

DISABILITY INCLUSION ACTION

PLAN

Acknowledgements

We acknowledge the Gadigal of the Eora Nation as the traditional owners of this land. We recognise and respect their culture, resilience and contributions of past and present Aboriginal people in this region.

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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City of Ryde Mayor's Message



Mayor City of Ryde Clr Bill Pickering with Berthe Youakim Community Grant Manager from The Shepherds Centre, giving deaf children a voice.

The City of Ryde has welcomed the opportunity to work with our neighbours in the creation of this regional Disability Inclusion Action Plan.

The Plan is reflective of the needs of the community and responds to one of our key organisational objectives to create healthy, safe and connected communities.

The Plan builds on strategies and actions already in place that aim to improve the overall quality of life and expectation of people with disability.

Improving the health and wellbeing of people across our region extends beyond service delivery to providing environments and strategies that maximise participation by all and encourage inclusive and resilient communities.

We look forward to strengthening our relationships with various agencies to support people with disability, including their families and carers, to reach their fullest potential.

The Plan applies to all areas of Council's business. It provides a framework to assist the planning and implementation of accessible services and facilities and responds to state legislative requirements.

In addition, our Plan recognises the rights of people and to improve the overall quality of life for people and families impacted by disability to ensure that services and facilities provided by Council are accessible, equitable and inclusive.

By working together we can embrace the real challenge of inclusion of people with disability and their families and friends in everyday community life.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'W. E. Pickering', written over a horizontal line.

Clr Bill Pickering, (Lt.Col. Retd)
Mayor – City of Ryde

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All Abilities Disco by Royal Rehab with support from the City of Ryde

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.

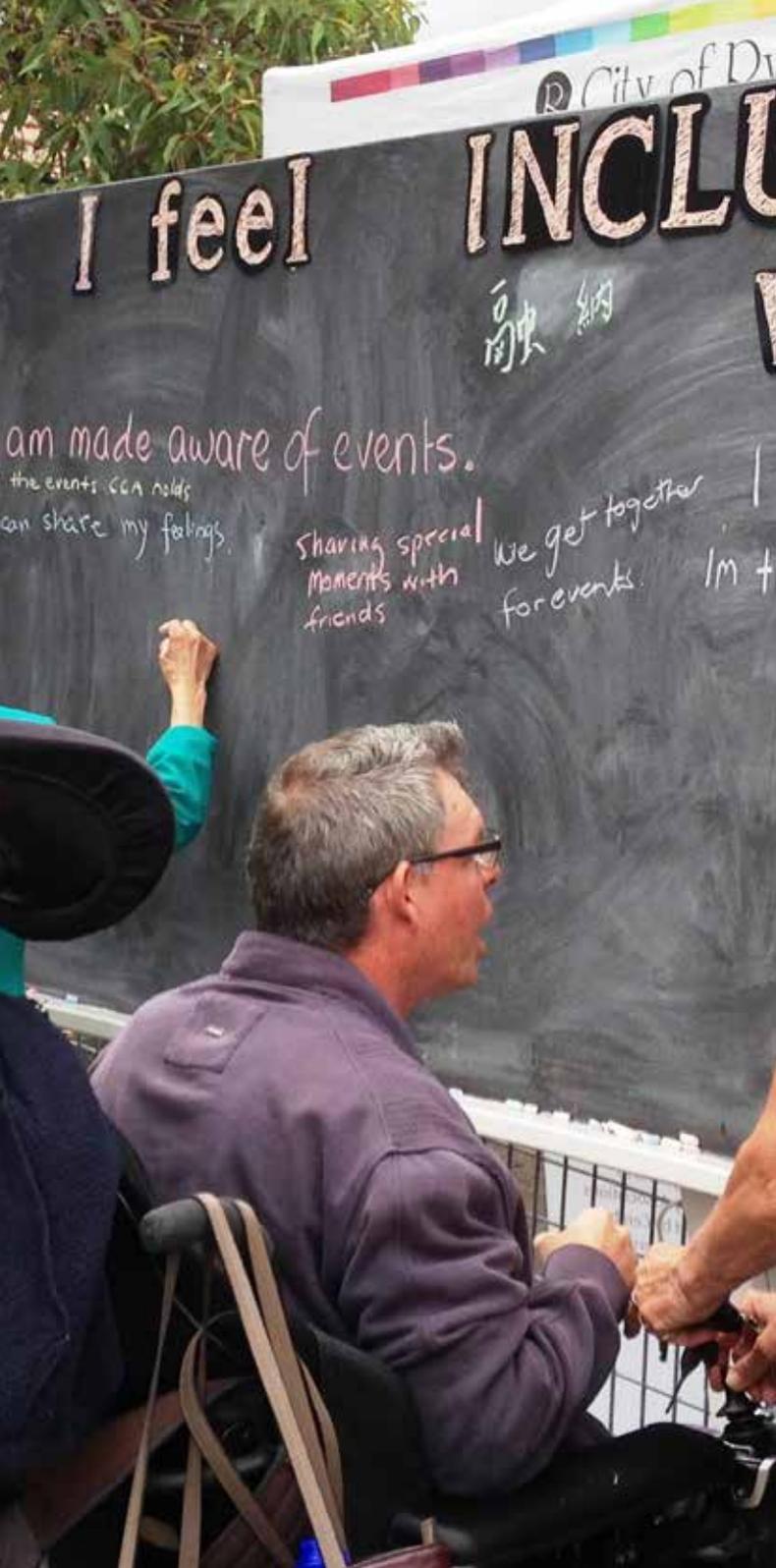
As local government, we can strengthen social justice through supporting people to be active in their community, promoting tolerance and embracing our diversity. We will uphold our laws, working in partnership with our community and all tiers of government to support a just society. We understand the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

