

# **Attachment D**

**Annual Report 2021/22 –  
Inclusion (Disability) Action Plan 2021-2025**



# Inclusion (Disability) Action Plan

Annual Report  
2021/22

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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# Introduction

The City of Sydney (the City) has an ongoing commitment to making Sydney truly inclusive and welcoming. This commitment is embodied in A City for All: Inclusion (Disability) Action Plan 2021- 2025 (the plan).

The plan aligns with the City's long-term vision of an inclusive city and includes 29 actions designed to actively address barriers faced by people with disability. The actions build on the success of previous plans, and harness new and emerging opportunities.

The plan was developed through extensive consultation with people with disability and/or caring responsibilities, local disability service providers, peak disability representatives, advocacy organisations, and the members of the City's Inclusion (Disability) Advisory Panel.

## Plan Governance

The plan is a living document that has been designed to be flexible in how outcomes can be achieved over time. This allows the City to adapt its implementation approaches to changing contexts such as legislation and new technology.

Each year, relevant Business Unit Managers review the draft implementation plan and confirm resources for work to be delivered in the forthcoming year.

Relevant business units are required to report on the progress of implementing the actions as part of the business planning process, at regular intervals each year.

Working groups meet biannually to report on progress and share challenges and opportunities around actions.

The City's Social Policy Officer – Access and Inclusion is responsible for overseeing the implementation of the plan, coordinating the working groups, collating progress reports, including the annual reports.

## The purpose of this report

This annual report details progress made during the 2021/22 financial year on the delivery of scheduled actions identified in A City for All: Inclusion (Disability) Action Plan 2021-2025.

The report includes commentary on the progress of ongoing and new actions. Where actions are not yet scheduled to commence, this is noted. The report details progress and outcomes achieved in each action area, with measures of performance where applicable. Case studies highlight key achievements from the past year.

The development of the annual report is overseen by the City's Inclusion (Disability) Advisory Panel, who plays a vital role in monitoring the implementation of the plan.

This report is published with the City's 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, Communities and Disability Services and the Disability Council of NSW.

## Inclusion (Disability) Advisory Panel

The City's [Inclusion \(Disability\) Advisory Panel](#) (the panel) provides strategic, expert, and impartial advice to the City on the development, implementation, and review of the City's policies, strategies and plans to advance the inclusion of people with disability. As part of their role, the panel monitors and provides advice on the plan's implementation. In 2022, the City welcomed eight new members to the panel after a rigorous recruitment process. more information about the panel is available on the City's [website](#).

# Key achievements

Over the last year, the City has continued to deliver priority actions, identified by our community, that advance the inclusion of people with disability.

A key focus has been to address physical barriers in our build environment to provide greater access to our parks, playgrounds, facilities, open spaces, and streets.

Opportunities for inclusive participation through events and programs and greater access to information in accessible formats have also been a priority.

Included below are some key highlights and key achievements

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## Liveable Communities:

### **George Street South Pedestrianisation**

Delivering accessible and inclusive public spaces and infrastructure is a core outcome the City aims to achieve across all upgrades of public spaces. In 2022 we will complete the extension of the pedestrian boulevard of George Street, Sydney from Bathurst Street to Railway Square.

George Street south, pedestrianised from Bathurst Street to Rawson Place, creates 9,000m<sup>2</sup> of additional car-free space in the city centre, making more room for people and improving the accessibility of our city centre.

The project delivers:

- extended pedestrianised zones at the southern end of George Street between Bathurst Street and Rawson Place
- more than 9,000 square metres of new space for walking, creating ample room for people to move around, with less congestion which can be difficult for some older people and people with disability
- new accessible granite footpaths
- new street trees and lighting
- spaces for outdoor dining away from the building line. This means the building line can operate as an effective shoreline for people who are blind or have low vision, helping them navigate our City with independence
- simpler intersections with raised pedestrian crossings. These are more accessible for everyone and reduces travel times.

## Equitable access to mainstream services

### A guide to Council decision-making

The City produced an accessible guide to decision making at Council to ensure that people with disability are informed and can actively take part in Council decision-making processes.

The guide is presented as a [web page](#), with a pdf version that can be printed on request at community centres and customer service centres. It explains the types of activities used to enable direct public participation and how people can get involved. The page has an index of participation channels with links to relevant pages on the City website, creating a clear guide to all the different opportunities for involvement in decision making processes.

There are different ways to participate in Council decision-making. This guide explains the types of activities we use to enable direct participation and how you can get involved.

