

Disability Inclusion Action Plan (DIAP)

2022-26

DRAFT



7

destinations



Safe & Strong

A proud inclusive community that unites, celebrates and cares

Safe & Strong documents are guided by the Social Inclusion Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as being a child friendly City, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation, ageing, community harmony and youth.



Clean & Green

A clean and sustainable city with healthy waterways and natural areas

Clean & Green documents are guided by the Environmental Sustainability Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as managing our catchments and waterways, natural resources, hazards and risks, emergency management, biodiversity and corporate sustainability.



Prosperous & Innovative

A smart and evolving city with exciting opportunities for investment and creativity

Prosperous & Innovative documents are guided by the Prosperity and Innovation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as revitalising our centres, employment, investment, being SMART and creative, and providing opportunities for cultural and economic growth.



Moving & Integrated

An accessible city with great local destinations and many options to get there

Moving & Integrated documents are guided by the Transport Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs, and asset management.



Healthy & Active

A motivated city that nurtures healthy minds and bodies

Healthy & Active documents are guided by the Health and Recreation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as lifelong learning, active and healthy lifestyles, and providing quality sport and recreation infrastructure.



Liveable & Distinctive

A well designed, attractive city which preserves the identity and character of local villages

Liveable & Distinctive documents are guided by the Liveable City Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as preserving the character and personality of centres, heritage, affordable housing, and well managed development.



Leading & Engaged

A well- governed city with brave and future focused leaders who listen

Leading & Engaged documents are guided by Council's Lead Resourcing Strategies. Supporting Plans, Action Plans and Policies cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership, and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction in the Community Strategic Plan through to more detailed plans that will eventually drive works projects and programs on the ground. The framework is comprised of the following levels:

The **COMMUNITY STRATEGIC PLAN (CSP)** is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1

LEAD STRATEGIES are Council's response to the CSP and provide high level strategic direction on key challenges facing the City. They are informed by a sound evidence base that considers key trends and an understanding of the implications of key issues and opportunities in the City.

2

SUPPORTING PLANS break down broad theme areas discussed in LEAD STRATEGIES into smaller themes providing high level actions. SUPPORTING PLANS identify broad works projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

3

DETAILED ACTION PLANS take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. Supporting plans include detailed costing and resourcing requirements and delivery timeframes.

4

GUIDELINES, POLICIES AND CODES provide detailed information, rules for activities or guidance for specific works on Council or other lands.

Acknowledgement of Country

The City of Canterbury
Bankstown acknowledges
the traditional country of the
Darug (Darag, Dharug, Daruk,
Dharuk) and the Eora People.

We recognise and respect
their cultural heritage,
beliefs and relationship
with the land.

We acknowledge they are
of continuing importance to
Aboriginal and Torres Strait
Islander people living today.





Other acknowledgments

City of Canterbury Bankstown acknowledge those who contributed their time and expertise to participate in the development of this plan, including:

- Our survey respondents;
- Our community consultation participants;
- Our staff; and
- People with disability who are residents/workers and visitors to our area.

Alternative formats

Our DIAP is available in alternative formats, including wordRFT/HTML and Easy English (available on our website). Hard copy formats (in both large and standard print) and other alternative formats are also available upon request.

A note on language

We recognise that there are varying views on language and disability terminology around disability in Australia and internationally. Language can be both a personal and political choice.

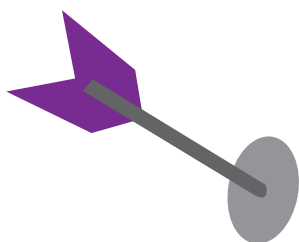
We have chosen to write this Plan using the person-first language of 'person with disability' to recognise that disability is just one aspect of a person's life and does not determine who they are. This is currently the preferred language used by governments across Australia. However, we respect that different people have different preferences about language.

Contents

	Acknowledgment of Country	4
	Other Acknowledgments	5
	Alternative Formats	5
	A Note on Language	5
1	Message from the City	8
1.1	Definitions	10
	Disability.....	10
	Inclusion	10
	Intersectionality	10
1.2	Context.....	11
	Plan purpose	11
	Focus areas	11
1.3	Policy context	12
1.3.1	International	12
1.3.2	National	12
1.3.3	NSW	12
2	Canterbury-Bankstown	14
2.1	Area profile	14
2.2	Community members.....	14
2.3	Key highlights and achievements	17
3	What We Did	18

3.1	Plan development	18
3.2	Consultation and co-design	18
4	What We Heard.....	20
4.1	What our staff told us	20
4.2	What our community told us	20
	1. Attitudes and Behaviours.....	21
	2. Liveable communities.....	22
	3. Meaningful Employment and economic participation	22
	4. Systems and processes	25
5	What We Will Do	26
5.1	How we will foster positive attitudes and behaviours	26
5.2	How we will create liveable communities	26
5.3	How we will increase opportunities for employment.....	27
5.4	How we will improve our systems and processes	27
6	Governance, Monitoring and Review	28
7	Contact Us.....	29
8	Detailed Action List	30

01 Message from the City of Canterbury Bankstown



It is our pleasure to launch the City of Canterbury Bankstown's second Disability Inclusion Action Plan (DIAP).

This document will act as our roadmap over the next four years, as we continue to improve the accessibility and inclusivity of our organisation and the programs, services and facilities we provide to our community.

Our DIAP is our public commitment to accessibility and inclusion, communicating our vision and plan to ensure Canterbury-Bankstown is a place where everyone feels welcome and can thrive. Based on the principles outlined in the NSW Disability Inclusion Act 2014, our Plan outlines specific priority actions, with associated implementation, assessment and monitoring approaches which we will deliver over the next four years.

As the largest Local Government Area in NSW (based on population), and one which is culturally diverse and intersectional, our work around disability continues to evolve based on the needs of our community. Approximately 18 per cent of our community live with disability, all of whom contribute to our City in different ways – as active members of local community groups, volunteers, students and workers.

Our DIAP is focused on the social model of disability, and what we as a Council can do to remove barriers that people with disability may experience in accessing social, civic or

employment activities. Our Plan considers all types of accessibility – including physical, communication, social, transport and attitudinal access. Breaking down barriers helps to make things universally accessible, diverse and inclusive. This is not only good for people with disability but makes things better for all members of our community including older people, young children, parents and culturally and linguistically diverse groups.

This Plan builds on the good work undertaken during the last DIAP, much of which has now become 'business as usual.' Through a comprehensive consultation process with people with disability, carers, support people, service providers, our staff and other interested parties, we have gained a deeper understanding of issues and barriers affecting people with disability across our community. This has helped us identify what's working and what needs to be improved. Our new DIAP is more ambitious – focused on extension and expansion, going above the bare minimum and considering principles of universal design so that our facilities, services and programs work for everyone.

