australia, *What is autism?*, Autism Spectrum website, 2021.
22. Autism Spectrum Australia, *About autism*, Autism Spectrum website, 2021.
23. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
24. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
25. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
26. ABS, *Sources of Data for Aboriginal and Torres Strait Islander Peoples with Disability, 2012–2016*, ABS website, 2019.

27. First Peoples Disability Network, *Ten priorities to address disability inequity*, First Peoples Disability Network website, 2019.
28. ABS, *Census of Population and Housing. Counting Persons, Place of Usual Residence*. City of Sydney percent estimate calculations exclude 'Not stated' cases 2016.
29. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
30. ABS, 2016 *Census: Counting persons, place of usual residence. Unpaid assistance to a person with a disability by State* [census tablebuilder], ABS website, 2020.
31. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
32. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*.
33. City of Sydney, *Community wellbeing indicators 2019*.
34. Tourism Research Australia, *National visitor survey results (NVS) YE March 2020* [dataset]; Tourism Research Australia, *International visitor survey results (IVS) YE March 2020* [dataset].
35. Destination NSW, *Travel to Sydney tourism region: Year ended September 2020*, NSW Government, 2020.
36. City of Sydney, *Floor and employment survey*.
37. City of Sydney, *Housing audit*, City of Sydney, 2020.
38. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*; ABS, *Disability, ageing and carers, Australia: Summary of findings 2012*, ABS website, 2013.
39. ABS, *Disability, ageing and carers, Australia: Summary of findings 2018*; ABS, *Disability, ageing and carers, Australia: Summary of findings 2012*.
40. Australian Human Rights Commission, *Willing to work: National inquiry into employment discrimination against older Australians and Australians with disability*, Australian Human Rights Commission, 2016.
41. City of Sydney, *EEO, diversity and inclusion action plan-: People strategy 2019–21* [unpublished internal strategy], City of Sydney, 2019.



# **Attachment B**

## **Engagement Report**



# Engagement Report

Inclusion (Disability) Action Plan 2021-2025

October 2020





# Contents

Background	3
Engagement summary	4
Engagement activities	5
Survey and workshop findings	7
Appendices	28

# Background

Our vision is for an inclusive and accessible city, where people with disability have equitable opportunities to participate in social and cultural life, in meaningful employment and decision-making processes.

An inclusive city is one where people with disability are viewed positively by the wider community and acknowledged and celebrated for their diverse contributions and experiences.

The City is developing our fifth Inclusion (Disability) Action Plan. In doing this we have thought about the barriers that people might face in our community.

The plan will explain the changes we can make to improve the lives of people with disability in our community.

The plan will include actions in the following categories:

- Community attitudes and behaviours towards people with disability;
- How people with disability live in and get around the community;
- Jobs for people with disability, and;
- How people with disability access council services and information.

# Engagement summary

From 31 August to 9 October 2020, we asked the community for feedback on how we can create a more inclusive city.

This consultation provided people with disability, people with mental health conditions, and people with caring responsibilities the opportunity to help shape the City's fifth Inclusion (Disability) Action plan and be involved in creating a more inclusive city.

Consultation activities included an online survey, online workshops, phone interviews and written submissions.

## Purpose of the engagement

The *NSW Disability Inclusion Act 2014* requires councils consult with people with disability to inform the development of their disability inclusion action plans. The purpose of the engagement was to:

- determine what issues and actions are of importance and should be addressed in the action plan
- gather feedback from stakeholders, people with disability, people with caring responsibilities and people with mental health conditions

## Outcomes from the engagement

We received a total of 170 submissions (via Survey Monkey, email and phone) during the public exhibition period.

The Sydney Your Say page was visited 377 times during the consultation period. The summary was downloaded 15 times. The easy read version of the summary was also downloaded 15 times.

We received one submission from the Sydney Opera House.

### Snapshot of outcomes

Total	Description of activity
170	Total submissions received
164	Survey submissions
3	Emailed submissions
3	Submissions via phone
1	Submissions received from state government agencies
377	Sydney Your Say webpage visits
30	Document downloads
41	People attended seven online workshops

# Engagement activities

## Overview of engagement activities

The City's Inclusion (Disability) Advisory Panel were consulted to inform the engagement program.

A Sydney Your Say webpage was created, along with an online survey. There were a total of 164 responses to the survey.

Eight online workshops were held in September 2020. A total number of 41 attendees participated in these workshops.

### Sydney Your Say webpage

The Sydney Your Say webpage, <https://www.cityofsydney.nsw.gov.au/policy-planning-changes/help-us-create-more-inclusive-and-accessible-city-people-with-disability> included an electronic copy the summary, survey, schedule for the workshops and other key information about the consultation.

There were a total of 1,011 unique page views on the consultation period, and 164 survey responses.

### Workshops

A total of eight online workshops were held during September 2020.

City staff identified that the City's previous Inclusion (Disability) Action Plans had primarily focused on the inclusion of people with physical, mobility and sensory disabilities. In order to identify initiatives that would create services, programs, events and systems that are inclusive of people with less visible disabilities the City consulted people with an intellectual disability and people with Autism.

The City worked with NSW Council for Intellectual Disability and Autism Spectrum Australia to recruit participants, design and facilitate the workshops.

Participant group	Workshop dates	Facilitated by	No. of attendees
<b>Community</b> Open to people with disability, people with mental health conditions, people with caring responsibilities and members of the broader community.	22 September 24 September	City of Sydney	9
<b>Sector</b> People working in disability services or peak organisations representing people with disability and or caring responsibilities	30 September	City of Sydney	7
<b>People with Autism</b> Parents /carers of people with Autism, adults with Autism.	23 September am	Aspect Autism	16

Participant group	Workshop dates	Facilitated by	No. of attendees
	23 September pm	Spectrum Australia)	
<b>People with intellectual disability</b>	29 September 1 October	NSW Council of Intellectual Disability	11

## Digital marketing

### Sydney Your Say e-News

The consultation was included in the Sydney Your Say e-Newsletter for 15 and 24 September (7,385 subscribers). This resulted in a total of 66 unique clicks to Sydney Your Say website relevant page.

### Sydney City News story

A Sydney City News story was published on 2 September and resulted in 176 unique page views. This converted to 74 unique click throughs to the Sydney Your Say webpage.

### Key stakeholder notification

An email was sent to 205 key stakeholders, including disability sector organisations and people with disability who have previously engaged with the City, inviting them to register for the workshops and or respond to the survey.

There were 60 unique opens from 33.71 per cent of recipients, 22 people clicked a link and four people shared on Facebook or via email.

### Facebook Advertising

Paid Facebook advertisements were run between 7 - 19 September, with a reach of 55,000 people, resulting in 717 landing page views which converted to 436 unique click throughs to the Sydney Your Say webpage.

### LinkedIn Advertising

The linked in advertising resulted in 92 clicks and 44 clicks/likes and comments on the ad. This converted to 84 unique click throughs to the Sydney Your Say webpage.

### Media release

A media release was published on 2 September 2020, resulting in the following media coverage on 3 September 2020.

- ABC Breakfast with Wendy Harmer and Robbie Buck - <https://media.streem.com.au/player/yciAJ9>
- ABC News online –<https://www.abc.net.au/news/2020-09-03/sydney-morning-briefing-thursday-september-3/12622052?>
- 2SER morning news bulletin
- City Hub - <https://links.streem.com.au/city-hub-sydney-20200902-R8mPBihZb4SV>
- Down Syndrome Australia shared on Facebook.

# Survey and workshop findings

The following sections outline key themes, issues and opportunities raised in the six workshops, followed by a summary of findings from the survey. The issues raised were generally consistent across the workshops and surveys, with some richer detail provided by workshops.

## Snapshot of people who answered the survey

This is a snapshot of key demographic information of people who responded to the survey. It is not representative of all people with disability, people with mental health issues or people with caring responsibilities.



**164** people surveyed

**85%** completed the survey as individuals (not as an organisation or business)



**55%** a person with disability

**40%** a carer

**32%** a person with a mental health condition



**51%** live in the area

**43%** work locally

**26%** are visitors



**75%** identify as female



**53%** aged 40-59 years

**28%** aged 20-39 years



**70%** prefer council information via **social media**



**84%** prefer Facebook

**45%** prefer Instagram

## Direction 1 - Community attitudes

### Subjects/topics raised

People who answered the survey (73 per cent) said there are either very negative or negative attitudes in the community towards people with mental health conditions.

51 per cent of people who answered the survey said that there are neutral (sometime negative, sometimes positive) attitudes in the community towards people with disability.

In the workshops, there were mixed responses about attitudes towards people with disability. People with visible physical disabilities reported community attitudes generally improving, stereotypes and stigma still exists. People with invisible disabilities, such as Autism, explained there was a lack of awareness and understanding in the community.

We asked how the City can improve attitudes in the community towards people with disability and people with mental health conditions. Below is a table summarising the ideas and issues people raised, how many times it was raised, and a response from the City.

