



Disability Inclusion Action Plan





Acknowledgements

We Acknowledge the Cameraygal as the Traditional Owners of this land. By these words we would also like to show our respect to all Aboriginal people. We Acknowledge the Elders in the past and in the present and Acknowledge the spirits and ancestors of the Clans that lived in this area.

We would also like to express our appreciation and thanks to everyone who contributed to the development of this Disability Inclusion Action Plan.

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Foreword

Message from General Manager Lane Cove Council

It gives me great pleasure to introduce Lane Cove Council's first Disability Inclusion Action Plan.

The plan focuses on changing physical, systemic and attitudinal barriers so that people with disability have improved opportunities to live meaningful lives and be fully engaged as members of the community.

The plan has been prepared in partnership with Hunters Hill and Ryde Councils following a period of wide consultation, underpinned by a commitment to consult with people with disability.

The local actions that Council will take under this plan will progress the journey already commenced to build an inclusive community for the people of Lane Cove. It will also contribute to a wider vision of making NSW a truly inclusive society.

Craig Wrightson
General Manager

Lane Cove Social Justice Charter

Social Justice is the recognition of the rights of all people to take an equal place and have an equal opportunity to participate in our society. It is underpinned in Australia by our adoption of the Universal Declaration of Human Rights.

As a local government, we can strengthen social justice through supporting people to be active in their community, promoting tolerance and embracing our diversity. We will uphold our laws, working in partnership with our community and all tiers of government to support a just society. We understand the importance to our community of challenging discrimination and celebrating a community that gives everybody a fair go.

Aim

To respect and recognise the human rights of all who live and work in our community by reducing disadvantage, strengthening well-being and providing opportunity for social and economic inclusion.

Vision

Under the Charter we strive to meet our vision as a diverse, inclusive community that creates opportunity for all ages, abilities and backgrounds. We achieve this through delivering social inclusion, economic resilience, environmental health and cultural vitality.

Principles

We believe the following principles reflect our leadership role in promoting human rights, social equity and anti-discrimination:

- **Recognition of Indigenous Australians:** Respecting the Cameraygal as the Traditional Owners of this land. We support the Aboriginal and Torres Strait Islander community's right to self-determination and their on-going cultural and spiritual values and connections.
- **Diversity:** Valuing a society that reflects diversity in race, culture, gender, sexual orientation, religious beliefs, disability, age, family status, marital status and carer responsibilities. We work for community harmony through respect, understanding and inclusion
- **Equity:** Increasing opportunities for the most disadvantaged members of our community by recognising and responding to the many forms and factors that affect people's quality of life.
- **Community engagement:** Recognising the importance of meaningful engagement and consultation with the community on decisions that impact people's lives and community well-being.
- **Social inclusion:** Creating the conditions for people to enjoy life and have the opportunity to interact though work, play, friends and family, learning, working, engaging and being a voice in our community.



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Introduction

Our Councils have worked together to create a regional Disability Inclusion Action Plan (DIAP). The DIAP is a commitment from each Council that people with disability are welcomed, accepted and respected in our community. The regional approach ensures we collaborate and address the barriers to inclusion in a holistic way. It has enabled us to learn from each other and assess our strengths, weaknesses and opportunities together.

We have created a regional commitment and list of strategies which have been translated into local actions for Council. This ensures we can work effectively and efficiently together to maximise the benefits and resources for people with disability in our community.

Developing our regional DIAP followed the process undertaken by all local governments in NSW. It is guided by the Disability Inclusion Act 2014 (NSW) (DIA) and the NSW Disability Inclusion Action Planning Guidelines produced by Local Government NSW.

Developing our DIAP has involved:

1. Undertaking a baseline review of Councils' assets and policies
 - There are many services and assets Councils provide which support people with disability, identifying these ensured our DIAP builds on what's working in our workplaces and communities
2. Consulting with our community, local service providers and staff
 - Consultation with people with disability was critical in the development of this DIAP. We also heard from their families, support people, other interested community members, service providers and Council staff
 - To hear from these groups we undertook surveys, focus groups, a regional roundtable for service providers, one-on-one interviews and staff workshops
3. Drafting strategies and actions for inclusion
 - Public exhibition of the draft DIAP allows a formal process for comment from our community



The purpose of this DIAP is to support disability inclusion in our communities and throughout NSW. While the DIAP focuses on supporting people with disability our actions support our wider goal for inclusion. Making it easier for people to get around and access information is beneficial to all members of the community.

It is also important that our DIAP raises awareness about the people with disability in our community. Local governments play a significant role as employers, advocates and service providers for people with disability. We recognise the value and skill that people with disability bring to our communities and workplaces. We also recognise the right of people with disability to not disclose their disability.



Defining disability can be problematic as disability presents itself in a range of capacities. The definition of disability used to guide the development of our Disability Inclusion Action Plan is from the Disability Inclusion Act, which states disability:

“in relation to a person, includes 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.”

In line with the DIA, we have adopted the **social model of disability** that disability is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for people with disability.

In Australia, nearly 1 in 5 people have a disability.¹ This equates to over four million people. 19% of men and 18% of women.

Our DIAP identifies a clear set of actions in line with the following focus areas² of inclusion. They are:

1. **Developing positive community attitudes and behaviours**

Negative attitudes can impact people with disability across all facets of their life. Attitudes can change for the better through experience and education.

2. **Creating liveable communities**

These are places that support people with disability to live, work, play and learn. It is about the physical environment but also about feeling safe, secure and included in the community.

3. **Supporting access to meaningful employment**

Removing barriers to work through the recruitment process and providing flexible, supportive work arrangements and work experience opportunities.

4. **Improving access to services through better systems and processes.**

Gaining access to community services can be more difficult for people with disability. It is important to ensure everyone has equitable access to information and services.



¹ Source: ABS 2015 Survey of Disability, Ageing and Carers

² These focus areas were identified through consultation with people with disability in the development of the NSW Disability Inclusion Plan.



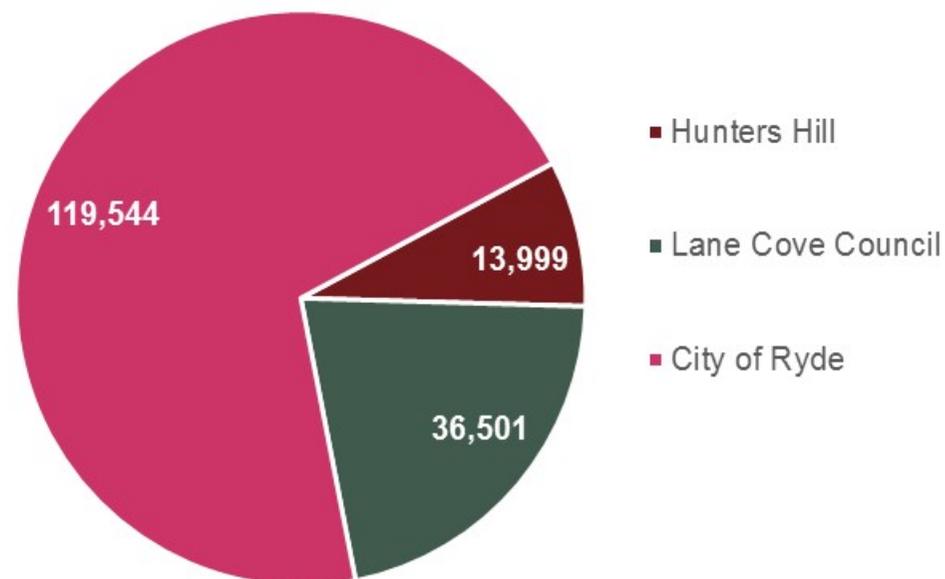
Our community

Today, **Hunter's Hill, Lane Cove and Ryde local government areas are home to over 170,000 people**. In 2021 the population will be over 190,000.

