

Attachment D

**Annual Report 2024/25 – Inclusion
(Disability) Action Plan 2021–25**

Inclusion (Disability) Action Plan




Annual Report
2024/25

The City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area.

CITY OF SYDNEY 

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The City of Sydney
acknowledges the Gadigal of the
Eora Nation as the Traditional
Custodians of our local area.

We acknowledge their continued
care and protection for the lands
and waters of this place since
time immemorial.

Introduction

The City of Sydney has a long history of making our facilities and services easier to access for people with disability. We're committed across the whole organisation and take the lead to make our city more inclusive and accessible for everyone. This commitment is embodied in our [inclusion \(disability\) action plan 2021–2025](#).

Legislative policy context

Achieving better support and outcomes for people with disability has been a high priority across Australia since 1992. The *Disability Discrimination Act 1992* made discrimination based on disability unlawful. Australia also signed the [United Nations Convention on the Rights of Person with Disabilities](#) in 2007 and developed [Australia's Disability Strategy 2021–2031](#).

In line with federal policy directions, the *NSW Disability Inclusion Act 2014* and *Disability Inclusion Amendment Act 2022* mandates that local governments develop and implement disability inclusion action plans.

Plan development

Our inclusion (disability) action plan 2021–2025 is our fifth, which builds on the progress we've made through previous plans. We developed this plan with people with disability and/or caring responsibilities, local disability service providers, peak disability representatives, advocacy organisations and the City of Sydney's Inclusion (Disability) Advisory Panel.

Inclusion (Disability) Advisory Panel

The City of Sydney's [Inclusion \(Disability\) Advisory Panel](#) provides strategic and expert advice to the organisation on the development, implementation and review of our policies, strategies and plans to advance the inclusion of people with disability in all areas of our work.

Plan monitoring framework

This plan aligns with our long-term vision of an inclusive city. It includes 29 actions across 4 key directions, as set out by the NSW Government, designed to address barriers faced by people with disability.

The plan is flexible and adaptable to changes such as legislation, new technology and social and environmental changes. An implementation plan was developed to incorporate the framework into business plans and Council's [operational plan](#). This is reviewed each year by relevant business unit managers to allocate resources and provides accountability for achieving the actions set out in the plan.

A working group of responsible officers meets twice a year to report on the progress of their assigned actions and share challenges, achievements and opportunities.

Our social policy officer – access and inclusion is responsible for overseeing the implementation plan, coordinating the working groups and collating progress reports, including this annual report.

The panel receives an update on the progress of the implementation plan each year and provides advice to the organisation on key actions as required.

The purpose of this report

Our annual report details progress made during each financial year on the scheduled actions identified in the plan. This is the last annual report for our 2021–2025 plan. A revised inclusion (disability) action plan 2025–2029 was approved by Council in June 2025.

This report provides a summary of the achievements including best practice examples across each of the plan's actions.

The report is published each year with our annual report under the integrated planning and reporting framework. In line with requirements of the *NSW Disability Inclusion Act 2014*, a copy of this report is also made available to the Minister for Families and Communities and Minister for Disability Inclusion, and the Disability Council of NSW.

The action plan in review and next steps

While most of our actions in this plan are now completed, some have been identified as ongoing in our new inclusion (disability) action plan.

These are the key highlights over the past 4 years under the 4 key directions in the inclusion (disability) action plan 2021–2025:

Positive attitudes and behaviours: We've achieved much towards improving access and inclusion by raising awareness and visibility of disability to challenge stigma and stereotypes and change community attitudes. This was highlighted with a wide range of accessible and inclusive community programs and initiatives we've produced over the years. Next steps identified include a focus on showcasing the diversity of disability with people with intersectional identities.

Liveable communities: We've been proactive in addressing changes to planning controls to provide more accessible and affordable housing. We've also demonstrated leadership and consistent commitment with the improvement of physical accessibility in public spaces. Moving forward we'll have access audits on key facilities and spaces, along with allocating capital works budgets to provide for continuous improvement.

Meaningful employment: We've applied flexible working arrangements with outcome focused roles and developed a candidate-led recruitment system. We've learnt a more strategic approach towards increasing employment and development opportunities is needed, along with continued promotion of an inclusive workplace culture to provide more meaningful employment.

Systems and processes: We've developed a series of policies and guidelines to enhance access and inclusion and mandated their use by employees. This means building a more inclusive culture by improving how we work, such as better language, images and content to ensure the information we share online is easier for everyone to access. We need to take more action to promote this and apply it consistently so it can make a bigger difference.



