

# **Attachment E**

**Annual Report 2023/24  
Inclusion (Disability) Action Plan 2021-25**



# Inclusion (Disability) Action Plan

Annual Report  
2023/24

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

The Council of the City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area. We acknowledge Elders past and present and celebrate the diversity of Aboriginal and Torres Strait Islander peoples and their ongoing cultures and connections to Country.

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# Why we're doing this

The City of Sydney has an ongoing commitment to making Sydney truly inclusive and welcoming. This commitment is embodied in our [inclusion \(disability\) action plan](#).

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

We developed the plan through extensive consultation with people with disability and/or caring responsibilities, local disability service providers, peak disability representatives, advocacy organisations and members of our [Inclusion \(Disability\) Advisory Panel](#).

## Plan governance

Our inclusion (disability) action plan is a living document designed to be flexible in how outcomes can be achieved over time. This allows us to adapt our 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 are available for work to be carried out 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 twice a year to report on progress and share challenges and opportunities around actions.

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

## The purpose of this report

This annual report details progress made during the 2023/24 financial year on the 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 begin, 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 our Inclusion (Disability) Advisory Panel, which plays a vital role in monitoring the implementation of the plan.

This report is published 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.



## Inclusion (Disability) Advisory Panel



Charles Hung



Daniel McDonald



Dwayne Fernandes



Giancarlo de Vera



George Saliba



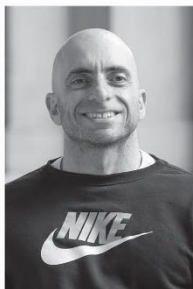
Matthew Hall



Mim Smith



Nanushka TamTam



Paul Nunnari



Sharon Xabregas



Stephen Adei

Photo: Inclusion (disability advisory panel members. (Not pictured: Dr Annmaree Watharow)

Our Inclusion (Disability) Advisory Panel provides strategic, expert, and impartial advice to our organisation on the development, implementation and review of our policies, strategies and plans to advance the inclusion of people with disability. The current panel consists of 12 members:

- Dr Annmaree Watharow
- Charles Hung
- Daniel McDonald
- Dwayne Fernandes
- Giancarlo de Vera
- George Saliba
- Mathew Hall
- Mim Smith
- Nanushka TamTam
- Paul Nunnari
- Sharon Xabregas
- Stephen Adei

More information about the panel is available on the [City of Sydney website](#).

# Key achievements

In the past year we've continued to complete priority actions identified by our communities that advance the inclusion of people with disability.

A key focus has been to continue to integrate accessible and inclusive programming into the everyday. This includes our community centres, libraries, recreation centres and other City of Sydney spaces, through arts and cultural programs and across our grants and sponsorship program.

Building an inclusive workplace that welcomes and thrives on diversity has been a priority, along with challenging stereotypes and promoting positive images of people with lived experience of disability. Included below are some key highlights and key achievements.

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## Positive community attitudes and behaviours



Eliza Hull feat. Roya the Destroya – Sydney Festival. Photograph by Victor Frankowski

### **Creative inclusion: supporting creatives in inclusive performance to promote positive community attitudes and behaviours**

We proudly sponsored Sydney Festival 2024, which presented 148 events seen by almost half a million people. A total of 148 performances were produced with 62 accessible performances that offered increased accessibility including Auslan interpretation, captions, audio descriptions, tactile and relaxed presentations.

The festival guide was made available in braille, audio CD, MP3 and large print formats. The website included accessibility filters to let people identify and access performances with specific formats and accessibility options. The calendar of events included an access toggle with screen reader, text size, contrast controls and other access options. Multiple changes were made to ensure all our communities could access performances. This included:

- comprehensive training for all ticketing, volunteer and front-of-house staff
- ensuring better support for patrons with disability

- supporting the Hidden Disabilities Sunflower program for people with non-visible disabilities
- providing 76 financially accessible programs and events.

Through these accessibility initiatives, Sydney Festival excelled in increasing visibility and understanding of the city's rich history, stories and character through its diverse, inclusive and creative projects.

The festival presented a vibrant and varied program that resonated with a wide array of cultural backgrounds and interests fostering an inclusive sense of community and engagement. Our support for the festival is in line with our new cultural strategy 2025–2035 – supporting creative grant applicants that maximise accessibility and inclusion, while promoting a diverse creative workforce.

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## Liveable communities



Good access is good for business breakfast. Photographer: Kirsten Woodward

### **Good access is good for business – International Day of People with Disability Breakfast**

We hosted a business breakfast for more than 70 businesses on 30 November 2023 at Sydney Town Hall. The event highlighted the clear business case for access and inclusion – by creating a better experience for customers and employees, while improving the diversity, inclusion and profitability of businesses.

Manisha Amin, CEO of the Centre for Inclusive Design hosted the event, and Emeritus Professor Rosalind Croucher, Australian Human Rights Commission president outlined the business case for access and inclusion.

We heard about the growing evidence that good access is good for business. In fact, research from Monash University shows that for every dollar that businesses spend on better access, there is a \$13 return on investment.

More than 4.4 million or one in 6 Australians experience disability. Businesses that make it easier to buy products and services by improving access and inclusion have been found to have twice as much selling power.



A lively panel discussion of shared lived experience of disability took place, raising awareness and understanding of disability. We introduced Zero Barriers, who shared simple actions that businesses can take to improve customer service, the physical environment and approaches to communication to be more welcoming of people with disability.