Actions from this Plan will be incorporated into all aspects of Council business to ensure it becomes embedded across all of our activities. This document will be regularly reviewed and improved, taking into account ongoing feedback from and consultation with community members with disability and our staff.

We believe that everyone has the right to participate, engage and contribute. We want to work together to make Canterbury-Bankstown an accessible place to live, work and play. Realising the actions within this Plan will help us get there.



1.1 Definitions

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.¹

Inclusion

Inclusion is the process in which 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.

According to the research report *Towards new indicators of disadvantage: Deprivation and social exclusion in Australia* published by UNSW's Social Policy Research Centre,

dimensions of inclusion include:

- Being heard and valued;
- Meaningful participation;
- Connection and belonging;
- Opportunity to access supports; and
- Choice and control in your life.

Inclusion is not about helping others to access the society we have. It's about changing the society we have. Inclusion is about making society mean *everyone*.²

Intersectionality

We understand that the barriers people with disability experience can compound and layer when an individual is part of more than one underrepresented group. Recognising that people's lives are multi-dimensional and complex, we aim to take an intersectional approach in our thinking around accessibility, which means focusing on the points of intersection that multiple identities create. Intersectionality recognises the diversity of experiences within marginalised groups and provides a framework for recognising and

addressing the needs of individuals who are most disadvantaged, setting a pathway for a more just and equitable world.

We are mindful of these intersections and aim to provide good access for people with disability from all backgrounds and lived experiences. This includes First Nations people, culturally and linguistically diverse people, women and non-binary people, members of the LGBTQIA+ community, people from regional and remote areas, older people, children and young people and people from low socio-economic backgrounds.³

¹ <https://www.legislation.gov.au/Details/C2018C00125>

² https://library.bsl.org.au/jspui/bitstream/1/6119/1/Saunders_etal_towards_new_indicators_of_disadvantage_deprivation_and_social

³ http://www.lgbtiqintersect.org.au/learning-modules/intersectionality/?fbclid=IwAR1L70Qe3SfXEhv4HjZ9PLx3Rt_vWPQuykJOPQ_cV0zhDfJ52LbbHOQ_yQ exclusion.pdf

1.2 Context

Plan purpose

One in five Australians have disability – a very large proportion of our society. Most people will experience some type of disability in their lifetime and many of us are also carers and support people for friends or family members with disability. We need to ensure that our attitudes are inclusive, our environments accessible, our workforces diverse and our processes user

friendly so that everyone can benefit.

Our DIAP is a tool and resource to guide Council in its work with, by and for people with disability, the wider community, service providers and other stakeholders to meet the needs of local people with disability and build a disability confidence and competent Council and community.

Focus areas

Our DIAP follows the NSW Government's recommended four focus areas where significant barriers to access and inclusion should be addressed.

1. Attitudes and behaviours – attitudes and behaviours of the community towards people with disability which may result in limiting access to employment and/or opportunities to contribute to social, economic and cultural life.

2. Liveable communities – covers areas such as the built environment, access to transport, community recreation and social engagement.

3. Meaningful employment and economic participation – supporting pathways to employment and employment rates of people with disability inside and outside of Council, across our LGA.

4. Systems and processes - improving the systems and processes that enable people to access services and supports they need in the community.

Underneath these four areas, a range of strategies and actions have been developed which Council will deliver over the next four years. These will enable people with disability to have greater access to Council information, services, programs, events and facilities.

1.3 Policy context

There are a wide range of broader legislative requirements and strategies which have influenced the development of this Plan. In recent years, there have been significant changes to law and policy in Australia aimed at ensuring the rights of people with disability are upheld and protected. A summary of key documents is provided below.

1.3.1 International

Internationally, Australia is a signatory to the *UN Convention on the Rights of Persons with Disabilities (2008)*. This Convention recognises that disability is an “evolving concept” and that “disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full effective participation in society on an equal basis with others”⁴

1.3.2 National

At a federal level, Australia has had a *Disability Discrimination Act* for 30 years (released in 1992). Various Australian Standards and Frameworks support this Act, including the *Disability (Access to Premises – Buildings) Standards (2010)*, *Building Code of Australia (BCA)*, *Disability Standards for Accessible Public Transport (2002)* and *Disability Standards for Education (2005)*.

Since 2014, Australia has implemented the *National Disability Insurance Scheme (NDIS)* to provide support for Australians with permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. Residents of Canterbury-Bankstown have had access to the NDIS from 1 July 2017.

In 2019, Australia launched a three-year Royal Commission into Violence, Abuse, Neglect

and Exploitation of People with Disability. This inquiry will provide recommendations to government on how to prevent and better protect people with disability from all forms of violence, abuse, neglect and exploitation; achieve best practice reporting and investigation processes; and promote a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation.

Australia has also recently released its new *National Disability Strategy (NDS) 2021-2031*. The vision sets out practical changes required to fulfil its vision for an inclusive Australian society that ensures people with disability can fulfil their potential as equal members of the community. It helps protect, promote and realise the human rights of people with disability through national leadership, guiding public policy activities, influencing mainstream services and systems and engages the whole community in achieving a more inclusive society.

1.3.3 NSW

At a state level, NSW Parliament passed the *Disability Inclusion Act (DIA)* in 2014. This Act ensures people with disability have the same human rights in the community and provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disability 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.

⁴ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>



After extensive consultation by the New South Wales Government with people with disability, their families and carers throughout the State, it was decided that NSW Disability Inclusion Action Plans would focus on four key areas:

1. Developing positive community attitudes and behaviours;
2. Creating liveable communities;
3. Supporting access to meaningful employment; and
4. Improving access to services through better systems and processes.

The DIA demonstrates the ongoing commitment of the NSW Government to building an inclusive community and requires the government to produce a Disability

Inclusion Plan. The *NSW Disability Inclusion Plan (DIP)* supports the DIA and provides a strategy to implement the Act's objects and principles across government and the community.

Disability Inclusion Action Plans (DIAPs), also mandated by the DIA, play a critical role in promoting the ethos of inclusion and provide the practical measures by which intent is transformed into action by agencies and local government.

DIAPs outline the practical steps NSW Government agencies and local councils have put in place to break down barriers and promote access to services, information and employment and promote the rights of people with disability.