- Council elections
- Council meetings
- Contact a councillor
- Speak at Council committees
- Local Pedestrian, Cycling and Traffic Calming Committee
- Community consultations
- Notifications
- Comment on development proposals
- Strategic planning
- Advisory panels
- Updates

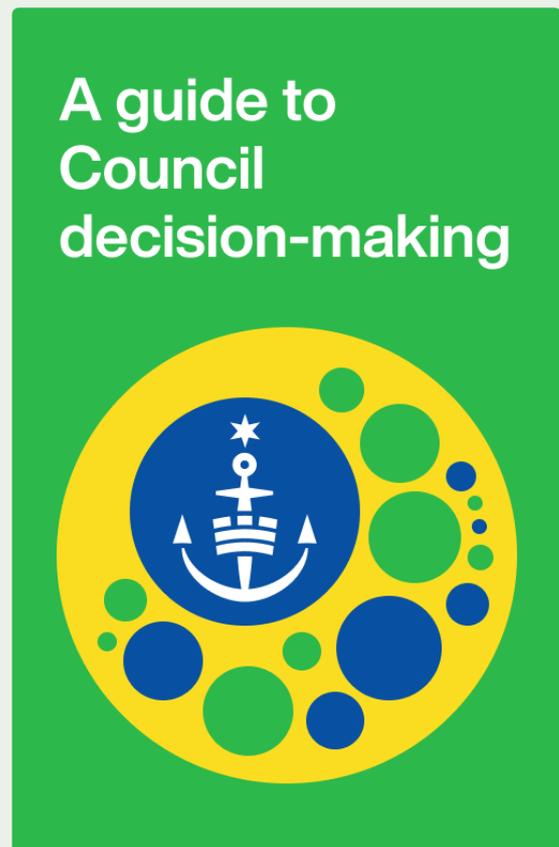
The guide was developed in consultation with the Chief Executive Office and the business teams responsible for the various public participation activities. The Inclusion (Disability) Advisory Panel were consulted during the early stages of development and have reviewed a pre-view of the webpage. Feedback from the panel is extremely positive.

*“On the whole, the content is full of useful information; I learned a lot, reading it! I believe it is informative to all people, including those with a disability.”*

*“I think the website is really well made and the guide is quite concise for the large amount of details it conveys.”*

*“I wasn’t aware of all the different ways we can participate with the City of Sydney. I love that everyone gets a chance to speak during Council committee meetings.”*

Further resources will be added to the guide over the next 12-18 months based on feedback from the panel, including an easy read version, an infographic, and more detailed guides for specific activities such as speaking at a committee meeting.



# Direction 1: Positive community attitudes and behaviours

## Harmony and social inclusion

Objectives	Actions	Timing	2021/22 status and progress update	Measures
<p>City of Sydney employees are disability aware and confident and have access to specialists training and development opportunities to deliver inclusive built environments and ensure our communications and services are accessible and inclusive of people with disability. Employees will 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>1. Continue to implement a program of disability inclusion training for City of Sydney employees</p>	<p>Ongoing</p>	<p>The City continues to implement a program of Disability Awareness and Confidence training and provide resources on disability, mental health, and inclusion topics to employees.</p> <p><b>Online Inclusion (Disability) Awareness training</b> 480 employees completed the Inclusion (Disability) Awareness E-learning module in 2021/22.</p> <p><b>Aquatic Centre staff training</b> 272 Belgravia Leisure staff, or 86 per cent completed the YouMeUs Inclusion training.</p> <p><b>Specialist disability training</b> Employees had access to a range of specialist disability access and inclusion training, development opportunities and resources, including:</p> <ul style="list-style-type: none"> <li>– Training in creating accessible documents</li> <li>– Managers guide to inclusive workplaces</li> </ul>	<p>480 employees completed the new Inclusion (Disability) Awareness Training module in 2021/22.</p> <p>149 City employees accessed information and completed specialist disability and inclusion training, including mental health training in 2021/22.</p> <p>272 Belgravia Leisure staff, or 86 per cent have completed YouMeUs disability awareness training in 2021/22.</p>

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- Engaging people with disability guidelines</li> <li>- Mindfulness for wellbeing and peak performance training</li> <li>- Mental health diagnosis in children conference.</li> </ul>	
			<p><b>Mental Health training</b></p> <p>The City continued to offer a suite of mental health training to support employees in managing their work and life demands in a way that supports their mental wellbeing and that of others.</p> <p>This range of training also helps improve customer service responsiveness to people with disability.</p> <p>Employees completed the following mental health courses:</p> <ul style="list-style-type: none"> <li>- Mental health first aid</li> <li>- Managing mental health risks at work</li> <li>- Approaching an employee you are concerned about</li> <li>- Workers with mental health illness - A practical guide for managers</li> <li>- Mindfulness and resilience to stress at work</li> <li>- Building resilience in your team in difficult times</li> <li>- Workplace wellbeing: How to build confidence and manage stress.</li> </ul>	
			<p><b>Aquatic Centre Staff Mental Health training</b></p> <p>Belgravia Leisure's Mental Health eLearning Program (MHeLP) provided staff access to a two-hour mental health training module. 92 staff have completed the course, including the regional leadership team, centre managers and assistant centre managers.</p>	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
<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>Ongoing</p>	<p>The City continues to deliver a range of programming aimed at fostering positive community attitudes toward people with disability, including people with less visible disabilities and people living with mental illness.</p> <p>Over the 2021/22 period, the City delivered and supported the following inclusive library and community programs and events:</p> <ul style="list-style-type: none"> <li>– City staff produced eight Auslan and English Storytime videos featuring Deaf presenters. A total of 28 Auslan and English Storytime videos have been shared on the City’s website and received 15,995 views.</li> <li>– A mental health first aid training workshop was delivered to local community organisations as part of the Connect Sydney program in May 2022.</li> <li>– During Mental Health Month a virtual marathon event was held, inviting people to walk, run, ride a marathon distance over the month to raise awareness and to foster encouraging and supportive communities. This event also linked in with the Wayside Chapel’s Long Walk Home event.</li> <li>– A women’s health week event was held at Juanita Nielsen Community Centre with a presentation on the role of food in supporting hormone regulation and mental wellbeing.</li> <li>– An information session was delivered at Ron Williams Community Centre to increase awareness and understanding of mental health issues in the Chinese community. Free hearing checks were offered to older people at Ron</li> </ul>	<p>86 per cent of attendees of some adult programs where Auslan interpreting and captioning were provided, agreed that they had a “greater appreciation of why library programs should be accessible to everyone.”</p>

