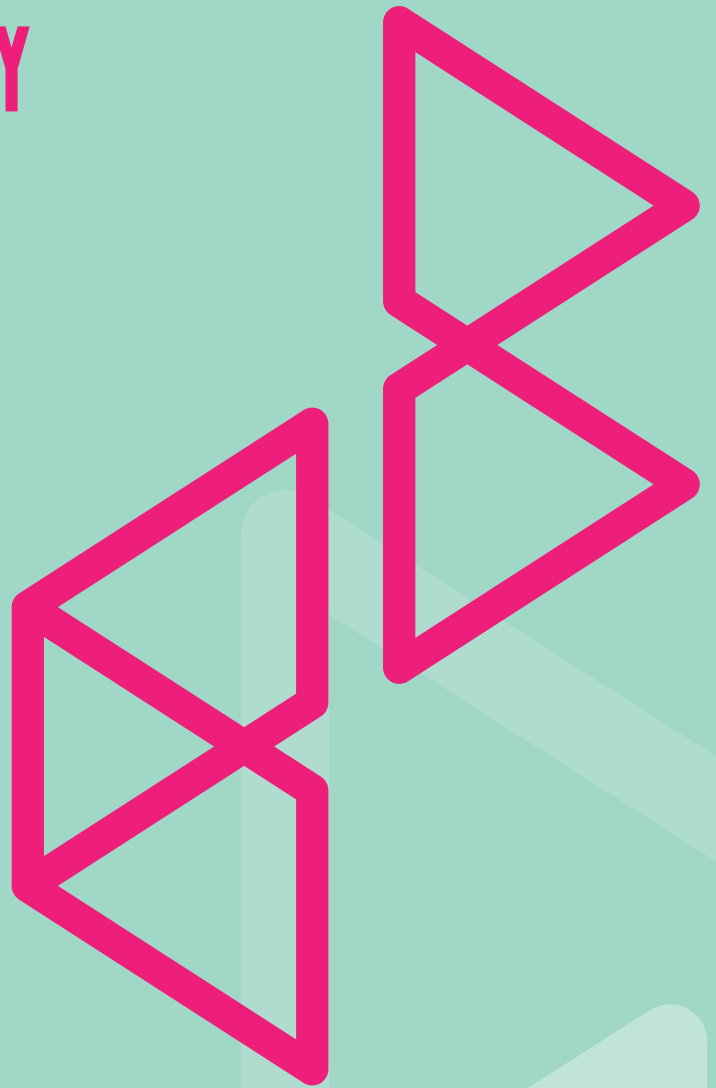




Disability Inclusion Action Plan

—

2017-2021



Document Purpose

The Canterbury-Bankstown Council Disability Inclusion Action Plan 2017-2021 outlines Council's commitment to improving opportunities for people with disability of all ages to access the full range of services and activities available in the community.

The Action Plan is identified as an Action under the Community Strategic Plan – Canterbury-Bankstown Vision 2023, (People, particularly strategies 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.4,), and the Delivery Program (People).

Document Identification

Disability Inclusion Action Plan, 2017-2021

Acknowledgement of Country

The City of Canterbury Bankstown would like to show our respect and acknowledge the Aboriginal Traditional Custodians of the Land, The Daruk and Eora People, and pay our respects to their Elders past, present and future.

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Message from the Administrator and Interim General Manager



Richard Colley
Administrator



Matthew Stewart
**Interim
General Manager**

The City of Canterbury Bankstown is delighted to present its Disability Inclusion Action Plan.

In Australia today more than 4 million people have some form of disability. That's 1 in 5 people. They are our sons and daughters, our parents and grandparents, and our friends and neighbours, and we must do all we can to empower them in all aspects of their lives.

And yet, the reality is that far too often, our society has failed to recognise people's specific needs and this has, tragically, resulted in a debilitating feeling of isolation and marginalisation.

We simply cannot accept the continued existence of barriers, whether physical or social, that prevent people living with disability to fully integrate into our society.

This Plan, therefore, is a reminder that we should all be able to live our lives as engaged, productive, and full participants in our community. It promises equal access, fairness, and reflects Council's commitment to promote positive change for every resident and visitor, including those living with disability.

In celebrating this important milestone, let us reflect on the courage and dedication of all who made this achievement possible, and renew our commitment to inclusion and opportunity for all.

Definitions

Inclusion

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference or ethnicity) who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

Disability

The definition of disability applied in this document includes both definitions provided by the Disability Inclusion Act (NSW) 2014 and the Disability Discrimination Act (Commonwealth) 1992.

The Disability Inclusion Act (NSW) 2014 defines disability as including a: *long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.*

The Disability Discrimination Act (Commonwealth) 1992 defines disability as:

- The total or partial loss of the person's body or mental functions;
- The total or partial loss of a part of the body;
- The presence in the body of organisms causing disease or illness;
- The malfunction, malformation or disfigurement of a part of the person's body; and
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction.