02 Canterbury-Bankstown

2.1 Area profile

Canterbury-Bankstown was proclaimed a city on 12 May 2016. With an estimated 380,406 residents in 2020, it is the largest Council by population, in NSW (3,449 persons per square kilometre). Located just nine kilometres southwest of the Sydney CBD, Canterbury-Bankstown's 41 suburbs cover more than 110 square kilometres and form a highly urbanised metropolitan environment. With the population expected to increase to around 500,000 by 2036, the City of Canterbury Bankstown is likely to remain one of the largest council areas in Australia.

Canterbury-Bankstown is an extraordinarily diverse community. Culturally, it is home to people who have identified as being from more than 120 different cultural backgrounds.

Environmentally, there are large expanses of native bushland and extensive access to foreshores, on both the Georges and Cooks Rivers. There are quality arts and sporting facilities, strategic employment and education centres, major state and regional roads, three rail lines, and one of the leading general aviation airports in NSW.

2.2 Community members

In 2016, over 23,000 (7 per cent) of the population in the Canterbury-Bankstown local government area reported needing help in their day to day lives, in areas such as self-care, physical movement or communications due to disability. This was a percentage increase from 2011 and is also higher than the average for Greater Sydney (5 per cent of the population).

As our population ages the number of people needing assistance in their day-to-day lives is likely to increase. For example, while only 3 per cent of the population aged between 20 and 59 years old need help in their day-to-day lives, this increases to 55 per cent of residents aged between 85 and over (2016 data).

The increased prevalence of disability as people age will have implications for Council, service providers and the general community. A significant number of our residents provide unpaid care to a person with disability, long-term illness or frail age.

In 2016, 12 per cent or 33,859 people aged 15+ stated that they provided unpaid care giving.

This highlights the crucial role that carers play in our community. Analysis of the unpaid care provided by the population in the Canterbury-Bankstown area in 2016 compared to Greater Sydney shows that there was a higher proportion of people who provided unpaid care either to family members or others. Overall, 12.3 per cent of the Canterbury-Bankstown population provided unpaid care, compared with 11.1 per cent for Greater Sydney.

(Source: <https://profile.id.com.au/canterbury-bankstown>)





2.3 Key highlights and achievements

Council has been working to improve its programs and services for people with disability for several years, with this Plan building on existing achievements and some past DIAP actions now embedded as 'business as usual.'

A snapshot of key highlights and achievements over the life of the previous DIAP 2017-21 have been included below:

Attitudes and behaviours achievements

- International Day of People with Disability Gala – A gala event planned in partnership with local residents to celebrate and showcase local talent and provide a space for local people with disability to celebrate IDPWD;
- Disability Abuse Prevention Collaborative – A local collaborative of services in Canterbury-Bankstown with the purpose to protect adults with disability from abuse, neglect and exploitation in their family, home and community; and
- Inclusive Training and AUSLAN for staff – Some customer facing Council staff undertook best practice inclusive training and basic level Auslan education.

Liveable communities achievements

- Accessible playground at Bankstown City Gardens – A comprehensive all abilities playground created in partnership with Variety Livvi's Place; and
- Accessible features included in Greenacre Splash Park – A new splash play space with inclusive design for all abilities. The park will be provisioned with quiet play/sensory play and accessible amenities.

Employment achievements

- Council's Talent Management team received training from the Council of Intellectual Disability to improve our recruitment processes for people with intellectual disability; and
- Unconscious Bias training for leaders – all Council leaders learned about the impact of unconscious bias and how to be more aware of it.

Systems and processes achievements

- Accessibility features included on Council's Have Your Say webpage – Council's platform for community engagement includes a wide suite of accessibility features to maximise the ease of providing feedback for our residents with disability.
- Development of Council reference groups – Council created multiple reference groups, one of which was the Universal Access Reference Group who provided localised feedback on Council projects.

03 What We Did



3.1 Plan development

To develop this Plan, we conducted extensive consultation with people with disability, carers, support workers, family members, service organisations, our staff, Reference Group members and other interested stakeholders. People consulted included residents, workers, visitors and those with an interest in our area. We engaged a consultant with lived experience of disability to assist us in this work.

In addition to the consultation, we also undertook extensive background research including:

- Understanding the community profile of people with disability living in Canterbury-Bankstown and forecast future population;
- Reviewing national, state, regional and local planning and policy for disability;
- Analysis of findings from direct community engagement; and
- Reviewing best practice planning, service and public space responses to identified needs.

Wherever 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.

The types of consultation processes used throughout the development of this plan will continue throughout the Plan's implementation and beyond, to ensure we are receiving feedback directly from people with lived experience to inform our thinking and design of our future work

3.2 Consultation and co-design

A range of different consultation methods were provided, so people could engage with the Plan development in a way that suited them. The consultation offerings were promoted extensively via the 'Have Your Say' webpage, newspapers, e-newsletters and social media.

This Plan was developed between September 2021 and May 2022, during a peak of the COVID-19 pandemic in Sydney. This impacted our ability to meaningfully engage with people with disability, who may be immunocompromised, face to face. All consultation were conducted online.

Consultation methods used to gather information included:

- Community survey open to anyone;
- Focus groups for community members and organisations;
- Feedback sessions with local community groups;
- Workshops and feedback sessions with the Universal Access Reference Group;
- Internal survey for all Council staff; and
- Interviews and workshops with staff.

All consultation methods prioritised accessibility, to ensure that everyone could participate. The survey was translated into Easy Read, provided in hard copy at Council facilities as well as an option of conducting the survey over the phone.

Draft strategies and actions were then co-designed with staff and the Universal Access Reference Group before the draft was finalised.



04 What We Heard



4.1 What our staff told us

Over 100 staff from all areas of Council completed a DIAP survey in November-December 2021. Four per cent were people with disability themselves and 25 per cent had a family member with disability or were a carer for someone with disability.

Staff identified the three most pressing issues relating to disability at Council as being:

- Public space access (public spaces including footpaths, parks, buildings, etc.);
- Transport and parking; and
- Employment.

"Accessibility is something that needs to be front of mind in order to really have impact and make change. Much like Safety, access and inclusion should be something that Leaders and Team members are accountable for."

"Put access at the front of planning, not as an after-thought at the end to try and comply."

"Allow more opportunities for people with disability to be involved within Council either via recruitment opportunities, volunteering or the work experience program."

4.2 What our community told us

Seventy-two community members completed the DIAP survey across Nov 2021-Jan 2022, with 16 of those choosing to complete the Easy read version of the survey. The majority of respondents were residents, workers and students across a range of ages and different localities. Eighteen per cent of respondents were people with disability (this jumped to 35 per cent for the Easy Read survey), with 46 per cent being family members or carers of people with disability. Fifty-two per cent came from a culturally diverse background.