Of the three local government areas:

- **Hunter's Hill** has the greatest proportion of people who require assistance in their day to day lives, more than the Greater Sydney and Australian averages.³ This correlates with the relatively high percentage of people over 65 in the Hunter's Hill municipality
- The **City of Ryde** has a high culturally and linguistically diverse population (and a high proportion of people speaking a language other than English). Language can present an additional barrier for people with disability seeking services in the area, and can increase the risk of social isolation
- **Lane Cove** has a relatively young population. While a lower proportion of people requiring assistance in their day to day lives is lower than the Australian average, the number of people is still significant.

Local Government Area population in 2016



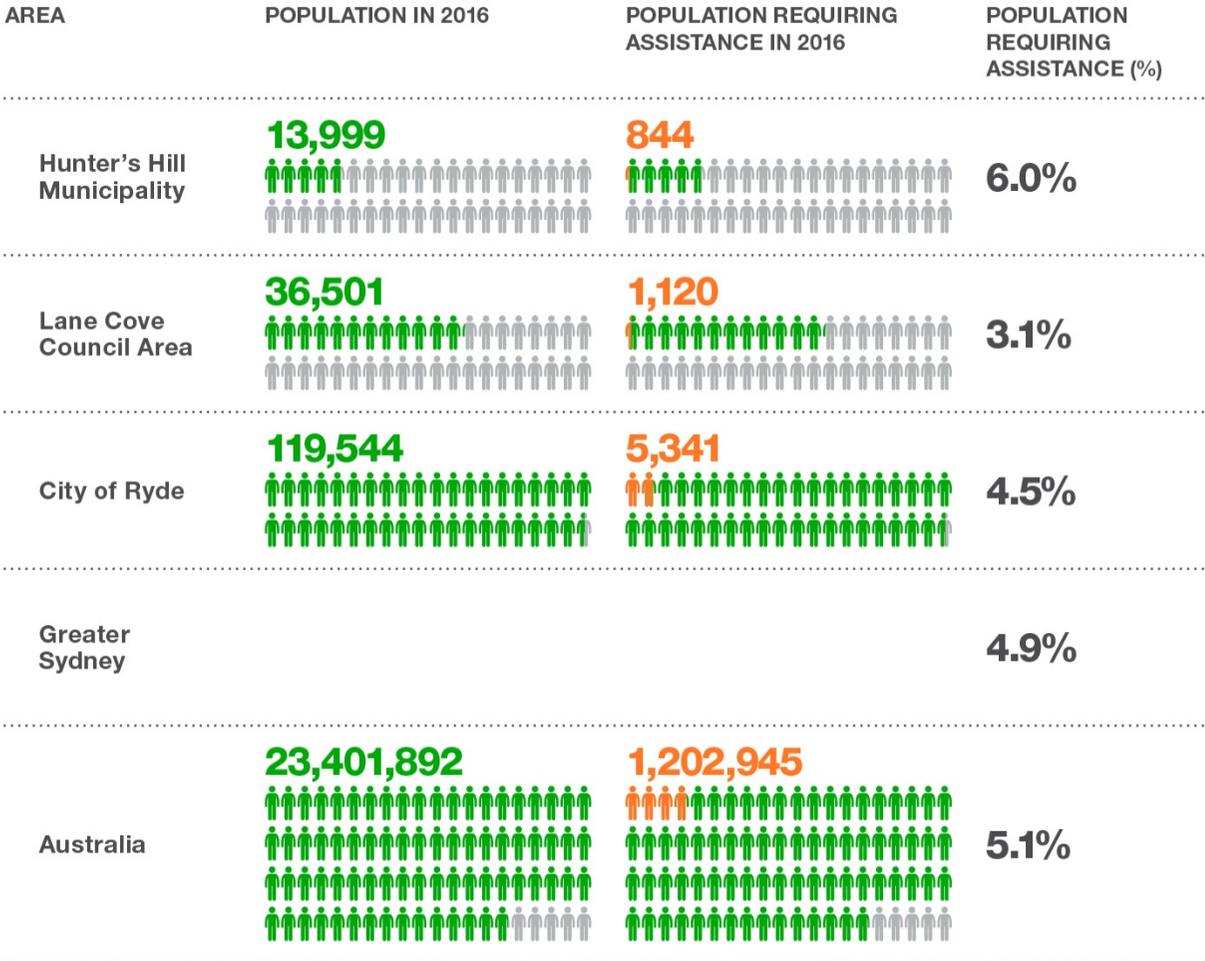
SOURCE: Australian Bureau of Statistics, Census of Population and Housing 2016

³ Relates directly to need for assistance due to a severe or profound disability.



The following figure shows **the proportion of people requiring assistance by LGA, compared with Greater Sydney and Australia**. People requiring assistance generally have a severe or profound disability. When you factor in people with disability who do not require assistance with core activities, carers and family members of people with disability, the number of people in the community who would benefit from a more inclusive and accessible community is significantly higher.