Focus Areas

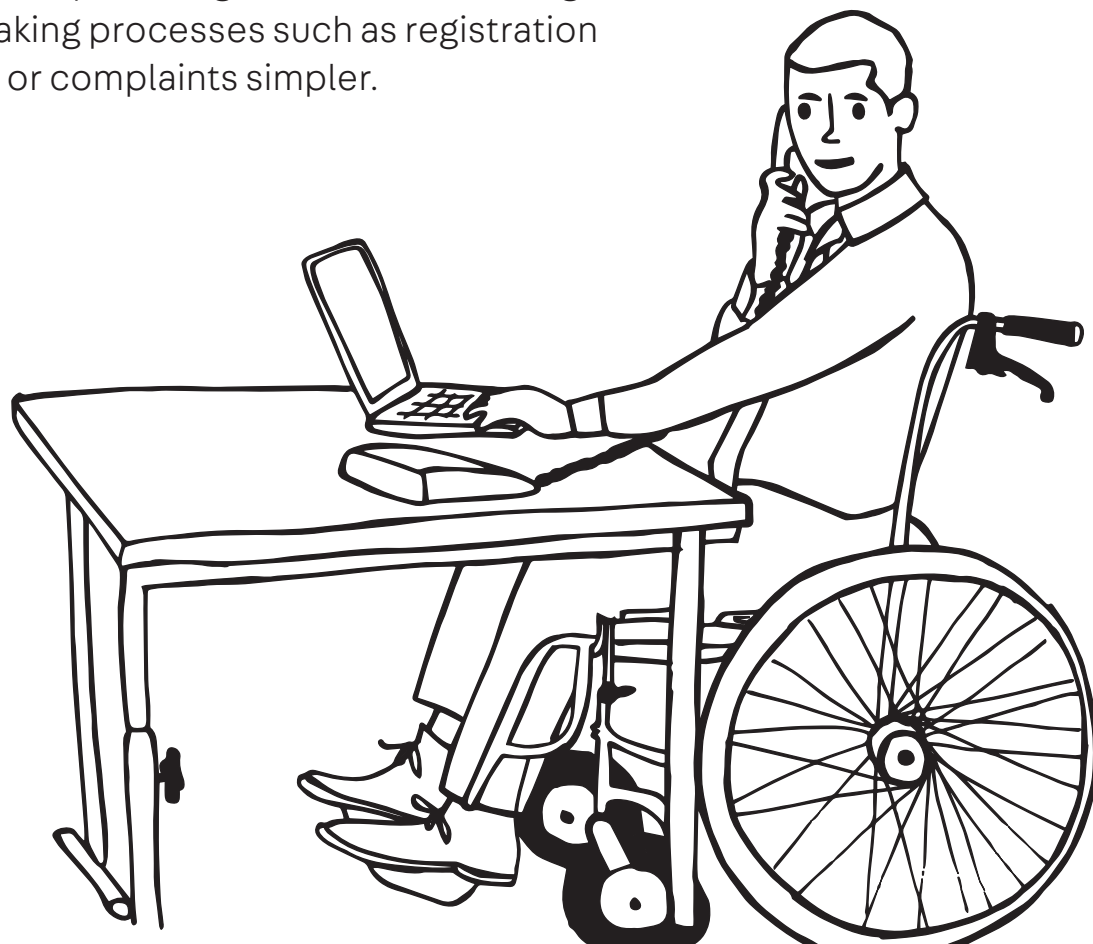
The NSW Government has identified four focus areas where significant barriers to access and inclusion will be addressed. These are:

Attitudes and Behaviours - attitudes and behaviour of community towards people with disability which may result in limiting access to employment and/or opportunities to contribute to social, economic and cultural life.

Liveable Communities - covers areas such as universal housing design, access to transport, community recreation, council policies and social engagement.

Employment - increasing the employment rates of people with disability.

Systems and Processes - improving the systems and processes that enable people to access services and supports they need in the community. Examples include providing information in a range of formats, or making processes such as registration (for a service) or complaints simpler.



Acronyms

ADA	Anti- Discrimination Act
CALD	Culturally and/or Linguistically Diverse
CSP	Community Strategic Plan Canterbury-Bankstown 2023
DDA	Disability Discrimination Act 1992 (Commonwealth)
DIAP	Disability Inclusion Action Plan
LGA	Local Government Area
NDIS	National Disability Insurance Scheme
NGO	Non-Government Organisation

The Benefits of Inclusion

Most people will experience some form of disability in their lifetime. If our attitudes are inclusive, our environment accessible, our workforce diverse and our processes user friendly; everyone benefits.