Image 1. Participant in our multicultural focus group developing our new inclusion (disability) action plan. Photo by Phoebe Pratt / City of Sydney

Key achievements

Over the past year, we've continued to complete priority actions identified by our communities, through a collaborative approach that advances the inclusion of people with disability.

A key focus in 2024/25 has been to prioritise access and inclusion by recognising it as a core component of successful programming in community centres, libraries, recreation centres and spaces, through arts and culture and our grants and sponsorships programs.

Positive community attitudes and behaviours

Challenge stereotypes and stigma to improve and promote positive attitudes towards people with disability.

We organised and presented more than 800 disability-inclusive events and activities, including celebrations for the annual International Day of People with Disability (IDPwD). It was held over a 2-week period from 27 November to 14 December 2024 to recognise and celebrate the contributions people with disability make to our communities.

The program included an engaging mix of recreational, social, arts and cultural activities in partnership with our community centres, libraries and recreation centres. Events included talks, sports days, film screenings, craft workshops, comedy shows, and training and information sessions.

Success story: 'Pet peeves' around disability



Image 2. Two people discuss 'pet peeves' around disability and how people can be more inclusive for International Day of People with Disability 2024. Photo by Chris Southwood/City of Sydney

We produced an awareness raising campaign, 'It's time to spill the tea', to promote IDPwD 2024. The campaign featured 4 passionate disability advocates, Giancarlo de Vera, Dwayne Fernandes, Charlie Zada and Audrey O'Connor, who have been underestimated and stereotyped because of their disabilities.

They shared their pet peeves, which include having their potential limited by others' assumptions and being perceived as burdens or objects of pity. The campaign was a great way to foster greater respect and understanding and highlight the importance of inclusive practices by having people

with disability express their real-life experiences. The campaign included 87 public domain screens displaying 3 unique images to promote IDPWD in the city. The short video was viewed 33,838 times.

“This initiative brilliantly flips the script, using humour and direct advocacy to tackle everyday ableism. It's a compelling reminder that true inclusion starts by listening to the community, and it provides a powerful tool to educate and engage the public on a deeper level.”

– Giancarlo de Vera

Liveable communities

Liveable communities are places where people can live, learn, work and play, feel safe, belong, connect with others and grow old.

Over the years we've developed housing strategies that identify the need for more accessible and affordable housing, and we've worked to facilitate initiatives that respond to the demands of our diverse communities, including people with disability.

Many people with disability voiced their concerns about housing challenges in the development of the new inclusion (disability) action plan 2025–2029.

Success story – Liveable communities

Council has proactively changed planning controls to support more affordable housing, levied affordable housing contributions from developers and distributed them to community housing providers. This is in addition to selling Council owned land and properties at a discount, providing grants of up to \$3 million from our affordable and diverse housing fund and collaborating with the NSW Government on large-scale housing solutions.

In June 2025, Council approved changes to our Development Control Plan requiring all new dwellings be delivered to the Australian Building Codes Board Liveable Housing Design Standard. Also, in larger new residential developments, 15% of dwellings will continue to be delivered to the Australian Standard (Adaptable Housing).

These are significant steps towards increasing the supply of accessible housing locally that meets the access needs of people with diverse disabilities to allow them to age in place. This commitment is demonstrated through our [housing for all strategy](#) to investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed.

The concept of universal housing design is captured in the [Liveable Housing Design Standard](#). The standard recommends the inclusion of features that make homes easier and safer for all people, including people with disability.

We'll continue to use every opportunity available to maximise the amount of affordable and diverse housing in our local area. We'll also continue to work with people with diverse disabilities to better understand needs, barriers and opportunities for housing for people with disability.

“We're pleased to see the City of Sydney demonstrating leadership in creating inclusive communities and we celebrate their genuine commitment to improving outcomes for people with disability. Accessible housing is fundamental to ensuring people with disability can live independently and participate fully in society. This commitment to implementing universal design principles and increasing accessible housing options will benefit not only people with disability but create better living environments for everyone. When people have access to appropriate housing that meets their needs, it enables them to focus on their goals, careers, and contributing to their communities”.

– Emily Matthews, Australian Disability Network



Image 3. Construction progress with new developments around the Ashmore precinct. Photo by Katherine Griffiths / City of Sydney

Meaningful employment

Creating new opportunities and supporting people with disability in the workplace through a culture of inclusion.