Population requiring assistance by LGA, Greater Sydney and Australia

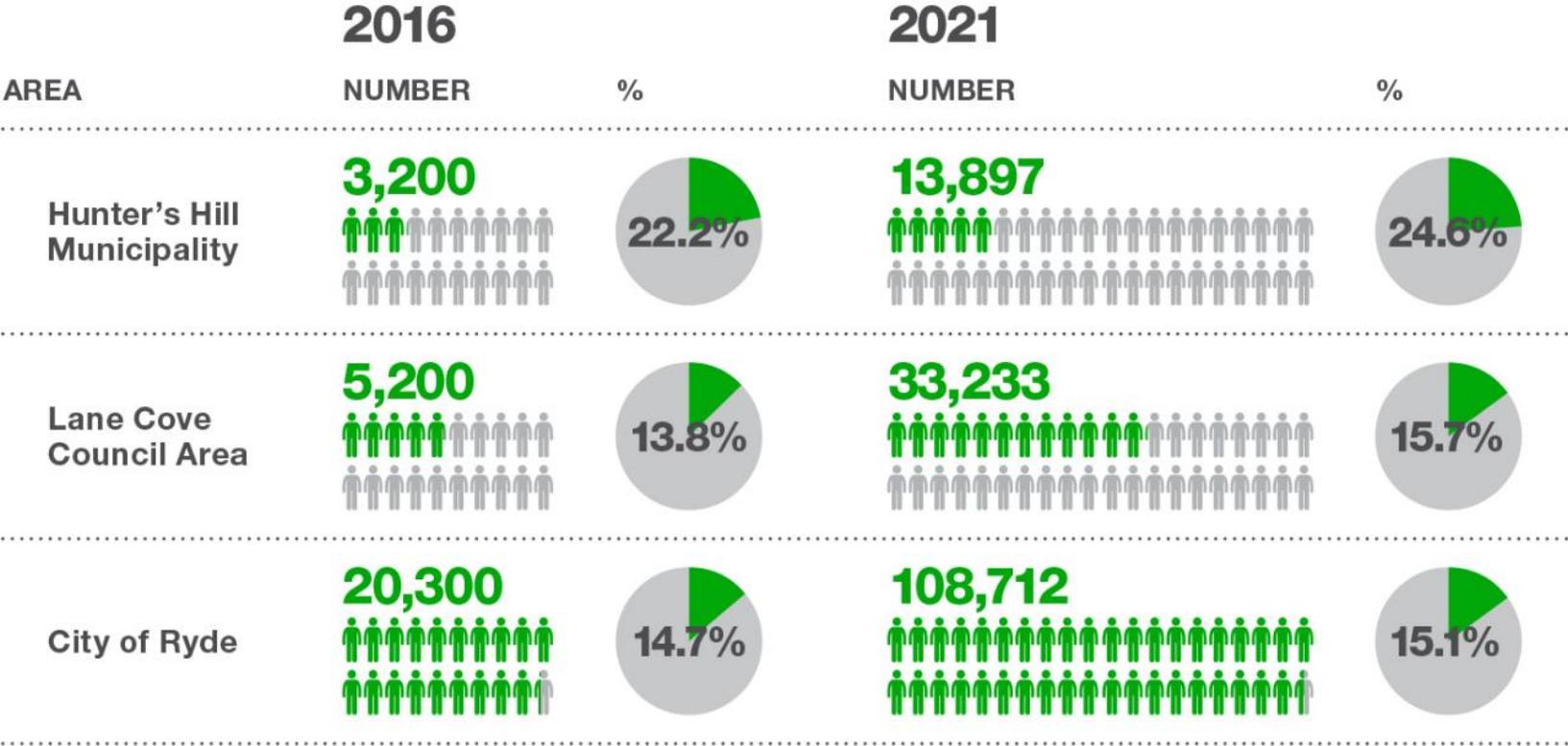


SOURCE: Australian Bureau of Statistics, Census of Population and Housing 2016.



The likelihood of having disability increases with age, with 40% of people with disability being over 65. In addition to having a growing population, we also have an ageing population. At the 2011 Census 12.8% of people in Greater Sydney were over 65, and this is projected to grow in all Council areas and is something that will impact all our services.

LGA over 65s population growth



SOURCE: Department of Planning and Environment, 2016 New South Wales State and Local Government Area Population and Household Projections, and Implied Dwelling Requirements



Developing this Disability Inclusion Action Plan will assist in **addressing the social disadvantage and exclusion faced by many people with disability.**

Some fast facts for each of the DIAP focus areas. Did you know that in Australia:

Over a third (35.1%) of women and over one-quarter (28.1%) of men surveyed (15 years and over) had avoided social situations because of their disability. (Developing positive community attitudes and behaviours)

One in five people with disability either could not use (15%) or had difficulty (6%) using any form of public transport. Reasons for lack of access included physical issues (steps, seating) as well as mental concerns (fear and anxiety). (Creating liveable communities)

The percentage of people with disability actively seeking work is 10%; twice that for people without disability 5% (Supporting access to meaningful employment)



The majority of people with disability (over 80%) that need help with everyday tasks use informal support systems such as partners, parents and children. Formal services and support providers are also used by just over half (52%) of people with disability. (Improving access to services through better systems and processes.)

SOURCE: Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers (SDAC).



Legislation and policy

Our regional Disability Inclusion Action Plan is not a standalone commitment to supporting people with disability. It forms part of an important structure of government legislation and policy commitments to ensure people with disability are supported members of society. These are detailed below.

Australia was one of the first signatories to the **United Nations Convention on the Rights of Persons with Disabilities (2006)**. This convention is based on eight guiding principles to address the human rights of people with disability:

- (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- (b) Non-discrimination
- (c) Full and effective participation and inclusion in society
- (d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- (e) Equality of opportunity
- (f) Accessibility
- (g) Equality between men and women
- (h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

The **National Disability Strategy 2010-2020 (NDS)**. The NDS is Australia's commitment following the Convention, providing a national approach to improving the lives of people with disability. The NDS also provides the platform for the National Disability Insurance Scheme.

The Disability Inclusion Act 2014 (NSW) requires State and local governments to undertake a disability inclusion planning process.

The NSW Disability Inclusion Plan identifies the NSW Government's commitment and the four focus areas for inclusion identified through consultation with people with disability

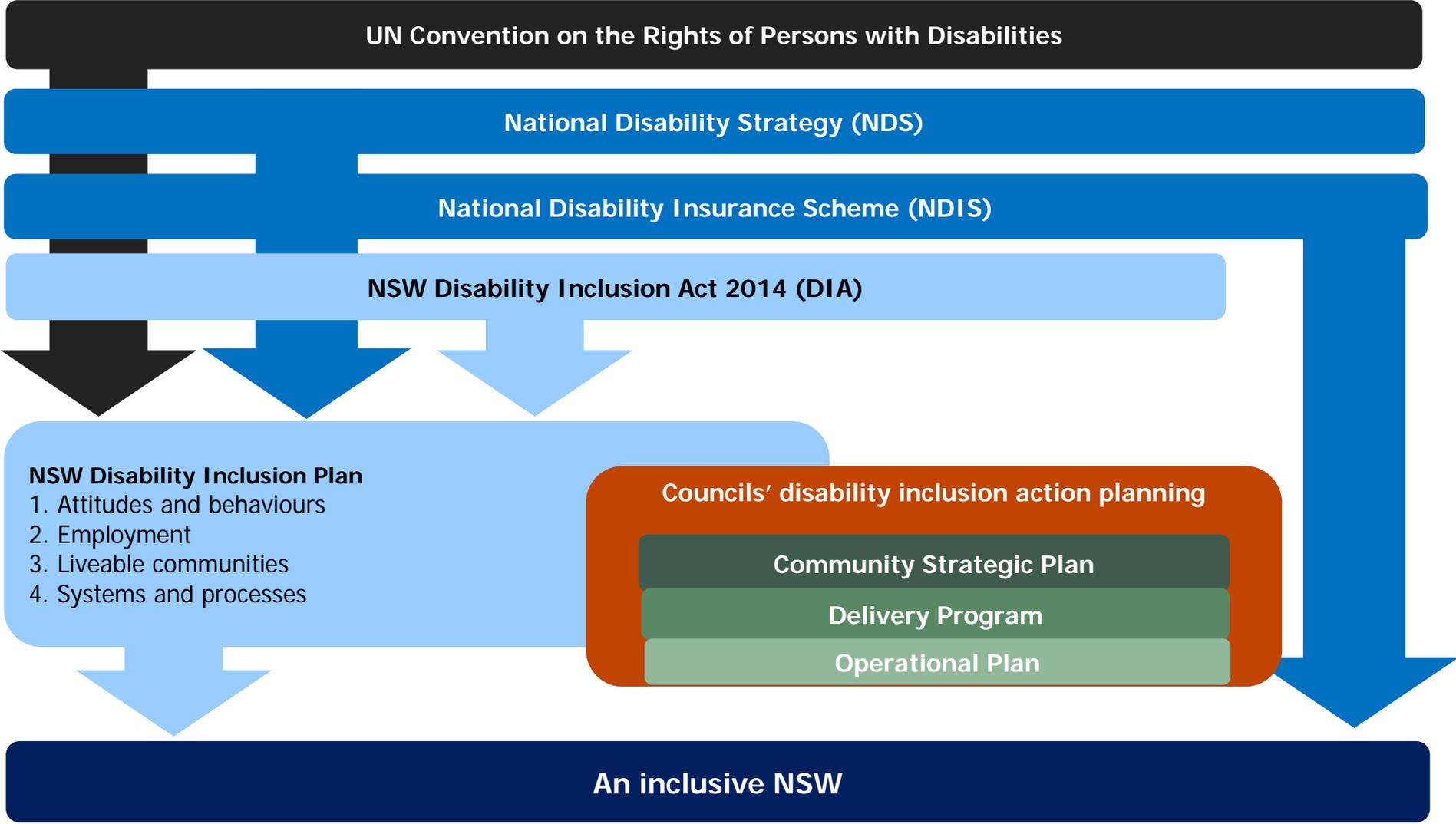


Council also complies with legislation and standards which ensure inclusion and consideration of people with disability. Key considerations for Council include:

- Commonwealth Disability Discrimination Act 1992
- Australian Standard (AS 1428) - Design for Access and Mobility
- Disability Access to Premises Buildings Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Web Accessibility National Transition Strategy 2010.