Community members felt that the best things relating to access and inclusion within the Canterbury-Bankstown area were:

- Easy access to public facilities and buildings; and
- Easy access to parks, streets and public space.

They felt that the most challenging things were:

- Attitudes towards people with disability and people living with mental health conditions in the community; and
- Getting around our City.

Respondents to the Easy Read survey told us that:

- 38 per cent need help to do things they like doing in the community (e.g. shop, park, picnic, swim, sport, gym, library);
- 47 per cent feel included where they live;
- Four per cent don't feel like there are fun community activities they can do; and
- Only 56 per cent say it is easy to get the information they need.



They also said they want to see more of:

- People being friendly (29 per cent);
- Activities to have fun and meet people (29 per cent); and
- Information to feel safe (24 per cent).

1. Attitudes and Behaviours

"People to be more friendly – less staring and asking what's wrong with me."

.....

"I would like to see the Council support the community to understand the challenges that people with disabilities experience. This can include: Council introducing education programs, information sessions (Q+A),

Summary

You told us that one of the greatest barriers for people with disability has been attitudes and behaviours, and that breaking down the barriers of attitudes and behaviours plays a major role in access and inclusion. You also told us that you believe that a lot of attitude and behaviour barriers stem from people's ignorance and lack of interaction with people with disability.

What you told us you would like Council to do:

- Train Council staff in disability awareness;
- Ensure people with disability are visible;
- Raise awareness of disability across the community and local businesses;
- Provide grants to help community activities be more accessible;
- Ensure decisions are informed by people with lived experience; and
- Go beyond minimum standards and embed best practice accessibility.

2. Liveable communities

"I've been disabled for seven years and now that I have to use a wheelchair to go about, I find that it's quite challenging to navigate. Footpaths are not level or full of potholes, many businesses don't have ramp access. More importantly, I struggle to find accessible parking. There aren't enough! You're lucky to find just one."

.....

"Access to play facilities is often across grass - difficult for mobility-impaired people."

.....

"Please make Canterbury-Bankstown's town centres, libraries and community facilities easier to navigate for visually impaired people. More large-print, high-contrast, well-positioned signage in an easy-to-read font; fewer reflective surfaces; and wider paths. Consider having coloured wayfinding lines on the floor in difficult to navigate places, for example leading to the exits, elevators and restrooms."

Summary

You told us that creating a liveable community with no physical barriers would benefit more than just people with disability who are wheelchair users. You told us that a more accessible Council would be appreciated by many in the community, from parents with prams to older people with mobility issues.

What you told us you would like Council to do:

- Make improvements to footpaths, parking, outdoor spaces, aquatic centres and wayfinding/signage;
- Run more accessible and inclusive events and publicise them widely;
- Carefully consider any new builds and renovation work;
- Clearly list the access features of all Council owned/run facilities;
- Introduce quiet spaces in Council buildings; and
- Ensure all communication is accessible to people with a range of access needs.

3. Meaningful Employment and economic participation

"More facilities for people with disabilities and workshops for disabled people and youths on how to write CV."

.....

"Creating a simple, easier and a more inclusive accessible recruitment process or strategy for people with disability."

.....

"The City could lead by example by employing people with disabilities and advocate to other employers on the benefits of employing people with disabilities, and also maintain a registry of employers that are disability-friendly. The City could support or promote disability-friendly employment services."





Summary

You told us that people with disability have many skills and assets that businesses can benefit from, yet statistics show that people with disability still have the highest rate of unemployment in the community. You told us that people with disability have access issues attending interviews, that there is a general lack of understanding of disability, and that employers fear that people with disability will cost too much to provide adequate support.

What you told us you would like Council to do:

- Employ and retain more people with disability, whilst also provide volunteering and work experience opportunities;
- Support and incentivise local businesses to employ people with disability;
- Consider accessibility requirements for procurement, contracting and third party processes; and
- Upskill people with disability in job skills and inform them of job opportunities and disability-friendly employers.

4. Systems and processes

"Council needs to create more accessible documents in easy read format and also in different languages."

.....

"Being involved in other community and CBCity council Disability Inclusion Reference Groups, has made an impact in my life as I saw this as an opportunity to meet new people, make friends, networking and connecting with others, either from other organisations and allies, that have had a similar experiences, stories and shared knowledge as I do, by sharing common interests."

Summary

You told us that while technology has advanced and that there are now many varied ways to communicate and interact, providing information effectively to people with disability still needs improvement. Council should continue to engage in regular dialogue with people with disability and involve them in decision-making processes.

What you told us you would like Council to do:

- Embed access and inclusion across Council and ensure it is front of mind from the outset when designing projects;
- Continue to consult with, seek feedback from and include people with disability in decision making processes;
- Provide information in a range of accessible formats, including Easy Read; and
- Ensure Council's website and social media platforms are accessible.

05 What We Will Do



Based on the feedback received from the community provided through public consultations and Council's own research and staff discussions, the City of Canterbury Bankstown commits to the following actions:

5.1 How we will foster positive attitudes and behaviours

- Raising staff competence and confidence;
- Raising community skills and awareness;
- Raising local business skills and awareness;
- Utilising disability expertise;
- Advocacy;
- Representation and visibility of people with disability;
- Grants; and
- Leadership.

5.2 How we will create liveable communities

- Developing a Mobility Map;
- Reviewing our Development Control Plan;
- Ensure footpaths across the LGA are accessible for everyone in the community to use;
- Improve accessibility of playgrounds and parks;
- Developing an asset register;
- Utilise appropriate checklists and access consultants for Council works;
- Implementing quiet spaces;
- Ensure key areas across the LGA are easy to navigate;
- Ensure there is good provision of accessible public toilets and amenities across the LGA;
- Work towards more accessible ways of getting to and from places across the LGA;
- Review accessible parking spaces;
- Reviewing Seating and resting places;
- Ensuring our aquatic facilities can be used by everyone in the community;
- Host more accessible events and promote them widely;
- Provide opportunities to engage with people with disability through library programs;
- Work with disability and other organisations; and
- Utilise and promote apps and technology to improve liveability.



5.3 How we will increase opportunities for employment

- Increase the number of people with disability working at Council;
- Ensure staff with disability are supported throughout their career at Council;
- Ensure Council volunteering opportunities are inclusive;
- Ensure accessibility standards are adhered to by third parties; and
- Increase employment across CB City area.

5.4 How we will improve our systems and processes

- Planning with access in mind;
- Continuous consultation;
- Continuous improvement;
- Improve access to information;
- Update Council's Style Guide;
- Ensure Council website maintains a high standard of accessibility;
- Ensure social media is accessible;
- Consider people with disability in safety; and
- Develop an access issues register.