Aim

To respect and recognise the human rights of all who live, work and play in our community by reducing disadvantage, strengthening well-being and making sure no one is left out socially or economically.

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.



Social Justice Charter (cont)

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 & Wallamedegal as the traditional owners of this land. We support the Indigenous Community's right to self-determination and their on-going cultural and spiritual values and connections.
- **Cultural diversity:**
Valuing a multicultural society and celebrating the traditions, practices, language and lifestyles that our diverse cultures bring to our community. We work for community harmony through respect, understanding and inclusion.
- **Equity:**
increasing opportunities for the most disadvantaged members of our community. We recognise and respond to the many forms and factors that affect people's quality of life through services, programs and policy delivery.
- **Community participation:**
Recognising the importance of meaningful engagement with the community on decisions that impact people's lives. We will encourage active involvement in democratic processes to create policies and programs that contribute to community well-being.
- **Social inclusion:**
Creating the conditions for people to enjoy life and have the opportunity to interact through work, play, friends and family. We will provide programs, services and resources to support learning, working, engaging and participating in our community.

Introduction

The City of Ryde, Hunters Hill and Lane Cove Councils have worked together to create a Disability Inclusion Action Plan (DIAP) with a regional focus. The DIAP is a commitment from Council that people with a disability are welcomed, accepted and respected in our community. The regional approach ensures we collaborate and address inclusion in a holistic way that is not defined by boundaries. 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 each 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 a 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 a 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 (where we are now)

- Public exhibition of the draft DIAP allowing a formal process for comment from our community.

Introduction (cont)

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 our 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 a disability bring to our communities and workplaces. We also recognise the right of people with a 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 DIAP is from the DIA, 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 approach 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. This equates to over four million people and 19% of men and 18% of women.

Our DIAP identifies a clear set of actions in line with the following focus areas of inclusion.

They are:

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



Our Community

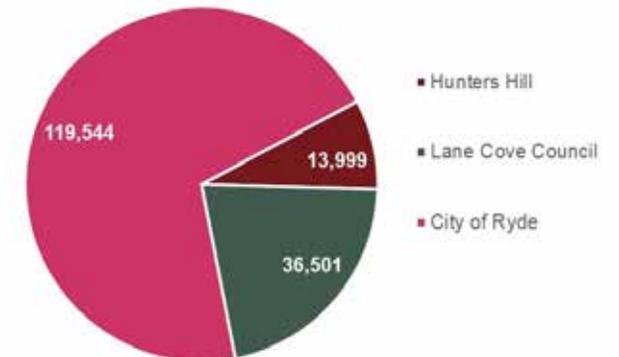
Today, Hunter’s Hill, Lane Cove and Ryde Local Government Areas (LGA) are home to over 170,000 people. In 2021 the population will be over 190,000.

Of the three local government areas:

- Hunters Hill has the greatest proportion of people who require assistance in their day to day lives, more than the Greater Sydney and Australian averages. 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 as their first language). 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.