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			<p>Williams Centre to raise awareness of age-related hearing loss.</p> <ul style="list-style-type: none"> <li>- The City designed and delivered the Youth Reconnect Program to improve young people's social supports, mental wellbeing as well as addressing bullying and social isolation as a response to the Covid-19.</li> </ul>	
<p>Positive community attitudes towards people with disability and mental health conditions are promoted through the City's digital and print platforms.</p>	<p><b>3. Increase the usage of images of people with disability across City publications, digital platforms and media channels.</b></p>	<p>Ongoing</p>	<p>A photo shoot was commissioned featuring people with disability for the city centre revitalisation campaign, encouraging people to return to the CBD post covid. A portrait shoot was also commissioned for members of the Inclusion (Disability) Advisory panel.</p> <p>The City's digital asset catalogue was reindexed to provide easier access for staff to find images for use in publications. 163 images tagged 'disability' are featured in the image library.</p> <p>Images of people with disability were included in the following strategies and plans:</p> <ul style="list-style-type: none"> <li>- <u>Community Strategic Plan: Delivering Sustainable Sydney 2030-2050</u></li> <li>- Community Engagement Strategy, as part of the Resourcing Strategy and easy read version</li> <li>- Inclusion (disability) action plan 2021-2025) an easy read version</li> </ul>	

# Direction 2: Liveable communities

## Accessible places and spaces

Objectives	Actions	Timing	2021/22 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	<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</b>	Ongoing	<p><b>Pedestrian Access</b> The City's Pedestrian and Access Program is ongoing. This program focuses on access upgrades and renewal projects to improve safety and accessibility across the City of Sydney area. The program includes:</p> <ul style="list-style-type: none"> <li>– Upgrading non-compliant ramps, including ramps at intersections.</li> <li>– Providing ramps where missing</li> <li>– Footway renewal, continuation and upgrade</li> <li>– Intersection improvements to facilitate access.</li> </ul>	<p># and % of non-compliant kerb ramps remediated<sup>1</sup></p> <p>143 pedestrian access and inclusion improvements constructed, including new kerb ramps, continuous footpath treatments and 12 raised pedestrian crossings</p>

<sup>1</sup> Currently, the City does not have data about the exact number and location of kerb ramps (including missing and non-compliant kerb ramps), as part of asset data for footpaths. The data we do have about our footpaths primarily focuses on general location, material type and condition.

As our processes mature, we aim to identify areas where a finer grain of detail would support better our asset management objectives.

An example of this is that in developing the Inclusion (Disability) Action Plan 2021-2025, the City identified the need for data about kerb ramps, so we could measure improvements to access as a percentage of total kerb ramps in the City of Sydney area.

Budget was allocated in the 22/23 FY to undertake an audit to confirm base line #'s of kerb ramps including Total # of kerb ramps, # missing kerb ramps, and # of non-complaint kerb ramps. It is anticipated that the final baseline numbers will be available for the City to measure progress as a percentage of total for the 23/24 annual reporting period.