Figure 1 International, national and local policy context for disability



What we do

Lane Cove Council has worked and continues to work towards an inclusive community. There are many places provided and services offered which support people with disability.

Encouraging social inclusion and participation

Different Degrees Theatre Ensemble



Facilitating inclusion to decision-making

Access Advisory Committee



Delivering access to local parks

Hughes Park



Providing local information

“Missed Business - How to Attract More Customers by Providing Better Access to Your Business”



Community consultation

In developing the Disability Inclusion Action Plan, Hunter's Hill, Lane Cove and Ryde Councils made a strong commitment to consult with people with disability. We heard from over 700 people. This included:

- People with disability and their families or carers
- Service providers
- Council staff (with or without disability)
- The wider community.

Consultation provided community and staff with an opportunity to identify and address local barriers and opportunities to inclusion. Feedback from the consultation has directly informed the actions and strategies incorporated into the DIAP.

The consultation strategy for the DIAP was designed to be accessible, informative and provide sufficient diversity of methods to ensure people could provide their feedback in a way which suited their needs. Options for contributing to the DIAP were promoted through existing council networks, advertising in local newspapers, on their websites and by sending out a flyer to all households.



Table 3 Summary of community and staff consultation activities

Activity	Description	Attendance
Community survey	An online and paper survey which incorporated multiple choice and open-ended questions was made available.	269 responses received
Service provider roundtable	A workshop was facilitated for local service providers to discuss opportunities for and barriers to inclusion.	40 people from 31 organisations
Staff survey	An online and paper survey which incorporated multiple choice and open-ended questions was made available to Council staff.	184 respondents <ul style="list-style-type: none"> • Hunter's Hill 14 staff • Lane Cove 51 staff • Ryde 119 staff
Staff workshop	Workshops were delivered at each of the three Councils in April.	<ul style="list-style-type: none"> • Hunters Hill 14 staff • Lane Cove 25 staff • Ryde 28 staff
Meeting in a Box ⁴ Toolkit	Materials were produced to allow for organisations or groups to run their own mini consultation sessions. These were undertaken by Council staff and a number of community groups.	144 participants across 14 sessions <ul style="list-style-type: none"> • 8 in Ryde • 6 in Lane Cove
Direct and individual responses	One-on-one conversations were offered to community members and many provided feedback directly via email.	Two face-to-face meetings and six emails

⁴ A meeting in a box is a tool kit for interested parties to convene a meeting on a topical community issue. The tool kit provides the resources necessary for any person (community member, Councillor, Council Officer, business owner, etc) to take responsibility for conducting a consultation in their own community.



Themes emerging from consultation

In general, there was strong correlation between the themes identified through community feedback and those expressed by service providers and staff. There was also strong consistency across the region, particularly on the importance of good attitudes and behaviours towards people with disability. Differences in feedback between the three local government areas were however apparent in discussing the barriers and opportunities to improve inclusion in the physical environment (creating liveable communities focus area).

The following table provides a high-level summary of the themes that emerged from consultation with staff, service providers and the community. Consultation findings are documented in more detailed in our Consultation Outcomes Report.

Table 1 General themes for each focus area

Community	Services	Staff
Attitudes and Behaviours		
<p><i>“Having a disability makes people perceive you as ‘different’, ‘different’ shouldn’t be viewed as being wrong, it is what is it is; different.”</i></p> <ul style="list-style-type: none"> • Want to be accepted, understood (and if necessary, assisted) in public • It’s important to feel welcomed, with information clear about places, events and facilities being supportive of people with disability • Raising the level of understanding and profile of people with disability will improve positive attitudes in the community 	<p><i>“Developing a DIAP is a great way to encourage all council staff to think about how they could be inclusive and a starting point for further education.”</i></p> <ul style="list-style-type: none"> • There is a lack of general community awareness and understanding of people with disability • Often people with disability are placed in the ‘too hard basket’ when simple allowances would support inclusion • Need awareness and inclusion training across Council and the community 	<p><i>“If council had regular visitors or guest speakers that would go a long way to breaking down barriers and allowing acceptance.”</i></p> <ul style="list-style-type: none"> • Language, communication and skills training is needed by Council and the community • Council should provide education and promote positive attitudes of inclusion through their extensive networks • Events and activities hosted and supported by Councils should consider the needs and abilities of all members of the community
Liveable communities		



Community	Services	Staff
<p><i>“At the moment, I am not aware of any local parks or playgrounds I can go to independently mainly because of combination of no footpaths plus tricky road crossings.”</i></p> <ul style="list-style-type: none"> • A key barrier to accessing places and events is the lack of adequate footpaths, ramps and transport provisions • Participants identified specific roads, places and parks which could be improved through more consideration of the needs of people with disability • Key concern is the provision of public infrastructure including signage and unisex, accessible toilets • Creating an accessible physical environment through good design and planning is a benefit to all community members • Councils to encourage community interaction – need to consider people with disability early and not as an afterthought • Housing affordability, particularly housing close to services and support is a critical issue for people with disability 	<p><i>“Exercise is very important to maintain mobility and wellbeing. There are very few gyms with equipment that are accessible for wheelchairs”</i></p> <ul style="list-style-type: none"> • There is a need to provide and promote on-demand transport options and better designed transport infrastructure including parking • Consider opportunities to encourage and support people to with disability to participate in events, activities and to use Council facilities • Accessibility and designing for all abilities should be viewed as general practice not an extra • Look at how council can encourage community organisations to be more accessible 	<p><i>“Design all structures in the public domain so that they are inclusive. Think about how people use things, gather, move from place to place, how places are and can be used and ensure all people can access all parts of them.”</i></p> <ul style="list-style-type: none"> • Events and activities hosted and supported by Councils are a key service which should consider the needs of all members of the community • Access to and better placement of public transport facilities is a major issue
Meaningful employment		
<p><i>“Having work is so important for self-respect, self-worth and valuing one self.”</i></p> <ul style="list-style-type: none"> • Want Council to be a leader in hiring people with disability • Encourage and promote local businesses 	<p><i>“Local government procurement processes could create an employment opportunity through engaging contractors that employ people with disabilities”</i></p> <ul style="list-style-type: none"> • Need understanding from employers and employees that disability can be mental 	<p><i>There is significant room for improvement in Council practices and procedures to recruit and retain people with disability</i></p> <ul style="list-style-type: none"> • Council should set targets for a greater number of work experience placements