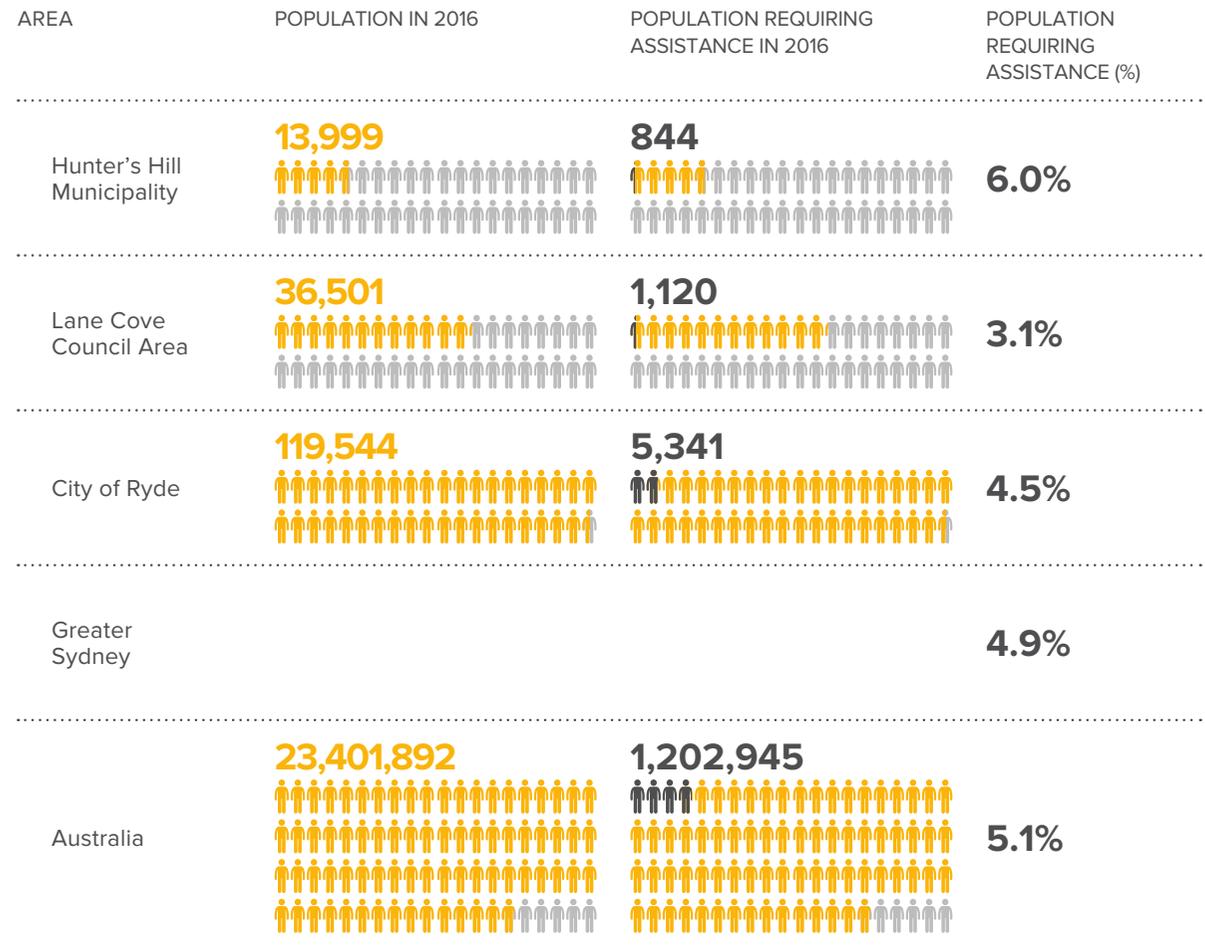
Local Government Area population in 2016