As at July 2023, 47 of 201 engaged businesses in the City of Sydney area have completed the Zero Barriers self-assessment. Of the 47 businesses, 35 have been accredited as Zero Barriers businesses.

**The key takeaway for businesses was that you can become a Zero Barriers business in 3 easy steps:**

1. Self-assess your premises and business operations.
2. Get simple, cost-effective solutions from the Zero Barriers accessibility tip sheet. A Zero Barriers officer will supply a tip sheet following your self-assessment and help you on your journey.
3. Once you have made changes, you'll be recognised as a Zero Barriers business. Receive and display a member logo and be included in the business directory to open your business up to a whole new audience.

“Accessible and inclusive isn't all about infrastructure improvements and visible changes – it is about the perceptions and mindsets. The goal will be to broaden the understanding and awareness of more accessible workplaces for our team members and places for our customers.”

– Breakfast attendee

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## Meaningful employment



Representatives from the City of Sydney's employee networks outside Sydney Town Hall with CEO Monica Barone, celebrating the Local Government NSW award for employee networks. Photographer: Chris Southwood

## **Local Government awards – winner of organisational diversity and inclusion award for employee network groups**

The NSW Local Government Excellence Awards acknowledge exceptional accomplishments in local government across NSW. The awards celebrate the success and milestones of industry leaders and emerging talents.

The organisational diversity and inclusion award recognises organisations who meaningfully support diversity and inclusion and foster a sense of belonging for everyone through internal processes and practices. The award recognises councils that demonstrate understanding and respect for their communities and embrace the rich dimensions of diversity contained within everyone.

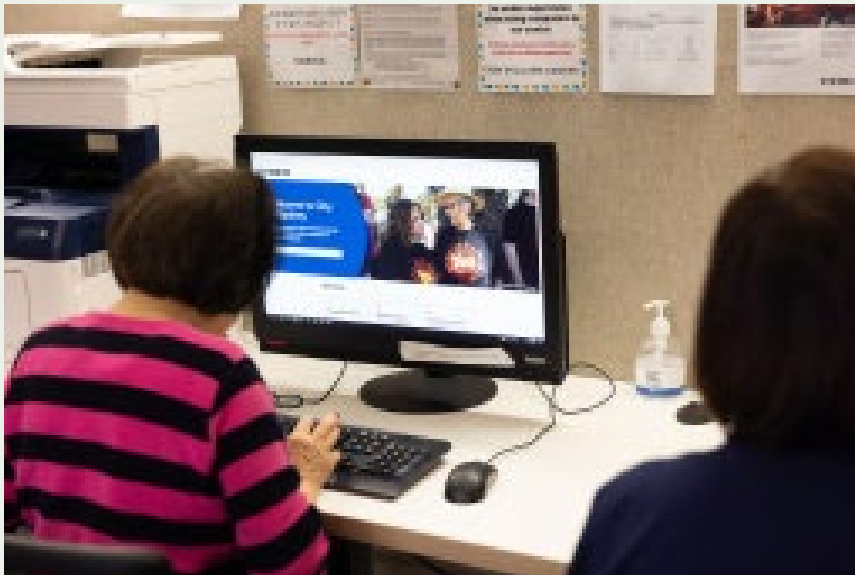
The City of Sydney's submission for the organisational diversity and inclusion award highlighted our:

- events celebrating diverse cultures and targeted campaigns raising awareness of barriers and challenges impacting employees from diverse backgrounds
- work to build a more inclusive workplace culture, as evidenced by the results of the Diversity Council Australia's inclusive employer index survey
- enhanced employee engagement, reflected in the significant growth of network membership across all employee network groups, including increased participation in working groups progressing diversity and inclusion initiatives.

The awards shone a spotlight on excellence in various areas of councils, including leadership, environment, diversity and inclusion, community, operational performance, partnerships, collaboration and more.

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## **Equitable access to mainstream services**



Kings Cross Library patron with a disability using a new computer. Photographer: Abril Felman

### **New devices with better accessibility providing equitable access online for all**

Our residents now have increased and improved access to the latest technology using new desktop computers and wifi enabled laptops in our libraries, community centres, early education and outside school hours care centres.

There are more than 300 devices available at Green Square, Darling Square, Customs House, Newtown, Glebe, Surry Hills and Kings Cross libraries. Our network of computers now has increased web filtering and child-friendly software.

Library members and visitors can print, scan and photocopy in colour or black and white in 9 library branches and 5 of our community centres. All users can access scan to email or USB functionality free of charge.

Our public computers and laptops remain free for library members for up to 3 hours in our library branches and for visitors to our community centres. Friendly team members are available to assist people to access the new technology.

This relates to action 29 in our current inclusion (disability) action plan, which aims to provide a range of accessible hardware and software to increase the accessibility of our public access computers.

Accessibility features of the new technology include:

- increased printing capabilities
- screen readers and magnifiers
- large print keyboards and trackballs
- the ability to change language settings.