Idea or issue raised	Total	City of Sydney Response
<p><b>More community and staff education and awareness about disability including invisible disabilities.</b></p> <p>Key feedback:</p> <ul style="list-style-type: none"> <li>– People with disability wanted more understanding and awareness of disability, including invisible disabilities.</li> <li>– People with invisible disabilities face unique discrimination because others don't perceive them as having a disability.</li> <li>– An adult with Autism at a workshop explained:  <i>"If I'm behaving in a strange way or speaking in a strange way it can be overwhelming sometimes to be in a public space and seeing all these glances and looks where it's clear people are making a negative judgment or even a little bit worried to share the same space with somebody who's behaving differently, like that. So I feel like accessing public spaces can be difficult in that way, in terms of, how do people read difference when they're not exposed to it in a visual way very often. And one of the ways that that can happen sort of naturally is by having</i></li> </ul>	<p>27 survey Responses.</p> <p>Raised at all 7 workshops.</p>	<p>Feedback noted and addressed in Action 1 of plan:</p> <p><i>Continue to implement a program of disability inclusion training for City of Sydney staff.</i></p>

95

<p><i>specific events that encourage a lot of different sort of people to be in a public space, where people can see that, and sort of get used to being around different, diverse sort of people.”</i></p>		
<p><b>The City should lead by example and promote greater visibility and positive representation of people with disability.</b></p> <p>Key feedback:</p> <ul style="list-style-type: none"> <li>– Changing community attitudes and behaviours can be done through increased visibility and representation of people with disability in the workplace and community, and across council communications.</li> <li>– Include more images of people with disability in City media, communications and publications, not just those related to disability.</li> <li>– Promote the everyday stories of people with disability through social media. This will help to reduce stigma and raise awareness.</li> <li>– Run programs that break down stigma around disability and mental health conditions such as a “you can’t ask that” style program.</li> </ul>	<p>27 survey responses</p> <p>Raised in all seven workshops</p>	<p>Feedback noted and addressed in the below actions within the plan:</p> <p><i>Action 2: Continue to provide community programming aimed at fostering positive community attitudes towards people with disability, including people with less visible disabilities and people with mental health conditions.</i></p> <p><i>Action 3: Increase the usage of images of people with disability across City publications, digital platforms and media channels.</i></p>
<p><b>More community and staff education and awareness about mental health conditions.</b></p> <p>There remains significant stigma towards people with mental health conditions. People wanted more understanding, less fear and better education to understand different types of mental health conditions (not just depression and anxiety).</p>	<p>17 survey responses.</p> <p>One written submission.</p>	<p>Feedback noted and addressed in Action 1 of the plan:</p> <p><i>Continue to implement a program of disability inclusion training for City of Sydney staff.</i></p> <p>This program of training includes access to training for staff and managers on mental health.</p>
<p><b>Improve access in public spaces to shift community attitudes.</b></p> <p>Key feedback:</p> <ul style="list-style-type: none"> <li>– Barriers in physical environment contribute to negative community attitudes and behaviours. People without disability see people with disability struggling to access spaces independently, and this reinforces negative attitudes. In order to change</li> </ul>	<p>16 survey responses</p> <p>Raised in two workshops</p>	<p>Feedback noted and addressed in Action 4 of the plan:</p> <p><i>Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with</i></p>

Engagement Report

<p>attitudes towards people with disability, people with disability need to be visible in the community and perceived as independent and capable.</p> <ul style="list-style-type: none"> <li>– Providing a more accessible built environment, and more inclusive and accessible events, programs and services is an effective way to do this, because if people with disability can genuinely participate without struggle then attitudes about what people with disability can do will shift.</li> <li>– A workshop participant explained “<i>the built environment can contribute to the feeling of hostility towards people with disability and the feeling of exclusion</i>”.</li> </ul>		<p><i>the Inclusive and Accessible Public Domain Policy and Guidelines.</i></p>
<p><b>Provide more inclusive events and programs so people with disability are seen in the community.</b></p> <p>Key feedback:</p> <ul style="list-style-type: none"> <li>– Providing more opportunities for people with disability to attend events and program normalises disability as they’re seen more in the community.</li> <li>– Full inclusion in all events and activities promotes acceptance and understanding</li> <li>– One person explained in their survey response: “Making things more accessible and common place makes it normal for community to accept us.”</li> </ul>	<p>16 survey responses.</p> <p>One phone consultation.</p>	<p>Feedback noted and addressed within Action 14 of the plan:</p> <p><i>Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.</i></p>

## Direction 2 – Liveable Communities

### Getting around our city

Approximately half of the people who answered the survey told us they find it difficult or very difficult to move around our city, access public facilities and buildings, and access parks, streets and public spaces.

People with disability told us there remain significant barriers in getting around the city. They explained that an accessible public domain is the critical factor that supports their independent access to employment, medical and government services, recreation and social and cultural activities.

We asked how we can make it easier for people to get around our city. Below is a table summarising the ideas and issues people raised, how many times it was raised, and a response from the City.

Idea or issue raised	Total times raised	City of Sydney response
<p><b>Improve access on footpaths and ensure appropriate kerb ramps are provided.</b></p> <p>Key issues include:</p> <ul style="list-style-type: none"> <li>– Trip hazards, caused by tree roots, cracking and heaving, and troublesome surfaces like cobblestones</li> <li>– less clutter and barriers on footpaths including bikes</li> <li>– need to ensure there are adequate kerb ramps or continuous footpath treatments</li> </ul> <p>One person explained in their survey response: <i>“Instead of planting “high performance trees” and creating more cycleways (which are great but not an immediate need) - pathways need to be fixed, kerb cuts need to be smoothed out and the new footpaths with this slick paving going in is dangerous for those of us that use wheelchairs. I can no longer go up hills in the city when it's raining or dewy.”</i></p>	<p>49 survey responses</p> <p>Raised in two workshops</p>	<p>Feedback noted and addressed in Action 4 of the plan:</p> <p><i>Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with the Inclusive and Accessible Public Domain Policy and Guidelines.</i></p> <p>The City will continue to consult people with disability to better understand the issues related to our footpaths and inform our upgrade and renewal programs.</p>
<p><b>Improve wayfinding</b></p> <ul style="list-style-type: none"> <li>– People with disability told us they struggle with signage and wayfinding.</li> </ul>	<p>32 survey responses</p>	<p>The City consulted people who are blind and have low vision as part of the development of the current Wayfinding Strategy.</p>

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>– People with Autism and people with intellectual disability in particular told us that the find it hard to interpret signage.</li> <li>– Signage at train stations and key transport hubs was raised as being particularly problematic.</li> <li>– Investigate clearer wayfinding signage that include directions that state “you are at X street which is near X (key location/s of interest)”.</li> </ul>	<p>Raised in four workshops</p>	<p>Current signage in the City does include street name, location and a map to help orient people. Signage is limited to a maximum of six directions to ensure that people are not overwhelmed with information.</p> <p>There is currently no date set to review the City’s Signage Strategy. If and when this does occur, the City will ensure that we consult with a diverse group of people with disability, including people with intellectual disability and people with Autism.</p> <p>The City will continue to investigate the use of technology to assist in wayfinding, including maintenance of the Access Map.</p> <p>The City will share relevant feedback with Transport for NSW regarding signage within transport hubs.</p>
<p><b>Improve access to mobility parking spaces and drop and ride locations</b></p> <p>Key feedback:</p> <ul style="list-style-type: none"> <li>– Not everyone is able to walk and or cycle or can only manage very small distances.</li> <li>– A significant number of people with disability and chronic illnesses rely on access to on street mobility parking at their destination, or safe drop off points for private vehicles.</li> <li>– Disability groups and the Sydney Opera House noted there are limited appropriate set down points for minibuses and private charters, which meant they weren’t able to access events and cultural destinations in the City.</li> <li>– Pedestrianisation of the city and reduced access for private vehicles has led to increased challenges for people with disability. There needs to be clearer information about</li> </ul>	<p>18 survey responses</p> <p>Raised in three workshops</p> <p>Raised in submission submitted by Sydney Opera House</p>	<p>Feedback noted and addressed in Action 10 of the plan:</p> <p><i>Continue to explore and implement strategies to increase access to on-street and off-street accessible parking and drop-off points in the City of Sydney area.</i></p> <p>The City’s Central Sydney On-Street Parking Policy acknowledges the importance of mobility parking, listing it as the third highest priority for the allocation of kerbside parking in central Sydney.</p> <p>Further to this, the City will investigate opportunities to provide information to the public about where vehicles are allowed to travel along pedestrianised streets.</p>

69

Idea or issue raised	Total times raised	City of Sydney response
<p>where vehicles are allowed to travel along pedestrianised streets such as George Street.</p>		
<p><b>Educate and engage businesses</b></p> <ul style="list-style-type: none"> <li>– Accessing retail, hospitality and other services remains a big barrier. Many premises are not accessible, and have threshold steps, especially in smaller businesses on high streets.</li> <li>– Low awareness and negative attitudes of staff and patrons in venues leads to people with disability being and feeling excluded.</li> </ul>	<p>20 survey responses</p> <p>Raised in all seven workshops.</p>	<p>Feedback noted and addressed in Action 12 of the plan:</p> <p><i>Collaborate with local businesses and disability-led organisations to build their capacity to be more inclusive and accessible.</i></p>
<p><b>Provide more lifts</b></p> <ul style="list-style-type: none"> <li>– the topography of the City remains a big challenge. There are many places where stairs are simply unavoidable.</li> <li>– People with disability want more lifts in public spaces where the topography is especially challenging.</li> <li>– They also told us there needs to be better information and signage identifying where the lifts are.</li> </ul>	<p>11 survey responses.</p> <p>Raised in three workshops.</p>	<p>Feedback noted and will be investigated in line with Action 4 of the plan:</p> <p><i>Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with the Inclusive and Accessible Public Domain Policy and Guidelines.</i></p> <p>In addition to this, the City will ensure that we retain up to date information about the location of lifts in the city on our Access Map.</p>
<p><b>Increase seating in the public domain</b></p> <p>More regular and consistent seating in public spaces is needed to assist people who find it hard to walk distances to make their way on foot, by providing opportunities to rest.</p>	<p>Eight survey responses</p> <p>Raised in two workshops.</p>	<p>Feedback noted and addressed in action 6 of the plan:</p> <p><i>Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces, where appropriate.</i></p>
<p><b>Provide more designated quiet spaces/ places for respite in public domain</b></p> <ul style="list-style-type: none"> <li>– People with disability, people with mental health conditions and carers expressed that there was a real need for quiet</li> </ul>	<p>Five survey responses</p> <p>Raised in two workshops with people with Autism</p>	<p>Feedback noted and address in Action 8 of the plan:</p> <p><i>Explore opportunities to provide designated quiet spaces, places for sensory seeking and places for respite in City of Sydney facilities and in parks and playgrounds.</i></p>