Our ongoing commitment to fostering a diverse and inclusive workplace is reflected in our continued leadership and collaboration to provide for more meaningful employment for people with disability. We've carried out many initiatives in the past 12 months including:

- participating in the Australian Human Rights Commission's Equality at Work program aiming to provide best practice employment and development opportunities for employees with disability
- being reaccredited as a disability confident recruiter by the Australian Disability Network for the third year in a row
- trialling a reverse mentoring program to learn from it and use those insights to help raise awareness and understanding
- partnering with disability employment providers to create meaningful employment opportunities for people with disability.

Success story of independence and inclusion – Meaningful employment

Karen Lui has been a valued team member at Cook + Phillip Park Pool for more than 15 years, working 5 days a week. Living in south-west Sydney, Karen travels independently into the city – a testament to her confidence and growth through employment.

Karen's role includes maintaining the cleanliness of the female change rooms, gym equipment, staff room and before the pandemic, the cafe area. She also takes care of mopping the mezzanine, stairs, and the corridor leading to the basketball court. Her work is essential to the smooth operation and welcoming environment of the centre.

Karen receives ongoing support from Kerry Psaradellis at Job Support, Belgravia Leisure's disability employment partner. Kerry visits weekly to reinforce tasks and provides retraining when new responsibilities arise. She also liaises closely with centre manager Kayleigh McCallum and assistant centre manager Kat Mihaljek to ensure Karen's role continues to be meaningful and well-supported.

Known for her sociable and cheeky personality, Karen is well-liked by both staff and members. She is one of Belgravia Leisure's longest-standing employees through Job Support, and her journey is an example of inclusive employment in action.

Employment has had a transformative impact on Karen's life. She now travels independently, enjoys financial independence, and has even taken overseas holidays with her family. Karen is also a member of the gym and works out 3 times a week after her shift, which highlights her commitment to health and wellbeing.

Belgravia Leisure's inclusive employment policy has enabled Karen to maintain fulfilling, paid employment. Kerry has shared that working with Belgravia Leisure has been a positive experience, with strong support from centre managers, including former centre manager Luke, Kayleigh and Kat. The City of Sydney inclusive employment policy is key for this partnership to work.

"I love it here and I feel safe and welcomed. I love to have a joke with the members and staff."

– Karen Lui



Image 4. Karen Lui, employee at Cook + Phillip Park Pool, holding her certificate of 15 years of service. Photo by Kayleigh McCallum / City of Sydney

Equitable access to mainstream services

Improve systems, processes and technology to be more accessible so people with disability can get the information about services they need to make informed choices.

Success story – Equitable access to mainstream services



Image 5. We ran grants writing workshops as part of our Connect Sydney program. Photo by IStock

We took a leadership role in 2024/25 to enhance the accessibility and inclusion of our grants and sponsorship programs by continuing to make improvements to systems and processes in consultation with people with disability.

Our review looked at simplifying and improving grants management including all application forms, processes and grants guidelines. Under the review, a communication plan was developed to ensure everyone in our diverse communities including people with disability are informed and can apply for City of Sydney grants.

We promoted our grants guidelines and application forms being available in accessible formats such as Easy Read and large print, and oral applications on request. We use the SmartyGrants platform, which meets Web Content Accessibility Guidelines by ensuring all forms can be read by screen readers.

We actively support projects that aim to increase accessibility and inclusion by promoting disability awareness in the community and we support businesses led by people with disability. Grants information sessions, training opportunities and workshops on grants writing are regularly promoted.