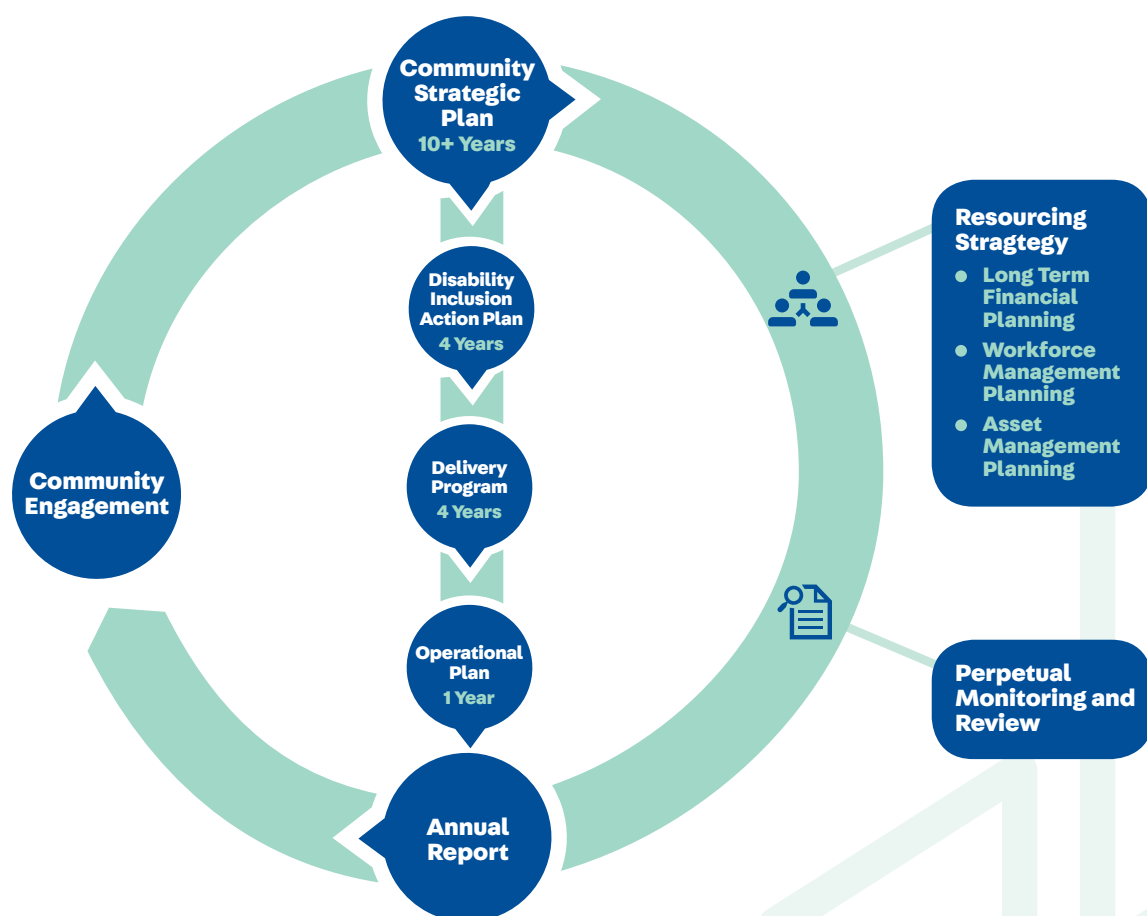


Strategic Context

The City of Canterbury Bankstown will be developing a Community Strategic Plan (CSP), based on extensive community consultation that will set out the broad long term (10 year) objectives of the community.

In order to put this broad plan into action, the Council has a Delivery Program spanning four years and Operational Plans spanning one year. Progress is reported by operational performance measures and is reviewed at least every six months.

The diagram on the next page shows how the DIAP relates to other key policies/ plans within the Council structure.



Policy Context

People with disability have the same rights to choose how they live their lives, to access opportunities, and to enjoy the benefits of living and working in our society as all residents do. In recent years, there have been significant changes to law and policy in Australia aimed at ensuring the rights of persons with disabilities are upheld and protected. A core principle throughout is to consult with people with disability and to build strategies around what is of most importance.

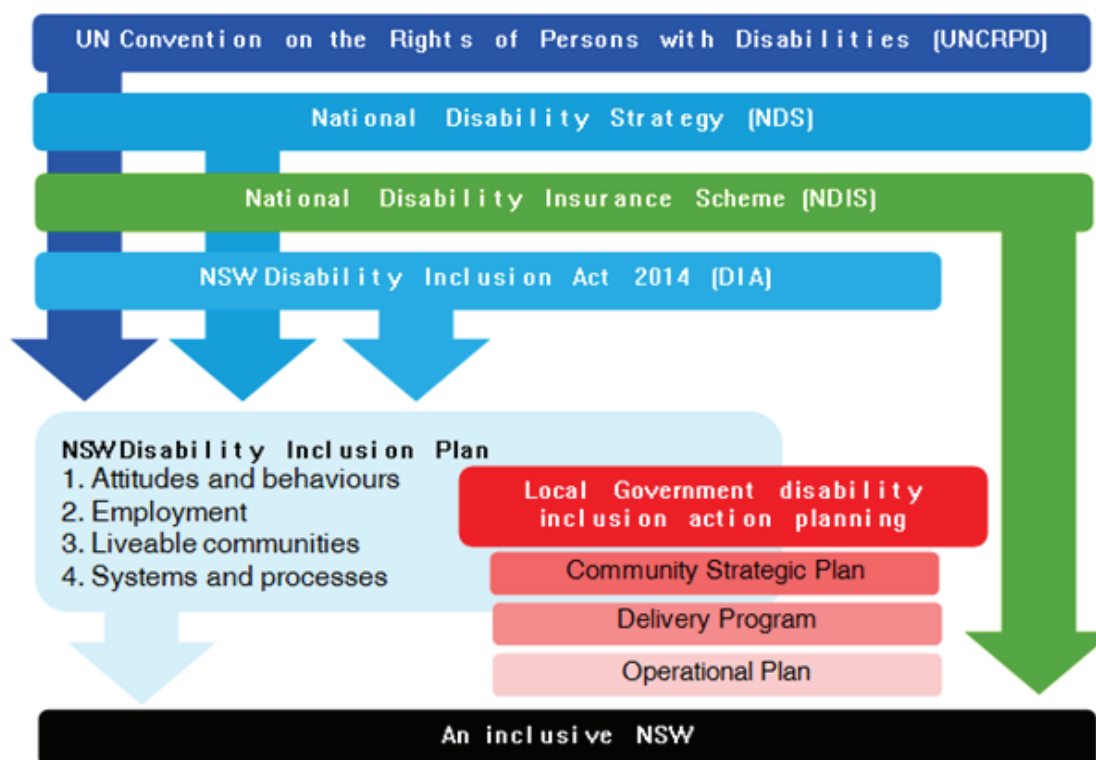
The **Disability Inclusion Act 2014 (NSW)** provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:

- The same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;
- Independent, social and economic inclusion within the community; and
- Choice and control in the pursuit of their goals, the planning and delivery of their supports and services.

Canterbury-Bankstown Council is required to link the DIAP to the NSW Government Inclusion Action Plan specifically addressing the four focus areas:

- Fostering positive attitudes and behaviours;
- Creating liveable communities;
- Supporting access to meaningful employment; and
- Improving access to mainstream services through better systems and processes.

Figure 1 The relationships between the relevant policy and legislative instruments



Source: Disability Inclusion Action Planning Guidelines Local Government

Other legislation which has relevance to the delivery includes:

- Commonwealth Disability Discrimination Act 1992 (DDA)
- Commonwealth Disability (Access to premises- Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977 (ADA)
- Local Government Act 1993 and Local Government (General) Regulation 2005

Community Profile

Total Population 350,983

Population of people who need assistance: 18,520

Which is **5.28%** of the population
(Source: id. Community)

4.72% of the Canterbury-Bankstown population have a profound or severe disability

8.44% of people living in Canterbury- Bankstown over 15 years of age receive unpaid assistance



Of the people who need assistance...