06 Governance, Monitoring and Review



Governance and accountability are key components to ensure that the goals within this Plan are realised and actions are implemented.

Actions within this DIAP will be built into Council's operational planning processes, to ensure they are embedded and delivered. Specific measures have been set in place to ensure Council is delivering on all outcomes and actions.

We are committed to continuous improvement and are keen to draw on ongoing community feedback and work in partnership with relevant organisations to ensure we meet our goals.

To support the implementation of this Plan, we will continue to work with our Universal Access Reference Group, who will meet regularly to monitor and review Plan progress.

We may also engage other experts, partners and stakeholders with lived experience of disability to assist us with Plan implementation or specific activities as required.

The City of Canterbury Bankstown will conduct quarterly reports on DIAP progress and publicly report on DIAP actions at the end of each financial year. This information will be included in Council's Annual Report.



07

Contact Us



Our Plan is available to the public through our website and accessible formats are available on request. This plan is also registered with the NSW Disability Council.

We value community feedback on our progress in meeting the goals and actions outlined in our DIAP. We encourage individuals and organisations to share their thoughts and experiences with us to ensure our continuous improvement.

Please contact us via our Customer Service team:

- **Phone:** 9707 9000 (24 hours, seven days a week)
- **Email:** council@cbc.city.nsw.gov.au

For a free interpreter call us via the Translating and Interpreting Service (TIS) on **131 450**.

If you are deaf, hard of hearing or have or speech impairment, please contact us via our National Relay Service on **9707 9000**.

08 Detailed Action List

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

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life. Consultation to date has identified that attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact. Developing positive attitudes involves increasing awareness and changing negative perceptions over time. This is a long-term goal that may need to be dealt with in stages.

Outcome	Action	Measure	Timeframe	Unit Responsible
1.1. Raising staff competence and confidence Staff are informed and empowered to engage appropriately with people with disability.	1.1.1 Provide disability and inclusion awareness training for all new staff as part of Induction.	# Staff receive training during induction. # Existing staff receive refresher training. Post training/awareness session staff survey - Rating out of 5 for feeling competent and confident when engaging people with disability.	Ongoing	People Transformation
	1.1.2 Customer facing staff undertake inclusion and disability awareness training for phone and in person enquiries.	# Customer facing staff receive training annually.	Ongoing	People Transformation Customer Experience and Recreation Community and Cultural Services Leisure and Aquatic Services
	1.1.3 Provide staff training opportunities in alternative forms of communication, to ensure they are equipped with a diverse communication skill set e.g. Easy Read, Auslan.	# Staff receive training annually on alternative communications.	Year 1	People Transformation Community and Cultural Services
	1.1.4 Provide Autism Swim training to staff in aquatic centres to enable children and young people with autism to be included in services and programs.	# Staff trained in autism awareness. Post training staff survey - Rating out of 5 for feeling competent and confident when engaging people with disability.	Year 2	Leisure and Aquatic Services

Outcome	Action	Measure	Timeframe	Unit Responsible
	1.1.5 Provide other specific or tailored training as required (e.g. Understanding access legislation and universal design in buildings, understanding access and universal design in parks, playgrounds and outdoor spaces, accessible marketing and communication, events, recruitment etc). Ensure there is an avenue for staff to request specific training when it is required.	# Staff received unit specific training.	Year 2	Communications Works and Projects Development Spatial Planning Open Space and Building Maintenance Asset Systems and Planning People Transformation
	1.1.6 Explore other avenues of engagement, such as: - people with disability from the community joining staff for presentations to share their lived experience e.g. at tool box talks. - staff refreshers utilising internal communication channels or short videos, with tips to keep disability awareness knowledge fresh and current.	Post training/awareness session staff survey - Rating out of five for feeling competent and confident when engaging people with disability. Conduct one internal awareness raising activities annually.	Year 1	People Transformation
	1.1.7 Develop a disability language guide, to ensure staff always use inclusive language. Promote this to all staff.	Disability language guide developed and shared across the organisation.	Year 2	Community and Cultural Services
1.2 Raising community skills and awareness Increase disability competence and confidence for CB City community members.	1.2.1 Deliver community initiatives in partnership with local disability organisations promoting awareness of disability, including dementia and mental illness, with considerations for intersectionality and diversity of the community.	# Initiatives (Target two per year). Attendance at events. Community satisfaction (Target $\geq 3.42/5$).	Ongoing	Community and Cultural Services
1.3 Raising local business skills and awareness Increase disability competence and confidence of local businesses in the CB City area.	1.3.1 Support local businesses through the Zero Barriers program.	Demonstrated support for Zero Barriers (# of businesses engaged).	Ongoing	Community and Cultural Services City Business and Engagement

Outcome	Action	Measure	Timeframe	Unit Responsible
	1.3.2 Scope the potential to run workshops on inclusive and accessible services for clients for particular sectors/ service groups (e.g. youth service organisations).	# Workshops (Target one per year).	Year 2	Community and Cultural Services
	1.3.3 Develop a workshop series for the children's service sector around disability.	# Workshops (Target one per year). Attendance at workshops. Attendee satisfaction (Target $\geq 3.42/5$).	Year 1	Community and Cultural Services Children's Services
1.4 Utilising disability expertise Use people with lived experience and/or expertise in disability and access to inform decision making.	1.4.1 Continue to administer the Universal Access Advisory Committee. Ensure this group is widely known and utilised across all Council areas and projects and are seen as 'ambassadors' for accessibility.	# Meetings Universal Access Advisory Committee (Target four per year).	Ongoing	Governance and Property Services
	1.4.2 Establish an internal DIAP Project Control Group, consisting of people who have are responsible for actions within the DIAP. Utilise these staff members as DIAP 'champions' across the organisation.	Internal DIAP Project Control Group established. # Meetings PCG (Target four per year).	Ongoing	Community and Cultural Services Governance and Property Services
1.5 Advocacy Find opportunities to advocate for the rights of people with disability across the community.	1.5.1 Continue to contribute to the Canterbury-Bankstown Disability Abuse Prevention Collaborative, which works to respond to local issues and needs, and creates awareness of abuse of people with disability, with a focus on prevention.	# Of initiatives (Target two per year). # Of meetings (Target six per year).	Ongoing	Community and Cultural Services
	1.5.2 Council to advocate for change for more affordable housing and improved accessible social housing where new State policies are proposed.	# Submissions.	Ongoing	Spatial Planning
1.6 Representation and visibility Ensure people with disability are represented at Council events and in collateral.	1.6.1 Include people with disability in roles at Council run events and panel discussions. Scope the potential of developing a talent register of local people with disability who could be utilised.	# Of initiatives representative of people with disability (Target two per year).	Year 2	Community and Cultural Services City Business and Engagement