Objectives	Actions	Timing	2021/22 status and progress update	Measures
through the City with dignity and independence.	<b>Accessible Public Domain Policy and Guidelines.</b>		<ul style="list-style-type: none"> <li>- Kerb and gutter renewal and upgrade – including the removal of lips on ramps</li> <li>- Paver infill program – upgrading and improving material across footpaths, ensuring more consistent footway surface</li> </ul> <p>In 2021/22 the following access and inclusion improvements were delivered across the City of Sydney area:</p> <ul style="list-style-type: none"> <li>- 111 access ramps constructed to current standards</li> <li>- 20 continuous footpath treatments constructed across side streets (removing the need for 38 access ramps)</li> <li>- 12 raised pedestrian crossings constructed (removing the need for eight access ramps)</li> </ul> <p><b>Footpath Survey</b></p> <p>In 2021/22, City staff designed and conducted a footpath survey to identify accessibility issues that people with disability and people with access needs experience in the public domain. We received a total of 258 reports from the survey.</p> <p>We will consider these reports, alongside the data collected from the planned compliance audit of kerb ramps in 2022/23, to inform future infrastructure maintenance and upgrade programs.</p> <p><b>New Street furniture</b></p> <ul style="list-style-type: none"> <li>- 330 existing bus shelters replaced with improved accessibility</li> <li>- 18 new street vending kiosks, designed and placed with accessibility in mind</li> <li>- 10 additional accessible public toilets to be installed in 22/23.</li> </ul> <p><b>The Inclusive and Accessible Public Domain Policy and Guidelines</b></p> <p>The Inclusive and Accessible Public Domain Policy was reviewed and approved by Council in August 2022. The Inclusive and Accessible Public Domain Guidelines are scheduled for review in 2022/23.</p>	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
	<p><b>5. Improve access to information about City of Sydney facilities and open spaces to assist people with disability including people with Autism.</b></p>	Ongoing	<p><b>Access briefly</b></p> <p>The Access briefly project aims to provide key access features of the City's community facilities on its website. In 2021/22, City staff expanded the project beyond the community centre to collect and publish access information for another 11 City libraries and four customer service centres to help people plan for their journeys.</p> <p><b>Access Key</b></p> <p>The Gunyama Park Aquatic and Recreation Centre continued to implement and promote the Access Key program through its social media channels. The program is currently being rolled out at Victoria Park Pool and Prince Alfred Park Pool and will be in place following staff training.</p> <p><b>Accessibility Map</b></p> <p>There has been a total of 2,520 hits on the Accessibility Map in 2021/22.</p>	<p>Monthly updates to the City's Access Map.</p> <p>2520 hits received on City's Access Map.</p> <p>One feedback was received on accuracy of map and access information on the City's website.</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>	2021-2024	<p>Additional seating is being rolled out as part of the implementation of the new street furniture project. 100 new outdoor seats will be installed across the City.</p> <p>A further 121 new seats are being delivered as part of the George Street South Pedestrianisation project.</p>	221 new seats
	<p><b>7. Advocate to other government agencies and landowners to provide additional</b></p>	Ongoing	<p>The number of adult change facilities in the local area remains stable at six.</p> <p>No further opportunities for advocacy were identified during this reporting period.</p>	6 of Adult Change Facilities installed in the City of Sydney.

Objectives	Actions	Timing	2021/22 status and progress update	Measures
	<b>Adult Change Facilities in the City of Sydney area.</b>			
	<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>	Ongoing	<p>City staff completed a literature review on the best practice to environmental design for people on the Autism Spectrum. This document has been reviewed and shared with relevant internal stakeholders. Preliminary findings were presented to key staff members from the Social Policy team, Public Domain team, City Design, City Spaces and Libraries. In 2022/23, City staff will start identifying opportunities to provide designated quiet spaces in City facilities, including parks and libraries.</p> <p>The City has embedded accessible and inclusive design principles into all the City's capital works, including when constructing new parks and facilities and when renewing or upgrading existing parks and open spaces. Best practice guidelines, including the Design Across the Spectrum – Play Spaces (University of Tasmania 2016), were adopted in parks and playgrounds project. City staff also ensured to consider the broader range of sensory, cognitive and social impacts to create inclusive and accessible spaces that foster social wellbeing and inclusion.</p> <p>Through the Parks and Playgrounds Renewal Program 2021/2022 &amp; 2022/2023, City staff are upgrading the 6 parks below to ensure they are inclusive and welcoming for people with different sensory needs, including:</p> <ul style="list-style-type: none"> <li>– Minogue Crescent Reserve</li> <li>– Arthur Street Reserve</li> <li>– Douglas Street Playground</li> <li>– Prince Alfred Park</li> <li>– McKee Street Reserve and</li> </ul>	<p>6 quiet space/sensory seeking places provided in existing or new City parks.</p>

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			– Alexandria Park Playground.	
	<b>9. Provide charging points for personal devices such as phones, electric bikes and mobility scooters in City of Sydney facilities.</b>	2021-2022	Charging points are available at our network of 14 staffed community centres.	14 charging points available at staffed community centres.
	<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>	2021-2024	<p>The City has begun introducing timed mobility parking where kerb space is changed in conjunction with capital works (cycleways etc). This approach shares access to these spaces across multiple drivers. We continue to monitor these spaces to ensure they are meeting the needs of the community.</p> <p>The City continues to provide information about mobility parking spaces on the City of Sydney website on the <a href="#">Mobility Parking</a> page and the Online Accessibility Map</p> <p>The City of Sydney's <a href="#">website</a> has been updated to reflect parking rules for mobility parking scheme permit holders, drawing attention to the fact that Mobility parking scheme permit holders can stop in a no parking zone for up to five minutes to drop-off or pick-up passengers or goods if the driver remains within 3m of the vehicle.</p>	<p>Number of spaces within 200m of key social infrastructure:</p> <ul style="list-style-type: none"> <li>– Community Centres (17 spaces across 10 centres)</li> <li>– Community Venues for Hire (47 spaces across 23 venues)</li> <li>– Libraries (21 spaces across 11 branches and library link sites)</li> </ul>
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	<b>11. Identify the most appropriate hearing augmentation systems to be used across the City of Sydney's facilities and</b>	2021-2023	<p>Since the introduction of the Disability (Access to Premises – Buildings) Standards in 2010, new City community facilities have been designed to include hearing augmentation.</p> <p>The following community facilities have hearing augmentation installed:</p> <ul style="list-style-type: none"> <li>– Alexandria Town Hall</li> </ul>	<p>Fifteen (29 per cent) of the City's community facilities, aquatic centres, venues, and libraries have permanent hearing augmentation installed.</p> <p>All community facilities, including libraries, have</p>