69.05% need income support

13.58% have a carer

6.13% attend day services

8.02% receive home maintenance and modifications
(Source: Social Health Atlas of Australia)



We have an ageing population...

9.97% are 60 and over

We speak 128 languages...

Arabic

English

Greek

Mandarin

Vietnamese

(Source: id. Community)



The Planning Process

1. Council commitment

Canterbury-Bankstown Council committed to developing a Disability Inclusion Action Plan in 2016.

2. Internal processes

All levels of management were informed of the plan, and within Council, managers were asked to provide feedback on what currently supports inclusion, areas for improvement and make suggestions on strategies and actions in the plan.

3. Established a reference group

A reference group made up of previous access committee members was established to contribute their feedback to the plan.

4. Community surveys

Three survey formats were distributed across Canterbury-Bankstown, including adult and youth, child and family and easy read.

The surveys were open for approximately six weeks and were available at libraries, community centres, Council Administration and online. Surveys were also sent to individuals, available at major events and delivered to local schools. A combined total of 111 surveys were completed; adult survey total 50, child and family total 30 and easy read total 31.

5. Community consultations

Community consultations were held throughout February, with ten sessions held across Canterbury-Bankstown. Additional sessions were held for specific culturally and linguistically diverse groups, and two sessions were open to disability service providers.

6. Strategies and actions

Draft strategies and actions were developed by Council staff based on feedback from the consultations and surveys.

7. Exhibition

The draft plan was placed on public exhibition so that the community could provide feedback on the plan.

8. Launch

The final version of the plan was launched and sent to the Disability Council of NSW.

What we did

Development of the Plan

The Disability Inclusion Action Plan 2017-2021 (DIAP) has been developed with extensive consultation with people with disability, their supporters, services and others. Where ever possible, the suggestions provided by people with disability to increase inclusion have been incorporated directly into the plan. Other strategies require Council to work in partnership with other agencies or levels of government. Consultation strategies used to gather the input of people with disability included:

- Input by Canterbury-Bankstown Council reference group
- An adult/ youth and children/ families paper based and online survey
- A paper based easy read survey
- Community consultations

10 Community consultations

2 CALD specific consultations

2 Disability service provider consultation



One on one sessions as requested



Advertisements in local newspapers



Emails to distribution lists



Media release

Survey and Consultation Outcomes

Attitudes and Behaviours

What the Community Told Us

- Our staff need to be trained in communicating effectively with people with different types of disability;
- Council needs to create accessible documents;
- Parents would like greater awareness of the specific needs of children who are on the autism spectrum;
- You would like Council to help the community understand the challenges people with disability experience;
- You appreciated the friendliness of many business owners and;
- You would like to work with businesses to promote inclusion.

Liveable Communities

What the Community Told Us

- There needs to be improved access to Council buildings;
- Council should provide more adult change tables in public toilets;
- We need improved paths and ramps and surface indicators;
- Accessible parking needs to be wide enough, well located and monitored better;
- Council needs to provide more seating and shade;
- Events needs to be planned with consideration of diverse needs;
- Local clubs, playgrounds and sports need to be more inclusive and accessible;
- There needs to be more information about features of open spaces;
- There needs to be more inclusive activities at libraries and art centres; and
- Service desks at Council buildings.

Employment

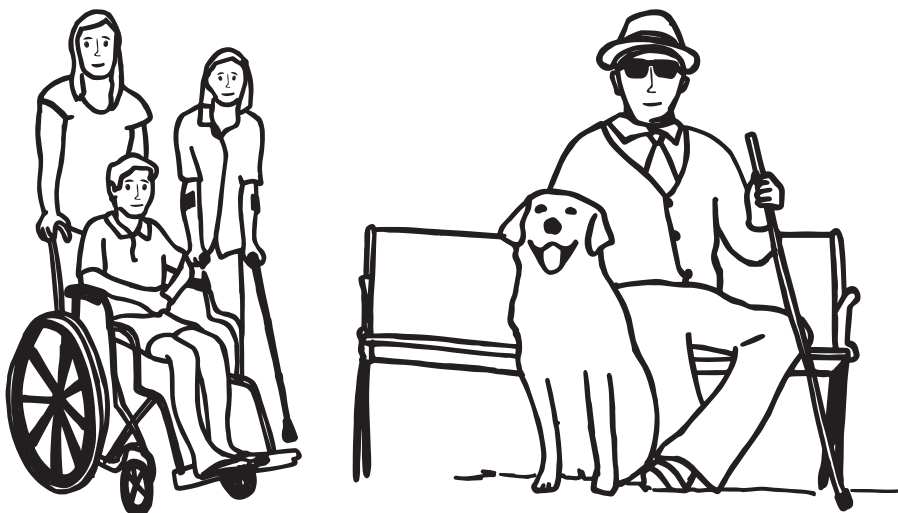
What the Community Told Us

- Council should create more opportunities for employment of people with disability;
- Advertising needs to be more widely available;
- People would like to apply for jobs using different formats and;
- Council needs to actively encourage people with disability to apply for jobs.

Systems and Processes

What the Community Told Us

- Council website needs to be easy to use and navigate;
- Information and forms need to be available in alternative formats where appropriate;
- Community consultation processes need to be inclusive of people with disability and;
- Council needs to have easy processes for finding and providing information.



How we will Foster Positive Attitudes and Behaviours

Ensure the Customer Experience is Inclusive

- Council will ensure its buildings have accessible features;
- Council staff will undertake inclusion and disability awareness training; and
- Council will offer training to staff in alternative forms of communication.

Increase Awareness of Disability within Council

- Council staff will undertake disability awareness training at induction;
- Council will host an open forum to discuss diversity and inclusion; and
- Council will provide an inclusion guide to all staff.

Increase Awareness of Disability Within the Community

- Council will deliver disability specific community initiatives;
- Council will update its accessible business guide; and
- Council will deliver safety awareness sessions for people with disability.