Outcome	Action	Measure	Timeframe	Unit Responsible
	1.6.2 Ensure Council includes visual representation of people with disability in its general collateral, marketing and promotional materials. Ensure this includes intersectional representation (e.g. people with disability who are culturally diverse etc).	Image library updated to include people with disability.	Year 1	Communications
1.7 Grants Provide financial support to encourage local services, programs and events to be inclusive.	1.7.1 Scope the development of a small grants program designed to increase access for local services, programs and events.	Community Grants program includes priorities regarding increasing accessibility of services.	Year 1	Community and Cultural Services
	1.7.2 Develop a process for loaning out the Marveloo to local events.	Process developed and implemented within an existing grants program. # Times the Marveloo has been loaned.	Year 2	Customer Experience and Recreation
	1.7.3 Increase the accessibility of Council's Community Grants program, to ensure eligible community organisations are able to apply.	Review conducted on Community Grants program and adjustments made where appropriate. # Of accessible adjustments made.	Year 2	Community and Cultural Services
1.8 Leadership Encourage a culture of inclusion and ambition across the organisation.	1.8.1 Develop a statement of inclusivity for the CB City website.	Statement created and included on website.	Year 1	Communications
	1.8.2 Maintain strong connections with staff involved in the DIAP, and external groups and individuals consulted, throughout the life of the plan to encourage ongoing feedback and consultation.	Annual updates on DIAP progress provided to community.	Ongoing	Community and Cultural Services City Business and Engagement Communications

Focus Area 2 – Accessible and 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.

Creating liveable communities will focus attention and resources on the elements of community life that most people desire. Creating liveable communities for people with disability is more than modifying the physical environment, it covers areas such as accessible housing, access to transport, community recreation, social engagement and universal design.

Outcome	Action	Measure	Timeframe	Unit Responsible
2.1 Mobility Map Ensure information is provided about accessibility across the LGA.	2.1.1 Produce and publicise a Mobility Map which identifies accessible amenities, facilities and sites across the LGA.	Mobility Map is produced and shared with the community.	Year 3	Community and Cultural Services
2.2 Footpaths Ensure footpaths across the LGA are accessible for everyone in the community to use.	2.2.1 Conduct a review of Council's footpath network and commit resources to improving the quality of the footpaths provided across the area.	Review conducted. # Priorities determined.	Year 4	Assets Systems and Planning Roads Operations
	2.2.2 Conduct a review of Council's pedestrian crossings and refuges and commit resources to improving the accessibility for people with low vision/blind.	Number of crossing/ refuges reviewed and updated.	Year 4	Assets Systems and Planning Infrastructure Services
2.3 Outdoor areas Improve accessibility of playgrounds and parks.	2.3.1 Universal Design principles are integrated into future parks and playground designs, where appropriate, linking with NSW Government's "Everyone Can Play". Ensure that outdoor designs consider whole of journey accessibility, from public transport and parking to park/ playground including use of access to water, restrooms, etc and include accessible restroom facilities.	# Of new outdoor areas and playgrounds that have accessible and inclusion provisions.	Year 1	City Transformation (Tier 1) Works and Projects (Tier 2 and 3) Assets Systems and Planning
2.4 Asset register Ensure the accessibility of Council facilities is documented and easy to find.	2.4.1 Review and record accessible features of Council facilities (e.g. community facilities, leisure and aquatic centres and libraries) in an asset register and/or matrix and promote widely to staff and the community.	Register is created and shared with staff/ community.	Year 3	Asset Systems and Planning Information Services Infrastructure Services

Outcome	Action	Measure	Timeframe	Unit Responsible
	2.4.2 Determine whether any access upgrades are required on existing facilities and factor this into future planning works.	# Priorities determined. # Of upgrades planned.	Year 4	Asset Systems and Planning
2.5 Capital works Utilise appropriate checklists and access consultants for Council works.	2.5.1 Develop a universal design building access checklist, or guide, for all Council upgrades and new projects to ensure best practice access is considered for the whole of journey experience. Checklist is reviewed annually.	Checklist/Guide is developed and integrated into planning documents.	Year 3	Works and Projects Open Space and Building Maintenance Asset Systems and Planning City Transformation
2.6 Quiet spaces	2.6.1 Prioritise the inclusion of a quiet room/chill-out space in Council owned facilities. Include this as a mandatory consideration in project plans for new capital works.	Provision for quiet spaces included in plans for capital works. # Quiet spaces created in Council facilities.	Year 4	Asset Systems and Planning Works and Projects
2.7 Wayfinding and signage Ensure key areas across the LGA are easy to navigate.	2.7.1 Conduct a review of wayfinding around key areas across the LGA, with a view to developing a Wayfinding Strategy.	Wayfinding Strategy created with goals to improve wayfinding for city centres. Review conducted on popular assets in city centres.	Year 3	City Plan City Transformation
	2.7.2 Include Braille signage at key intersections and pedestrian crossings.	Adoption of a wayfinding strategy which includes Braille signage at key intersections and pedestrian crossings.	Year 3	City Plan Asset Systems and Planning Works and Projects
2.8 Accessible toilets and amenities Ensure there is good provision of accessible public toilets and amenities across the LGA.	2.8.1 Ensure all accessible public toilets are included on the National Toilet Map.	All CBCity accessible toilets are included on the National Toilet Map.	Year 1	Asset Systems and Planning Information Services Infrastructure Services
	2.8.2 Audit current accessible toilet facilities and determine which ones are MLAK compatible and convey information to residents; including how to access facilities that are not MLAK compatible.	Audit completed of current facilities. MLAK information conveyed to community.	Year 2	Asset Systems and Planning
	2.8.3 Ensure high quality adult changing facilities are included in major Council owned/run facilities across the LGA, by including in new projects and mapping target areas where these should be installed.	# Number of changing places in CBCity. # Increases every two years.	Year 3	Asset Systems and Planning Works and Projects