Direction 1: Positive community attitudes and behaviours

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
<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 will have the skills to meet requirements under the Commonwealth <i>Disability Discrimination Act 1992</i> and the <i>NSW Disability Inclusion Act 2014</i> and deliver services that consider inclusion, not just compliance.</p>	<p>1. Continue to implement a program of disability inclusion training for City of Sydney employees.</p>	<p>Completed (Ongoing)</p>	<p>As mentioned earlier, while most of our actions in this plan are now completed, some have been identified as ongoing in our new inclusion (disability) action plan.</p> <p>We continue to implement a program of mandatory disability inclusion training for new and existing employees.</p> <p>We also offer specialist disability training to assist employees in their roles by increasing understanding, empathy and building capacity for greater disability inclusion.</p>	<p>278 employees completed the Inclusion (Disability) Awareness Training.</p> <p>379 employees completed the Diversity and Inclusion training.</p> <p>494 employees (16% of total employees) completed the Hidden Disabilities Sunflower training to date.</p> <p>347 employees completed mental health training.</p> <p>41 employees completed specialist disability training relevant for their roles.</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.	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.	Completed (Ongoing)	<p>We continue to produce a range of programming activities to raise awareness and foster positive community attitudes through our libraries, recreation, events and cultural and community programs.</p> <p>Events supported the needs of people with disability, incorporating accessibility services such as Auslan interpreting, content created by individuals with lived experience of disability, and programming that explored a range of disability-related topics.</p> <p>Highlights included:</p> <ul style="list-style-type: none"> – Auslan and English storytime sessions to support early literacy development within the Deaf community – Auslan interpretation was provided at programs exploring history, art, design, and culture – A sensory space was featured at the National Science Week event to support neurodiverse audiences – Green Square Library hosted a comedy show featuring performers with lived experience of disability – We produced a comprehensive program to celebrate International Day of People with Disability (IDPwD) 2024 over a 2-week period from 27 November to 14 December at various locations across the City of Sydney local area. <p>Program highlights included:</p> <ul style="list-style-type: none"> – <i>Are You Pulling My Leg</i> comedy show (internal staff event) 	<p>Over 800 inclusive programs were delivered aiming to promote positive community attitudes towards people with disability.</p> <p>88 programs were held at our community centres.</p> <p>17 Auslan storytime sessions were held for Deaf people with over 135 people attending.</p> <p>7 events with content about or produced by people with disability.</p> <p>2 mental health first aid workshops were delivered through the Connect Sydney program.</p> <p>59 creative projects and festivals for and with people with disability were funded under our grants and sponsorship program.</p> <p>184 artists with disability were engaged in these projects.</p> <p>281 people with disability participated in these creative activities.</p> <p>13 events and activities were organised to celebrate IDPwD.</p> <p>Nearly 500 participants joined the events and activities.</p>
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Objectives	Actions	Timing	2024/25 Status and progress update	Measures
			<p>The event explored access and inclusion through a lived experience lens and raised awareness and understanding of the many facets of disability.</p> <ul style="list-style-type: none"> – Business Breakfast <p>Showcased the business case for access and inclusion, increasing profits, diversifying customer base, and building more brand loyalty.</p> <ul style="list-style-type: none"> – Abilities Unleashed – Adult, Youth and Children Sports Day <p>The event was organised in collaboration with Disability Sports Australia and Variety – The Children's Charity. The day offered multisport stations catering for participants with mental health conditions and/or learning, physical, intellectual or sensory disabilities.</p>	<p>More than 120 City of Sydney employees attended the <i>Are you pulling my leg</i> comedy show.</p> <p>More than 50 businesses attended 'Good access is good for business' breakfast.</p> <p>150 participants (youth and children) and adults attended Activate Inclusion Sports Day Abilities Unleashed at Perry Park Recreation Centre.</p> <p>86% of 560 survey responses received across all programming reported a greater understanding of disability inclusion.</p>
Positive community attitudes towards people with disability and mental health conditions are promoted through the City's digital and print platforms.	3. Increase the usage of images of people with disability across City publications, digital platforms and media channels.	Completed (Ongoing)	<p>We continue to increase the use of images of people with disability across our publications, digital platforms and media channels each year.</p> <p>Since the launch of the new image library in late 2024, employees have access to 193 images that feature people with disability for use in publications and general communications. All images include alt text to improve accessibility and readability.</p> <p>Disability event content was featured on QMS screens all year-round and included more imagery options including diverse disabilities and non-visible disabilities.</p>	<p>140 new images of people with disability have been added to the City of Sydney image library.</p> <p>Storytelling and shared lived experience of disability and caring were featured in City of Sydney News.</p>

Direction 2: Liveable communities

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
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.	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.	Ongoing	<p>Our pedestrian access and inclusion program is ongoing.</p> <p>We invested \$21,005,164 in 2024/25 on upgrades to pedestrian access and inclusion improvement projects, which included footpath treatments and widenings, installing kerb ramps, pedestrian and traffic calming measures and raised crossings.</p> <p>In June 2025 we also reviewed the Sydney streets code and carried out a focus group with Vision Australia and Guide Dogs NSW to provide targeted accessibility feedback for consideration.</p>	<p>18,478m² of footpath installed.</p> <p>162 access and inclusion improvements were built, including new kerb ramps, continuous footpath treatments and raised pedestrian crossings.</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	5. Improve access to information about City of Sydney facilities and open spaces to assist people with disability including people with Autism.	Completed (Ongoing)	<p>Improved access to information about City of Sydney facilities and open spaces to assist people with disability, including people who are neurodivergent, to better navigate their way across the local area.</p> <ul style="list-style-type: none"> – Accessibility map 	<p>Our website was updated to provide access and inclusion features of parks and playgrounds.</p> <p>4,925 views of the accessibility map.</p> <p>Access Keys were viewed:</p>