# Direction 1: Positive community attitudes and behaviours

## Harmony and social inclusion

Objectives	Actions	Timing	2023/24 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>In 2023/24 the City of Sydney had 2,449 employees and welcomed 461 new employees.</p> <p><b>Mandatory training</b></p> <ul style="list-style-type: none"> <li>Inclusion (Disability) Awareness e-learning</li> <li>Diversity and Inclusion Training</li> </ul> <p><b>Specialist disability training</b></p> <p>City of Sydney employees have a range of specialist disability access and inclusion training, development opportunities and resources available, including:</p> <ul style="list-style-type: none"> <li>Creating Accessible Documents and Web Content Accessibility Guidelines v2.1</li> <li>Access Standards and accessible buildings, parks, streetscapes and transport</li> </ul>	<p>295 new employees (64% of new employees) completed Inclusion (Disability) Awareness Training. (27% decrease from 2022/23)</p> <p>411 new employees (89% of new employees) completed Diversity and Inclusion Training. (3% increase from 2022/23)</p> <p>185 employees completed specialist disability training.</p>



Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>implementation strategies for inclusion of children with disability.</li> </ul> <p>More than 100 of our employees, mostly working in events and programs, attended online inclusive and accessible events training led by Paul Nunnari, a member of our Inclusion (Disability) Advisory Panel. This was based on our inclusive and accessible event guidelines.</p> <p><b>Aquatic centre staff training</b></p> <p>Belgravia Leisure employees must complete the mandatory You Me Us disability awareness and inclusion training.</p> <p><b>Mental health training</b></p> <p>We continued to offer mental health training to support employees managing their own work and life demands in a way that support their mental wellbeing and that of others.</p> <p>Employees completed the mental health training that is relevant for their role.</p>	<p>55 employees completed Belgravia Leisure’s You Me Us training.</p> <p>119 employees received Mental Health eLearning relevant for their role.</p> <p>17% of employees who were assigned mental health training courses completed them.</p> <p>355 of our employees completed the following mental health courses:</p> <ul style="list-style-type: none"> <li>WHS Mental health first aid – 35 employees</li> <li>Managing mental health risks at work – 222 employees</li> <li>Mental health coordinating Council – recovery language guide – 6 employees</li> <li>Workers with mental health illness – A practical guide for managers – 10 employees</li> <li>Approaching an employee you’re concerned about – 82 employees</li> </ul>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<p><b>Aquatic centre staff mental health training</b></p> <p>Belgravia Leisure’s 2-hour Mental Health eLearning program was completed by the regional leadership team, centre managers and assistant centre managers.</p>	
<p>Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.</p>	<p>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.</p>	<p>Ongoing</p>	<p>We continue to produce a range of programming aimed at fostering positive community attitudes toward people with disability, including people with less visible disabilities and people living with a mental health condition.</p> <p>In 2023/24 we presented and supported the following inclusive library, recreation, cultural and community programs and events:</p> <ul style="list-style-type: none"> <li>• 5 short videos produced with members of our youth civic participation program featuring young people interviewed by Scope Australia (previously Disability Services Australia). The videos posted to Instagram and TikTok received more than 76,000 views on Instagram in one month alone.</li> <li>• 18 Auslan and English storytime sessions to support early literacy in the Deaf community.</li> <li>• 11 Auslan interpreted in-person talks and workshops, and 15 hybrid talks. Topics included People and Places of Darlinghurst, Let’s talk about this Deaf life, Artist conversations, and Decoding our Minds: Mental Health in a changing world.</li> </ul>	<p>342 (9% down from 378) inclusive and accessible events and programs produced.</p> <p>433 people responded to a survey about Auslan programs.</p> <p>94% of survey respondents said the “programs where Auslan captioning was provided agreed the program was accessible and inclusive”.</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• A sensory space at the Celebrate Town Hall open day.</li> <li>• One workshop exploring mental health among young people was held during Youth Week.</li> <li>• Audio descriptions for Australian Life and Little Sydney Lives photography exhibitions, Sydney New Year’s Eve fireworks and Sydney Lunar Festival Lunar Lanterns.</li> <li>• Funded creative projects, produced more than 1,333 accessible events and activities, including 128 artists with disability and 38 people with disability participating in creative activities. Highlights include Sydney Festival presenting 8 artists with disability and Sydney Fringe presenting 80 artists with disability.</li> </ul>	
			<p>Our community centres hosted several events and programs for R U OK Day, including a meditation sound bath and morning tea at Juanita Nielsen Community Centre, community morning teas and mental health talks at Cliff Noble Community Centre and St Helen’s Community Centre, crochet and tai chi at Maybanke Centre and ‘Don’t Dodge the Conversation’ dodgeball at King George V Recreation Centre. We produced 12 programs and events to celebrate International Day of People with Disability. The program was supported by a social media campaign promoting positive attitudes towards people with disability including</p>	<p>12 programs and events presented for International Day of People with Disability.</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<p>people with less visible disabilities. Events included:</p> <ul style="list-style-type: none"> <li>• 6 events at community centres, including a free sports participation day at King George V Recreation Centre and talks featuring participants with lived experience of disability across 5 community centres.</li> <li>• Morning tea with ‘Focus on Ability’ film screenings at Juanita Nielsen Community Centre, Ron Williams Community Centre, and Redfern and St Helen’s community centres.</li> <li>• 75 people attended the Activate Inclusion Sports Day (Youth and Children) and Adults Unleashed Adults Posts Day at Perry Park Recreation Centre in collaboration with Disability Sports Australia and Variety.</li> <li>• 70 business representatives attended a business breakfast that raised awareness of the many benefits of improving access and inclusion to enhance business.</li> <li>• 105 of our employees attended an event to raise awareness about non-visible or ‘invisible’ disabilities, that included a panel discussion of speakers with diverse lived experience with non-visible disabilities.</li> </ul>	<p>94% of survey respondents who attended 4 or more International Day of People with Disability events reported an “increased understanding and awareness of the importance of social inclusion”.</p>



Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• Our aquatic centres continue to offer programs that look to improve inclusivity and participation for people with disability, including people with less visible disabilities and people with mental health conditions through:                             <ul style="list-style-type: none"> <li>• The Take Charge program which supported 1,205 participants with disability, chronic illness and/or injuries through a 60-day mental health and fitness program.</li> <li>• A specialised training video, developed with Autism Spectrum Australia and provided to swim instructors to improve inclusivity in swimming lessons.</li> <li>• Cook + Phillip Park Pool implemented an awareness program by sharing the story of Karen, an employee with disability, across media channels during the International Day of People with Disability program.</li> </ul> </li> <li>• Our grants and sponsorship program approved 20 projects, valued at \$372,178 that enhance access and inclusion for people with disability, from events and festivals to community development and business innovation.</li> </ul>	<p>20 projects (up from 18 in 2022-23) funded through grants and sponsorships programs, totalling \$372,178:</p> <ul style="list-style-type: none"> <li>• \$348,725 cash</li> <li>• \$23,453 in-kind support</li> </ul>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
<p>Positive community attitudes towards people with disability and mental health conditions are promoted through the City's digital and print platforms.</p>	<p>3. Increase the usage of images of people with disability across City publications, digital platforms and media channels.</p>	<p>Ongoing</p>	<p>Our digital image library contains 227 images tagged 'disability'.</p> <p>Five short videos featuring young people interviewed by Scope Australia (previously Disability Services Australia) to debunk myths associated with disability. The videos were posted on Instagram and TikTok receiving more than 76,000 views on Instagram in one month alone.</p>	<p>An additional 39 images (20% increase on 180 from 2022/23) of people with disability catalogued for use in the image library.</p> <p>5 videos debunking myths around disability received 76,000 views on Instagram in one month.</p>

# Direction 2: Liveable communities

## Accessible places and spaces

Objectives	Actions	Timing	2023/24 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><b>Pedestrian access</b></p> <p>We invested \$17.8 million to upgrade footpath treatments and widenings, upgrade or install kerb ramps, pedestrian and traffic calming measures, raised crossings.</p> <p>A kerb ramp audit of the local area is planned for completion in 2024/25.</p>	<p>18,312 metres<sup>2</sup> of footpath upgraded or installed. <b>(233% increase from 7,832 metres in 2022/23)</b></p> <p>75 upgrades or new kerb ramps were completed.</p> <p>16 pedestrian access and traffic calming measures.</p>
	5. Improve access to information about City of Sydney facilities and open spaces to assist people with	Ongoing	<p><b>Access at a glance</b></p> <p>Our community centres, libraries, customer service centres and venues for hire will have their ‘access at a glance’ features published online and in the City of Sydney’s accessibility map. We’ve compiled a list of access features for all parks and playgrounds that align with the NSW Everyone Can Play guidelines. These will also be included in our accessibility map.</p>	<p>Monthly updates are made to our accessibility map.</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
	disability including people with Autism.		<p><b>Access Key</b> Published Access Keys are available for:</p> <ul style="list-style-type: none"> <li>• Gunyama Park Aquatic and Recreation Centre</li> <li>• Prince Alfred Park Pool</li> <li>• Victoria Park Pool</li> <li>• Andrew (Boy) Charlton Pool.</li> </ul> <p>The AccessAbility Australia website, where Access Keys are housed, has been viewed 3,666 times.</p> <p>The Gunyama Park Access Key has been viewed 27 times from the City of Sydney website. Options for promoting our Access Keys will begin in 2024/25.</p> <p><b>Accessibility map</b> There were 4,818 views of our accessibility map in 2023/24. Access map data layers are updated as changes to source data are advised, including mobility parking spaces. Construction hazards on accessible paths are now live on our accessibility map.</p> <p>A new project to enable inclusion of images and access features of parks, sensory quiet spaces and sensory seeking play spaces on the accessibility map will be completed in 2024/25. A link to the accessibility map will be provided on individual park webpages to promote this information.</p>	<p>4,818 views of the accessibility map. (2.6% decrease from 4,946 in 2022/23).</p>
	6. Review the current provision of seating and provide additional rest opportunities on streets and in outdoor spaces, where appropriate.	2021–2024	32 new accessible seats were installed across the City of Sydney area.	32 new seats. (95% decrease from 680 in 2022/23)