Idea or issue raised	Total times raised	City of Sydney response
<p>spaces and places for respite in the city, particularly in the central business district.</p> <ul style="list-style-type: none"> <li>– These spaces are needed to escape sensory overload from noises, smells and lights in the city.</li> <li>– It's important that these places are safe so people with Autism feel comfortable to engage in "autistic behaviours". People often "mask" their autistic behaviours which can be very exhausting, therefore quiet spaces offer people the opportunity to rest.</li> </ul> <p>These places could just be designated areas in parks/ or within an existing built location.</p>	<p>and parent carers of children with Autism.</p>	
<p><b>More accessible public toilets and adult change facilities.</b></p> <ul style="list-style-type: none"> <li>– Access to public toilets after hours in the City can be difficult.</li> <li>– Need for clean and accessible toilets in the city and maps showing people where they are.</li> <li>– <b>There is a need for more changing Places Toilets, particularly in key locations in the city.</b></li> </ul>	<p>Eight survey responses</p> <p>Raised in two workshops.</p>	<p>Feedback noted and address in Action &amp; of the plan:</p> <p><i>Advocate to other government agencies and land owners to provide additional Adult Change Facilities in the City of Sydney area.</i></p> <p>In addition to this, the City maintains the Online Access Map which includes data on all accessible toilets within the City of Sydney LGA, this is sourced from the National Public Toilet Map. The City will ensure this map remains up to date.</p>
<p><b>Autism friendly environments</b></p> <p>Big open plan spaces are difficult for people with Autism, it can be hard to know what you are expected to do, in what order, and how people are expected to behave. This is referred to as the "hidden curriculum" that neurotypical people can easily learn and interpret through social cues.</p> <p>Hard surfaces/glass can be challenging for someone with Autism, because they reverberate noise.</p>	<p>Raised in two workshops with adults with Autism.</p>	<p>Feedback noted and addressed in Action 8 of the plan:</p> <p><i>Explore opportunities to provide designated quiet spaces, places for sensory seeking and places for respite in City of Sydney facilities and in parks and playgrounds.</i></p>

101

## Direction 2 – Liveable Communities continued

### Inclusive events and programs

When asked whether people agreed with the below statements, 39 per cent did not agree with any. Only 13 per cent of people who answered the survey feel that there are enough events that offer inclusive participation and experiences (for example Auslan, live captioning, hearing augmentation).

Statement	Percentage
I feel like I have access to enough relevant online events and programs	27%
There is a good range of accessible venues and spaces in the city	29%
There are plenty of events that offer inclusive participation and experiences (eg Auslan, live captioning, hearing augmentation)	13%
Accessible materials and information for events are easily available	15%
Staff working at events usually have a high level of awareness and attitudes about inclusive events	15%
I don't agree with any of the statements above	39%
Other	20%

102

We asked what the City can do to make our events and programs more inclusive. Below is a table summarising the ideas and issues people raised, how many times it was raised, and a response from the City.

Idea or issue raised	Total times raised	City of Sydney response
<p><b>Improve disability awareness at events</b></p> <p>Staff attitudes and awareness, especially around Autism, intellectual disability and mental health</p>	<p>17 survey responses.</p> <p>Raised in one workshop with parent carers of children with Autism and two workshops with</p>	<p>Feedback noted and addressed in action 16 of the Plan:</p> <p>Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</p>

Idea or issue raised	Total times raised	City of Sydney response
<p>conditions and other invisible disabilities needs to be improved.</p>	<p>people with intellectual disability.</p>	
<p><b>Better information before the event about access.</b></p> <p>Quality information crucial for people with disability, to give them the confidence to attend knowing that they are welcome, and their access needs are met. Key suggestions include:</p> <ul style="list-style-type: none"> <li>– Maps of events, showing event layout, and where facilities are located.</li> <li>– Lists of access features provided and how to book where needed</li> <li>– Photos from previous events can help manage a person’s expectations and understand whether they might have access requirements</li> <li>– Easy read information</li> <li>– Information about the “hidden curriculum” of an event to help people with Autism to understand what</li> <li>– A person they can call to discuss any access needs, without getting the run around</li> </ul>	<p>15 survey responses.</p> <p>Raised in one workshop with people with Autism.</p>	<p>Feedback noted and addressed in below actions within the plan:</p> <p><i>Action 16: Deliver and facilitate major events in line with the City’s Inclusive and Accessible Event Guidelines.</i></p> <p><i>Action 27: Identify and implement effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.</i></p> <p>Both of these actions require that event producers include quality information about access features at all City of Sydney events.</p>
<p><b>Transport and parking</b></p> <ul style="list-style-type: none"> <li>– Need to clearly outline how people with disability can get to and from events so they can plan for their needs.</li> <li>– Consider whether there is enough accessible parking at events or shuttle services to get people to and from key locations.</li> </ul>	<p>13 survey responses.</p> <p>Raised in two workshops.</p> <p>One written submission.</p>	<p>Feedback noted and addressed in action 16 of the plan:</p> <p><i>Deliver and facilitate major events in line with the City’s Inclusive and Accessible Event Guidelines.</i></p> <p>These guidelines require event organisers to consider how people can get to their event including access to: public transport, accessible parking, drop off points and shuttle services.</p>

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>For major events, provide temporary set down points to allow people to be dropped in private vehicles/taxis and promote where they are.</li> </ul>		<p>The City currently provides shuttle services for Sydney New Year's Eve.</p> <p>The City will continue to investigate options to improve transport access to and from events for people with disability.</p>
<ul style="list-style-type: none"> <li><b>Make sure your events are held in accessible venues.</b></li> </ul>	<p>12 survey Responses.</p> <p>One phone consultation.</p>	<p>Feedback noted and addressed in action 16 of the plan: <i>Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</i></p> <p>These guidelines require event operators to host indoor and outdoor events within an accessible venue or space. The City will aim to deliver our events in accordance with the Guidelines and encourage other event producers to do the same.</p>
<ul style="list-style-type: none"> <li><b>Provide more Captioning or Auslan at events, not just the speeches.</b></li> </ul>	<p>11 survey responses</p>	<p>Feedback noted and addressed in action 16 of the plan: <i>Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</i></p> <p>In line with the Guidelines event operators must provide access to captioning or and/ or Auslan interpreters upon request at all events to ensure inclusive participation of Deaf people or people that are hard of hearing. It is recommended that all major events include captioning of spoken content and considered best practice to provide Auslan interpretation.</p> <p>The City will aim to deliver our events in accordance with the Guidelines and encourage other event producers to do the same.</p>
<p><b>Booking processes</b></p> <p>Where possible, enable people with disability to book seats in designated access areas online.</p>	<p>9 survey responses</p>	<p>Feedback noted and addressed in action 16 of the plan: <i>Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</i></p> <p>In line with the guidelines, event operators are encouraged to provide online booking systems which allow people to book</p>

Idea or issue raised	Total times raised	City of Sydney response
		<p>accessible seats, where appropriate, and request support. The City will aim to deliver our events in accordance with the Guidelines and encourage other event producers to do the same.</p>
<p><b>Provide quiet spaces and sensory adjusted performances so people with Autism can participate.</b></p> <ul style="list-style-type: none"> <li>– Provide rest areas or quiet tents at events, particularly music events, where people can escape the stimulation if they need to.</li> <li>– Provide places where people with Autism can stimulate or engage in “Autistic behaviours”</li> <li>– These spaces need to be appropriately managed by staff to ensure that people feel safe. Ensure volunteers are available to offer support.</li> <li>– A workshop participant with Autism explained:  <i>“I love participating in events, but very few places have a space that I know that I can escape to if things are becoming overwhelming, which means having an adult meltdown out in public, which then leads to public judgment, which then leads to me never wanting to go to an event again for several months because I've been ridiculed for not coping in a situation.”</i></li> </ul>	<p>Five survey responses                      Raised in two workshops with people with Autism and parent carers of children with Autism.</p>	<p>Feedback noted and addressed in action 16 of the plan:  <i>Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</i></p> <p>In line with the guidelines, event operators must provide access to sensory spaces at events upon request. It is recommended that these spaces are provided at all major events.</p> <p>Sensory adjusted performances for people with Autism are recommended, where appropriate, at major events.</p> <p>The City will aim to deliver our events in accordance with the Guidelines and encourage other event producers to do the same.</p>
<p><b>Online events.</b></p> <p>Online events can be a great accessible option for people who aren't able to travel into the City.</p>	<p>Four survey responses</p>	<p>The City will continue to explore opportunities to provide events and programs online, where appropriate, in line with Action 14 in the plan:</p> <p><i>Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.</i></p>

105

## Direction 3 – Meaningful Employment

### Employment at the City

We asked what we can do to improve access to employment for people with disability, people with mental health conditions or those with carer’s responsibilities. We also asked what the City could do to better support people in the workplace.