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

Population requiring assistance by LGA, Greater Sydney and Australia

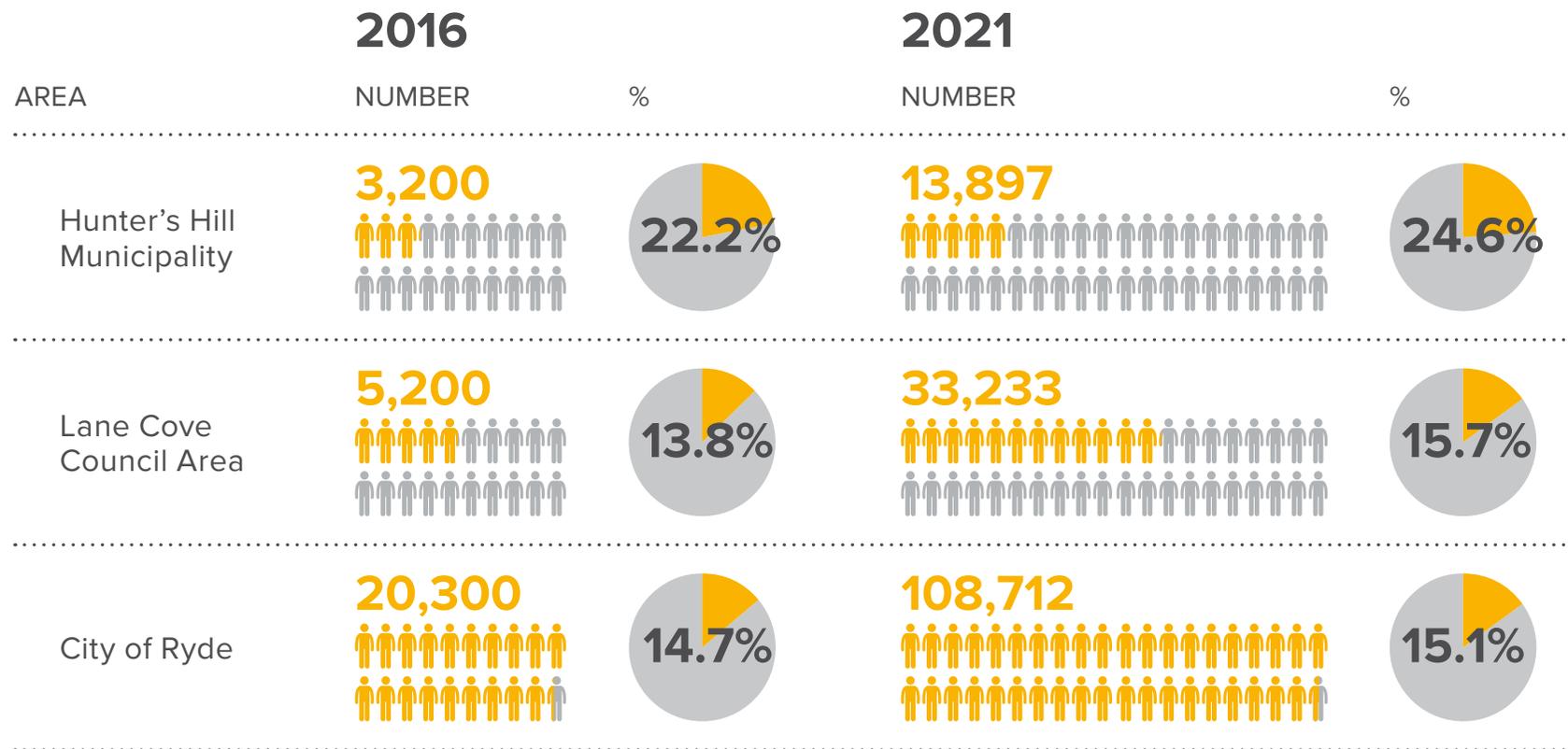
The following figure shows the proportion of people requiring assistance by LGA, compared with Greater Sydney and Australia. People requiring assistance generally have a severe or profound disability. When you factor in people with a disability who do not require assistance with core activities, carers 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.



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

The likelihood of having disability increases with age, with 40% of people over 65 having some form of disability. 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 DIAP will assist in addressing the social disadvantage and exclusion faced by many people with disability.

Did you know? 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.
- 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).
- The percentage of unemployed people with disability actively seeking work is 10%; twice that for people without disability 5%.
- 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.

Legislation and policy

Our regional DIAP 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.