Ensure People with Disability can Participate

- Council programs actively encourage people with disability to attend;
- Council will ensure promotional material represents a diverse group of people; and
- Council will offer training to library, leisure and aquatic and arts centre staff on delivering inclusive programs for children with disability.

How we will Create Liveable Communities

Upgrade our Buildings and Footpaths

- Council will prioritise work on access issues in our buildings;
- Council will maintain its hearing loop systems in our buildings;
- Council will consult with people with disability at the design stage;
- Council will audit foot paths at key destinations; and
- Council will prioritise work where access issues exist.



Ensure our Parks are Inclusive

- Council will audit and prioritise work where access issues exist;
- Council will increase the number of Changing Places amenities;
- Council will work with local organisations to provide a sensory garden; and
- Council will publicise features of open spaces.

Improve our Parking, Bus Stops and Shelters

- Council will audit and prioritise key destinations for upgrade;
- Council will install directional and hazard surface indicators at bus shelters; and
- Council will audit and upgrade our accessible parking bays.

How we will Create Liveable Communities

Make our Events Inclusive and Accessible

- Council will provide accessible parking at major events;
- Council will provide event information on accessibility features;
- Council will ensure continuous paths in, around and out of the venue;
- Council will provide accessible toilets at major events;
- Council will ensure there is adequate shade and rest spaces; and
- Council will offer interpreters and translators at major events as required.

Improve Accessibility at Leisure and Aquatic Centres

- Council will provide hoists at all pools;
- Council will increase the number of adult changing facilities;
- Council will increase ramp access in pools; and
- Council will provide signage promoting access features.

Design Accessible Programs at Libraries and Art Centres

- Council will introduce accessible activities and programs;
- Council will provide audio books at all libraries; and
- Council will provide resources and offer inclusion and disability awareness training to volunteers.



How we will Create Liveable Communities

Provide Flexible Council Services

- Council will implement “access and equity” services for residents; and
- Council will provide alternative formats and services for rubbish collection.

Increase Awareness of Accessible Facilities and Venues

- Review and provide signage at key destinations; and
- Council will produce and publicise a mobility map.



How we will Increase Opportunities for Employment

Increase the Employment Rate of People with Disability at Council

- Council will actively encourage people with disability to apply for positions;
- Council will offer student placements; and
- Council will undertake department reviews to identify opportunities for improved flexibility.

Making our Job Application Process Easier

- Council will undertake a review of the current recruitment process;
- Council will provide staff with training on diversity and inclusion in recruitment;
- Council will provide “conscious bias” training to supervisors; and
- Council will offer alternate application formats.

Encourage Businesses to Recruit People with Disability

- Council will partner with disability employment services to offer education initiatives to local businesses.



How we will Improve our Systems and Processes

Update processes to Reflect Universal Design Principles

- Council will update the Development Application form to require a mandatory access report with applicable commercial building applications.

Provide Information in a Range of Formats

- Council will develop a policy for requesting alternate formats; and
- Council will inform staff of procedures regarding requesting accessible documents.

Ensure Online Content is Easy to Use

- Council will ask for regular feedback;
- Council will have a dedicated access page listing access features; and
- Council will provide audio, visual and other community languages.

Include People with Disability in Safety Discussions

- Council will consult people with disability regarding safety issues; and
- Council will review Council evacuation procedures and amend to reflect access needs.

Improve Access to Council Systems and Processes

- Council will regularly review processes used by the public; and
- Council will ask for regular feedback.



Monitoring, Evaluation and Ongoing Consultation

The Disability Inclusion Action Plan 2017-2021 (DIAP) sits within the Delivery Program, and will be linked to the forthcoming CSP, spanning all areas of that plan.

Specific actions identified in the DIAP will be incorporated into the Delivery Program and Operational Plans, and key outcomes for the DIAP will be collected along with other measures.

An important addition to the DIAP is that progress will be monitored by way of consultation with people with disability.

Funding the plan

Council is already implementing many of the services, processes and procedures which make Canterbury-Bankstown inclusive and accessible for people with disability. However, where upgrades and maintenance need to occur, these will be considered in the annual budgets, and may require external funding.

Risk Management

Council acknowledges its legal responsibility to operating under the Disability Discrimination Act.

All activities undertaken by Canterbury-Bankstown Council as a result of the implementation of the Disability Inclusion Action Plan will undergo risk assessments where applicable to ensure risks are identified, controls implemented, and to provide appropriate strategies.

The Plan



FOCUS AREA 1: ATTITUDES AND BEHAVIOURS

Community Outcome 1: People of all ages with disability experience positive attitudes and behaviours from our staff, and feel confident that their Council promotes and encourages these in the broader community

STRATEGY 1: Ensure the customer service experience reflects inclusive practices			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Customer Service centres have accessible features	Hearing loops are available and functional in all Customer Service Centres Captions are provided on all screens in the Customer Service Centres	Information Services Customer Service	Year 2
Provide counters at wheelchair accessible height	Counter is modified to ensure wheelchair and scooter accessibility	Works and Projects Building- maintenance	Ongoing
Customer service staff undertake inclusion and disability awareness training for phone and in person enquiries	Training provided annually Staff feedback indicates increased awareness and understanding of communicating with people with diverse needs	Community and Cultural Services	Ongoing
Provide staff training opportunities in alternative forms of communication	Alternative communication course is offered twice per year Staff are equipped with a diverse communication skill set	Human Resources	Year 1
STRATEGY 2: Increase awareness of disability within Council			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Provide disability and inclusion awareness training for all new staff as part of Induction	Staff register is maintained to record attendance Resources and refresher training provided to existing staff Staff feedback indicates an increased understanding of disability related issues	Human Resources	Year 1