Community	Services	Staff
<p>to do the same</p> <ul style="list-style-type: none"> • There is a lack of knowledge and support for employing people with disability 	<p>as well as physical</p> <ul style="list-style-type: none"> • Council should provide greater representation that they are an all-inclusive all-abilities employer • Consider incentives for businesses to hire people with disability 	<p>within council</p> <ul style="list-style-type: none"> • It should also advocate for local businesses to do the same

Systems and Processes

<p><i>“Information must be readily available and easy to access. I find it hard myself to find any local services and support that suit my son.”</i></p> <ul style="list-style-type: none"> • People with disability need more formats and avenues to access information and forms • Would like a single place or person to assist in providing information on services and support • There are additional language barriers to people from diverse cultural backgrounds in accessing the information and support they need 	<p><i>“Support smaller organisations to stay viable as they are key members of the community and support broader engagement”</i></p> <ul style="list-style-type: none"> • There is a need for more accessible and improved communication and engagement processes • Early intervention and support provides more benefits • Council is important in coordinating local disability support services and providing information on government policies 	<p><i>“Need systems in place to communicate appropriately and make people with disability feel comfortable”</i></p> <ul style="list-style-type: none"> • It is important that people with disability are involved in Council decision-making • Improve information sharing and services delivery for diverse needs of people with disability • Update council websites to better reflect the community – providing various formats of information
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Strategies

Council's Disability Inclusion Action Plan centres around the four focus areas of inclusion. Council has created regional strategies in line with these focus areas.

Focus Area	Strategy
Developing positive community attitudes and behaviours	Celebrate and value people with disability in the community Foster understanding and connections within the community Facilitate programs that improve social inclusion Make Council events, facilities and activities welcoming and inclusive Increase knowledge and understanding about disability in Council
Creating liveable communities	Make it safe and easy to get around Ensure Council's open spaces and leisure and sporting facilities are accessible Improve accessibility of Council's buildings and infrastructure assets Facilitate town centres and commercial areas to be inclusive Provide more adaptive and affordable housing
Supporting access to meaningful employment	Ensure Council is a leader in equal employment Support people with disability in finding local employment Foster skills, training and social contribution of people with disability
Improving access to services through better systems and processes	Improve access and diversity of information services Involve people with disability in decision making Upgrade access to Council services Be inclusive in how Council operates and services the community



Lane Cove Council Action Plan

The action plan, aligned with the regional strategies, is set out in the following pages. It identifies:

ID	Identification number
Strategy and Actions	Strategy and respective actions to achieve it
Who (internal)	Council service area primarily responsible for strategy and action delivery
Timeline	Timing for implementation (short = 1-2 years; medium = 3-4 years; long = 5+ years)
External partners	Who else should/could be involved
Outcome	Measurement of implementation (output) or improvement (outcome)
Link	<p>The Links allow Council areas responsible for an action to cross reference for further details during implementation.</p> <p>AF = Age-Friendly CS = Community Strategic Plan CP = Cultural Plan MP = Major Projects Plan OS = Open Space Plan SP = Social Plan SAP = Sustainability Action Plan PS = Playground Strategy RP = Recreation Action Plan LEP = Local Environment Plan</p>



The actions listed in the DIAP are not designed to be prescriptive – they should be flexible to change as technologies and ideas about best practice develop.



Focus Area 1: Developing positive community attitudes and behaviours

ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
1 Celebrate and value people with disability in the community						
1a	Introduce a new award for disability inclusion at Council's citizenship/citizen of the year awards	HS	Short	Disability service providers (for nominations)	New award established	CS CP SP
1b	Create a regional recognition system (stickers and/or a new/existing app) to identify businesses that are accessible and welcoming to people with disability	HS/CS	Long	Disability service providers	Recognition program established	CS CP SP
1c	Promote the lived experience of disability through a regular (quarterly) profile in Council's key communication materials (e.g. website, newsletter) and on International Day of People with Disability	HS	Short	Disability service providers (to identify potential candidates)	Community profiles developed and published	CS
1d	Provide positive updates of successful implementation of DIAP actions (as well as other examples of positive inclusion) on Council's public communication channels <ul style="list-style-type: none"> • Include both Council and community achievements 	HS/CS	Short	Disability service providers (to source examples)	Post examples and update every 6 months	CS SP
1e	Review and update events held for International Day of People with Disability to better reflect the diversity of experience and age of people with disability	HS	Short	Disability service providers (to generate ideas for events and delivery partnerships)	Increased number of events held/ participation	CS CP SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
2 Foster understanding and connections within the community						
2a	<p>Deliver a community education campaign on appropriate language and respectful behaviours towards people with disability</p> <ul style="list-style-type: none"> Engage opinion leaders and key messages to deliver an effective campaign Provide talks at schools (in partnership with disability service providers) Offer discounted or free workshops to local businesses on inclusion, accessibility and the rights of people with disability 	HS	Medium	Local schools, disability service providers, FACS, businesses	Campaign established and delivered	CS CP SP AF
2b	<p>Deliver targeted accessibility and inclusion briefings to community groups that access Council venues, facilities and community grants</p> <ul style="list-style-type: none"> Investigate the provision of Council facilities at discounted rates if groups attend briefings and can demonstrate incorporation of inclusion principles within their organisation 	HS	Short	Local Community groups and organisations	100% access to briefings	CS CP SP AF
3 Facilitate programs that improve social inclusion						
3a	<p>Create and distribute a social inclusion checklist for community, sports and recreation organisations to facilitate greater inclusion of people with disability</p>	HS	Short	Local community, sports and recreation groups	Checklist prepared and disseminated	CS SP CP RP SAP
3b	<p>Facilitate the provision of disability support services and activities by community organisations through:</p> <ul style="list-style-type: none"> Discounted venue hire for Council 	All	Short - Long	Local community organisations and key facility owners	Uptake of facilities for disability support	CS SP RP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	<p>properties</p> <ul style="list-style-type: none"> Improving accessibility of Council facilities available for use 					
3c	<p>Prepare an inclusive event planning guide, and make available for external organisations, including information on:</p> <ul style="list-style-type: none"> Accessible facilities and infrastructure requirements Accessible amenities Discounted and flexible pricing for people with disability The Companion Card Program 	HS	Medium	Local event organisers	Guide prepared and disseminated/ Number of inclusive local events	CP CS AP RP
3d	Establish inclusion as part of the criteria to access Council's community funding grants	HS	Short		Grant criteria revised	CS
3e	Source, plan and formally invite performers with disability to participate and showcase their talent at high profile community events such as Australia Day, Youth Week and, Harmony Day	All	Medium	Local performing arts groups and schools	Participation of people with disability	CS CP SP
3f	<p>Work with local community organisations to identify opportunities to support innovative and inclusive activities for people with disability such as:</p> <ul style="list-style-type: none"> Access to new technologies (e.g. virtual reality) Transport and support for external outings Week day activities for past school-age young people with disability 	HS	Medium - Long	Disability service providers (including those not currently servicing the area)	Number of inclusive activities	CS CP SP
3g	Review sport and recreation pathways and	HS/OSUS	Medium -	NSW Health, NSW Office	Regional recreation	CS RP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	opportunities available to people with disability		Long	of Sport (Central Region), disability service providers	review	OS SP
4 Make Council events, facilities and activities welcoming and inclusive						
4a	<p>Encourage people with disability and their families to attend Council events through:</p> <ul style="list-style-type: none"> • Clear messaging regarding Council's inclusive approach • Promotion of events through disability service providers • Information on inclusive and accessible supports and amenities that will be available 	HS	Short	Disability service providers	Inclusive information included in event material	CS CP SP
4b	Consider opportunities for a volunteer program to assist people with disability at major local events	HS	Long	Disability Service Providers, volunteers services, community groups	<p>Opportunities explored with appropriate partners</p> <p>People with disability assisted at major events</p>	CS CP SP
4c	<p>Investigate the provision of an exclusive day and free entry for people with disability at major Council facilities (e.g. at the Aquatic Centre, libraries, gallery or other facilities)</p> <ul style="list-style-type: none"> • Encourage other major local visitor facilities to do likewise 	HS	Medium	Council Lessors	Number of special event days for people with disability	SP CS