Objectives	Actions	Timing	2021/22 status and progress update	Measures
	<b>venues, where appropriate.</b>		<ul style="list-style-type: none"> <li>– Darling Square Library</li> <li>– Erskineville Town Hall</li> <li>– Glebe Town Hall</li> <li>– Green Square Library</li> <li>– Gunyama Park Aquatic and Recreation Centre</li> <li>– Harold Park Community Hall</li> <li>– Juanita Nielson Community Centre</li> <li>– Perry Park Recreation Centre</li> <li>– Redfern Town Hall</li> <li>– Surry Hills Function Hall</li> <li>– Surry Hills Library</li> <li>– Sydney Town Hall</li> <li>– Marconi Room, Town Hall House</li> <li>– Ultimo Community Centre</li> </ul> <p>In 2020/21 an Audit undertaken on 51 of Class 9(b) community facilities and venues was completed which found hearing augmentation systems are provided where appropriate and as required by the relevant standards.</p> <p>Additional opportunities and actions have been identified to ensure ongoing compliance and improved access for programs and facilities – these include:</p> <ul style="list-style-type: none"> <li>– Promote the use of the City’s portable hearing augmentation systems in all community facilities and venues for hire.</li> <li>– Continue to provide captioning (where possible) to support participation of people who are hard of hearing.</li> </ul>	access to the portable hearing augmentation systems.

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			<ul style="list-style-type: none"> <li>– Ensure permanent hearing augmentation systems are well maintained and operational</li> <li>– Ensure all new buildings and upgrade works include hearing augmentation systems where appropriate and required.</li> </ul> <p>Portable hearing augmentation devices have been purchased for use across all community facilities to support participation of people who are hard of hearing in programs and events in spaces where the use of hardwired amplification is not suitable.</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.	<b>12. Collaborate with local businesses and disability-led organisations to build their capacity to be more inclusive and accessible.</b>	2023-2024	This action is scheduled for delivery in the 2023/24 financial year	

## Diverse housing tenures and types

Objectives	Actions	Timing	2021/22 status and progress update	Measures
More housing in the City of Sydney is accessible and adaptable. It will meet the needs of people with	<b>13. Through the implementation of the City's Housing for All Strategy investigate opportunities in the planning controls to</b>	Ongoing	Key projects for this action are scheduled for delivery in 2022/23 and beyond.	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
disability and support people to age in place.	<b>increase the amount and improve the standard of housing that is universally designed.</b>			

## Sense of belonging and connection to place

Objectives	Actions	Timing	2021/22 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.	<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>	Ongoing	<p>The City continued to offer a wide range cultural and community programming for improved inclusivity and wellbeing. In 2021/22, 337 adults, young people and children participated in a total of 49 inclusive cultural programs across the City's Library network.</p> <p>Cultural program highlights include:</p> <ul style="list-style-type: none"> <li>– Production of 18 online Auslan and English Storytime videos with captioning featuring Deaf presenters as literacy role models</li> <li>– three Citizen History workshops featuring Auslan Interpreters</li> <li>– Six Lunchtime Conversation Webinars featuring Auslan Interpreters</li> </ul> <p>Community program highlights include:</p> <ul style="list-style-type: none"> <li>– Several health and fitness programs with adaptive or modified exercises, including chair yoga, Zumba gold, fitness for all, gentle exercise and cultural dance for people with limited mobility.</li> <li>– Several community programs that support psychosocial wellbeing, including assertiveness class, Shen Zhen meditation, acting, singing, and drop-in social sessions.</li> <li>– The Transition to Employment, a partnership program with Disability Services Australia, provided paid employment for people with disability as scorers for sports competitions.</li> </ul>	103 of inclusive and accessible programs delivered (capture online and F2F).