Below is a table summarising the ideas and issues people raised, how many times it was raised, and a response from the City.

Idea or issue raised	Total times raised	City of Sydney response
<p><b>Provide and promote flexible work arrangements</b></p> <ul style="list-style-type: none"> <li>– Across the workshops and within the survey, people strongly advocated for flexible work arrangements as one of the best ways to retain people with disability, people with mental health conditions and those with caring responsibilities.</li> <li>– For many people with disability and /or chronic illnesses and carers, the ability to work from home and/or part time, enables them to manage their disability, fatigue or caring responsibilities. For people with disability who find it hard getting to work because of limited accessible transport options, working from home can be a great solution.</li> <li>– People with disability told us they are used to facing discrimination and barriers to employment. By promoting flexible work arrangements in the recruitment process, it signals to people with disability that the City is open to these arrangements.</li> <li>– One workshop participant noted: <i>“The barrier is not only the disability itself, but also other demands in our lives. For me, I’m a mother of 3. The logistics of looking after 3 kids simply makes holding a job in the city impossible”</i></li> </ul>	<p>20 survey responses.</p> <p>Raised in all seven workshops.</p>	<p>The City’s current Workplace Flexibility Policy aims to enhance employee wellbeing by helping employees manage the changing demands of work and personal life.</p> <p>The types of flexible work arrangements available to employees include; variation in hours, spread of hours, working remotely and carers leave.</p> <p>These flexible workplace arrangements enable a more inclusive and accessible workplace for everyone.</p> <p>The City will look for opportunities to actively promote flexible work arrangements to potential candidates including; people with disability, people with mental health conditions and carers, to apply for jobs at the City.</p>

106

Idea or issue raised	Total times raised	City of Sydney response
<p><b>Promote the City is inclusive employer</b></p> <ul style="list-style-type: none"> <li>– Promote the City as an inclusive employer by sharing stories of City staff with disability.</li> <li>– Share these stories internally and on recruitment pages.</li> <li>– Isolation can be an immense concern for people with disability so if they know there are other staff with disability it can help to make them feel more comfortable in the workplace.</li> </ul>	<p>19 survey responses</p> <p>Raised at one workshop.</p>	<p>Feedback noted and addressed in action 21 of the plan:</p> <p><i>Create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.</i></p> <p>This action will include activities to build an inclusive workplace culture by promoting stories and experiences of City staff with disability.</p>
<p><b>Set employment targets and create identified positions for people with disability.</b></p> <ul style="list-style-type: none"> <li>– People with disability have significantly lower rates of employment than the general population.</li> <li>– Adopting affirmative action measures such as employment targets for people with disability and creating identified roles are necessary to overcome decades of systemic discrimination and will also contribute work to improve staff attitudes and awareness and enable the City to design and deliver its services in a more inclusive way.</li> <li>– Review roles that don't overly rely on soft skills and work with disability employment services to attract people with Autism.</li> </ul>	<p>11 Survey responses</p> <p>Raised at two workshops, including workshop with representatives from the disability service and advocacy sector</p>	<p>The City does not currently have any plans to set employment targets for people with disability.</p> <p>The focus of this plan is to build an inclusive workplace culture, support hiring managers to conduct inclusive recruitment, work with disability employment services to attract candidates with a disability and facilitate leadership opportunities for people with disability.</p> <p>The City will review its position on employment targets at the end of the life of this next plan to determine whether they are required to increase employment of people with disability at the City.</p> <p>Action 20 aims to increase employment opportunities for people with disability: <i>Increase employment and development opportunities for people with disability.</i></p> <p>Action 22 in the plan will improve employment outcomes for people with disability through the City's procurement practices: <i>Strengthen procurement practices by building relationships with Australian Disability Enterprises and educating City of Sydney staff.</i></p>
<p><b>Workplace supports and reasonable adjustments</b></p>	<p>11 Survey responses</p>	<p>Feedback noted and addressed in Action 18 within the plan:</p>

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>– Strategies are required to ensure that people with disability and people with mental health conditions are supported to retain their jobs.</li> <li>– People reported that the workplace environment, systems and tools are not always accessible to them.</li> <li>– There is sometimes a lack of supports in place to assist people on the job. Often people with disability, particularly those with an intellectual disability will need ongoing support and training.</li> <li>– There needs to be more considered and open communication between managers and employees – so that everyone is on the same page about what is expected. This is particularly important for people with intellectual disability and people with Autism.</li> <li>– People managers need more training in order to better support employees with disability.</li> <li>– Encouragement and reinforcement of good work practices is also required.</li> </ul>	<p>Raised at three workshops with people with intellectual disability and people with autism.</p>	<p><i>Build the capacity of managers and staff to foster an inclusive workplace through training and induction programs.</i></p> <p>This action will focus on building the capacity of managers through training and access to resources to support staff with disability.</p>
<p><b>Attitudes and lack of awareness in workplaces is still a huge barrier to employment</b></p> <ul style="list-style-type: none"> <li>– Disability awareness and practical training on recruitment and supporting employees with disability is critical to building an inclusive workplace culture.</li> <li>– People reported that they often felt that managers and organisations see people with disability as a burden not an asset. Managers and organisations don't understand the benefits of a diverse workforce.</li> </ul> <p>Comments from workshop participants:</p>	<p>Five Survey responses</p> <p>Raised at all seven workshops</p>	<p>Feedback noted and addressed in Action 18 of the plan:</p> <p><i>Build the capacity of managers and staff to foster an inclusive workplace through training and induction programs.</i></p>

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>- "Feeling that it's too difficult 'we can't have a person like you working here'."</li> <li>- "It comes back to "don't judge a book by its cover" they judge people with ID (intellectual disability) too quickly."</li> <li>- "Find it hard myself to get a job because I've got the skills but people don't want to employ me. I'd really like to work but they won't give me the job".</li> </ul>		
<p><b>Work with disability employment sector to attract employees with disability.</b></p>	<p>Nine survey responses</p> <p>Raised in one workshop with representatives from the disability service and advocacy sector</p>	<p>Feedback noted and address in Action 20 of the plan: <i>Increase employment and development opportunities for people with disability.</i></p> <p>City staff will continue to work with disability employment services to recruit employees with disability.</p>
<p><b>Adopt more flexible approaches to hiring processes</b></p> <ul style="list-style-type: none"> <li>- Ensure application processes are accessible to all, and allow for adjustments or support to apply/interview (not all can undertake online applications)</li> <li>- Don't make assumptions about an applicant's abilities to do the job, always ask.</li> <li>- Include people with disability on the selection panel.</li> <li>- Provide training and support to recruitment and managers on inclusive recruitment practices</li> <li>- Review the City's 'how to apply' resources to ensure people with disability are encouraged to apply.</li> </ul> <p>For people with intellectual disability or people with Autism:</p>	<p>Six survey responses</p> <p>Raised in four workshops with people with intellectual disability and people with Autism.</p>	<p>Feedback noted and address in Action 20 of the plan: <i>Increase employment and development opportunities for people with disability.</i></p> <p>The City will continue to review recruitment practices and build the capacity of hiring managers and recruitment staff team to promote fair and inclusive recruitment processes.</p>

109

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>– Job advertisements can be very challenging for people with Intellectual disability and Autism. Take away the unnecessary information – say what you mean/what you’re looking for.</li> <li>– Interviews can be challenging – daunting processes. Be flexible about interview practices and consider opportunities to demonstrate capacity in other ways, such as role plays, trial or physical demonstration</li> <li>– <b>Employers often favour ‘soft skills’ – interpersonal skills which is often challenging for people with Autism. Hire based on strengths and interests rather than ‘soft skills’.</b></li> </ul>		
<p><b>Engage and involve employees with disability, caring responsibilities and mental health conditions in decision making.</b></p> <ul style="list-style-type: none"> <li>– People with disability need to be included in the process/key decision-making roles to increase access to employment opportunities.</li> <li>– People with disability need to be involved in reviews of corporate policies and procedures and initiatives to address workplace culture.</li> </ul>	<p>Six survey responses</p>	<p>Feedback noted and addressed in action 19 of the plan:</p> <p>Build the capacity of employees with disability as leaders through an aspiring management program.</p> <p>The City will also look for further opportunities to consult people with disability, people with mental health conditions and carers in key decisions that have an impact on workplace culture.</p>

110

## Direction 4 – Equitable Access to Mainstream Services

### Using our services and communicating with us

We asked how people found accessing our services and information currently (for example, contacting customer service, applying for a grant, finding information online). We also asked what we can do to make our services and communications accessible to everyone.

Below is a table summarising the ideas and issues people raised, how many times it was raised, and a response from the City.