Objectives	Actions	Timing	2023/24 status and progress update	Measures
	<p>7. Advocate to other government agencies and landowners to provide additional Adult Change Facilities in the City of Sydney area.</p>	<p>Ongoing</p>	<p>There are 8 accessible adult change facilities in the City of Sydney area:</p> <ul style="list-style-type: none"> <li>• Sydney Opera House</li> <li>• Abraham Mott Community Space, Millers Point</li> <li>• Australian Museum, College Street, Sydney</li> <li>• Sydney Modern (Art Gallery NSW), The Domain</li> <li>• ICC Darling Harbour</li> <li>• NSW Parliament House, Macquarie Street, Sydney</li> <li>• Sydney Football Stadium, Paddington</li> <li>• Gunyama Park Aquatic and Recreation Centre, Zetland</li> </ul> <p>Advocacy for inclusion continues with Transport for NSW to explore greater accessibility and inclusion across the network.</p> <p>Sydney Town Hall and Customs House upgrades will include new adult changing facilities.</p> <p>Our accessible adult change facilities located in parks, streetscapes, and public buildings are featured on the City of Sydney website and National Public Toilet Map and their status is currently up to date.</p>	<p>8 Adult change facilities are available in City of Sydney area. (no change from previous year)</p>
	<p>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.</p>	<p>Ongoing</p>	<p>Design across the Spectrum guidelines for play spaces will be incorporated into 5 parks, playgrounds or reserves through the parks and playgrounds renewal program. Design principles were developed to inspire more inclusive design within our parks and playgrounds. They encompass a broader spectrum of sensory, cognitive and social disabilities to offer social inclusion opportunities and enhance wellbeing. The parks and playgrounds are:</p> <ul style="list-style-type: none"> <li>• McKee Street Reserve, Ultimo</li> <li>• James Watkinson Reserve, Pyrmont</li> <li>• Douglas Street Playground, Redfern</li> </ul>	<p>5 parks and playgrounds where inclusive design principles were incorporated.</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• Woolloomooloo Playground, Woolloomooloo</li> <li>• Arthur Street Reserve Playground, Surry Hills.</li> </ul>	
	<p>9. Provide charging points for personal devices such as phones, electric bikes and mobility scooters in City of Sydney facilities.</p>	2021–2022	<p>Project research has been undertaken and an access consultant engaged to identify best practice. The project will install 3 more charging points as part of a trial beginning in 2024/25 at City of Sydney venues and facilities.</p>	
	<p>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.</p>	2021–2024	<p><b>Mobility parking spaces</b></p> <p>Twenty-one new mobility spaces were installed in 2023/24.</p> <p>We continue to provide information about mobility parking spaces on the City of Sydney website on the <a href="#">mobility parking</a> webpage and the <a href="#">online accessibility map</a>.</p> <p><b>Advocacy for off-street parking</b></p> <p>We’re exploring opportunities for advocating to commercial parking operators around accessible off-street parking. The action will be revisited in 2024/25.</p>	<p>21 new mobility parking spaces</p>
<p>Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.</p>	<p>11. Identify the most appropriate hearing augmentation systems to be used across the City of Sydney’s facilities and venues, where appropriate.</p>	2021–2023	<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. The following community facilities have hearing augmentation installed:</p> <ul style="list-style-type: none"> <li>• Alexandria Town Hall</li> <li>• Darling Square Library</li> <li>• Erskineville Town Hall</li> <li>• Glebe Town Hall</li> <li>• Green Square Library</li> </ul>	<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>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• Gunyama Park Aquatic and Recreation Centre, Green Square</li> <li>• Harold Park Community Hall, Glebe</li> <li>• Juanita Nielsen Community Centre, Woolloomooloo</li> <li>• Perry Park Recreation Centre, Alexandria</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, Sydney</li> <li>• Ultimo Community Centre.</li> </ul> <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>Businesses in the City of Sydney area are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.</p>	<p>12. Collaborate with local businesses and disability-led organisations to build their capacity to be more inclusive and accessible.</p>	<p>Ongoing</p>	<p>We produced a range of programs to celebrate International Day of People with Disability over 2 weeks in November 2023. We hosted 70 business owners at the 'Good access is good for business' breakfast.</p> <p>The event was central to promoting membership to Zero Barriers, a project that supports businesses to improve access and inclusion to boost business and improve customer diversity.</p> <p>In the City of Sydney area 35 local businesses have become Zero Barriers accredited businesses.</p> <p>In 2023/24 no applications for economic grants were received with a primary or secondary beneficiary of people with disability.</p>	<p>35 businesses accredited by Zero Barriers.</p>

## Diverse housing tenures and types

Objectives	Actions	Timing	2023/24 status and progress update	Measures
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 the City's Housing for All Strategy investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed.	Ongoing	<p>In December 2023 we proposed planning controls to Council that will increase the amount of universally designed housing and family friendly apartments in new apartment developments. The draft planning controls require housing to achieve 100% silver and 15% platinum liveable housing guidelines. They will be placed on exhibition for public comment before the end of 2024.</p> <p>Our planning controls are regularly reviewed to ensure they facilitate efficient housing delivery, promote housing diversity and do not create barriers to the delivery of housing. We also deliver affordable housing through our planning controls, our affordable and diverse housing fund and by selling land below cost to community housing providers.</p>	The draft planning controls require housing to achieve 100% silver and 15% platinum liveable housing guidelines.

## Sense of belonging and connection to place

Objectives	Actions	Timing	2023/24 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	14. Continue to deliver a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable	Ongoing	<p>We continued to offer a wide range cultural and community programming for improved inclusivity and wellbeing. In 2023/4, 2,543 adults, young people and children participated in 140 inclusive cultural programs across our library network.</p> <p>Cultural program highlights include:</p> <ul style="list-style-type: none"> <li>Deaf life: Let's talk about it event at Green Square Library</li> <li>Airsticks musical performance at Darling Square Library as part of International Day of People with Disability</li> </ul>	342 (9% down from 378) inclusive and accessible events and programs produced.