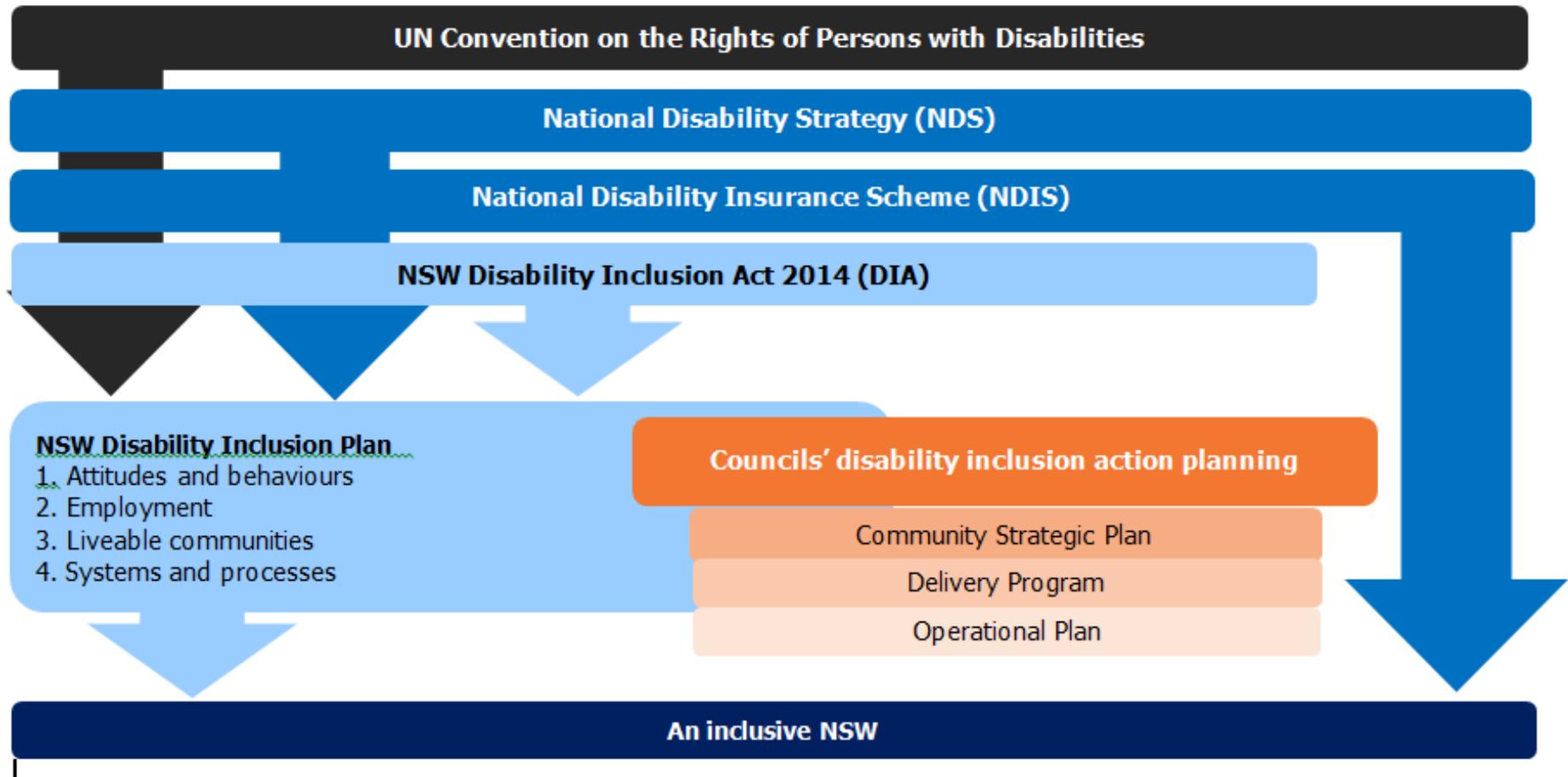
Australia was one of the first signatories to the *United Nations Convention on the Rights of Persons with Disabilities (2006)*. This convention is based on eight guiding principles to address the human rights of people with disability:

- (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.

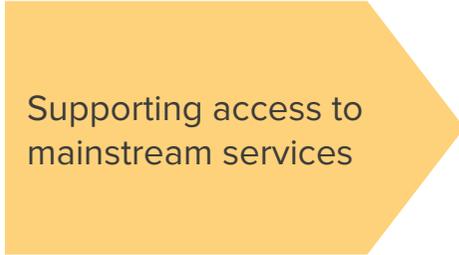
The National Disability Strategy 2010-2020 (NDS). The NDS is Australia's commitment following the Convention, providing a national approach to improving the lives of people with disability. The NDS also provides the platform for the National Disability Insurance Scheme.

Figure 2 International, national and local policy context for disability

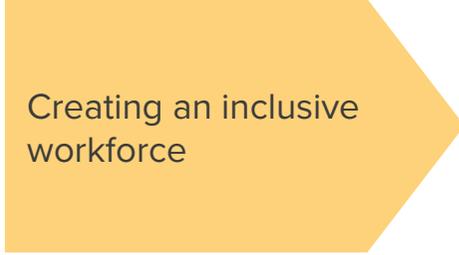


What we do – City of Ryde

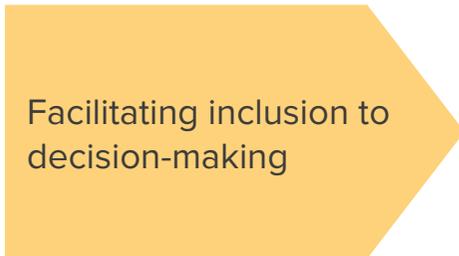
Council has worked and continues to work towards an inclusive community. There are many places we provide and services we offer which support people with a disability.



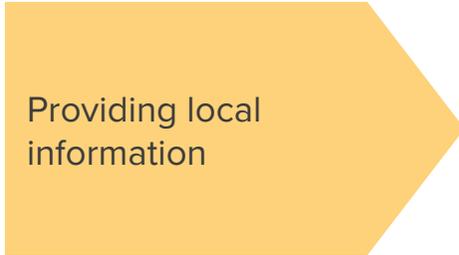
Supporting access to mainstream services



Creating an inclusive workforce



Facilitating inclusion to decision-making



Providing local information



Community consultation

In developing our DIAP, City of Ryde, Hunter's Hill and Lane Cove 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 a 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 of contribution 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 and email databases, on our websites, social media, advertising in local newspapers and by sending out a flyer to every household.