Facilitate an annual open forum discussion on a number of diversity and inclusion topics for all staff to identify perceptions, barriers and opportunities to inclusion	Number of staff attended Incorporated in the Balanced Agenda program Staff feedback indicates increased awareness of diversity and inclusion in the workplace	Human Resources	Year 2
Provide an inclusion guide to all staff	Guide is developed and distributed	Community and Cultural Services	Year 2
STRATEGY 3: Increase awareness of disability within the community		RESPONSIBLE	TIMEFRAME
ACTION	OUTCOME		
Deliver community education initiatives in partnership with local disability organisations promoting awareness of various types of disability, including mental illness.	5 sessions delivered per year Community feedback indicates a greater awareness of disability related issues and inclusion	Community and Cultural Services	Year 1
Update the former Missed Business guide	Guide is distributed to local businesses in Canterbury Bankstown	Community and Cultural Services	Year 2
Deliver a child focused campaign promoting inclusion	Annual campaign increases community awareness of inclusion of children with disability	Children's Services	Year 1
Regular meetings between communications and community development team to discuss increasing visibility of people with disability in communications content	Communication from Council includes images which promote inclusion and diversity Council publications include images of people with disability and articles educate about disability awareness	Communications	Year 1

Deliver safety education sessions which include information on issues experienced by people with disability	5 sessions per year held in collaboration with local emergency services People with disability have a forum to address safety related concerns	Community and Cultural Services	Year 1
STRATEGY 4: Actively engage people with disability for participation in Council activities			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Council run programs include provisions for people with disability	Increased number of people with disability attending programs across Council	Community and Cultural Services	Ongoing
Provide training to key staff in libraries, aquatic centres and art centres to enable children and young people with autism to be included in services and programs	Staff are trained in autism awareness Staff feedback indicates increased awareness of how to deliver autism friendly programs	Leisure and Recreation Children's Services Community and Cultural Services	Year 2
Deliver community engagement activities that cater for the needs of people with disability	Activities are planned in consideration of people with specific barriers to access	Community Engagement and Events	Ongoing
Expand and promote the companion card system for leisure and aquatic centres across the LGA	All leisure and aquatic centres operate with the companion card Increased access to leisure and aquatic centres for people with disability	Leisure and Recreation	Year 1

FOCUS AREA 2: LIVEABLE COMMUNITIES Community Outcome 2: People with disability find it easier to access community buildings, places, and activities in the Canterbury-Bankstown Local Government Area.			
STRATEGY 1: Progressively upgrade council owned assets to reflect Universal Design principles			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Where financially viable, implement the priority access improvements to existing buildings identified against Access to Premise (2010) Standards, BCA and DDA	Improved access to council owned buildings	Property and Investment Buildings Works and Projects City Plan	Ongoing
Undertake a holistic approach when auditing the accessibility of new and existing works taking into consideration various infrastructural elements in the surrounding environment	Audits reflect consideration of various aspects of universal design involving stakeholders as appropriate	City Design City Plan Works and Projects Sustainable Future	Ongoing
Compliance against Access to Premise (2010) Standards, BCA and DDA is met at each stage of project design and construction	Design Risk Assessment is updated to include section related to confirmation of Access to Premises (2010) Standards, BCA and DDA compliance	City Design Works and Projects	Year 1
Maintenance audits of hearing loops in libraries, community centres and senior citizen centres	Annual audit and maintenance register records	Information Services	Ongoing
Consultation with internal stakeholders ensure universal design and inclusive principles are	New buildings or assets which are due to be upgraded take into account the needs of people with disability and where needed, people with disability are consulted	City Plan City Design	Ongoing

applied during the planning and design of projects		Works and Projects Parks Buildings	
STRATEGY 2: Progressively expand council footpath network			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Prioritise key destinations that require new footpaths and undertake work to increase accessibility	Progressive increase in number of footpaths linking key facilities and service locations Compliance with DDA	Works and Projects City Plan Roads Parks	Ongoing
Audit and prioritise key destinations that require upgraded or new kerb ramps and undertake work	Annual increase in the number of kerb ramps which meet AS 1428.1-2009 compliance	Works and Projects City Plan Roads	Ongoing
STRATEGY 3: Ensure open spaces are inclusive and accessible			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Prioritise works for accessible park and outdoor furniture at all Council facilities	Upgrades and modifications are made on all new development or re-development to Australian Standards and in line with DDA requirements	Parks City Design Buildings (trades) Works and Projects	Year 2
Where financially viable, provide additional "Changing Places" amenities at key public buildings	People with disability have increased access to Changing Places facilities across the LGA	City Design Buildings Parks Works and Projects	Year 2

		Property and Investment	
	Leisure and Recreation		
Identify opportunities for the provision of sensory gardens in key locations.	Two sensory gardens exist in Canterbury Bankstown	Parks	Year 4
Work in partnership with local organisations when these opportunities arise.	Consultation has occurred with the community to determine most suitable location and maintenance	City Design	
Establish a continuous accessible thoroughfare from point of transport to parks and sportsgrounds, e.g. from bus stop to football club	Annual increase in the number of continuous pedestrian links between access points	Community and Cultural Services	
		Parks	Ongoing
		City Design	
		Roads	
		Works and Projects	
Prepare park designs that comply with AS 1428 – Design for Access and Mobility	All new parks are complaint with AS 1428.1-2009	Parks	Ongoing
		City Design	
		Works and Projects	
Provide accessible park furniture with links between paths and walkways to all new and upgraded parks	Compliant paths and ramps link path to accessible furniture	Parks	Ongoing
		Roads	
		Works and Projects	
Consider both spatial and physical barriers to ensure safety in designated play spaces	Risk assessments determine that play spaces are safe	Parks	Ongoing
		City Design	
Review park signage to ensure that they comply	Parks signs comply with BCA	Parks	Year 2 Ongoing