Objectives	Actions	Timing	2023/24 status and progress update	Measures
meet their preferences and needs.	access and participation for people with disability.		<ul style="list-style-type: none"> <li>talks and workshops exploring mental health among young people, as part of Youth Week.</li> </ul> <p>A total of 181 (32% increase from 137) programs were offered to promote social inclusion, connection and participation, with 283,521 (9% increase from 259,908) attendances across community centres and community-based programs. This included 151 (up 73% from 87) programs to increase inclusion and diversity and 64 (77% increase from 36) programs offered to support the participation of people with disability.</p> <p>Community program highlights include:</p> <ul style="list-style-type: none"> <li>6 events at community centres, including a free sports participation day at King George V Recreation Centre and talks featuring participants with lived experience of disability across 5 community centres.</li> <li>Morning tea with 'Focus on Ability' film screenings at Juanita Nielsen Community Centre, Ron Williams Community Centre, and Redfern and St Helen's community centres.</li> <li>Retro gaming programs at the Reginald Murphy Community Centre and Joseph Sargeant Community Centre for young people aged 13–21 with a focus on including young people with limited mobility. and/or who identify as neurodivergent.</li> <li>A sensory-friendly youth boxing program at Redfern Community Centre, which is designed to encourage participation of young people who are neurodivergent and is capped at 8 participants per session.</li> <li>Accessible yoga, tai chi and gentle exercise classes, designed with inclusivity in mind and modified to accommodate people with physical disability across our community centres.</li> <li>A free street soccer program at Maybanke Centre that included several participants with disability, that connects local university students in a relaxed setting.</li> </ul>	<p>64 programs that have been designed or adapted to support the needs of people with disability (across 8 centres and other non-Council run locations). Around 1,130 attendances in 2023/24.</p> <p>1,895 events published on What's On with at least one accessibility feature. (8% increase from 2022-23)</p> <p>144 events tagged as 'disability-inclusive'. (increase of 12 from 2022-23)</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• 75 people attended the Activate Inclusion Sports Day (Youth and Children) and Adults Unleashed Adults Posts Day at Perry Park Recreation Centre in collaboration with Disability Sports Australia and Variety.</li> <li>• The Seniors Festival Comedy Show at Sydney Town Hall attracted 1,000 participants and featured Auslan interpreters.</li> <li>• A sensory space at the Celebrate Town Hall open day and large print display and exhibition labels.</li> </ul> <p>Aquatic centre program highlights include:</p> <ul style="list-style-type: none"> <li>• The Take Charge program which supported 1,205 participants with disability, chronic illness and/or injuries through a 60-day mental health and fitness program.</li> <li>• Specialised training video, developed with Autism Spectrum Australia and provided to swim instructors to improve inclusivity in swimming lessons.</li> <li>• Cook + Phillip Park Pool implemented an awareness program by sharing the story of Karen, an employee with disability, across media channels during the International Day of People with Disability program.</li> </ul> <p>A range of other inclusive programs available to people with disability, including:</p> <ul style="list-style-type: none"> <li>• Trans and Gender Diverse Activation including 350 people of diverse sexualities and genders and their families and allies, featuring music, activities and inclusive staff training.</li> <li>• Classes for Ukrainian refugees promoting health and community connection through aqua and yoga classes and social events held during Refugee Week.</li> <li>• We partnered with Diabetes Australia to hold bilingual health workshops in English and Mandarin on chronic health issues attended by 53 people.</li> </ul>	



Objectives	Actions	Timing	2023/24 status and progress update	Measures
			<ul style="list-style-type: none"> <li>• First Nations youth and family events were produced in partnership with Deadly Connections and featured swimming, music and community bonding.</li> <li>• Free entry and extra classes for seniors, with 928 participants accessing fitness programs and health information.</li> </ul> <p>Our tennis centres implemented inclusive and disability-focused programs, such as:</p> <ul style="list-style-type: none"> <li>• The Adaptive Tennis Hub expanded to 53 members, including programs such as Blind and Low Vision (BLV) Tennis, which saw growth in participation and involvement in competitions. Coaches successfully guided students who are blind or have low vision at the BLV NSW Open Tournament.</li> <li>• Community tennis court operators held a successful ‘Come and Try’ Adaptive Tennis Day and hosted the Australian Wheelchair Tennis Tournament.</li> <li>• A wheelchair tennis program provided opportunities for high-performance athletes.</li> <li>• Partnerships with Cerebral Palsy Sport and Recreation Association and Wheelchair Sports NSW facilitated events for adults and children with disability.</li> <li>• The Mental Health Tennis Program, produced with Flourish Australia was held 3 times a week.</li> <li>• Weekly social tennis sessions for participants with lived experience of mental health conditions, presented by Buckingham House.</li> <li>• The Rainbow Learn to Play Tennis Program, launched during Pride Month attracted participants, including people with disability.</li> <li>• Jarjum Aboriginal College was provided with free tennis coaching, supporting children with disability.</li> </ul>	

Objectives	Actions	Timing	2023/24 status and progress update	Measures
<p>Opportunities for inclusive participation are available at City of Sydney Facilities, and people with disability can easily identify opportunities that meet their preferences and needs.</p>	<p>15. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Our community centres hosted several events and programs for R U OK Day, including a meditation sound bath and morning tea at Juanita Nielsen Community Centre, community morning teas and mental health talks at Cliff Noble Community Centre and St Helen's Community Centre, crochet and tai chi at Maybanke Centre, and, 'Don't Dodge the Conversation' dodgeball at King George V Recreation Centre.</li> <li>• Ongoing community programs like 'Walk and Talk' walking programs, regular community barbecues at Green Square, Redfern and Glebe, 'Reggie's kitchen' weekly lunches cooked by volunteers at Reginald Murphy Community Centre.</li> <li>• We partnered with Reclink Australia to provide Yudi Gunyi students aged 12–16 a short-term, multi-sport program and mental health event at Redfern Community Centre.</li> <li>• Our community tennis courts hosted the Mental Health Tennis Program in partnership with Flourish Australia, running 3 times a week at Prince Alfred Park with consistent participation.</li> <li>• Our aquatic centres continue to offer programs that look to improve inclusivity and participation for people with disability, including people with less visible disabilities and people with mental health conditions through the Take Charge program which supported 1,205 participants with disability, chronic illness and/or injuries through a 60-day mental health and fitness program.</li> <li>• Mental Health Awareness Month featured wellness classes, compliment boxes, and shared conversations over in-centre refreshments.</li> <li>• Art Therapy workshops for adults – a 3-week program that grows skills to build resilience while increasing self-awareness and learning coping techniques.</li> </ul>	<p>140 events/programs designed to empower people to manage their stressors and social and emotional wellbeing. (54% increase from 2022-23)</p>