Idea or issue raised	Total times raised	City of Sydney response
<p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>– People with disability aren’t finding out about services and programs and events that are inclusive and accessible. This is because the information is not reaching them, or it doesn’t include relevant and accurate information about access features.</li> <li>– Promote events and programs more on social media and with established disability networks.</li> <li>– Utilise a range of traditional and new marketing tools to reach a diverse audience. Word of mouth, posters in key locations, print and digital media are all important.</li> </ul> <p>Below is a quote from a participant with Autism:</p> <p><i>“There are accessible events happening but it’s only something you really discover through word of mouth. So I think a big struggle for disabled people, is we want to know what events are happening. But most of them aren’t accessible to us or designed with us in mind. Then, if you subscribe to a city newsletter, you kind of tune it out after a couple weeks because like most of it is irrelevant information. Having some way that you can be informed</i></p>	<p>33 survey responses</p> <p>Four workshops with people with intellectual disability and people with Autism.</p>	<p>Feedback noted and addressed in action 27 of the plan:</p> <p><i>Identify and implement effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.</i></p>

111

Idea or issue raised	Total times raised	City of Sydney response
<p><i>about events that fit the specific category of Accessibility would make a big difference.”</i></p>		
<p><b>More alternative formats in communications.</b></p> <ul style="list-style-type: none"> <li>– More information in alternative formats is needed, especially captioning at events, and easy read information about council decision making, services and programs.</li> </ul>	<p>18 survey responses</p> <p>Two workshops</p>	<p>Strengthen the City of Sydney's practices in providing information and communication channels by implementing the Digital and Print Accessibility Procedures.</p> <p>The City has already established Digital and Print Accessibility Procedures that help City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.</p> <p>An alternative formats framework was also developed to assist City staff to understand when alternative, accessible formats of City documents are required to provide access to people with disability.</p> <p>The City will work with staff in the next plan to further embed and strengthen these processes.</p>
<p><b>Inclusive customer service practices</b></p> <ul style="list-style-type: none"> <li>– Provide a range of communication channels for people with disability to engage with customer service: including phone, online chat and face to face.</li> <li>– Be careful not to overly push all processes on-line, as this will exclude some people with disability.</li> <li>– Online processes and information can be overwhelming for people with disability, ensure that information is provided in a range of accessible formats and that staff can assist people that require it.</li> <li>– Sometimes people with disability find it difficult to reach the right person in Council to help with their concern. A dedicated customer service officer could be considered to</li> </ul>	<p>14 survey responses</p> <p>Two workshops with participants with intellectual disability and people with Autism.</p>	<p>Feedback noted and addressed in action 26 of the plan:</p> <p><i>Investigate opportunities to further improve the customer service experience for people with disability.</i></p> <p>This action will ensure that the City continues to maintain a range of customer service communication channels and look for opportunities to improve the customer service experience for customers with disability.</p> <p>In September 2020 the City launched its upgraded website. Accessibility was considered at all stages of the project, from procurement through to design and build. Conformance with Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) was a primary focus and the site is built for accessibility. The upgraded website will make</p>

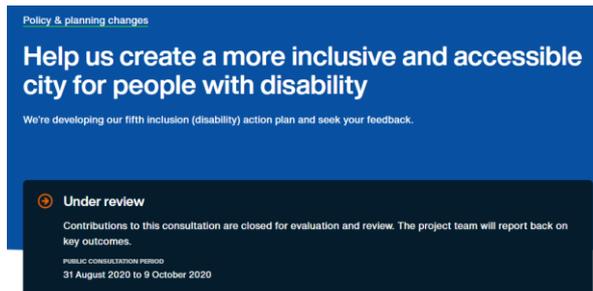
Idea or issue raised	Total times raised	City of Sydney response
<p>escalate complaints/issues raised by customers with disability.</p>		<p>it easier for customers with disability to access information online.</p>
<p><b>Staff disability awareness and confidence</b></p> <ul style="list-style-type: none"> <li>– Improve staff awareness and communications skills - especially in public facing roles such as customer service and grants officers.</li> </ul>	<p>11 survey responses</p>	<p>Feedback noted and addressed in Action 1 of the plan: <i>Continue to implement a program of disability inclusion training for City of Sydney staff.</i></p> <p>This program of training will also look to identify key roles across the organisation that require additional or specialist training, including customer service.</p>
<p><b>Employ or engage with people with disability in the design and/or review of services, programs, events and communications strategies.</b></p> <ul style="list-style-type: none"> <li>– This will ensure that accessibility is considered across all mainstream council services.</li> </ul>	<p>Five survey responses</p>	<p>The City’s Inclusion (Disability) Advisory Panel provides the city with strategic and impartial advice on City strategies, policies and projects to ensure that they are inclusive and accessible for people with disability. The Panel was involved in the development of the inclusive and accessible event guidelines. The City will identify opportunities to involve the panel in service or program reviews, where possible.</p> <p>Further to this, the City will investigate opportunities to involve people with disability in the design/r design and/or review of services, programs, events and communications strategies to ensure greater consideration of accessibility.</p>
<p><b>Review grants processes and systems</b></p> <ul style="list-style-type: none"> <li>– Grants processes are very complicated and can be overwhelming for people with disability and people with mental health conditions.</li> <li>– The process needs to be improved so it is simpler for people with disability.</li> </ul>	<p>Five survey responses</p> <p>One phone consultation.</p>	<p>Feedback noted and addressed in action 28 of the plan: <i>In consultation with people with disability review the City of Sydney’s grants processes and practices to identify and remove barriers to people with disability applying for grants.</i></p>

Idea or issue raised	Total times raised	City of Sydney response
<ul style="list-style-type: none"> <li>– Clearer guidelines are required and better relationship management.</li> <li>– <b>Engage people with disability when reviewing grants system and processes to identify and remove systemic barriers in the grant application, contract execution, contract variation and grant acquittal processes.</b></li> </ul>		
<p><b>Participating in decision making</b></p> <p>People aren't participating in Council decision making for the following reasons:</p> <ul style="list-style-type: none"> <li>– They are not aware of the opportunities</li> <li>– They don't know how to be involved</li> <li>– They need support to participate in decision making processes.</li> <li>– There needs to be clearer information provided in a range of accessible formats about the various ways people can be involved in a range of engagement and decision-making activities including:                             <ul style="list-style-type: none"> <li>– Giving feedback on a development application</li> <li>– Participating in community engagement activities</li> <li>– Contacting a Councillor</li> <li>– Speaking at Committees.</li> </ul> </li> </ul>	<p>Raised in six workshops including with people with Autism and people with intellectual disability.</p>	<p>Feedback noted and addressed in actions 23 and 24 of the plan:</p> <ul style="list-style-type: none"> <li>– Identify and implement strategies to inform people with disability about how they can be involved in Council decision making.</li> <li>– Actively engage people with disability in Council decision-making processes including through the City's Inclusion (Disability) Advisory Panel.</li> </ul>

114

# Appendices

## Appendix A: Sydney Your Say webpage (including online survey, summary and easy read documents)



### What we're doing

We want to hear from people with disability, people with mental health conditions, and people with caring responsibilities about how we can create a more inclusive city.

Our vision is for an inclusive and accessible city, where people with disability have equitable opportunities to participate in social and cultural life, in meaningful employment and decision making processes. An inclusive city is one where people with disability are viewed positively by the wider community and acknowledged and celebrated for their diverse contributions and experiences.

**Hannah Schulz-Fulham**  
SOCIAL POLICY OFFICER - ACCESS AND INCLUSION  
[Show details](#)

**Alli Dexter**  
SENIOR PROJECT MANAGER, COMMUNITY CONSULTATION  
[Show details](#)

### Why we're developing this plan

We've developed consultation summary papers, including an easy read version to help explain why we're developing this plan and what we want to hear from you.



### How you can give feedback

There are 3 ways you can be involved and provide us with your feedback:

- join an online workshop
- fill in our online survey
- talk to us.

### Attend an online workshop

We're holding online workshops in September 2020 and invite the following people to be involved:

- people with disability
- people with caring responsibilities
- people with mental health conditions
- people who work in the disability sector.

#### Community member workshops

- Tuesday 22 September, 1pm to 2.30pm
- Thursday 24 September, 5pm to 6.30pm

Register for an [online workshop](#).

#### Disability sector workshop

- Wednesday 30 September, 10am to 11.30am

Register for an [online workshop](#).

### Complete our online survey

Please provide feedback to inform the development of our next inclusion (disability) action plan through our [online survey](#).

---

## Appendix B: Digital marketing

### 1. Sydney Your Say e-News

Have your say on a more inclusive and accessible city, proposed planning changes to 55 Pitt Street, and the renewal of the Powerhouse Museum and Ultimo precinct

[View online](#)

# Sydney Your Say

CITY OF SYDNEY 



[Last call for submissions: Inclusion \(disability\) action plan](#)

Sydney City News story:

## City of Sydney News

Business Environment Planning & building Arts & culture City life



Planning for the future

### The accessible city: Help us create a more welcoming Sydney

Have your say on our inclusion (disability) action plan.

If you're a person with disability or a carer, we'd like to hear about your experiences.

You can help shape our fifth inclusion (disability) action plan.

We want to hear about the physical barriers which may prevent you from moving around our city and accessing our public spaces, parks, playgrounds, facilities and buildings.

But we would also like to learn about the less visible barriers you may face, including lack of community awareness, community attitudes and behaviours, and difficulty accessing information, services or employment.

You can have your say by completing a [digital survey](#), attending one of our online workshops or speaking with us over the phone.

We'd like to hear from people with disability, people with mental health conditions, carers, disability workers and disability organisations.



Key stakeholder notification



## Have your say on an inclusive and accessible city

We'd like to hear from people with disability, people with mental health conditions, carers, disability workers and disability organisations about how we can create a more inclusive and accessible city.

While we've made real progress in reducing physical barriers in our city, there are still many less visible obstacles that prevent people with disability from fully participating in our community.

We also know the Covid-19 pandemic has exacerbated existing inequalities for many people, including people with disability, carers and people with mental health conditions.

This is your opportunity to share your insights and work with us to build a more inclusive and liveable city.

You can have your say by [completing an online survey](#), or speaking to us on the phone.

The consultation period closes on **9 October**. Your feedback will help shape our 5th inclusion (disability) action plan.

### About this consultation

An inclusive city is one where people with disability are viewed positively by the wider community and acknowledged and celebrated for their diverse contributions and experiences.