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
4d	<p>Review the Cultural Plan to promote participation of people with disability in arts and cultural programs</p> <ul style="list-style-type: none"> • Consider the provision of seed funding to support accessible activities and social groups • Consider specific activities and events for younger people with disability • Consult with key disability stakeholders 	HS	Long	Community and Cultural Groups	Plan reviewed and updated	CP CS
5 Increase knowledge and understanding about disability in Council						
5a	Provide a regular quarterly update on implementation of the DIAP to staff and Councillors to promote and encourage inclusive practices	HS	Short		Quarterly updated incorporated into internal communications	CS
5b	<p>Provide disability awareness and inclusion training to all Council staff and councillors including human rights and anti-discrimination legislation.</p> <ul style="list-style-type: none"> • Prioritise training and education to frontline staff about the potential behavioural and physical issues of people with disability • Require training to be repeated every four years • Training program could include opportunities for learning experiences for Council staff and Councillors 	HS/CS	Short	Disability peak bodies, specialist training organisation	Training program established	CS
5c	Ensure that all relevant staff have knowledge of accessibility features of venues and buildings	HS/OSUS	Short		Relevant Staff have	CS



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	to promote to the community				accessibility information	



Focus Area 2: Creating liveable communities

ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
1 Make it safe and easy to get around						
1a	<p>Review whole-of-route accessibility along key active movement corridors including to and between town centres, major transport sites and to cultural/ leisure facilities. Review to consider:</p> <ul style="list-style-type: none"> • Potential high activity sites for overpasses and footbridges with lifts • Revisiting actions and priorities of the Pedestrian Access and Mobility Study (PAMP) • Auditing presence and condition of footpaths including presence of overhanging vegetation • Prioritising pavement repair on key routes within asset budget 	OSUS/HS	Medium - Long		Study and audit commissioned and completed	PAMP, OS, RP
1b	<p>Revise procurement and tender guidelines for footpath material and design to, where possible, go beyond compliance with standards to support best practice accessibility</p>	OSUS	Medium		Review completed and guidelines updated	PAMP, OS
1c	<p>Investigate opportunities to provide, accessible and demand-driven transport options through:</p> <ul style="list-style-type: none"> • Provide information on how to access community transport for individuals with mental/intellectual disability (not just physical) • Support community transport organisations that service the area through the community grants program and/or advertising for 	HS	Medium - Long	Disability service providers, transport providers	Information provided and grants awarded	CS, OS



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	volunteers					
1d	<p>Incorporate requirements for accessible parking that go beyond, where possible, compliance in future parking strategies to better consider the requirements for width and height of modified vehicles and vans</p> <ul style="list-style-type: none"> Discuss needs with key stakeholders 	HS/OSUS/ES	Medium - Long	Disability service providers	Review and update accessible parking requirements	CS, OS
1e	Review Ranger resources to improve enforcement of fines for cars parked on the footpath and inappropriate use of accessible parking spaces	ES	Medium		Resources reviewed and amended as required	CS
1f	<p>Review and revise public domain signage to improve legibility and consistency, including investigating:</p> <ul style="list-style-type: none"> Colour contrast Speaking signs Braille in main town centres 	HS/CS/OSUS	Medium		Strategy developed and progressively implemented	CS
1g	<p>Audit and improve transport infrastructure on Council roads to support accessibility, for example:</p> <ul style="list-style-type: none"> A pedestrian crossing across First Avenue at the corner of Dorrit Street Increased walk time for pedestrians crossing River Road (Riverview), at the intersection of Tambourine Bay Road Traffic lights or a roundabout at the top of Tambourine Bay Road to create a safe pedestrian crossing 	OSUS	Medium - Long		Audit undertaken and improvement program established	CS, OS
1h	Work with Transport NSW to support increased service and accessibility of buses within Lane	OSUS	Long	Transport NSW	Discussions held with Transport NSW	CS, OS



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	<p>Cove LGA. Priorities include:</p> <ul style="list-style-type: none"> • Bus set down and pick-up space within the Lane Cove Shopping District • Reinstatement of the express bus service into the City • Improved access to Longueville Rd interchange from the city 					
2 Ensure Council's events, open spaces and leisure and sporting facilities are accessible.						
2a	<p>Provide amenities and infrastructure to support people with disability attending major Council events. This could include:</p> <ul style="list-style-type: none"> • Discounted and flexible pricing • Additional (temporary) accessible parking • Identification, within the venue, of a quiet space for people with disability, their family, friends and carers • Free community event buses 	ALL/ OSUS	Short - Medium	Community transport providers	Increased participation in Council events	CS, CP, SP, OS
2b	<p>Review the design of parks and playgrounds to cater to a range of age groups and allow for multi-generational enjoyment</p> <ul style="list-style-type: none"> • Consider the need for space and equipment for adult play • Provision of adult fitness equipment • Consult with key disability service providers 	OSUS	Medium - Long		Review undertaken and revisions made to parks program	OS, RP, SP
2c	<p>Audit and review disability access and infrastructure requirements in parks, leisure and recreational facilities renewal and upgrade</p>	OSUS	Medium - Long		Audit undertaken and priorities funded	OS, RP, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	<p>program. For example:</p> <ul style="list-style-type: none"> • Providing appropriate seating • BBQs at different heights • Space for wheelchairs at picnic tables 					
2d	Identify opportunities and seek funding to make Council's parks and reserves accessible to all abilities including where required the provision of ramps and accessible toilets	OSUS	Medium - Long		Applications for funding successful Modifications made	OS, CS, RP
2e	Investigate the possibility of providing spaces in Council's libraries which provide the opportunity for a range of needs including: <ul style="list-style-type: none"> • High level activity and noise • Relaxation and quiet space 	HS	Medium		Provision of dedicated spaces	CS, SP
3 Improve accessibility of Council's buildings and infrastructure assets						
3a	Incorporate within assets register an opportunity to identify and record level of accessibility and disability inclusion	OSUS/HS	Medium		Assets register updated	CS
3b	Develop an Access Protocol and Checklist that provides guidance on standards of accessibility for public domain and infrastructure works that reflect Universal Design Principles and best practice not just existing Standards (Access to Premises – Buildings)	HS/OSUS	Medium		Checklist developed	CS, MP
3c	Audit and deliver program of upgrades and renewals to Council's portfolio of building assets to enhance accessibility and inclusion <ul style="list-style-type: none"> • See above for specifications required 	HS/OSUS	Medium - Long		Audit undertaken and improvement program established	CS, MP, LEP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	<ul style="list-style-type: none"> Prioritise upgrades to buildings which have the potential for highest usage 					
3d	Review the annual program of accessibility upgrades and renewal for the public domain to support continued roll out of upgrades to lighting and to bus stops to deliver above compliance with the Disability Standards for Accessible Public Transport 2002	OSUS	Medium		Assets work program revised and upgraded	CS, MP
3e	Establish an audit program to assess signage for Council facilities on both existing and new facilities to ensure accessibility.	HS/CS OSUS	Short		Audit in facilities upgrade schedule	CS
3f	Upgrade and renew the provision of public accessible toilets in key facilities and recreational spaces such as aquatic centres, shopping precincts and parks including: <ul style="list-style-type: none"> Providing additional unisex/family facilities Installing hoists and change tables built to withstand an adult weight 	HS/OSUS	Medium - Long		Infrastructure program revised and priorities funded	CS, MP, OS. RP
4 Facilitate town centres and commercial areas to be inclusive						
4a	Prepare a self-assessment checklist for local businesses to encourage them to meet accessibility needs	HS/CS	Medium	Local chamber of commerce (consult with/test and disseminate)	Checklist developed and disseminated	CS, SP, CP
4b	Investigate incentives to encourage local businesses and venues to upgrade their premises to improve accessibility	HS/CS	Medium - Long	Local chamber of commerce	Number of businesses upgraded	CS, SP, CP
4c	Review and amend local planning instruments to require disability inclusion and consideration of	ES/CS	Medium		Principles	MP, CS,