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
people with disability to travel through the city with dignity and independence.			<p>We improved how we provide information on accessibility features in parks and playgrounds, water bubblers, quiet spaces and accessible play which were added to the accessibility map.</p> <ul style="list-style-type: none"> – Access Keys <p>We developed Access Keys for 6 aquatic and recreation centres to provide detailed access and inclusion information for people with diverse disabilities.</p> <p>The following are in the final stage of review and will be published on the City of Sydney website shortly:</p> <ul style="list-style-type: none"> – Cook + Phillip Park Pool – Ian Thorpe Aquatic Centre 	<ul style="list-style-type: none"> – Gunyama Park Aquatic and Recreation Centre – 3,347 times – Prince Alfred Park Pool – 1,427 times – Victoria Park Pool – 408 times – Andrew (Boy) Charlton Pool – 1,266 times
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.	6. Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces, where appropriate.	Completed	From 2021–2024, we've completed installing 670 new seats to provide more rest opportunities on streets and outdoor spaces as part of the City of Sydney street furniture project.	6 new seats were installed in the City of Sydney area in 2024.

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
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.	7. Advocate for other government agencies and landowners to provide additional Adult Change Facilities in the City of Sydney area.	Completed (Ongoing)	<p>Accessible adult change facilities are in these areas:</p> <ul style="list-style-type: none"> – Sydney Opera House – Abraham Mott Community Space, Millers Point – Australian Museum, College Street, Sydney – Sydney Modern (Art Gallery NSW), The Domain – ICC Darling Harbour – NSW Parliament House, Macquarie Street, Sydney – Sydney Football Stadium, Paddington – Gunyama Park Aquatic and Recreation Centre, Zetland <p>Sydney Town Hall and Customs House upgrades will include new adult changing facilities.</p> <p>Advocacy for inclusion continues with Transport for NSW to explore greater accessibility and inclusion across the network.</p>	8 adult change facilities are available in the City of Sydney area.

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
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.	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.	Completed (Ongoing)	<p>We embedded accessible and inclusive design principles into the construction of new parks and facilities and when we renew or upgrade existing parks and open spaces.</p> <p>We adopted best practice guidelines including the Design Across the Spectrum to ensure sensory, cognitive and social needs were considered when creating inclusive and accessible spaces.</p>	<p>4 new parks and playgrounds were updated to be inclusive and welcoming of people with diverse disabilities and sensory needs.</p> <p>A sensory space was featured at the National Science Week event to support neurodiverse audiences.</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.	9. Provide charging points for personal devices such as phones, electric bikes and mobility scooters in City of Sydney facilities.	In progress	This action will be rolled over to the next plan.	In progress

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
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.	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.	Ongoing	<p>Since 2021 we've introduced timed mobility parking and provided mobility parking permit holders with information about the mobility parking scheme. The scheme allows permit holders to stop in a no parking zone for up to 5 minutes to drop off or pick up a passenger.</p> <p>We're continuing to advocate for commercial parking operators to increase the amount of off-street accessible parking available in the local area.</p>	4 new mobility parking spaces were installed in the City of Sydney area in 2024/25.
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	11. Identify the most appropriate hearing augmentation systems to be used across the City of Sydney's facilities and venues, where appropriate.	Ongoing	<p>Since the introduction of the Disability (Access to Premises – Buildings) Standards in 2010, new City of Sydney community facilities have been designed to include hearing augmentation.</p> <p>Portable hearing augmentation devices are available for use across all community facilities. These support program and event participation for people who are hard of hearing where the use of in-built amplification is not suitable.</p>	<p>15 (29%) of the City of Sydney's community facilities, aquatic centres, venues and libraries have permanent hearing augmentation installed.</p> <p>All community facilities including libraries have access to portable hearing augmentation systems.</p>
Businesses in the City of Sydney area are more accessible and	12. Collaborate with local businesses and disability-led	Completed Ongoing	We hosted the 'Good access is good for business' breakfast, which was part of a series of events to celebrate International Day of People with Disability 2024.	More than 50 business owners attended the event.