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- Volunteer opportunities were provided for NDIS (National Disability Insurance Scheme) participants through a partnership with Ability Links</li> <li>- The Street Soccer Program promoted inclusive sports and encouraged people to participate in inclusive sports</li> <li>- The Seniors Festival Comedy Show at Sydney Town Hall attracted 1,000 participants and featured Auslan interpreters</li> <li>- The Youth Week Training and Employment program for young people included a dedicated workshop on disability awareness and accessible event planning and management for the 18 participants.</li> <li>- The Civics Launchpad youth civic engagement program featured captioning, with 30 people participating.</li> <li>- Refugee Week events at Reginald Murphy Community Centre and Ron Williams Community Centre featured Auslan interpreters, with 92 people in attendance.</li> </ul>	
			<p>Aquatics Centre program highlights include:</p>	
			<ul style="list-style-type: none"> <li>- Swim Champs, a swimming and water safety program for children experiencing intellectual or physical disability, was attended by 531 participants.</li> <li>- Pickleball, a social sport popular among seniors at the Cook+Phillip Park Pool, attracted 2,471 participants.</li> <li>- Two Wheelchair Sports events were developed and delivered at the Cook+Phillip Park Pool.</li> <li>- WAVES Group classes continue at Gunyama Park Aquatic and Recreation Centre with attendances averaging 80 to 90 per week.</li> </ul>	
			<p>The City continued to improve event listings and ensure adequate access to information about events and programs is provided to allow people with disability to plan for their journey prior to events.</p>	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
			<ul style="list-style-type: none"> <li data-bbox="943 225 1816 560">– What’s On gives local creatives, businesses and community groups a free platform to publicise events and attractions in Sydney. The website is also used by the City of Sydney to publicise its events. Visitors to the website can find events by date, venue and type, as well as by its accessibility features. For example, a visitor can browse events that feature audio description or sign language, or are held at venues with mobility access, or assistance for people who are blind or have low vision. Eight access features, with appropriate icons, have been designed into the site and are available to event submitters.</li> <li data-bbox="943 576 1816 735">– To support their use, we provide event organisers with 3 articles in a dedicated help section called ‘Accessibility at your event’. We provide guidelines for disability-inclusive events, show how to use the access features and tags in What’s On, and provide ways to share events with access features.</li> <li data-bbox="943 751 1816 911">– A best practice guide on What’s On event listing was developed and distributed internally for City staff, which included an inclusive statement template. This inclusive statement is to ensure all City owned events consider and support participants’ access or communication needs.</li> <li data-bbox="943 927 1816 1086">– More than 400 events were listed with accessibility features between 1 July 2021 and 30 June 2022. Organisers that promote inclusion of people with disability can also tag their events as disability-inclusive. In the reporting period, 92 events tagged disability-inclusive were listed.</li> <li data-bbox="943 1102 1816 1343">– The article 'Disability inclusive things to do in Sydney' was regularly updated and featured across What's On throughout the reporting period. The article received 1,056 pageviews mostly through Google search. In addition to year-round and new events, the article also provides resources for people with disability to access additional initiatives, events and programs across Sydney.</li> </ul>	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
	<b>15. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.</b>	Ongoing	<p>One on one welfare calls to support people in isolation have been maintained during centre closure from July to October 2021.</p> <ul style="list-style-type: none"> <li>– Three Online events and information sessions were hosted for RUOK day to support social wellbeing by improving participants' conversational skill. One workshop was held in Mandarin and tailored for older Chinese speakers.</li> <li>– A range of programs including singing, painting, BYO instrument ensemble, yoga classes, Shen Zhen meditation, Music and movement for older people all use creativity, rhythm and the body to support physiological regulation and wellbeing.</li> <li>– A weekly workout session for people with mental health conditions have been delivered at the Victoria Park Pool, in partnership with New Horizons. A total of 104 participants have accessed this workout session for the reporting period.</li> <li>– Take Charge program at Cook + Phillip Park Pool, Ian Thorpe Aquatic Centre and Victoria Park Pool is a health and wellbeing program targeting people experiencing mental health issues. It attracted 141 participants the reporting period.</li> </ul>	46 events/programs delivered to manage stressors and social and emotional wellbeing.

## Diverse Thriving Communities

Objectives	Actions	Timing	2021/22 status and progress update	Measures
Major events in the City of Sydney area are accessible, inclusive and encourage greater participation of	<b>16. Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</b>	Ongoing	<p>City staff continued to deliver and facilitate major events in line with the Inclusive and Accessible Event Guidelines.</p> <p>Both the Major Events and Festivals' core team members and event staff on a casual or temporary base were provided with comprehensive Disability Awareness training as part of the induction process. This was a live online training session and key learning was also provided to all relevant staff.</p>	6 Major Events that comply with the Inclusive and Accessible Event Guidelines.

Objectives	Actions	Timing	2021/22 status and progress update	Measures
people with disability.			<p>Audio description was arranged for several occasions, including the Australian Life and Little Sydney Lives photography finalists, Art and About Tidal, Art and About Here Lies Your Story, the Martin Place Christmas Tree, the Sydney New Year’s Eve fireworks and the Sydney Lunar Festival Lunar Lanterns.</p> <p>There are also designated staff members to provide information on parking and transport options for City produced events.</p> <p><b>Sydney New Year’s Eve</b></p> <p>Sydney New Year’s Eve is Australia’s biggest public event that displays Sydney as a city of resilience and inclusion.</p> <p>Sydney New Year’s Eve event staff collaborated with the Accessible Working Group to plan and deliver accessible viewing areas and other aspects of the events to ensure it was accessible and inclusive. This Working Group drew on the feedback and experiences of representatives with lived experience and provided invaluable support and guidance to the event’s design and delivery process. The Working Group also assisted in training staff of partnership organisations, and disability awareness training was also offered to suppliers.</p> <p>As part of Sydney New Year’s Eve, the City provided an accessible viewing area at two locations. The existing seating area at Pirrama Park returned, with buggy transfers along Macquarie Street to the accessible seating area at the Sydney Opera House. A new accessible seating area was introduced at Observatory Hill with accompanied buggy transfers to the event site as well as to the Changing Places facility located close by at Abraham Mott Hall.</p> <p>The Sydney New Year’s Eve website provided accessible information on vantage points, transport and alternative ways for the community to experience the event. It also contained contact details of the Accessibility Officer to help participants plan for the night.</p>	