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 to the community to respond to.	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 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

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 3 General themes for each focus area

Community	Services	Staff
Attitudes and Behaviours		
<p>“Having a disability makes people perceive you as ‘different’, ‘different’ shouldn’t be viewed as being wrong, it is what is it is; different.”</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>“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.”</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>“If council had regular visitors or guest speakers that would go a long way to breaking down barriers and allowing acceptance.”</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

Community	Services	Staff
Liveable communities		
<p>“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.”</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>“Exercise is very important to maintain mobility and wellbeing. There are very few gyms with equipment that are accessible for wheelchairs”</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 support people 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>“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.”</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 • Making Hunters Hill Council building more accessible should be a priority • Transport and facilities planning for improved accessibility present both short and long-term opportunities for improved accessibility in Ryde

Community	Services	Staff
Meaningful employment		
<p>“Having work is so important for self-respect, self-worth and valuing one self.”</p> <ul style="list-style-type: none"> • Want Council to be a leader in hiring people with disability • Encourage and promote local businesses to do the same • There is a lack of knowledge and support for employing people with disability 	<p>“Local government procurement processes could create an employment opportunity through engaging contractors that employ people with disabilities”</p> <ul style="list-style-type: none"> • Need understanding from employers and employees that disability can be mental as well as physical • Council should provide greater representation that they are an all-inclusive all-abilities employer • Consider incentives for businesses to hire people with disability 	<p>There is significant room for improvement in Council practices and procedures to recruit and retain people with disability</p> <ul style="list-style-type: none"> • Council should set targets for a greater number of work experience placements within council • It should also advocate for local businesses to do the same
Systems and Processes		
<p>“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.”</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>“Support smaller organisations to stay viable as they are key members of the community and support broader engagement”</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 important in coordinating local disability support services and providing information on government policies 	<p>“Need systems in place to communicate appropriately and make people with disability feel comfortable”</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

Regional Strategies

**Our DIAP centres around the four focus areas of inclusion.
We have 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 a disability in decision making Upgrade access to Council services Be inclusive in how Council operates and services the community



City of Ryde Action Plan

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

ID	Identification number
ACTIONS	Strategy and respective actions to achieve it
RESPONSIBILITY	Council service area primarily responsible for strategy and action delivery
TIME	Timing for implementation (short = 1-2 years; medium = 3-4 years; long = 5+ years)
PARTNERS	Who else should/could be involved
OUTCOME	Measurement of implementation (output) or improvement (outcome)

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.



CITY OF RYDE ACTION PLAN

Focus Area 1: Developing positive community attitudes and behaviours

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1 Celebrate and value people with disability in the community					
1a	Introduce a new award for disability inclusion in Council's Events Program	EVENTS	Short	Disability service providers (for nominations)	New award established
1b	Advocate for a new award category for excellence in disability inclusion for the Ryde Local Business Awards	ECONOMIC DEVELOPMENT	Short	Ryde Business Forum	New award established
1c	Create a regional recognition system to identify businesses that are accessible and welcoming to people with disability. > Eg. Identifying Stickers > Eg. New App	ECONOMIC DEVELOPMENT, INFORMATION SYSTEMS	Long	Disability service providers, Businesses	Recognition program established
1d	Promote the lived experience of disability through a regular (quarterly) profile in Council's key communication materials	COMMUNICATIONS	Short	Disability service providers (to identify potential candidates)	Community profiles developed and published
1e	Provide positive updates of successful implementation of DIAP actions (as well as other examples of positive inclusion) on Council's public communication channels (Include both Council and community achievements)	COMMUNICATIONS, SOCIAL DEVELOPMENT	Short	Disability service providers (to source examples)	Post examples and update every quarter

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1f	Use Council's social inclusion campaign to promote the DIAP launch and to provide a focus for inclusion of people with disability	SOCIAL DEVELOPMENT	Short		"Promotional material prepared, Launch Event"
1g	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	SOCIAL DEVELOPMENT	Short	Disability service providers (to generate ideas for events and delivery partnerships)	Increased number of events held/ participation
2 Foster understanding and connections within the community					
2a	Deliver a targeted community education campaign on appropriate language and respectful behaviours towards people with disability for Schools, Businesses and Community.	SOCIAL DEVELOPMENT	Medium	Local schools, disability service providers, FACS	Campaign established and delivered
2b	Include information regarding accessibility and inclusion to the community when dealing with Council through the hire of venues and facilities or grant applications.	SOCIAL DEVELOPMENT	Short	Local Community groups and organisations	Community informed
2c	Offer workshops to local businesses on inclusion, accessibility and the rights of people with disability	ECONOMIC DEVELOPMENT	Short - Medium	Local Community groups and organisations	Workshop held
3 Facilitate programs that improve social inclusion					
3a	Create and distribute a social inclusion checklist for businesses to facilitate greater inclusion of people with disability	ECONOMIC DEVELOPMENT	Short	Businesses	Checklist prepared and disseminated