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	Universal Design as principles for future planning				incorporated into LEP	LEP
4d	Work with the Australian Electoral Commission to ensure that all venues used for local, state and federal government elections are accessible	CS	Medium	Australian Electoral Commission	All voting venues are accessible	CS, SP
4e	Work with shopping centres to support improved inclusion and accessibility. For example: <ul style="list-style-type: none"> Reviewing accessibility and inclusion within the Lane Cove shopping precinct 	HS/ES/CS	Medium/ Long Term	Centre and business owners	Discussions undertaken	CS, MP
5 Provide more adaptable and affordable housing						
5a	Develop and implement an affordable and adaptable housing strategy and targets to provide centrally located housing that caters to people with disability Consider options such as: <ul style="list-style-type: none"> 'Build for rent' Public/ private partnerships Accessing funding through Social Ventures Australia Development Approval concessions 	HS/CS/ES	Long	Community housing NSW Federation of Housing Associations UDIA NSW Dept of Planning & Environment	Strategy prepared and adopted	CS, LEP
5b	Identify opportunities to facilitate adaptations and alterations to existing dwellings to support independent but assisted living for people with disability. <ul style="list-style-type: none"> Discounted DA fees for studios, attached dwellings and duplexes Flexibility in development conditions 	ES	Medium		Opportunities identified and incorporated into planning regulations	CS, LEP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
5c	Work with state government and the building industry to deliver training, education and incentives for developers and builders to facilitate development of housing that is adaptable and affordable for people with disability	HS/ES	Medium - Long	NSW Dept of Planning & Environment Master Builders Association TAFE NSW	Discussions held with government and development industry	CS
5d	Review existing zoning regulations within the LEP to facilitate the development of social and group housing near essential services	ES	Medium - Long		Regulations reviewed and updated	CS, LEP



Focus Area 3: Supporting access to meaningful employment

ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
1 Ensure Council is a leader in equal employment						
1a	<p>Ensure the Equal Employment Opportunity Policy facilitates a more inclusive environment, includes: attracting, retaining and supporting employees with disability</p> <ul style="list-style-type: none"> Identify appropriate positions for active recruitment - employment, traineeships and work experience Identify any assisted technology/ infrastructure requirements Promote Council as a best practice environment where people with disability are encouraged to apply for employment opportunities 	CS	Short/ Medium	Disability peak bodies (consult)	Policy reviewed and updated	CS, SP
1b	Continue to ensure Council's EEO policy and code of conduct is applied within Council and promoted externally	CS	Short	Disability employment agencies, local chamber of commerce	Policy promoted	CS, SP
1c	Promote representation of people with disability in the Council workforce to the public and external organisations	CS	Medium	Disability service providers	Profiles created and published	CS, SP
1d	Identify and Implement services and systems that support people with disability being retained within the workforce					CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
1e	Review and revise job advertisement and recruitment to be more welcoming and inclusive of disability for example encouraging people with disability to apply and indicating support is available to undertake the job	CS	Short/ Medium	Disability peak bodies (consult)	Employment procurement reviewed and updated	CS, SP
1f	Develop and promote flexible working arrangements and in-house support to recruit and retain people with disability in the workforce	CS	Short	Disability peak bodies (consult)	Flexible working policy established and promoted	CS, SP
1g	Proactively work with disability employment agencies to seek suitable candidates for new jobs and work experience placements within Council	CS/HS	Short	Disability employment agencies	Discussions held with disability employment agencies	CS, SP
1h	Promote work experience and traineeship opportunities for people with disability through local schools and service providers	CS/HS	Short	Local schools, disability employment agencies and service providers	Inclusive employment opportunities promoted	CS, SP
1i	Deliver training to Managers and staff to identify and help new or existing staff who may have physical, mental health or behavioural issues	CS	Short	Disability peak bodies, specialist training organisation	Training made available	CS, SP
1j	Facilitate people with disability undertaking volunteering positions in Council facilities	CS	Medium	Disability peak bodies (consult), disability employment agencies	Volunteer positions provided	CS, SP
1k	Assess the accessibility of Council's work places to facilitate proposed inclusive employment and training actions	HS/CS	Short		Assessment completed and recommendations	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
					updated	
2 Support people with disability in finding local employment						
2a	Partner with disability employment services and support services to promote and encourage local employment and work experience opportunities	CS/HS	Medium	Disability employment agencies	Inclusive local employment and work experience places increased	CS, SP
2b	Encourage the offer of spaces at reduced rents for social enterprises that employ people with disability at standard wages in shopping centres	CS/HS	Long	Commercial Landlords	Pop-up shop fronts offered	CS, SP
2c	Host a regional employment forum with not for profit organisations and local businesses to support transitioning people with disability into the workforce	HS/CS	Medium	Disability employment agencies, service providers and local chamber of commerce	Forum held/ participation	CS, SP
2d	Prepare a readiness checklist for organisations to employ people with disability. Consult and collaborate with key disability employment stakeholders	HS/CS	Short - Medium	Disability peak bodies and employment agencies (consult)	Checklist prepared	CS, SP
2e	Investigate incentives and supports for organisations willing to employ people with disability and to adapt workplaces to become more accessible e.g. look at inclusion grants for small businesses	HS	Medium	Disability peak bodies (consult)	Incentive program established	CS, SP
2f	Create an Ambassador work program that promotes positive role models and shares successes of employing people with disability	HS/CS	Medium	Disability peak bodies	Regional Ambassador program established	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
2g	Educate employers on the opportunities and benefits in employing people with disability including through the provision of Social Enterprise training for local organisations and businesses	HS/CS	Medium	Local chamber of commerce	Social Enterprise training provided	CS, SP
3 Foster skills, training and social contribution of people with disability						
3a	Work in partnership with a disability employment agency to recruit and refer people with disability to volunteer with community organisations	HS/CS	Medium	Disability employment agencies and local community organisations	Increase in volunteer participation	CS, SP
3b	Provide information for people with disability on how to volunteer and access work experience	HS/CS	Short	Disability employment agencies	Information provided and disseminated	CS, SP
3c	Partner with TAFE NSW to encourage people with disability to access courses including local access to out-of-area courses	HS/CS	Medium	TAFE NSW	Discussions with TAFE	CS, SP
3d	Work with the Department of Education to identify and address the gap in servicing the education needs for children and young people with disability in the local area	HS/CS	Long	Department of Education	Increase in local education options for children and young people with disability	CS, SP