## Vibrant Creative Life

Objectives	Actions	Timing	2021/22 status and progress update	Measures
<p>People with disability have equitable opportunities to participate in cultural life and events in the City.</p>	<p><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></p>	<p>Ongoing</p>	<p>The City continues to encourage grant recipients to offer accessible and inclusive events for everyone, including people with disabilities to be involved as lead artists as well as audience members.</p> <p>In this reporting period, 26 funded programs delivered over 500 events and activities that were catered to a diverse range of audiences, including those with disability. Whilst all events have been delivered in accessible venues and/or provided online/live streaming services to overcome physical accessibility, many project organisers undertook more significant steps to ensure inclusive participation of people with disability, including but not limited to:</p> <ul style="list-style-type: none"> <li>– Audio description</li> <li>– Auslan interpretation</li> <li>– Sensory tours, and</li> <li>– Sharing exhibition layout.</li> </ul> <p>– Many projects also engaged consultancy services for quality staff training and expert advice, had people of disability represented on advisory and board panels, and embedded a broad spectrum of access and inclusion considerations into their organisations’ systems and cultures.</p> <p>These 26 projects engaged a total of 47 artists with a disability, while the level of engagement and outcomes for the artists varies. City staff observed a noticeable trend within the sector to provide better inclusion outcomes for people with disability.</p> <p>An outstanding example of these funded programs included the ArtScreen by Accessible Arts. This program supported 13 artists with disability in film production and script writing in partnership with Bus Stop Films and exhibited at the Museum of Contemporary Art Australia in December 2021 with overwhelmingly positive feedback.</p>	<p>47 artists with disability supported</p> <p>26 programs that supported audience members with disability.</p>

# Direction 3: Meaningful employment

## Inclusive Growth Opportunities

Objectives	Actions	Timing	2021/22 status and progress update	Measures
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>	Ongoing	<p>The City provided “Approaching an employee you are concerned about” for people managers. These courses are courses through Beyond Blue.</p> <p>Key initiatives and projects for this action are scheduled for delivery in 2023/24 and beyond, including work to capture data to report</p> <ul style="list-style-type: none"> <li>– #/% of employees reported that they felt the workplace supported and encouraged inclusion and diversity</li> <li>– #/% of managers that have undertaken specialist disability inclusion training.</li> </ul>	
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 programs.</b>	2023-2024	This action is due to be delivered in the year 2023/24.	
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>	Ongoing	<p>The City established entry level internships appointing two people with a disability into professional roles within the City. The program is planned for expansion in 2022/2023.</p> <p>Further initiatives and projects for this action are scheduled for delivery in 2023/24 and beyond.</p>	26 employees formally identified themselves as living with disability, representing 1.5 per cent of workforce

Objectives	Actions	Timing	2021/22 status and progress update	Measures
				<p>In 2021 staff survey, 51 employees anomalously identified as living with disability.</p> <p>2 entry level internship, traineeship and apprentice opportunities offered in 21/22.</p>
Build an inclusive workplace culture where employees with disability are valued and respected	<b>21. Creating opportunities to engage employees with disability and allies of people with disability as advocates and champions of change</b>	Ongoing	<p>The City's new EEO, Diversity and Inclusion Plan 2022 – 2026 was endorsed by Council in June 2022 as part of the City's <u>Resourcing Strategy</u>, which is aligned with objectives and actions in the Inclusion (Disability) Action Plan 2021-2025.</p> <p>To inform the development of the plan employees with disability were invited for a CEO Listening session on 24 February..</p> <p>Further initiatives and projects for this action are scheduled for delivery in 2022/23 and beyond, including work to measure the #/% of employees that reported that they felt the workplace supported and encouraged inclusion and diversity.</p>	Average employment tenure for people with disability is 15 years as compared to 11 years for other employees.
The City of Sydney's procurement policies and practices improve employment outcomes for people with disability.	<b>22. Strengthen procurement practices by building relationships with Australian Disability Enterprises and educating City of Sydney staff.</b>	2023	<p>The Community Wealth Building Discussion Paper was placed on public exhibition, and forums and workshops were held with relevant stakeholders. Key insights and findings will inform the City's Economic Strategy with a policy and actions being developed in 2023.</p> <p>Further work to establish relationships with Australian Disability Enterprises is planned for Financial Year 2022-23.</p>	

# Direction 4: Equitable access to mainstream services

## Balanced and inclusive local decision making

Objectives	Actions	Timing	2021/22 status and progress update	Measures
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>	Ongoing	<p>The City produced an accessible guide to decision making at Council to ensure that people with disability are informed and can actively take part in Council decision-making processes.</p> <p>The guide is presented as a <a href="#">web page</a>, with a pdf version that can be printed on request at community centres and customer service centres. It explains the types of activities used to enable direct public participation and how people can get involved. The page has an index of participation channels with links to relevant pages on the City website, creating a clear guide to all the different opportunities for involvement in decision making processes.</p> <p>As part of the City's new Community Engagement Strategy adopted by Council in June 2022, the City worked with the NSW Council of Intellectual Disability to develop an easy read version of the Community Engagement Strategy, to ensure everyone, including people with intellectual disability and /or limited English can understand how the City engages the community. The easy read version is published online at - <a href="https://cityofsydney.nsw.gov.au/strategies-action-plans/community-engagement-strategy">cityofsydney.nsw.gov.au/strategies-action-plans/community-engagement-strategy</a></p>	The Accessible Guidelines to Decision Making at Council have been developed and published.