Outcome	Action	Measure	Timeframe	Unit Responsible
2.9 Public transport Work towards more accessible ways of getting to and from places across the LGA.	2.9.1 Advocate to, and work with, Transport NSW to increase the accessibility of trains and buses across the LGA. Ensure any future transport strategies and major capital works include provisions for people with disability.	Needs of people with disability are included in future transport strategies. Planning templates updated with prompts to question level of public transport.	Year 2	City Plan City Transformation Spatial Planning
2.10 Accessible parking spaces Provide adequate number of accessible parking spaces across the LGA.	2.10.1 Review the current number of accessible parking spaces across the LGA, and make a plan of how to increase this number over time.	Review conducted. # Of accessible parking spaces in CBCity (Target - # increased annually).	Year 4	Infrastructure Services Asset Systems and Planning
2.11 Seating and resting Provide adequate and appropriate public seating around the local government area.	2.11.1 Review the public seating in high activity areas of the LGA and where upgrades are required, ensure accessibility needs. (e.g. with back and arm rests, comfortable, of suitable height from the ground, on paths, free from obstacles).	# Priorities determined for upgrades. # Of additional accessible seating installed.	Year 3	Asset Systems and Planning
2.12 Aquatic centres Ensure aquatic facilities are able to be used by everyone in the community.	2.12.1 Review the current accessibility of aquatic centres in the LGA and plan to make improvements where required.	# Of Leisure and Aquatic Centres reviewed. # Of improvements to aquatic centres.	Year 3	Leisure and Aquatic Services
	2.12.2 Continue to develop and maintain relationships with disability providers, running programs for people with disability, and ensure these are promoted widely across the community.	# Of people/groups with disability utilising the aquatic centres (Target - # increases annually).	Year 2	Leisure and Aquatic Services
2.13 Events Host more accessible events and promote them widely.	2.13.1 Develop accessible event guidelines for Council run events to follow. These should include both a minimum acceptable level and the best practice level.	Accessible events guidelines created and shared with staff.	Year 1	Community and Cultural Services City Business and Engagement
	2.13.2 Ensure Council major events provide access for people with disability and include access features (using access symbols) in promotional material. Include a question about accessibility in community feedback surveys.	Promotional material includes accessibility information. Community satisfaction – all ability needs (Target ≥ 3.42/5).	Ongoing	City Business and Engagement
	2.13.3 Ensure Council events receive input from the Universal Access Advisory Committee during their planning stages, where required.	# Of consultations undertaken with Advisory Committee (Target one Biennially).	Year 1	City Business and Engagement

Outcome	Action	Measure	Timeframe	Unit Responsible
	2.13.4 Ensure any front facing third party providers at Council run events (e.g. security) receive a disability and accessibility briefing or resources, to ensure a high level of customer service is provided.	# Event briefing resources and information updated to include expectations around disability and access.	Year 2	City Business and Engagement
2.14 Libraries Provide opportunities to engage with people with disability through library programs.	2.14.1 Utilise the 'Living Library program' to raise disability awareness within the community, by having the ability to 'borrow' a person with disability and listen to their stories.	# Of Living Libraries implemented in libraries across the LGA (Target one per year).	Year 2	Community and Cultural Services
	2.14.2 Implement an annual Library Open Day for people with disability.	Open Day held annually. # Attendance at event. Community satisfaction – all ability needs (Target ≥ 3.42/5).	Year 2	Community and Cultural Services
2.15 Partnerships Work with disability and other organisations to provide inclusive events, services and programs.	2.15.1 Develop stronger partnerships with disability and other organisations to run joint disability events and workshops (e.g. in other languages, focused on specific areas such as mental health etc) and also assist with promotion of Council events.	# Of initiatives delivered. # Attendance at workshops/events. Community satisfaction – all ability needs (Target ≥ 3.42/5).	Ongoing	Community and Cultural Services
	2.15.2 Support the development of local social groups for people with disability in the area and help with promoting these.	# Of social groups supported.	Ongoing	Community and Cultural Services
2.16 Apps and technology Utilise and promote apps and technology to improve liveability for people with disability.	2.16.1 Scope the development of a digital means for easy, on the spot reporting on access issues/feedback/complaints.	Investigation conducted on the suitability of an app to report issues.	Year 3	Information Services
	2.16.2 Consider the development of a wayfinding app.	Investigation conducted on the suitability of an app to support wayfinding.	Year 4	Information Services

Focus Area 3 - Meaningful Employment and Economic Participation

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

People with disability experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain employment.

Outcome	Action	Measure	Timeframe	Unit Responsible
3.1 Employment at Council Increase the number of people with disability working at Council.	3.1.1 Develop a Disability Employment Strategy to increase the number of people with disability employed across all Council departments by 2026. Set yearly KPI targets for number of people with disability employed.	Strategy is developed. # Employment of people with disability (Target # increases annually).	Year 3	Human Resources
	3.1.2 Conduct a review of HR policies and processes (including recruitment and selection guidelines) to ensure these are inclusive. Include user testing by people with disability to get direct feedback, and feedback from disability organisations.	# Of policies reviewed and updated. # Of user testing utilised.	Year 2	Human Resources Governance and Property Services
	3.1.3 Build relationships with disability employment providers, and share jobs through these channels.	# Of jobs shared through Disability Employment Services (DES) providers.	Year 1	Human Resources
	3.1.4 Make sure Council promotes the provision of reasonable adjustments in the workplace and flexible workplace arrangements. Ensure that job applicants, new employees and existing employees are aware of this and the process of how to arrange a reasonable adjustment.	Workplace adjustments promoted annually to internal staff. Updated position descriptions to include further information on reasonable adjustments.	Year 1	Human Resources
	3.1.5 Conduct inclusive recruitment training for all leaders.	# Of leaders who have undertaken the training biennially.	Year 1	Human Resources
	3.1.6 Review the minimum standards for the essential criteria within appropriate roles to remove unnecessary barriers (strong English literacy, driving a car, medical examination etc).	Review of essential criteria minimum standards conducted.	Year 1	Human Resources
	3.1.7 Consider identifying certain roles specifically for people with disability where appropriate.	# Of roles specifically for people with disability (Target - one per year).	Year 3	Human Resources