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
inclusive to people with disability, parents with prams and older people, as well as their friends and families.	organisations to build their capacity to be more inclusive and accessible.		<p>We developed a campaign to promote access and inclusion tips and the legal access rights of people with assistance animals.</p> <p>Guide Dogs NSW/ACT developed a guide for businesses and organisations to improve access and inclusion for people who are blind or have low vision.</p> <p>We also presented our new inclusion (disability) action plan 2025–2029 to 11 NSW councils at the Zero Barriers communities of practice.</p>	<p>The video was viewed 27,994 times.</p> <p>\$30,000 grant awarded to Guide Dogs Australia to educate businesses based in the local area around the access rights of assistance animals within their premises.</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.	13. Through the implementation of our housing for all strategy investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed.	Ongoing	<p>We updated our planning controls to increase the requirement for accessible housing in the Sydney Development Control Plan 2012 to require all dwellings be delivered to a minimum Liveable Housing Design silver performance standard.</p> <p>In larger new residential developments, 15% of dwellings will continue to be delivered to the Australian Standard (Adaptable Housing).</p>	The planning controls require housing to achieve 100% silver and 15% platinum liveable housing guidelines.

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
Opportunities for inclusive participation are available at City of Sydney Facilities, and people with disability can easily identify opportunities that meet their preferences and needs.	14. Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.	Ongoing	<p>We continue to produce a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability.</p> <p>Our aquatic centres provided the 'Take Charge' mental health exercise program, a disability-inclusive open day held in collaboration with national advocacy partners.</p> <p>We also organised a series of 'Inclusive Health and Wellbeing Days' offering allied health services and accessible activation spaces, and weekly inclusive tennis programs and school holiday camps.</p>	<p>More than 800 inclusive and accessible events and programs were produced.</p> <p>Collectively, these programs achieved more than 1,000 attendances at our sport and recreation centres.</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.	15. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.	Completed Ongoing	We continue to provide programs promoting social inclusion, connection and participation that empower people to manage their stressors and social and emotional wellbeing.	<p>166 events/programs designed to empower people to manage their stressors and social and emotional wellbeing.</p> <p>Our community centres hosted 88 events attracted 140,007 attendees.</p> <p>Also, 7 cultural programs with content about or presented by people with disability attracted 121 attendees.</p>

Objectives	Actions	Timing	2024/25 Status and progress update	Measures
Major events in the City of Sydney area are accessible, inclusive and encourage greater participation of people with disability.	16. Deliver and facilitate major events in line with the City of Sydney's inclusive and accessible event guidelines.	Ongoing	<p>Major events such as Christmas Concerts, Sydney Lunar Festival and Sydney New Year's Eve were produced in line with the inclusive and accessible event guidelines and provided the following accessibility features:</p> <ul style="list-style-type: none"> – accessible viewing areas – quiet spaces – accessible adult change rooms – staffed accessible drop-off and pick-up points – parking and buggy transfers across the events – promotion of accessibility features. <p>We also offered accessible facilities at all events, including interpretation services, parking and drop-off zones and we improved communication and online information about the events.</p>	All our major events complied with our inclusive and accessible event guidelines.
People with disability have equitable opportunities to participate in cultural life and events in the city.	17. Continue to promote participation of artists with disability and audience members with disability in arts programs through implementation of the creative city strategy.	Ongoing	<p>We continue to encourage and support grant recipients to provide accessible and inclusive events, and this includes programming with people with disability.</p> <p>In 2024/25, \$44,273 funded projects that catered for audiences with disability. Most events were held in accessible venues or provided online/live streaming options to address physical barriers.</p> <p>These combined projects engaged artists with disability and people with disability in creative activity.</p>	<p>7 projects were funded to support people with disability.</p> <p>184 artists with disability were supported under these projects.</p>

Direction 3: Meaningful employment

Objectives	Actions	Timing	2024/25 status and progress update	Measures
Build organisational capability for disability inclusion.	18. Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs.	Ongoing	Our ongoing commitment to fostering a diverse and inclusive workplace is reflected in our continued leadership and collaboration to provide more meaningful employment for people with disability.	<p>379 employees completed diversity and inclusion training.</p> <p>278 employees completed Inclusion (Disability) Awareness Training.</p> <p>347 employees completed mental health training.</p> <p>494 employees (16% of total employees) completed the Hidden Disabilities Sunflower training.</p> <p>53 employees completed specialist disability training relevant for their roles, increasing understanding, empathy and building capacity for greater disability inclusion.</p>