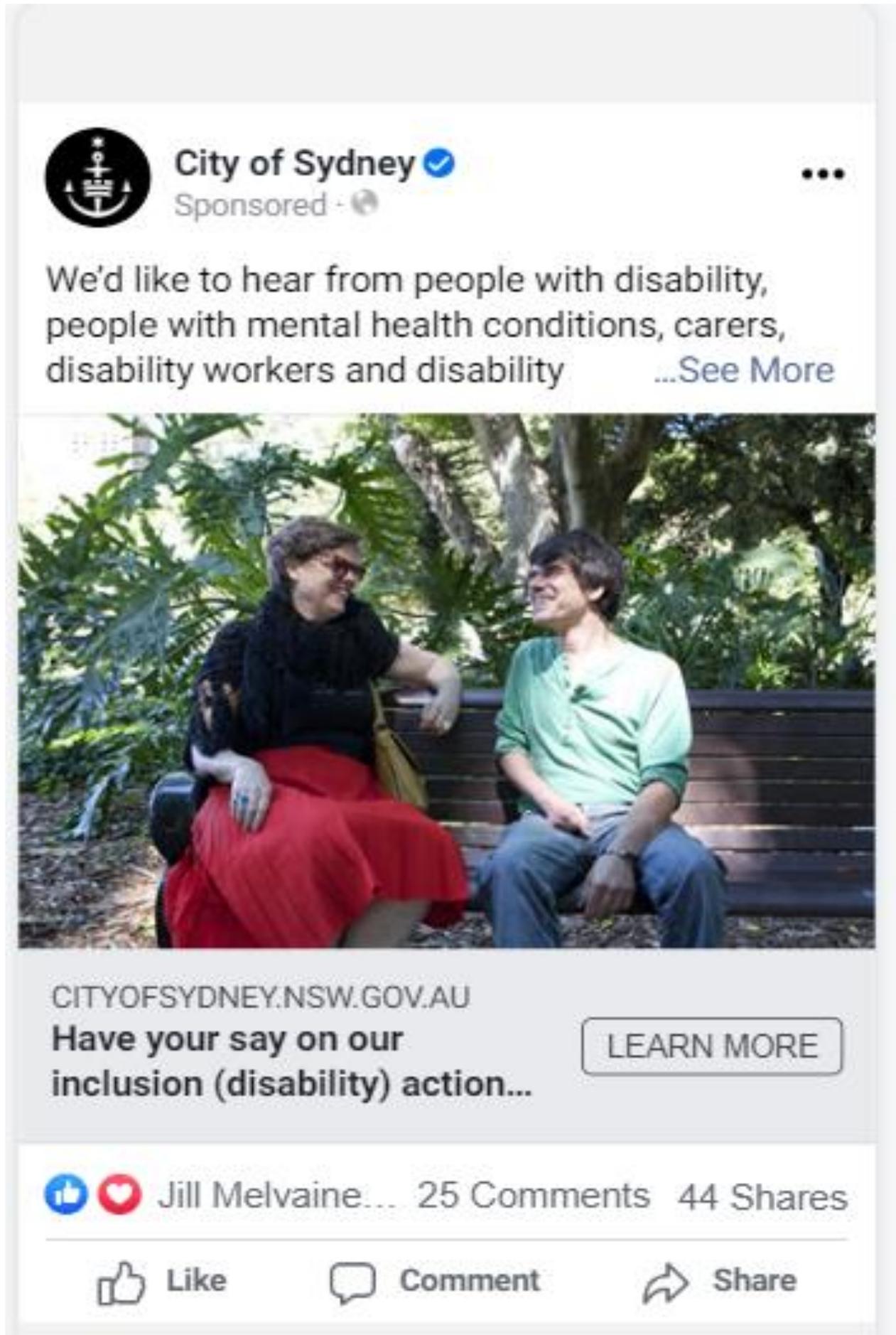
Our consultation will investigate the less visible barriers people may face, including lack of community awareness, community attitudes and behaviours, and difficulty accessing information, services or employment. It will also explore the physical barriers that may prevent people with disability from moving around our city and accessing our public spaces, parks, playgrounds and facilities.

Rethinking attitudes around disability and inclusion will help reshape policies, overcome barriers and create ongoing possibilities.

Help us ensure equitable opportunities for people with disability to participate in every aspect of social and cultural life, access meaningful employment and take part in decision making processes.

Learn more about our work and get involved in [creating a more liveable city](#) for all.

2. Facebook Advertising



The image shows a screenshot of a Facebook post from the City of Sydney. At the top left is the City of Sydney logo, a black circle with a white anchor. To its right is the text 'City of Sydney' with a blue verification checkmark, and below it 'Sponsored' with a globe icon. On the far right of this header is a three-dot menu icon. The main text of the post reads: 'We'd like to hear from people with disability, people with mental health conditions, carers, disability workers and disability ...See More'. Below the text is a photograph of two people sitting on a wooden bench outdoors. On the left is a woman with short brown hair, wearing glasses, a black top, and a red skirt. On the right is a man with dark hair, wearing a light green shirt and blue jeans. They are both smiling and looking at each other. Below the photo, the text 'CITYOFSYDNEY.NSW.GOV.AU' is displayed in a light grey font. Underneath that is the main headline: 'Have your say on our inclusion (disability) action...'. To the right of the headline is a rounded rectangular button with the text 'LEARN MORE'. Below the headline and button, there are icons for a thumbs-up (like) and a heart (love), followed by the text 'Jill Melvaine... 25 Comments 44 Shares'. At the bottom of the post are three interaction buttons: 'Like' with a thumbs-up icon, 'Comment' with a speech bubble icon, and 'Share' with a share icon.

**City of Sydney**  Sponsored

We'd like to hear from people with disability, people with mental health conditions, carers, disability workers and disability ...See More



CITYOFSYDNEY.NSW.GOV.AU

**Have your say on our inclusion (disability) action...** [LEARN MORE](#)

  Jill Melvaine... 25 Comments 44 Shares

 Like  Comment  Share

3. LinkedIn Advertising

 **City of Sydney**  
29,982 followers  
Promoted

If you're a person with disability or a carer, we'd like to hear about your experiences. You can help shape our fifth inclusion (disability) action plan.

Complete a digital survey, attend an online workshop or speak with us over the phone. More info in the link below.

We'd like to hear from people with disability, people with mental health conditions, carers, disability workers and disability organisations.

[#disabilityinclusion](#) [#sydney](#) [#inclusion](#) [#cityofsydney](#) [#mentalhealth](#)



**Have your say on our inclusion (disability) action plan** >

[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

# Media Release



Wednesday 2 September 2020

## Have your say on our inclusive and accessible city

People with a disability are being urged to speak out and share their experiences to help shape the City of Sydney's inclusion (disability) action plan.

You can have your say by completing a [digital survey](#), attending one of our online workshops or speaking with us over the phone.

"While we have made real progress in reducing physical barriers in our city, there are still many barriers that prevent people with disability from fully participating in our city life and living at ease in our community," Lord Mayor Clover Moore said.

"Our vision is for an inclusive and accessible city, where people with disability have equitable opportunities to participate in every aspect of social and cultural life, as well as access to meaningful employment and participation in the [decision making](#) process.

"We know that the Covid-19 pandemic has worsened existing inequalities for many people with disability and those caring for someone with disability. We want to hear about your experiences and work with you to create a more inclusive, accessible and liveable city."

The City of Sydney would like to hear from people with disability, people with mental health conditions, carers, disability workers and disability organisations.

The consultation will investigate the less visible barriers people may face, including lack of community awareness, community attitudes and behaviours, and difficulty accessing information, services or employment. It will also explore the physical barriers that may prevent people with disability from moving around our city and accessing our public spaces, parks, playgrounds and facilities.

Mark Tonga, chair of the City of Sydney's Inclusion (Disability) Advisory Panel, has experienced many of these barriers first-hand. As a tetraplegic, he faces many physical [barriers](#) but it is the invisible obstacles such as community attitudes and perceptions that are at the top of his list for further action.

"Once you start shifting attitudes and perceptions, everything else will follow," Mr Tonga said.

"Changing attitudes and influencing the narrative around disability and inclusion will help shape policies, overcome physical barriers and create new opportunities.

"You may feel disempowered but in this [consultation](#) you're empowered to come forward and contribute to decision making. It's the perfect opportunity to influence decisions.

"I know from my experience on the advisory panel that the City of Sydney takes this seriously. It's not going to be policy that ends up on the shelf. There will be real actions taken out of this consultation."

Mr Tonga said the Covid-19 pandemic has created both opportunities and challenges for people with disability.

"People who have been bed-ridden and unable to leave their home to access cultural institutions have now

**24-hour City of Sydney Media Team contact details**

Phone 02 9246 7292 or email [mediateam@cityofsydney.nsw.gov.au](mailto:mediateam@cityofsydney.nsw.gov.au)

# Media Release



been able to experience virtual visits to museums, galleries and libraries through online platforms," Mr Tonga said.

"We've seen the benefits of remote working for people with disability, but it has also highlighted ongoing inequalities and the digital divide. There are some people on disability pensions that just cannot afford an internet connection, while others may not have the knowledge or skills to fully participate online."

Tara Elliffe, fellow advisory panel member, has benefited from greater access to services now being offered online due to the pandemic.

"I'm doing online yoga classes twice a week and I'm feeling stronger and healthier. It's great to be connected with other people across NSW online," Ms Elliffe said. "I'm also enjoying work meetings and advocacy meetings online."

Ms Elliffe said lack of community awareness, access to affordable housing and health services were ongoing challenges for people with disability. She said there was still a lack of community awareness, especially for people like herself with Down Syndrome.