## Diverse Thriving Communities

Objectives	Actions	Timing	2023/24 status and progress update	Measures
<p>Major events in the City of Sydney area are accessible, inclusive and encourage greater participation of people with disability.</p>	<p>16. Deliver and facilitate major events in line with the City's Inclusive and Accessible Event Guidelines.</p>	<p>Ongoing</p>	<p>All our major events complied with our inclusive and accessible event guidelines. This included ensuring accessible pathways at all sites, adding quiet rooms and sensory tents for Sydney Christmas, Sydney New Year's Eve and Sydney Lunar Festival. We 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> <p>Highlights include:</p> <p><b>Sydney Christmas</b></p> <p>An audio description of the Martin Place Christmas tree was provided. We provided more services including a sensory space, accessible change room, parking and buggy transfers for the Glebe Christmas concert.</p> <p>For the first time all 6 City of Sydney Christmas concerts included pick-up and drop-off areas. Captioning, Auslan interpreting, and portable ramps were available at all concerts.</p> <p>A sensory space was available at the Surry Hills concert, and new sensory spaces introduced at Rosebery and Alexandria.</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>We provided accessible viewing areas at Pirrama Park and Observatory Hill Park, with buggy transfers at Observatory Hill Park. A new quiet space was introduced at Observatory Hill Park. We also produced Easy Read, large print and audio files of the event guide.</p>	<p>All 6 of our major events complied with our inclusive and accessible event guidelines (100%)</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
			We also worked with the NSW Taxi Council to trial a dedicated accessible taxi pick-up point on Argyle Street to assist patrons in getting home after the event.	

## Vibrant Creative Life

Objectives	Actions	Timing	2023/24 status and progress update	Measures
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 encourage all grant recipients to plan inclusive and accessible events for audience members and artists with disability.</p> <p>In 2023/24, 55 funded projects produced more than 1,333 events that catered for audiences with a disability. Most events were held in accessible venues or provided online/live streaming options to address physical barriers.</p> <p>Other projects took further steps to be inclusive and accessible, including audio description, Auslan interpretation and exhibition design elements being incorporated.</p> <p>These combined projects engaged 128 artists with disability and 38 people with disability in creative activity.</p> <p>Highlights included Sydney Festival presenting 8 artists with disability and Sydney Fringe presenting 80 artists with disability, mostly in their Limitless program. One show 'Jazz or A Bucket of Blood' was shortlisted for 3 Fringe award categories and won the Fringe World Tour Ready Award and the San Diego International Fringe Award.</p>	<p>1,333 events and programs that supported audience members with disability.</p> <p>128 artists with disability.</p> <p>38 creative people with disability.</p>

# Direction 3: Meaningful employment

## Inclusive Growth Opportunities

Objectives	Actions	Timing	2023/24 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	<p>All employees are required to complete mandatory training as part of their induction. In 2023/24 this included:</p> <ul style="list-style-type: none"> <li>diversity and inclusion training: 254 new employees</li> <li>inclusion (disability) awareness: 168 new employees</li> <li>managing mental health risks at work and WHS mental health first aid: 119 new employees</li> <li>Specialist disability training: 185 employees.</li> </ul> <p>Our employees have access to specialist disability access and inclusion training, development opportunities and resources, including:</p> <ul style="list-style-type: none"> <li>training in creating accessible documents and Web Content Accessibility Guidelines 2.1</li> <li>Access Standards and accessible buildings, parks, streetscapes and transport</li> <li>implementing strategies for inclusion to meet the needs of children with disability.</li> </ul> <p>Upcoming Diversity Council Australia learning and development programs are promoted to employees on the intranet and the staff e-newsletter.</p>	<p>254 new employees (62% of new employees) completed diversity and inclusion training. (24% decrease from 189 new employees in 2022-23)</p> <p>168 new employees (22% of total new employees) completed Inclusion (Disability) Awareness Training. (69% decrease from 350 new employees in 2022-23)</p> <p>119 (16%) new employees completed mental health training in 2023/24 (20% decrease from 2022-23)</p>

Objectives	Actions	Timing	2023/24 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.	2023–2024	This action is to be considered for completion in 2024/25.	
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>We were accredited for the third year as a disability confident recruiter by the Australian Network on Disability. We're also a member of the Australian Human Rights Commission's IncludeAbility Employer Network.</p> <p>We participated in the Inclusion Works program trial, led by the Council for Intellectual Disability. This program promotes inclusive employment practices for people with intellectual disability in NSW councils.</p> <p>Belgravia Leisure welcomed its third supported employee at Victoria Park Pool in April, furthering the centre's commitment to employing people with disability. The program provides meaningful work opportunities and supports a diverse and inclusive workforce.</p>	<p>47 employees (2.4%) identified as living with disability. (0.4% increase from 36 employees in 2022-23)</p> <p>3 supported positions</p>
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>Our updated purpose and values reinforce inclusive values by emphasising inclusion while acknowledging the importance of diverse perspectives to create a sense of belonging for everyone.</p> <p>This commitment was further solidified by providing clear examples to guide employees in recognising and practising inclusive behaviours, and incorporating inclusion into our employee and leadership frameworks.</p> <p>Our commitment to inclusion has been recognised with 3 awards:</p> <ul style="list-style-type: none"> <li>NSW Local Government Excellence Award recognising the role of employee networks in fostering a solid and inclusive workplace culture</li> </ul>	<p>Average employment tenure for people with disability is 10 years (down from 15 years) compared to 10.4 years for other employees. (down from 11 years)</p>