Objectives	Actions	Timing	2024/25 status and progress update	Measures
Invest in building the capabilities of people with disabilities, in our workforce.	19. Build the capacity of employees with disability as leaders through management and leadership programs.	Ongoing	We trialled a reverse mentoring program to learn from it and use those insights to help raise awareness and understanding, as well as leadership and development opportunities for employees with disability in the coming year.	We had 8 pairs (16 participants) across 6 divisions within the organisation who participated in this trial program.
Attract and recruit people with disability into meaningful roles at the City of Sydney.	20. Increase employment and development opportunities for people with disability.	Ongoing	<p>The Diversity Council Australia listed the City of Sydney as an Inclusive Employer, embedding our values of 'better together'. Our results in the 2023/24 Inclusive Employer Index surpassed the national benchmark about how employees feel about their employer and how diversity and inclusion is embedded in key systems across the organisation.</p> <p>We were recredited as a disability confident recruiter by the Australian Network on Disability for the third year in a row.</p> <p>We're participating in the Australian Human Rights Commission's Equality at Work program, which aims to provide best practice employment and development opportunities for employees with disability.</p> <p>We participated in the Settlement Services International Communities of Practice in 2024/25. We shared ideas and collaborated to provide best-practice and promoted more meaningful employment for people with disability, supporting their storybook project and Pathways to Possibilities launch.</p> <p>We partnered with disability employment providers to create meaningful employment opportunities for people with disability.</p> <p>Belgravia Leisure, the operators of City of Sydney pools and fitness centres employed 3 people with intellectual disability.</p>	<p>3 employees with intellectual disability were engaged in full time permanent roles.</p> <p>The number of employees with disability increased from 2.4% last year to 2.5% this year, so we have 50 employees with disability.</p>

Objectives	Actions	Timing	2024/25 status and progress update	Measures
Build an inclusive workplace culture where employees with disability are valued and respected.	21. Creating opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.	Ongoing	<p>We continue to provide opportunities to engage employees with disability and to retain their employment.</p> <p>We hosted events for Carers Week, R U OK? Day and International Day of People with Disability to raise awareness and celebrate achievements of employees with disability.</p> <p>Opportunities to recognise and reward accessible and inclusive behaviour was provided through the employee recognition awards.</p> <p>Inclusive City disability employee network experienced steady growth. The network had 7 meetings and developed a draft action plan to begin disability-led change in the coming year.</p>	Average employment tenure for people with disability is 15 years.
The City of Sydney's procurement policies and practices improve employment outcomes for people with disability.	22. Strengthen procurement practices by building relationships with Australian Disability Enterprises and educating City of Sydney staff.	2023–24	<p>This action has been superseded following publication of the Australian Disability Royal Commission's recommendations, and a <u>Resolution of Council</u> on 11 December 2023.</p> <p>We've identified new actions for 2024/25:</p> <ul style="list-style-type: none"> – review current City of Sydney procurement contracts to avoid procuring from Australian Disability Enterprises where possible – collaborate with people with lived experience of disability, including our Inclusion (Disability) Advisory Panel, to develop a suitable replacement procurement action that supports disability-owned and operated businesses for our inclusion (disability) action plan 2025–2029. 	Action superseded.

Direction 4: Equitable access to mainstream services

Objectives	Actions	Timing	2024/25 status and progress update	Measures
People with disability are informed, consulted and actively participate in Council decision-making processes.	23. Identify and implement strategies to inform people with disability about how they can be involved in Council decision making.	Ongoing	<p>We developed the inclusion (disability) action plan 2025-2029 with an extensive range of targeted and inclusive engagement approaches from August until November 2024. These included:</p> <ul style="list-style-type: none"> – people with intellectual disability in collaboration with the Council for Intellectual Disability – people of diverse sexualities and genders with disability in collaboration with Sydney Queer and Disability Community Group (SQuAD) – people with disability from multicultural backgrounds in collaboration with the Multicultural Disability Advocacy Association, Ethnic Community Services Co-operative and Settlement Services International – Aboriginal and Torres Strait Islander people with disability in collaboration with First Peoples Disability Network Australia – people who are neurodivergent in collaboration with Autism Spectrum Australia (Aspect) – an additional focus group with 12 representatives from disability service providers who are members of the City of Sydney and Eastern Sydney Ageing and Disability Interagency network – a co-design roundtable workshop attended by 90 people, which included people with disability, family members and carers, 	<p>350 people were engaged and provided feedback for the development of the new inclusion (disability) action plan.</p> <p>160 respondents completed the online survey.</p> <p>53 people attended 5 focus groups.</p> <p>12 representatives from disability service providers a focus group.</p> <p>90 people attended a co-design roundtable.</p> <p>12 internal workshops were carried out to refine the 29 actions in the plan.</p> <p>16 submissions provided feedback on the draft</p>