She encouraged people with disability to be involved in the consultation and to share their experiences.

"Have a go, speak up and reach out. It's great to have a voice for ourselves so people can understand what our struggles are," Ms Elliffe said.

An inclusive city is one where people with disability are viewed positively by the wider community and acknowledged and celebrated for their diverse contributions and experiences.

Online workshops will be held on:

- Tuesday 22 September, 1pm–2.30pm – community workshop
- Thursday 24 September, 5–6.30pm – community workshop
- Wednesday 30 September, 10am–11.30am – disability sector workshop

To register visit [cityofsydney.nsw.gov.au/council/your-say/help-us-create-a-more-inclusive-and-accessible-city-for-people-with-disability](https://cityofsydney.nsw.gov.au/council/your-say/help-us-create-a-more-inclusive-and-accessible-city-for-people-with-disability)

Community consultation closes on 9 October 2020. For more information or to have your say visit [cityofsydney.nsw.gov.au/council/your-say/help-us-create-a-more-inclusive-and-accessible-city-for-people-with-disability](https://cityofsydney.nsw.gov.au/council/your-say/help-us-create-a-more-inclusive-and-accessible-city-for-people-with-disability)

For media enquiries or images, contact Senior Media Advisors Angela Salt (0455 958 503) or Roxanne Macara (0438 554 640) or email [mediateam@cityofsydney.nsw.gov.au](mailto:mediateam@cityofsydney.nsw.gov.au)

For interviews with Lord Mayor Clover Moore contact Anusha Muller. Phone 0408 494 545 or email [amuller@cityofsydney.nsw.gov.au](mailto:amuller@cityofsydney.nsw.gov.au)

For more stories from your local area, visit [news.cityofsydney.nsw.gov.au](https://news.cityofsydney.nsw.gov.au)

Restrictions: The City of Sydney provides access to this publicly distributed image for editorial purposes only and remains the copyright owner. No archiving, commercial use or [third party](#) distribution is permitted without prior written consent. When using content for editorial purposes, you must include the following image credit adjacent to the content: "Photographer's Name / City of Sydney"

**24-hour City of Sydney Media Team contact details**

Phone 02 9246 7292 or email [mediateam@cityofsydney.nsw.gov.au](mailto:mediateam@cityofsydney.nsw.gov.au)

### Item 3.

#### Community Services Grant - Funding to Address Homelessness in the Inner City

File No: S116523

#### Summary

The City of Sydney's 25th bi-annual street count on 23 February 2021 counted 272 people sleeping rough across the local area, and 288 people occupying crisis and temporary accommodation beds. The number of people sleeping rough in the city has been slowly decreasing since 2017, in part as a result of an increase in outreach services, including those funded through the City to Specialist Homelessness Services via the NSW Department of Communities and Justice (the Department).

While primary responsibility for homelessness rests with the NSW Government, the City has responded to homelessness for over 35 years, linking people sleeping rough with services, managing the impacts of rough sleeping in the public domain, and providing sector leadership and coordination. The City works in partnership with NSW Government agencies and Specialist Homelessness Services to provide collaborative outreach to people sleeping rough. In the last financial year, more than 180 people were supported to exit homelessness.

Over the past four years, the City has contributed a total of \$4.7 million in funding to the Department to deliver Specialist Homelessness Services in the inner city, including:

- \$700,000 per annum to fund assertive outreach and post crisis support services delivered by Neami National Way2Home;
- \$300,000 per annum to provide service coordination and brokerage for young people delivered by Launchpad Youth Community Incorporated, and;
- \$200,000 per annum to fund culturally specific Outreach Services provided by Innari Housing and the Aboriginal Corporation for Homelessness and Rehabilitation Community Service.

The current funding agreement for these services ends on 30 June 2021. The services delivered by Neami National Way2Home, Launchpad Youth Community Incorporated, and Innari Incorporated have delivered positive outcomes. The Aboriginal Corporation for Homelessness and Rehabilitation Community Service has been working with the City and the Department to improve performance and outcomes.

The Department agrees that the City directly fund these services for a further three years. Directly contracting the services will enable the City to play a pivotal role in setting service specifications, developing performance measures and actively monitoring the performance of services. It will also enable the City and services to adapt to meet changing trends in homelessness, while ensuring that services are in line with the City's priorities.

The City undertook a thorough consultation with all services currently funded by the City through the Department in relation to the current funding model and future service delivery and outcomes. All were in support of direct contracting with the City.

## Recommendation

It is resolved that:

- (A) Council approve four grants to Specialist Homelessness Services totalling \$3.6 million (excluding GST) for the delivery of specialist homelessness services in the inner city during the 2021/22, 2022/23 and 2023/24 financial years. Breakdown of funding is as follows:
  - (i) \$700,000 per annum for three years for services delivered by Neami National Way2home;
  - (ii) \$300,000 per annum for three years for services delivered by Launchpad Youth Community Incorporated;
  - (iii) \$100,000 per annum for three years for services delivered by Innari Incorporated; and
  - (iv) \$100,000 per annum for three years for services delivered by Aboriginal Corporation for Homelessness and Rehabilitation Community Services;
- (B) Council note that services are provided with three years of grant funding, composed of one one-year grant plus one two-year option, allowing for performance evaluations and sector needs analysis after the initial year;
- (C) Council approve that a Consumer Price Index (CPI) increase be included in grant funding in 2022/23 and 2023/24, subject to budget approval, and;
- (D) authority be delegated to the Chief Executive Officer to negotiate, execute and administer an agreement with each grant recipient listed in clause (A) on the terms outlined in clauses (A), (B) and (C) above.

## Attachments

**Attachment A** Letter of Support from the Department of Communities and Justice

## Background

1. The City of Sydney's 24th bi-annual street count on 23 February 2021 counted 272 people sleeping rough across the local government area and 288 people occupying crisis and temporary accommodation beds. The number of people sleeping rough in the city has been slowly decreasing since 2017, in part as a result of an increase in outreach services funded through the 2017-2021 Community Services Grant from the City to the NSW Department of Communities and Justice (the Department).
2. The City's Homelessness Action Plan outlines the City's ongoing role in responding to homelessness and rough sleeping in the city and recognises that the factors that contribute to homelessness are complex and no single organisation can address homelessness alone.
3. The City of Sydney has had a strong commitment to responding to homelessness for over 35 years and works in partnership with NSW Government agencies and specialist homelessness services to respond to homelessness in the inner city. This includes providing collaborative outreach support to people sleeping rough. The Homelessness Assertive Outreach Response Team (HART) coordinated by the City, together with the Department, has housed 245 people in permanent accommodation since March 2017.
4. Between 2017 and 2021, the City funded the delivery of specialist homelessness services in the inner city as follows:
  - (a) \$700,000 per annum to fund assertive outreach and post crisis support services delivered by Neami National Way2Home;
  - (b) \$300,000 per annum for a youth-specific services, comprising brokerage funds administered by Launchpad Youth Community Incorporated in partnership with 19 other services and the provision of a youth specific assertive outreach worker;
  - (c) \$100,000 per annum to provide culturally specific assertive outreach in the inner city delivered by the Aboriginal Corporation for Homelessness and Rehabilitation Community Services, and;
  - (d) \$100,000 per annum to provide culturally specific assertive outreach in the inner city delivered by Innari Incorporated.
5. For the 2020/21 financial year, \$1.2 million funding was provided to the Department to fund the services noted above. The current one-year funding agreement with the Department ends on 30 June 2021.
6. The one-year agreement for 2020/21 brought the City's funding into line with that of the Department for other services they directly fund, whilst they conducted a review of their funding arrangements. The Department are yet to announce the results of that review, and arrangements for services they fund post June 2021.
7. In consultation with the City, the Department has agreed that the City should directly fund these services for a further three years (one-year plus a two-year grant), in order to increase flexibility, governance and accountability.
8. For all services, a thorough evaluation and sector review of performance against criteria is to be completed by City staff in June 2022 before the release of the last two years of funding.

9. Following the proposed grant period, all specialist homelessness services will be invited to apply for grant funding through the Community Grants Program.
10. Directly contracting homelessness services currently funded through the Department will enable the City to play a pivotal role in setting service specifications, developing performance measures and actively monitoring service outcomes. It will also enable the City and services to adapt to meet changing trends in homelessness, while ensuring that services are in line with the City's priorities.
11. It is considered that Innari Incorporated, Aboriginal Corporation for Homelessness and Rehabilitation Services, Launchpad Youth Community Incorporated and Neami National Way2home remain the services best equipped to continue to deliver these specialised programs.
12. The proposed mix of funding for specialist homelessness services has been informed by evidence of trends in homelessness, including over-representation of Aboriginal and Torres Strait Islander people amongst the rough sleeping population, 'on the ground' observations, and assessment of where investment by the City could deliver the greatest impact in reducing and/or breaking the cycle of homelessness.
13. An assessment of grant applications by services was completed under the Community Services Grant program criteria. The applications were assessed by Manager Homelessness, Manager Social Policy and Programs, Policy and Strategy Advisor, and the assessment meeting was chaired by the Manager Social Programs and Services.
14. The City undertook a thorough consultation with all services currently funded by the City through the Department. All were in support of direct contracting with the City.
15. The Department continues to directly fund specialist homelessness services. The City will continue to collaborate with the Department regarding ongoing funding and performance of all services.