Objectives	Actions	Timing	2023/24 status and progress update	Measures
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 <a href="#">Resolution of Council</a> on 11 December 2023.</p> <p>We’ve identified new actions for 2024/25:</p> <ul style="list-style-type: none"> <li>• review current City of Sydney procurement contracts to avoid procuring from Australian Disability Enterprises where possible</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Diversity and Inclusion Leadership Award for Excellence from the Urban Development Institute of Australia and MYBOS acknowledged our progressive leadership in diversity and inclusion</li> <li>• Diversity Council Australia's inclusive employer index 2023 found we're actively committed to inclusion.</li> </ul>

# Direction 4: Equitable access to mainstream services

## Balanced and inclusive local decision making

Objectives	Actions	Timing	2023/24 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 produced an accessible guide to decision making at Council to ensure 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="#">webpage</a>, with a PDF version that can be printed on request at community centres and customer and neighbourhood service centres. It explains the types of activities used to enable direct public participation and how people can get involved.</p> <p>We worked with the Council for 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 of Sydney engages its communities. The Easy Read version is published online at: <a href="http://cityofsydney.nsw.gov.au/strategies-action-plans/community-engagement-strategy">cityofsydney.nsw.gov.au/strategies-action-plans/community-engagement-strategy</a></p>	<p>1,503 views of the accessible guidelines to decision making at Council webpage. (29% increase from 2022-23)</p> <p>707 downloads of the guidelines, (560% increase from 107 in 2022-23)</p>
People with disability are informed, consulted and actively	24. Actively engage people with disability in Council decision-making	Ongoing	<p>In 2023/24 the Inclusion (Disability) Advisory Panel met 6 times. The panel provides valuable feedback and advice on City of Sydney policies, strategies and initiatives, including:</p> <ul style="list-style-type: none"> <li>review of disability inclusive community engagement guidelines</li> </ul>	9 initiatives, projects and/or strategies for which consultation was undertaken with the

Objectives	Actions	Timing	2023/24 status and progress update	Measures
participate in Council decision-making processes.	processes including through the City's Inclusion (Disability) Advisory Panel.		<ul style="list-style-type: none"> <li>review of disability inclusive language and communication guidelines</li> <li>accessibility of recycling station upgrades</li> <li>implementation of the City of Sydney's resilience strategy</li> <li>review of quiet spaces and accessible viewing areas for events</li> <li>review of the guidelines for inclusive and accessible materials</li> </ul>	Inclusion (Disability) Advisory Panel.

## Transparent Accountable Governance

Objectives	Actions	Timing	2023/24 status and progress update	Measures
City of Sydney digital and print information is accessible to all.	25. Strengthen the City of Sydney's practices in providing information and communication channels by implementing the Digital and Print Accessibility Procedures.	Ongoing	<p>Our digital and print accessibility policy and procedures were reviewed and updated. The policy scope includes contractors and contracted third parties, online tools and services, digital documents and content and print materials.</p> <p>The corporate communications team promoted the digital and print accessibility policy and procedures once in 2023/24.</p> <p>The guidelines for inclusive and accessible materials are under review and were presented to the Inclusion (Disability) Advisory Panel for feedback. The reviewed guidelines will be published in 2024/25 and will provide up-to-date and best practice advice for procuring and producing inclusive and accessible communication materials.</p>	The digital and print accessibility policy and procedures webpage was viewed 228 times.

## Public Participation in Community Life

Objectives	Actions	Timing	2023/24 status and progress update	Measures
City of Sydney customer service is accessible to people with disability.	26. Investigate opportunities to further improve the service experience for people with disability.	Ongoing	<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 included 84 smart online forms that comply with accessibility standards being published on the City of Sydney website.</p>	84 new smart digital accessible online uploaded to the City's 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>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.</p> <p>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. Eight access features designed for the site are available to people submitting events.</p> <p>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> <p>'Disability inclusive things to do in Sydney' was regularly updated and featured across What's On in 2023/24. The article received 1,428 page views and also provides resources for people with disability to access other initiatives, events and programs across Sydney.</p>	<p>1,895 events with at least one accessibility feature. 192 events were presented by the City of Sydney.</p> <p>144 events were listed as disability inclusive. 71 of these were presented by the City of Sydney.</p> <p>'Disability inclusive things to do in Sydney' was viewed 1,428 times. (7% decrease from 2022/23)</p>

Objectives	Actions	Timing	2023/24 status and progress update	Measures
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.	2021–2023	<p>We're reviewing our grant application process and forms to ensure accessibility, which was endorsed by Council at its June 2024 meeting. Recommendations from the review will be implemented in 2025/26.</p> <p>We're developing a communications plan to ensure all members of the City of Sydney's diverse communities are informed and can apply for our grants.</p>	
New ICT (Information and Communication Technologies) Systems procured by the City are accessible	29. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.	2022–2023	There are 300 free public access laptop and desktop computers 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.