Objectives	Actions	Timing	2024/25 status and progress update	Measures
			<p>disability service providers and disability representative organisations, and our employees</p> <ul style="list-style-type: none"> – peer-facilitated workshops by members of the City of Sydney's Inclusion (Disability) Advisory Panel and our Inclusive City disability employee network – multiple in-person pop-ups at R U OK Day, Wear It Purple and Lunar Moon festival events at our community centres – 12 internal workshops were carried out to refine the actions. <p>The draft plan was then open for public comment on the City of Sydney website from 13 May to 11 June 2025. A total of 16 submissions were received during the consultation period, all addressed by actions within the new plan.</p> <p>The new plan has 29 actions and integrates actions into the operational and business unit plans for governance with twice yearly reporting required, and an annual report developed for Council, the Minister for Families and Communities and Minister for Disability Inclusion, and the Disability Council of NSW.</p>	inclusion (disability) action plan 2025–2029.
People with disability are informed, consulted and actively participate in Council decision-making processes.	24. Actively engage people with disability in Council decision-making processes including through the Inclusion (Disability) Advisory Panel.	Ongoing	<p>The panel continues to provide advice on our policies, strategies and plans to advance the inclusion of people with disability.</p> <p>Recruitment was undertaken for the Inclusion (Disability) Advisory Panel, with refreshed terms of reference and 12 new panel members appointed in May 2025.</p>	12 new members joined the Inclusion (Disability) Advisory Panel.
City of Sydney digital and print information is accessible to all.	25. Strengthen the City of Sydney's practices in providing information and	Completed Ongoing	The City of Sydney digital and print accessibility policy and procedures were reviewed and updated in 2022.	The digital and print accessibility policy and procedures has been downloaded 22 times this year.

Objectives	Actions	Timing	2024/25 status and progress update	Measures
	communication channels by implementing the digital and print accessibility procedures.		<p>We also reviewed and updated our internal guidelines for producing and procuring inclusive and accessible communications materials in consultation with the Inclusion (Disability) Advisory Panel.</p> <p>The updated guidelines have since been published in 2025 and provide up-to-date and best practice advice to employees about procuring and producing inclusive and accessible communication materials.</p>	
City of Sydney customer service is accessible to people with disability.	26. Investigate opportunities to further improve the service experience for people with disability.	Completed Ongoing	<p>We continue to investigate opportunities to further improve the customer service experience for people with disability.</p> <p>Our 'channel of choice' philosophy means people can contact us in multiple ways – by phone, email, mail or in person. They receive the same level of service regardless of the contact method used.</p> <p>Our digital services transformation forms that comply with accessibility standards were published on the City of Sydney website.</p>	84 new smart digital accessible online forms published on the City of Sydney website.
People with disability are informed of inclusive and accessible City events, programs and services available to them	27. Identify and implement effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.	2021–2024	<p>We continue to provide effective marketing and communication strategies to attract more people with disability to participate in City of Sydney events, programs and services. For example:</p> <ul style="list-style-type: none"> – All event and program listings for our cultural programs on the What's On website provide clear information about venue access, concession ticketing and who to contact about special access requirements. This lets people with disability plan their journey before an event. – Visitors to What's On can find events by date, venue and type, and accessibility features. People can browse events that feature audio description or Auslan, are held at venues with mobility access, or provide assistance for people who are blind or have low vision. – What's On provides event organisers with 3 articles in the help section titled 'Accessibility at your event'. – We provide guidelines for disability-inclusive events and advise event organisers how to use the access features and tags on the site. 	<p>1,053 events with at least one accessibility feature.</p> <p>13 events listed as disability inclusive.</p> <p>'Disability inclusive things to do in Sydney' was viewed 1,428 times</p> <p>Total views of the disability inclusive events article were 1,887</p>

Objectives	Actions	Timing	2024/25 status and progress update	Measures
			<ul style="list-style-type: none"> 8 access features designed for the website are available to people submitting events. 	
People with disability can access City of Sydney grants.	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.	Completed Ongoing	<p>Our grants and sponsorship program (application process and forms) were reviewed and updated to ensure accessibility.</p> <p>A communication plan was developed to ensure everyone in our diverse communities are informed and can apply for our grants.</p> <p>The grants and sponsorship program provided \$44,723 in funding to projects, including a Disability Pride festival celebration at Sydney Town Hall, a conference showcasing Autistic Pride, and research into best-practice for neurodiverse-friendly public open spaces. The grants and sponsorship program was also reviewed to look at simplifying and improving the accessibility of grants for people with disability.</p>	7 projects were funded under the grants and sponsorship program that enhance access and inclusion for people with disability.
New ICT (information and communication technologies) systems procured by the City of Sydney are accessible.	29. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.	Completed	Free public access laptop and desktop computers were made available across City of Sydney facilities. All the computers include free accessibility software for screen readers, magnification and language change options in core Microsoft products.	300 accessible computers with the latest hardware and software installed.