### **Assertive outreach**

16. The first service the City will support through the funding proposed is the assertive outreach service provided by Neami National Way2Home.
17. The current funding agreement sees the City contribute \$600,000 per annum to Neami National Way2Home through the Department. Funding focuses on:
  - (a) engaging clients with complex needs who are sleeping rough, where outreach workers directly engage with clients on the streets offering assistance and case management;
  - (b) working in partnership with health services, general practitioners and other services to address the needs of the chronically homeless, and;
  - (c) ensuring a Housing First approach, which focuses on helping clients access and sustain long-term supported housing solutions.

18. Over the four-year funding period to June 2021, Neami National Way2Home has met its funding requirements and delivered positive outcomes. Between 2017 and 2021 the service supported 232 adults sleeping rough to access stable housing with ongoing support.
19. Neami National Way2Home also receives \$100,000 per annum to enhance post-crisis support for people housed. Neami National Way2Home has used this funding to investigate referral pathways for smooth transitions to housing and for additional frontline post-crisis support for clients with complex health needs.
20. One of the key features of the service offered by Neami National Way2Home is the provision of both outreach services and post-crisis support. Support for assertive outreach is directly aligned with the City's priorities in responding to homelessness and assisting people who are sleeping rough to exit homelessness. Continuing to provide funding to Neami National Way2Home will enable the service to maintain the level of assertive outreach delivered over the past three years in the inner city.
21. It is proposed that for the period 2020/21-2023/24, the City directly provide \$700,000 per annum to Neami National Way2Home, comprising \$600,000 to enable the organisation to maintain assertive outreach services and \$100,000 to enhance post-crisis support services.

### **Preventing young people from becoming homeless**

22. The second service the City will support is a service to prevent youth homelessness, as part of the Inner-City Homelessness Prevention and Support Service for Young People through Launchpad Youth Community Incorporated.
23. Young people who first experience homelessness before the age of 18 are more likely to experience persistent homelessness in adulthood. Pathways into homelessness for young people may include family breakdown and being in foster care. Being able to prevent young people from becoming homeless in the first place, or stopping them from becoming entrenched in homelessness, helps give them the best chance in life.
24. Brokerage is funding for services to prevent young people from becoming homeless including bond, housing establishment such as furniture, emergency transport, accommodation, medical support, mental health support, reconnection with family members and education.
25. Currently, the City provides \$300,000 per annum through the Department for case coordination and brokerage to provide flexible support to prevent young people with complex needs from becoming homeless or entrenched in homelessness. Launchpad Youth Community Incorporated administers these funds.
26. The service has met its funding requirements and exceeded expectations in the delivery of outcomes for young people. Since 2017, the service prevented 531 young people from becoming homeless, and supported 396 young people who were homeless to access safe and stable housing.
27. It is proposed that the City directly provide funding of \$300,000 to Launchpad Youth Community Incorporated to maintain and enhance service coordination and brokerage for young people and the provision of a youth specific assertive outreach worker.

**Aboriginal outreach services**

28. The third and fourth services the City will support is Aboriginal outreach services, through the Aboriginal Corporation for Homelessness and Rehabilitation Community Service and Innari Incorporated.
29. Approximately 15 per cent of people sleeping rough in inner Sydney surveyed during the 2019 Connections Week Survey identify as being Aboriginal or Torres Strait Islander. This is despite Aboriginal and Torres Strait Islander people comprising only one per cent of the City of Sydney residential population.
30. Both the Aboriginal Corporation for Homelessness and Rehabilitation Community Service and Innari Incorporated have provided outreach services to Aboriginal and Torres Strait Islander people since 2017.
31. Innari Incorporated has met their funding requirements.
32. The Aboriginal Corporation for Homelessness and Rehabilitation Community Service has been working with the City and the Department to improve performance and outcomes. The City is confident that a direct funding model will ensure improved governance and relationship management to improve performance and outcomes.
33. Since 2017 these services have assisted 50 people into permanent accommodation.
34. It is proposed that the City directly provides funding of \$200,000, comprising \$100,000 to the Aboriginal Corporation for Homelessness and Rehabilitation Community Service and \$100,000 to Innari Incorporated for the delivery of Aboriginal-specific outreach services.

**Grant management and acquittal**

35. The City's Homelessness Unit will manage all grants directly with recipients on an ongoing basis and will set Key Performance Criteria with recipients.
36. The City's Indigenous Leadership and Engagement team will assist with the grant management of Aboriginal-run assertive outreach services.
37. City staff will meet with funded services on a monthly or quarterly basis, depending on need, to discuss the progress recipients are making against Key Performance Criteria.
38. Performance of services will be closely monitored by the City, and support provided where necessary or requested. Any performance issues will be raised and discussed in meetings with grant recipients as required.
39. Reports outlining acquittal of funds, and progress against Key Performance Indicators will be provided to the City by the services at the end of each reporting period. As the reporting period for the current grant has not yet ended, acquittals have not been completed.
40. There will be an opportunity to revisit Key Performance Indicators and evaluate service delivery after one year of funding. This allows the City to assess each service's performance before releasing funds for the remainder of the contract. Any failure to meet funding requirements may result in organisations being rated as B or C in the annual performance review process, and appropriate action taken.

41. New grant agreements between the City and services listed above will need to be developed. City staff will be responsible for contract management for each of the organisations funded via the agreement
42. It is recommended that authority be delegated to the Chief Executive Officer to approve the evaluation and continuation of funding prior to the two-year option being exercised.

## Key Implications

### Strategic Alignment - Sustainable Sydney 2030

43. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. These grants are aligned with the following strategic directions and objectives:
  - (a) Direction 8 - Housing for a Diverse Population Direction 8 - the grant funding provided to NSW Department of Communities and Justice will support better outcomes for people who are homeless or at risk of homelessness, including access to long term housing and support.

## Risks

44. The City's current funding makes up half of Neami National Way2home's total operating budget, the balance of which is funded by the Department. Should the Department decide to change their funding distribution Neami Way2Home's service delivery may be impacted. Impacts could include a decrease in the number of patrols provided, clients supported and housing outcomes.
45. Services may not meet the City's revised performance criteria or may not perform to the City's standards. All efforts will be made to ensure high levels of performance through stringent governance processes, effective relationship management and the annual assessment process. Failure to meet standards may mean that a service may not receive the additional two-year funding option.

## Social / Cultural / Community

46. The proposed mix of funding for specialist homelessness services has been informed by evidence of trends in homelessness, including over-representation of Aboriginal and Torres Strait Islander people amongst the rough sleeping population, 'on the ground' observations, and assessment of where investment by the City could deliver the greatest impact in reducing and/or breaking the cycle of homelessness.

## Economic

47. The reduction of street homelessness carries positive economic impacts across the inner city through the reduction of resources directed toward areas such as security; waste and cleansing; policing; and repeated provision of expensive health, corrective services and other welfare services.

### **Financial Implications**

48. Provision for the allocation of funding for homelessness services, has been included in the draft 2021/22 operating budget and future year forward estimates, which is subject to Council approval.

### **Relevant Legislation**

49. Section 356 of the Local Government Act 1993 (NSW).
50. All four grant recipients are not-for-profit providers.

### **Critical Dates / Time Frames**

51. The current grant provided to the NSW Department of Communities and Justice expires on 30 June 2021. To allow City staff adequate time to execute and administer agreements with the services, a decision by Council is required no later than May 2021.

### **EMMARIGNEY**

Director City Life

Katie Phillips, Homelessness Project Coordinator

# **Attachment A**

**Letter of Support from Department of  
Communities and Justice**



D21/51305

Kirsten Woodward  
Manager Social Programs and Services  
Council of City of Sydney  
456 Kent Street  
Sydney NSW 2000

Dear Kirsten

Thank you for your email dated 18 December 2020 in which the City of Sydney Council proposes to directly fund and contract four homelessness services in the inner city from July 2021.

I understand that the City of Sydney has allocated funding to four homelessness service providers including Launchpad Community, Neami National, Innari Inc and the Aboriginal Corporation for Homeless and Rehabilitation Community Services historically through the Department of Communities and Justice (DCJ). The Sydney, South Eastern Sydney and Northern Sydney (SSESNS) District has provided contract management services for these contracts since 2014.

I also understand that your email seeks to amend these arrangements commencing July 2021 and that DCJ will no longer contract and manage these services on your behalf.

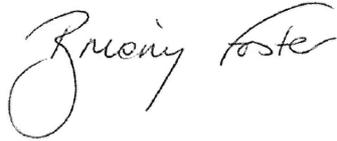
DCJ supports the City of Sydney Council proposal and considers this approach will provide benefits including clearer reporting lines for funding and outcomes; reduced administrative burden; and the ability to align the contracts with the City of Sydney grant funding processes.

I encourage a collaborative partnership between DCJ, the City of Sydney and the homelessness services in administering the contracts as it will be important to ensure that the services are consistently supported; data is not duplicated; and the same outcomes are not reported through the contract management processes to the City of Sydney and to DCJ. I encourage collaboration in establishing performance measures and outputs for the new contracts commencing July 2021.

I would like to take this opportunity to thank the City of Sydney for your partnership and collaboration in working with the District towards reducing street homelessness, particularly through the challenges resulting from the COVID-19 pandemic.

If you would like to discuss this matter further, please contact Penny Church, Director Commissioning and Planning on 0401 144 434 or email [penny.church2@fac.s.nsw.gov.au](mailto:penny.church2@fac.s.nsw.gov.au).

Yours sincerely

A handwritten signature in black ink that reads "Briony Foster". The signature is written in a cursive style with a large initial 'B'.

Briony Foster  
**Executive District Director**  
**Sydney, South Eastern Sydney & Northern Sydney Districts**  
5 February 2021