Objectives	Actions	Timing	2021/22 status and progress update	Measures
	<p><b>24. Actively engage people with disability in Council decision-making processes including through the City's Inclusion (Disability) Advisory Panel.</b></p>	Ongoing	<p>The Civics Launchpad program in April 2022 was delivered with accessibility options and widely promoted to youth and disability organisations and networks. The program was delivered online with a live captioning service, allowing better access for participants.</p> <p>The application process was overseen by partner organisation, Ripple, and did not include identified data of participants' disability status, as this information was not relevant for the onboarding process. For this reason, we do not have any specific data on how many young people with disability, if any, took part in the program. We will look to include it for future programs.</p> <p>For the reporting period of financial year 2021/22, a total of six panel meetings have been held, and the Panel provided valuable feedback and advice to a total of eight City policies, strategies and initiatives, including:</p> <ul style="list-style-type: none"> <li>– The recruitment process for the new panel members</li> <li>– Employment and leadership opportunities</li> <li>– The City's approach to improving footway accessibility</li> <li>– A recent pilot project run by Music NSW funded through a City of Sydney grant and delivered in partnership with access consultants Morwenna Collett, Judy Harwood and Holly Craig. The project assessed the accessibility and inclusion of live music venues across the City of Sydney area.</li> <li>– The City's draft Sustainable Sydney 2030-2050 Continuing the Vision and Community Strategy Plan</li> <li>– The draft Accessible Guide to Council Decision Making,</li> <li>– The City's programming ideas to mark the International Day of People with Disability</li> <li>– The Inclusive and Accessible Public Domain Policy 2022 review.</li> </ul>	<p>Eight initiatives, projects and/or strategies for which consultation was undertaken with the Inclusion (Disability) Advisory Panel</p>

## Transparent Accountable Governance

Objectives	Actions	Timing	2021/22 status and progress update	Measures
City of Sydney digital and print 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>	Ongoing	<p>The City's digital and print accessibility policy and procedures were reviewed and approved in March 2022. The policy scope was broadened to all City employees including contractors and contracted third-parties involved in the procurement, design, development or publishing of web-based applications and websites (including updates), native apps (including updates), online tools and services, digital documents and content and print materials.</p> <p>The Corporate Communications team continued to promote the City's Digital and Print Accessibility Procedures to all staff. An article titled '5 things I learnt from creating an Easy Read document' was shared in the internal newsletter on 17 June to share learning among staff.</p>	Qualitative

## Public Participation in Community Life

Objectives	Actions	Timing	2021/22 status and progress update	Measures
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>	Ongoing	City staff continue to apply Service Principle 3 'Make sure everyone can use the service' across the City's service delivery and projects aimed at improving the customer experience. The City has 448 externally facing forms. All these forms are going through a review process to ensure they meet the needs of our community, are easy to use and accessible to people with disability. The first group of 86 reviewed forms will be available to our community in March 2023 which is when the City's new digital platform is expected to go live.	Qualitative
People with disability are	<b>27. Identify and implement</b>	2021-2024	City staff continued to implement several inclusive communication principles in content development, including	Qualitative

Objectives	Actions	Timing	2021/22 status and progress update	Measures
<p>informed of inclusive and accessible City events, programs and services available to them.</p>	<p><b>effective marketing and communications strategies to attract more people with disability to participate in City events, programs and services.</b></p>		<ul style="list-style-type: none"> <li>– Writing in plain English</li> <li>– Diversifying the City’s image library, and</li> <li>– Increasing diverse representation in the images used in City publications.</li> </ul> <p>City Staff also worked closely with local business and identified a range of opportunities to promote inclusive communications, which have been captured in the 2022 Strategic communications plan. Inclusion one of the communication principles in developing our content.</p>	
<p>People with disability can access City of Sydney grants.</p>	<p><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></p>	<p>2021-2023</p>	<p>The review of the Grant program went through its second stage in this reporting period. Several workshops were held with external stakeholders to identify potential user experience enhancements.</p> <p>This included a workshop for people with disability to identify user enhancements which will provide a more inclusive and accessible Grants and Sponsorship Program. The findings from this workshop are being incorporated into the program of user enhancements to be implemented over the next twelve months.</p> <p>Council approved the City’s new Grants and sponsorship guidelines in August. All grant programs now include a new diversity, inclusion and equity assessment criteria against which every grant application will be scored. This means that grant applicants must now demonstrate evidence of diversity, inclusion and equity in the planning of their project. In the grant application form, all grant applicants are required to address a question about how their project ensures participation, access and inclusion across our diverse communities, including people with disability.</p>	<p>1 consultation with 5 people with disability</p> <p>1 barrier and solution identified</p>
<p>New ICT (Information and Communication</p>	<p><b>29. Provide a range of accessible</b></p>	<p>2022/2023</p>	<p>This action is due to be carried out in the financial year 2022/23.</p>	

Objectives	Actions	Timing	2021/22 status and progress update	Measures
Technologies) Systems procured by the City are accessible	<b>hardware and software to increase the accessibility of the City's public access computers.</b>			