Outcome	Action	Measure	Timeframe	Unit Responsible
	3.1.8 Capture data about how many staff identify as having disability through regular staff surveys.	# Survey responses received. # Staff identify as having a disability.	Year 2	Human Resources
	3.1.9 Promote Council as an inclusive employer, via an accessible employment campaign.	Campaign implemented. # Of people with disability seeking employment opportunities at Council (Target - # increasing annually).	Year 2	Human Resources
3.2 Staff retention Ensure staff with disability are supported throughout their career at Council.	3.2.1 Consider establishing a Disability Employment Network (DEN), and/or other support for individual staff members with disability.	Establishment of a DEN.	Year 3	People Transformation
	3.2.2 Scope the potential to offer paid internships for people with disability at Council.	# People with disability are offered paid internships annually (Target - two annually).	Year 3	People Transformation
3.3 Volunteering Ensure Council volunteering opportunities are inclusive.	3.3.1 Ensure corporate volunteering includes options to work with disability or accessibility focused organisations.	Include a local disability organisation for corporate volunteering events annually.	Year 2	People Transformation
	3.3.2 Ensure any access requirements of volunteers working with Council are able to be met. Include information about this in any external volunteering collateral.	# Of people with disability volunteering with Council (Target - # increases annually). Volunteering collateral updated.	Year 1	Human Resources
3.4 Procurement/contractors/third parties Ensure accessibility standards are adhered to by third parties working on behalf of Council.	3.4.1 Develop a process to ensure that contractors and suppliers that Council engages, have inclusive policies and/or employ people with disability, where appropriate.	Vendor/contractor policy updated to include provisions for hiring suppliers with inclusive practices and disseminate with Council staff.	Year 4	Procurement Governance and Property Services
	3.4.2 Include Council expectations around access in contracts with all contractors and suppliers. Request an Access Plan from successful contractors, where appropriate.	Contract agreements updated to include accessibility considerations and requirements for Access Plans.	Year 4	Procurement Governance and Property Services
3.5 Employment across CB City area Increase the number of people with disability working in the CB City area.	3.5.1 Provide assistance to job seekers with disability through skills development training and mentoring.	Development of program for people with disability to attain employment support.	Year 3	Community and Cultural Services

Focus Area 4 – Systems and processes

Community Outcome 4: People with disability find it easier to independently access the services and processes of Council

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front-line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback. There is often confusion about what services are provided across the three levels of government, and there is frequent repetition of information to be provided to public authorities and services.

Outcome	Action	Measure	Timeframe	Unit Responsible
	3.5.2 Ensure the Council Careers Expo is accessible and is promoted in an inclusive and accessible manner.	# Participation of DES providers in Careers Expo. Community satisfaction – all ability needs (Target ≥ 3.42/5).	Year 2	City Business and Engagement
4.1 Planning with access in mind Build in processes to ensure access is considered from the initial concept of Council projects and works.	4.1.1 Review project planning templates to include questions about access. Ensure templates refer project managers to the Access and Inclusion Officer and/or the Universal Access Advisory Committee and also encourage them to speak with other council areas who may also be impacted by the project and have relevant access action items.	# Project templates updated to include a prompt to consider accessibility and suggest contacting Access and Inclusion Officer or Universal Access Advisory Committee.	Year 1	Works and Projects Asset Systems and Planning City Transformation Spatial Planning Development
4.2 Continuous consultation Ensure programs and services for people with disability are designed by and with people with disability.	4.2.1 Ensure people with disability are represented across all Council Advisory Committees, not only the Universal Access Advisory Committee. Increase this representation over time.	# People with disability on Council Advisory Committees (Target - one per Advisory Committee).	Ongoing	Governance and Property Services Community and Cultural Services
	4.2.2 Consider whether projects may benefit from user testing by people with disability (e.g. new website, online application processes) and pay people with disability for user testing where required.	People with disability are utilised and paid for user testing. # Times the Advisory Committee has been consulted for user testing (Target one per year).	Ongoing	Community and Cultural Services Information Services Human Resources Communications City Transformation City Business and Engagement Works and Projects Spatial Planning Development

Outcome	Action	Measure	Timeframe	Unit Responsible
4.3 Continuous improvement Ensure feedback, surveys and complaints processes are accessible.	4.3.1 Develop a policy to ensure feedback, surveys and complaints processes across Council are accessible and provided to the community as well as being accepted in multiple formats. Ensure question about the quality of the access provided is included when seeking feedback on all Council services and events.	Policy developed to ensure feedback and complaints processes are accessible and include accessible questions. Feedback surveys are available in multiple formats. # Surveys received. Increased # of feedback provided.	Year 2	Community and Cultural Services Governance and Property Services
	4.3.2 Ensure Council continues to engage with people with disability across the community throughout the life of this plan, and makes improvements where needed. Council will also work to ensure it hears from voices who may not come forward through usual consultation processes.	Feedback sought on progress of the plan (Target one per year).	Ongoing	Community and Cultural Services City Business and Engagement
4.4 Access to information Council information is easy to find and available in accessible and inclusive formats.	4.4.1 Accessibility information is provided for all Council programs and events in promotional material, both digitally and physically.	Promotional collateral includes accessibility information.	Ongoing	Community and Cultural Services
	4.4.2 Council to develop a policy and procedure where relevant information and documents can be requested in a range of accessible formats, including other languages, both digitally and physically.	Policy and procedure is developed and shared across organisation.	Year 2	Community and Cultural Services Governance and Property Services
	4.4.3 Ensure Council's website is a useful resource and information referral point for people with disability, including more services and programs available for people with disability.	Increased use of the web pages with accessible information and services/ programs for people with disability.	Ongoing	Community and Cultural Services
4.5 Council Style Guide Ensure Council Style Guide provides information on accessible document features.	4.5.1 Update Council Style Guide and associated templates to ensure information about accessibility and document design is included (e.g. font sizes, colour contrast, inclusive language etc).	Style Guide is updated to include accessibility.	Year 1	Communications

Outcome	Action	Measure	Timeframe	Unit Responsible
4.6 Website Ensure Council website maintains a high standard of accessibility.	4.6.1 Ensure new website maintains a AA WCAG2.0 rating, by producing guidelines/checklist for all staff to update content to adhere to, to ensure website rating doesn't drop.	Guidelines produced for all staff with access to edit website. Conduct self-audits to ensure rating is maintained (target one per year). Conduct one WCAG2.0 website audit throughout the life of this DIAP to ensure website rating is maintained.	Ongoing	Communications
	4.6.2 Provide disability information relevant to the area, such as disability services and support available (NDIS, disability rights, complaints). The community directory of services should be updated regularly.	Directory is updated and maintained on website.	Ongoing	Community and Cultural Services
4.7 Social media Ensure social media is accessible to everyone in the community.	4.7.1 Implement a more inclusive approach to social media, such as the use of image descriptions and the use of #CamelCase for people who are blind or have low vision when utilising the hashtag feature.	Use alt text functions on important/informative social media posts.	Year 1	Communications
4.8 Safety considerations Consider people with disability in safety, emergency and WHS work.	4.8.1 Considerations for accessibility of people with disability is given when reviewing any WHS templates, policies and procedures.	# WHS documents updated with accessibility additions.	Ongoing	Safety and Risk
4.9 Access issues register Ensure any identified access issues are captured and actioned.	4.9.1 Develop a process for staff and/or community members to report and record access issues within the customer request management system.	CRMS updated to note accessibility issues. # Of reports and issues addressed.	Year 4	Customer Experience and Recreation