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
3b	Facilitate the provision of disability support services and activities by community organisations through discounted venue hire fees and council's properties	VENUES, COMMUNITY SERVICES	Short	Local community groups	Provision of services
3c	Update Council's Event Planning Guide to encourage organisations to be inclusive as well as accessible, for example, offering flexible pricing that considers the needs of people with disability	EVENTS	Short		Guide updated
3d	Establish "Inclusion Category" as part of the criteria to access Council's community funding grants	COMMUNITY SERVICES	Short		Grant criteria revised
3e	Provide a copy of DIAP to newly elected Councillors	GOVERNANCE	Short		Councillors informed of plan
3g	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, Granny Smith Festival	EVENTS	Short	Local performing arts groups and schools	Participation of people with disability
3h	Work with organisations to identify opportunities to support innovative and inclusive activities for people with disability such as: > New inclusion grant category that facilitates new technologies for digital inclusion	SOCIAL DEVELOPMENT	Medium - Long	Organisations (including those not currently servicing the area)	Number of inclusive initiatives
3i	Promote events that are accessible and inclusive for people with disability	COMMUNICATIONS	Short		New category established on Council's website

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
3k	Engage with local inter-agencies to create sustainable programs and ongoing participation pathways for people with disability, such as identify opportunities for cross-facilities/ resource use	SOCIAL DEVELOPMENT	Medium	Inter-agency partners	Shared resources and opportunities
3i	Review and facilitate provision of sport and recreation programs for people with disability	SPORT AND RECREATION	Medium - Long	NSW Health, NSW Office of Sport (Central Region), disability service providers	Regional recreation review
4 Make Council events, facilities and activities welcoming and inclusive					
4a	Encourage people with disability and their families to attend Council events through inclusive communications and provision of accessible events.	COMMUNICATIONS AND EVENTS	Short	Disability service providers	Inclusive information included in event material
4b	Encourage volunteers to assist people with disabilities at Council events.	COMMUNITY SERVICES			
4c	Create opportunities for people with a disability to be a volunteer at Council events.	COMMUNITY SERVICES			
4d	Provide 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)	RALC, VENUES	Medium		Number of special event days for people with disability

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
4e	Encourage organisations that run facilities in the LGA to provide an exclusive day and free entry for people with disability.	SOCIAL DEVELOPMENT	Medium	Local major facility owners	Number of special event days for people with disability
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	COMMUNICATIONS	Short		Quarterly updated incorporated into internal communications
5b	Provide disability awareness and inclusion training to all Council staff including human rights and anti-discrimination legislation. > Prioritise training and education to frontline staff about the inclusion people with disability > Require training to be repeated every four years > Training program could include opportunities for learning experiences for Council staff	HR - LEARNING & DEVELOPMENT	Short	Disability peak bodies, specialist training organisation	Training program established
5c	Ensure that all relevant staff have knowledge of accessibility features of venues and buildings.	COMMUNITY SERVICES	Short		Relevant Staff have accessibility information

Focus Area 2 : Creating liveable communities

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1 Make it safe and easy to get around					
1a	Review whole-of-route accessibility along key active movement corridors including to and between town centres, major transport sites and to cultural/ leisure facilities.	STRATEGIC TRANSPORT	Medium - Long		Study and audit commissioned and completed
1b	Conduct Pedestrian Access and Mobility Plan (PAMP) to ensure inclusion	ENVIRONMENT	Short - Medium		Priority actions outlined
1c	When auditing presence and condition of footpaths include presence of overhanging vegetation	OPERATIONS	Short - Medium		Audit outlines priority actions
1d	Prioritising footpath, road and upgrade and repair of bus routes within asset budget	ASSETS	Short - Medium		Audit outlines priority actions
1e	Increase funding and implementation of PAMP items and footpath configuration within a new funding cluster	ASSETS	Medium		Review completed and guidelines updated
1f	Investigate opportunities to provide, accessible and demand-driven transport options through increased access to community transport for individuals with mental/intellectual and physical disability	SOCIAL DEVELOPMENT	Medium - Long	Disability service providers	Regional on-demand transport study commissioned and recommendations implemented