with BCA requirements and to consider opportunities for Braille inclusion	Park signs are accessible for people with vision impairment	Buildings (trades)	
STRATEGY 4: Improved access to parking, bus stops and shelters			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Develop a list of priorities for improvements and upgrades in regards to access	Council bus stops, shelters and parking bays are accessible in line with Access to Premise standards (refer to standard) and in line with DDA requirements	Works and Projects Roads City Design	Ongoing
Install directional and hazard tactile ground surface indicators to bus shelters LGA wide	Annual increase in the number of bus shelters across the LGA which are accessible and compliant with DDA requirements	Works and Projects Safety and Risk	Year 3
Accessible parking is monitored by Ranger Services to ensure appropriate use of the resource	Annual reduction in the number of complaints by people with disability regarding illegal use of accessible parking bays	Roads Regulatory Services	Ongoing
STRATEGY 5: Increased signage and alternative formats of signage in Canterbury Bankstown			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Review, prioritise and install signage and tactile ground surface indicators at key destinations	City Operations undertake review, DAC consultant reviews for priority and provides recommendations Review of work is undertaken and recorded to ensure correct installation	City Design Works and Projects Safety and Risk Roads	Year 3
STRATEGY 6: Council events are inclusive and accessible			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Council events offer adequate number of accessible parking bays and pick up/ drop off	Business case/ event proposal stipulates number of accessible parking bays to be provided based on anticipated attendance	Engagement and Events	Ongoing

options				
Promotion of events include information on accessibility	Promotional material indicates accessible features	Engagement and Events	Year 1	
	Information sheet developed for internal and externally run events regarding access features of venues			
Events have continuous paths of travel in, around and out of the venue	Business case/ event proposal identifies access to, from and within the venue, including issues regarding surface, gradient and lighting	Engagement and Events	Ongoing	
Accessible toilet facilities are provided at major events	Business case/ event proposal stipulates number of accessible facilities to be provided based on anticipated attendance	Community Engagement and Events	Ongoing	
Events offer designated viewing, rest and shade spaces	Major events provide viewing, rest and shaded areas that are accessible to people with disability	Community Engagement and Events	Ongoing	
Interpreters, translators or bilingual workers are made available at major events as appropriate	People with diverse communication needs are able to participate in major events	Community Engagement and Events	Ongoing	
STRATEGY 7: Ensure Leisure and Aquatic Centres are accessible				
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME	
The development of the new Leisure and Aquatics Strategy is inclusive, accessible and considers the needs of all the community including people with a disability.	Leisure and Aquatics Strategy takes into consideration the needs of people with a range of disabilities, including provisions for physical access, amenities and facilities	Leisure and Recreation	Year 1	
Signage is installed at leisure centre entrances detailing access features	Signage is prominent, clear and includes visual images and accessible to people with vision impairment	Leisure and Recreation Community and Cultural Services	Year 1	
STRATEGY 8: Libraries and art centres offer a variety of programs and services to cater to diverse needs				
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME	
Progressively increase the accessibility and inclusion	Information on accessible features, inclusive programs and services are published on Council	Community and Cultural Services	Year 1	

of libraries and art centres	website			
	Increased number of workshops for people with disability and/ or that provide adjustments for people with disability to attend			
Increased selection of audio books are available at all Canterbury-Bankstown Libraries	Annual increase in the number of audio books available at all libraries	Community and Cultural Services	Ongoing	
Volunteers are provided inclusion and disability awareness resources and invited to attend induction	All volunteers receive a resource pack	Community and Cultural Services	Year 1	
STRATEGY 9: Waste amenities and services are accessible				
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME	
Consider accessibility needs with the roll out of new street and park litter bins	All bins are upgraded as per work schedule Bankstown City Council Waste Avoidance and Recovery Strategic Plan	City Design	Ongoing	
Consider accessibility needs with the development of waste and recycling contracts and services	New developments assessed in line with relevant DCP Register of details kept Annual reduction in the number of complaints received	Sustainable Future Waste Operations	Ongoing	
Consider accessibility needs with the development of education resources for waste and recycling services and events	Publications use plain English and visual representations and are available on the website	Sustainable Future	Ongoing	
Offer additional household waste or recycling services to households that require additional bin capacity for	On resident request with supporting evidence from Doctor	Waste Operations	Ongoing	

medical needs (fees may apply)	Register of details kept		
Promote free drop off locations for safe disposal of sharps	Regular renewal process Current information available on website	Communications Sustainable Future	Ongoing
STRATEGY 10: Increased awareness of accessible facilities and venues			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Produce and publicise a Mobility Map which identifies accessible amenities, facilities and sites across the LGA	Map is made available via website and in alternative formats and distributed at major events	Information Services Buildings Parks Roads Leisure and Recreation Community and Cultural Services Safety and Risk	Year 1
Ensure the long term plans and strategies for the City consider and respond to the needs of the wider Community including people with disability.	Long term plans and strategies incorporate provisions for people with disability and reflect universal design principles	City Design Development City Planning Corporate Services	Ongoing

FOCUS AREA 3: MEANINGFUL EMPLOYMENT AND ECONOMIC PARTICIPATION

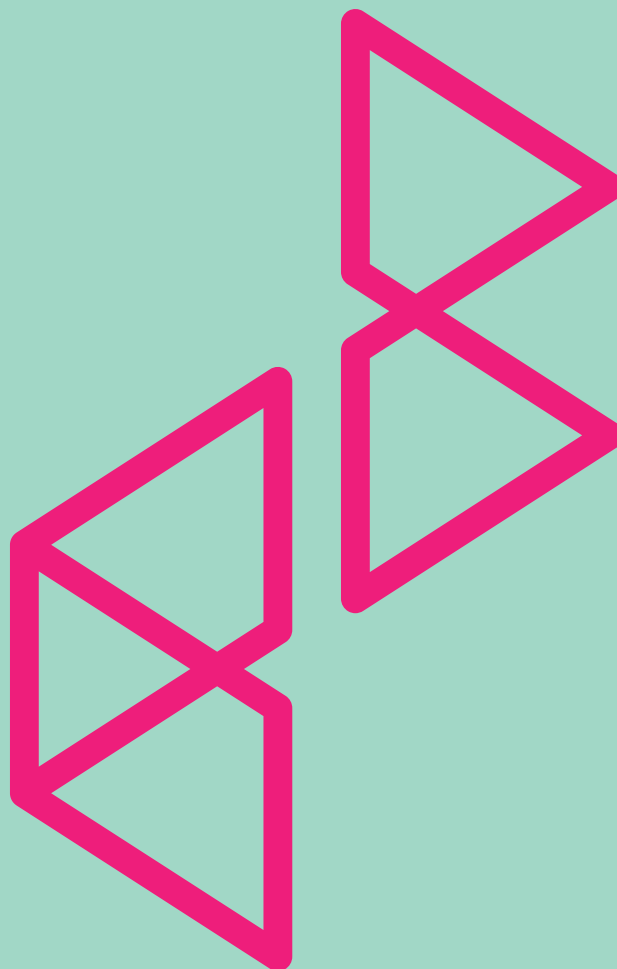
Community Outcome 3: People with disability have greater access to employment opportunities with Council

