

# **Attachment B**

**Post Exhibition Submission Report**



# Submission Report

Inclusion (Disability) Action Plan 2021-2025

June 2021

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# Submission summary

## From 17 May to 14 June 2021 we asked the community for feedback on the draft Inclusion (Disability) Action Plan 2021-2025.

This consultation provided people with disability, people with mental health conditions, people with caring responsibilities, disability service providers, advocacy groups and other community members the opportunity to provide feedback on the City's fifth Inclusion (Disability) Action Plan 2021-2025.

People were invited to give feedback via an online survey, over the phone or via email.

In total there were 10 submissions received, nine via the online survey and one via email during the public exhibition period. Of the 10 submissions received, three people identified as carers, one person identified as living with a disability and another person identified as living with a disability and a mental health condition.

One submission was received on behalf of the organisation Smart Cities Transport.

The Sydney Your Say page was visited 303 times during the consultation period. The draft Inclusion (Disability) Action Plan was downloaded 66 times. The easy read version of the plan was also downloaded 36 times. The large print version was downloaded twice. The engagement report was downloaded 15 times. The Auslan video was played 29 times.

In response to the question on the survey 'How strongly do you agree or disagree that the actions in this plan will help build a more inclusive and accessible City?' 5 respondents selected 'strongly agree' and four selected 'agree' out of a total nine survey submissions.

In response to the question on the survey 'How confident do you feel that the City of Sydney can carry out the actions in this plan?' one respondent selected 'very confident', three respondents selected 'confident' and five respondents selected 'somewhat confident' out of a total nine survey submissions.

### Snapshot of outcomes

Total	Description of activity
10	Total submissions received
8	Individual survey submissions via survey
1	Survey submission received from an organisation
1	Individual submission via email
303	Sydney Your Say webpage visits
119	Total document downloads

# Summary of submissions and responses

## General feedback and comments in support of the plan

Feedback	Total times raised	City of Sydney response
I find the Plan thorough and very positive as a person with comorbid disabilities (rheumatoid arthritis; Autism; mental illness).	Individual submission.	Noted.
Great to see progress with accessing the community and all events. More employment opportunities is long overdue.	Individual submission	Noted.
As a visitor to the city I have found most places to be reasonably accessible and certainly the trains are a wonderful service, the best I have used so far. I have been in a wheelchair for 40 years and have travelled extensively.	Individual submission	Noted.
Any improvements to services and programs to enhance the quality of life for people living with a disability is paramount moving forward!!	Individual submission.	Noted. The plan will continue to ensure that the City delivers events, programs and services that are accessible and inclusive for people with disability.
I would love to know more about how digitalisation/IT can help the organisation's action plan.	Submission from Smart Cities Transport.	Noted. The City will continue to explore opportunities to improve access and inclusion for people with disability through the use of technology where appropriate and as it becomes available.

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Feedback	Total times raised	City of Sydney response
		<p>Action 5 within the plan will ensure that the City continues to provide access to information which can help people with disability plan their journey to the city of Sydney area, open spaces and City facilities:</p> <p><i>Improve access to information about City of Sydney facilities and open spaces to assist people with disability, including people who are neurodivergent.</i></p> <p>In addition to this specific action, the implementation of other actions may involve exploration and use of emerging technologies to improve access and inclusion outcomes for people with disability. One key area of opportunity is in relation to improved access and movement in the public domain as outlined 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>

## Feedback in relation to Direction 2 – Liveable Communities

Feedback	Stakeholder	City of Sydney response
<p><b>Action 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>When I had an American friend visit Sydney to receive new legs by a world class Sydney surgeon - I was so embarrassed when taking her to the opera house. I couldn't not get access to any of the landing areas to show her the view. There was barely any ramps and the grounds were so rough and difficult to travel over by wheelchair - particularly as she was in a lot of pain. I was horrified and embarrassed by my city. I hope these changes happen and occur swiftly.</p>	<p>Individual submission</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>This action includes timely maintenance and renewal of City infrastructure and assets. The City will continue to consult people with disability to better understand key access barriers in the public domain to inform our upgrade and renewal programs.</p>
<p>The only thing I noticed missing for my own situation is mention of the fact that repairs and maintenance of City structures is particularly relevant to people with disabilities. For example, a flashing lightbulb on a train platform can mean I cannot see or navigate the space and am at risk of harming myself. The importance of speedy maintenance of public facilities is often overlooked as an accessibility issue.</p>	<p>Individual submission</p>	<p>People with the disability are encouraged to report issues regarding City assets and facilities to Customer Service so that arrangements can be made for repair or upgrade. If the asset is not owned by the City, Customer Service will assist the user to navigate the appropriate service to refer the matter to.</p> <p>The City will share feedback on the accessibility of the Sydney Opera House with the Sydney Opera House Authority and Property NSW.</p>
<p><b>Action 12: Collaborate with local businesses and disability led organisations to build their capacity to be more inclusive and accessible.</b></p>		

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Feedback	Stakeholder	City of Sydney response
<p>My daughter is in a wheelchair and its hard for her to go into pubs as they not got any ramps. We had to use a foldup table so she could get inside the pub.</p>	<p>Individual submission</p>	<p>Feedback noted. The City acknowledges that accessing businesses, particularly hospitality and retail in the city remains a 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. This will be 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>Improvements to public transport for people with disability</b></p>		
<p>Transport is an issue, buses are difficult for people with disability but new city tram has excellent access and is smooth when accelerating and stopping so easier for disabled compared to buses.</p>	<p>Individual submission</p>	<p>The City acknowledges that people with disability continue to experience issues accessing appropriate public transport. The City will share relevant feedback with Transport for NSW, the appropriate agency, regarding access issues related to public transport.</p>
<p>The emphasis on public transport is very important and I would like to encourage it remaining central in regards to all the 'directions'.</p>	<p>Individual submission</p>	<p>In addition, the City acknowledges that public transport and active transport are not always appropriate for people with disability. For some, access to private transport and places for pick up and drop-off locations remains a priority to ensure access to the City of Sydney area, in particular the city centre. As outlined in Action 10 of the plan, the City will:</p>

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Feedback	Stakeholder	City of Sydney response
		<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 to access buildings.</p>
<b>Signage and wayfinding in City</b>		
<p>I have found signage to be insufficient at many of the places I have been particularly directional signage.</p>	<p>Individual submission</p>	<p>Current signage in the City includes the 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>This feedback will be shared with the Public Domain Unit and will be considered when the City’s Signage Strategy is reviewed in consultation with a diverse group of people with disability to ensure that the signage is effective.</p> <p>The City will continue to investigate the use of technology to assist in wayfinding, including maintenance of the City’s Access Map.</p>

## Feedback in relation to Direction 3 – Meaningful employment

Feedback	Total times raised	City of Sydney response
<b>Action 20: Increase employment and development opportunities for people with disability</b>		
<p>I appreciate the emphasis on flexible work conditions and feel that more standardised implementation will be a great help to many people.</p>	<p>Individual submission</p>	<p>Noted. 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 includes: 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>
<p>More employment opportunities is long overdue.</p>	<p>Individual submission</p>	<p>Noted. The City will continue to increase access to employment opportunities for people with disability through proactive attraction and retention strategies as outlined in Action 20 of the plan:</p> <p><i>Increase employment and development opportunities for people with disability.</i></p>