Focus Area 4: Improving access to services through better systems and processes

ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
1 Improve access and diversity of information services						
1a	Develop Council's Communication Guidelines to support improved information for people with disability <ul style="list-style-type: none"> Require provision of information in plain English and in a range of accessible formats including easy-read versions and in different languages 	HS	Medium	Disability peak bodies (consult)	Policy prepared and adopted	CS, SP
1b	Promote the regional newsletter which provides regular information on activities and services for people with disability in the local area	HS	Medium	Disability service providers (distribute)	Regional disability newsletter promoted	CS, SP
1c	Review the accessibility of Council's website to ensure WCAG 2.0 AA compliance	HS	Short		Compliance reviewed	CS, SP
1d	Investigate the possibility of providing an Auslan sign language interpreter at Council meetings and events on an 'at request' basis	HS	Short		Interpreter promoted	CS, SP
1e	Ensure Council's website provides information on services available for people with disability	HS	Medium	Disability service providers	Website updated	CS, SP
1f	Make an accessible venue and facilities listing that includes parks and playgrounds, sports grounds, community buildings, toilet blocks and parking and promote, including	HS/OSUS	Short Medium		List prepared and updated when required	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
	<ul style="list-style-type: none"> Identifying accessible (and non-accessible) pathways and locations Availability of accessible toilets An option to book accessible parking for big events An option to rate the accessibility of venues and areas 					
1g	Share information and collaborate with informal networks in the community, including disability support providers, schools and NDIS Local Area Coordinators	HS	Short	Disability service providers, local schools, NDIS Local Area Coordinators	Informal networks identified and used	CS, SP
1h	Facilitate and participate in regional disability forums to encourage and support joint strategic planning collaboration between agencies and service providers.	HS	Short	NDIA, disability service providers	Disability information network established	CS, SP
2 Involve people with disability in decision making						
2a	Update community engagement protocols to include principles of Universal Design for Learning in engagement approaches	HS/CS	Short	Disability peak bodies (consult)	Engagement protocols revised	CS, SP
2b	Develop a checklist and training on inclusive community engagement, including requiring: <ul style="list-style-type: none"> Advertising accessibility of venues Providing alternate arrangements for consultation and engagement (including incorporating methods to more actively reach out/ go directly to people with disability) Allowing sufficient time for people to provide feedback 	HS	Medium		Checklist and training undertaken	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
2c	<p>Review Terms of Reference for the Access Committee to support implementation of the DIAP</p> <ul style="list-style-type: none"> Encourage applications by people with disability Consider change of name to reflect broader focus on inclusion Provide a protocol so staff know what and how to refer items to the Access Committee 	HS	Medium		<p>Terms of reference reviewed</p> <p>Increased/ expanded consultation of Access Committee</p>	CS, SP
2d	Encourage people with disability to apply for membership on all Council Committees through proactive language and indication of support	HS/CS	Short	Disability service providers (to promote initiative)	Increased number of people with disability on committees	CS, SP
3 Upgrade access to Council services						
3a	Promote the role and contact details of the Seniors and Disability Officer as the nominated contact to provide information and contacts to community members and other organisations - as well as directly liaising with service providers	HS/CS	Medium		Officer position funded	CS, SP
3b	<p>Train council customer service officers on how to assist people with disability, to know where to access information on disability services and refer to the Seniors and Disability Officer for appropriate support with service linkages</p> <ul style="list-style-type: none"> Compile a list of staff who have experience communicating with people with disability, eg hearing loss, Auslan, people with autism, mental health issues Provide training in identifying and assisting with physical or behavioural issues 	HS/CS	Short		Training provided on information resources	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
3c	Provide a request process to allow people with disability to seek adjustments and modifications to Council services, eg: <ul style="list-style-type: none"> Promote existing feedback and complaint processes Promote services such as the garbage and verge mowing services that are available 	HS/CS/ES	Short		Request process provided	CS, SP
3d	Provide and promote areas at community and council facilities for people with disability who do not have access to, or skills in technology where they can get assistance	HS	Medium		Community technology training space identified and promoted	CS, SP
3e	Investigate opportunities to reduce fees for Council services and facilities for people with disability	HS	Short		Hardship fee program investigated	CS, SP
3f	Promote Customer Service as a one stop shop for information on Council services	HS/CS	Short		Customer Service Promoted	CS, SP
4 Be inclusive in how Council operates and services the community						
4a	Establish as a KPI a requirement for Council managers to incorporate inclusion and accessibility in the development of projects and programs	CS	Short		Inclusion KPIs developed	CS, SP
4b	Require early master planning of town centres and major sites to cross-reference the DIAP and principles of social inclusion	GMU/ES	Short		Early planning includes reference to inclusion	CS, SP, MP
4c	Revise internal appraisal of all Council projects via Part 5 EPA Act to include assessment of accessibility and inclusiveness	ES	Medium		Standard REF procedures updated	CS, SP



ID	Actions	Who (internal)	Timing	External partners	Outcome	Link
4d	Incorporate social inclusion principles within Council's procurement processes including favouring service providers and contractors that demonstrate social inclusion in their practices and processes	CS/HS	Medium		Principles incorporated	CS, SP
4e	Investigate opportunities for Council's childcare service to better support: <ul style="list-style-type: none"> Children with disability Children of parents and carers with disability 	HS	Medium		Opportunities for improvement identified and action plan developed	CS, SP
4f	Review and promote assisted Waste Collection Service for people with disability living independently	ES/HS	Short		Assisted Waste Services promoted	CS, SP
4g	Continue to work together on a regional basis to implement and report on the progress made against the Disability Inclusion Action Plan through: <ul style="list-style-type: none"> Regional Council coordination team Shared regional DIAP implementation person Sharing information and resources 	HS/ALL	Short		Regional DIAP Working Party continued	CS, SP



Going forward

Keeping track of Council's progress is a key part of delivering the Disability Inclusion Action Plan. Council is committed to realising the goal of an inclusive society. To do so Council will monitor and evaluate implementation of the DIAP.

Council will work together with partners and the community to implement actions and will be responsive and representative in facilitating welcoming and inclusive communities.

Significant work has been undertaken to produce the DIAP and get to this stage. Implementation of the actions is the next crucial step. Identifying who is responsible and timeframes for actions allows Council to allocate funding and resources to meet the identified commitments. Actions in the DIAP form part of Councils' Integrated Planning and Reporting process, the annual and four-yearly reporting process. This means strategies and actions for inclusion will continue to be incorporated into delivering the Community Strategic Plan through the annual Delivery Program, Operational Plan and Resourcing Strategy.



Figure 2 Disability inclusion planning with the Integrated Planning and Reporting cycle



The process for developing and monitoring the DIAP is guided by the DIA and has been designed to mirror the Integrated Planning and Reporting process. The life of the DIAP is four years, and in that time Council will evaluate progress and report on the implementation in Council’s Annual Report which is provided to the appropriate Minister. In 2021, Council will take stock of the progress made and consult with the community to review the DIAP. This allows Council to consider and reflect the changing needs in the community.

Council looks forward to getting to work to support and promote inclusion in our communities.