STRATEGY 1: Increase the employment rate of people with disability within Canterbury Bankstown Council			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Advertising of all roles includes the statement <i>“people with disability are encouraged to apply”</i>	Increased number of people with disability employed by council	Human Resources	Year 1
Offer five student placement opportunities annually	Human Resources consult with Access Team on identifying placement opportunities across council departments	Human Resources Community and Cultural Services	Year 2
Ongoing department reviews are conducted in collaboration with Department Manager and Access and Inclusion team to identify opportunities for increased flexibility with regard to location, hours, working conditions and additional support.	Issues identified are followed up by appropriate officer Refer to Flexible Work Practices Policy and EEO	Human resources Community and Cultural Services	Ongoing
STRATEGY 2: Ensure application process is accessible and inclusive of people with disability			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Review of job application methods and recruitment processes is conducted	Provisions are made to ensure processes consider the needs of people with disability	Human Resources Community and Cultural Services	Year 1

Provide mandatory annual training on Diversity and Inclusion to supervisors regarding recruitment and selection processes	Human Resources schedules supervisors for sessions Register is maintained recording attendance	Human Resources Corporate Development	Year 2
Provide “conscious bias” training annually for supervisors	Human Resources schedules all supervisors for sessions Register is maintained recording attendance	Human Resources Corporate Development	Year 2
Offer alternative formats for job applications	A variety of job application formats are offered to potential applicants	Human Resources	Year 2
STRATEGY 3: Encourage local businesses and organisations to recruit people with disability			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Partner with disability employment services to deliver education for local businesses	Deliver 5 education initiatives annually to local businesses	Community and Cultural Services	Year 1

FOCUS AREA 4: SYSTEMS AND PROCESSES Community Outcome 4: People with disability find it easier to independently access the services and processes of Council			
STRATEGY 1: Revise the development application process in relation to Access			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Update application process to include mandatory inclusion of accredited Access Report with applicable commercial development applications.	Application form includes mandatory specifications for undertaking Access Report City planning undertake access reviews of development applications	Development City Planning	Year 1
STRATEGY 2: Provide council information in a range of formats that provides best practice accessibility to services and support for people with disability			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Council documents and information are provided in accessible and alternative formats upon request	People with disability can request information in alternative formats and are presented with options to better meet their communication needs	Corporate Development	Year 1
Policy is developed for requesting documents in alternate formats	Policy is developed and implemented across the organisation	Corporate Development	Year 1
Provide guidance to staff on requests for accessible documents	Staff are informed and can provide the community with accessible content	Corporate Development	Year 1
STRATEGY 3: Continuously improve the accessibility of Council's online content			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Provide opportunities for feedback from community members	Website includes a feedback page which is regularly viewed by Information Technology Feedback box is available at both Administration Centres and regularly monitored	Communications Information Services	Year 1

Council web pages have a page of Accessibility and Inclusion in Canterbury Bankstown (inclusive and accessible activities, accessible toilets, parking etc)	Page is reviewed and updated bi-yearly	Communications Information Services	Year 1
Provide audio on council's website to be compliant with WCAG 2.0 AA.	Accessibility of council's website against WCAG 2.0 AA	Communications Information Services	Year 4
General information on accessible features in Canterbury- Bankstown is provided using images or community languages additional to English	Number of languages available Number of images/ visual representations	Communications Information Services	Year 2
STRATEGY 4: People with disability provide regular feedback regarding safety issues			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Identify key reference groups, focus groups or advisory bodies that provide input to Pedestrian Access and Mobility Plan; Traffic Safety; Emergency Evacuation Plans and Council Building refurbishment plans, in order to ensure adequate representation of people with disability	Reference groups, advisory bodies or planned focus groups require specific representation by people with disability (including wheelchair users and persons who are vision impaired or blind) Terms of reference for committees responsible for the development for Flood/ Emergency Evacuation plans include issues relating to evacuation of people with disability	Governance Safety and Risk	Ongoing
Review council evacuation procedures to ensure people with disability are specifically considered in procedures	Evacuation procedures are reviewed, addressing the needs of people with disability People with disability contribute directly to Emergency Evacuation Plans	Safety and Risk	Ongoing
STRATEGY 5: Progressively improve access to council services and processes			
ACTION	OUTCOME	RESPONSIBLE	TIMEFRAME
Review procedures (such as making a complaint, registering a pet etc.) to ensure improved access	Number of procedures relating to accessing Council services reviewed for the purpose of improving accessibility	Governance Regulatory Services	Ongoing
Request regular feedback from people with disability regarding processes	A record of consultation with people with disability when reviewing processes affecting the public	Governance	Year 2



Bankstown Customer Service Centre

Upper Ground Floor, Civic Tower,
66-72 Rickard Road, Bankstown NSW 2200

Campsie Customer Service Centre

137 Beamish Street, Campsie NSW 2194

Telephone: (02) 9707 9000

Fax: (02) 9707 9700

Visit cbc.city.nsw.gov.au