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1g	Playing a more active role in supporting community transport organisations that service the area, such as through grants, subsidised parking, or advertising for volunteers	SOCIAL DEVELOPMENT	Medium - Long	Disability service providers	Financial and in-kind support through grants and advertising
1h	Incorporate requirements within the DCP for accessible parking that go beyond compliance. Parking strategies to better consider the requirements for width and height of modified vehicles and vans	ASSETS	Medium - Long	Disability service providers	Review and update accessible parking requirements
1i	Review Ranger resources to improve enforcement of fines for cars parked on the footpath and inappropriate use of accessible parking spaces	RANGERS	Short		Resources reviewed and amended as required
1j	Review and revise public domain signage to improve legibility and consistency, to assist people with disability move around our City	CITY ACTIVATION	Medium		Strategy developed and progressively implemented
1k	Work with Transport NSW to make major transport infrastructure in Ryde LGA more accessible and disability friendly with ramps and lifts, bus interchanges improved signage	TRAFFIC	Needs basis	Transport NSW	Improvement program initiated
1l	Work with organisations such as Royal Rehab to improve access and facilities surrounding their location.	TRAFFIC, SOCIAL DEVELOPMENT	Needs basis	Royal Rehab	Discussions held with Royal Rehab

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
2 Ensure Council's events, open spaces and leisure and sporting facilities are accessible and inclusive					
2a	Ensure amenities and infrastructure support people with disability attending is included in planning for Council events.	EVENTS	Short - Medium	Disability service providers	Increased participation in Council events
2b	Review the design of parks and playgrounds to propose that they cater to a range of age groups and allow for multi-generational enjoyment.	SPORT AND RECREATION	Medium - Long		Review undertaken and revisions made to parks program
2c	Audit and review disability access and infrastructure requirements in parks, leisure and recreational facilities renewal and upgrade program.	SPORT AND RECREATION	Medium - Long		Audit undertaken and priorities funded
2d	Provide spaces in Council's main libraries which provide the opportunity for a range of needs	LIBRARIES	Medium		Provision of dedicated spaces
2e	Review the function and services provided at RALC to support better access and inclusion	RALC	Short - Long		Review undertaken, Recommendations to improve inclusion adopted and implemented
3 Improve accessibility of Council's buildings and infrastructure assets					
3a	Create an audit register and reporting to identify and record level of accessibility and disability inclusion for use in program and project development	ASSETS	Short		Assets register updated

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
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)	OPEN SPACE PLANNING	Short-Medium	Disability service providers	Checklist developed
3c	Audit and deliver program of upgrades and renewals to Council's portfolio of building assets to enhance accessibility and inclusion	BUILDINGS	Medium - Long		Audit undertaken and improvement program established
3d	Review the progress of bus shelter contract renewal. Annual program of accessibility upgrades and renewal for the public domain to support implementation of adaptable lighting to deliver above compliance bus stops in accordance with the Disability Standards for Accessible Public Transport 2002	ASSETS	Medium		Assets work program revised and upgraded
3e	Establish audit program to assess signage for Council facilities on both existing and new facilities.	BUILDINGS, VENUES	Short		Audit in facilities upgrade schedule
3f	Upgrade and renew the provision of public accessible toilets in key facilities and recreational spaces such as aquatic centres, main shopping centres and regional parks	BUILDINGS, PROPERTY	Medium - Long	Shopping centres	Infrastructure program revised and priorities funded

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
4 Facilitate town centres and commercial areas to be accessible					
4a	Prepare a self-assessment checklist for local businesses to encourage them to meet accessibility needs	ECONOMIC DEVELOPMENT	Medium	Local chamber of commerce (consult with /test and disseminate)	Checklist developed and disseminated
4b	Investigate incentives to encourage local businesses and venues to upgrade their premises to improve accessibility	ECONOMIC DEVELOPMENT	Medium - Long	Local chamber of commerce	Number of businesses upgraded
4c	Give detailed guidance to the Disability Discrimination Act and AS 1428 (all parts) within the DCP	STRATEGIC PLANNING	Medium		DCP Part 9.2
4d	Work with the Australian Electoral Commission to ensure that all Council venues used for local, state and federal government elections are accessible	BUILDINGS, PROPERTY, GOVERNANCE	Medium	Australian Electoral Commission	All voting venues are accessible
4e	Work with major shopping centres to support improved inclusion and accessibility.	STRATEGIC PLANNING	Medium	Centre and business owners	Discussions undertaken
5 Provide more adaptable and affordable housing					
5a	Review and revise the Ryde Affordable Housing Policy to ensure identification and implementation of strategies to support affordable and adaptable housing for people with disability.	SOCIAL DEVELOPMENT, CITY PLANNING	Medium	NSW Federation of Housing Associations	Affordable Housing Policy reviewed and updated

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
5b	Identify any specific needs such as affordable rental for people with disabilities within affordable housing program	SOCIAL DEVELOPMENT, STRATEGIC PLANNING		NSW Dept of Planning & Environment Urban Development Institute of Australia	Affordable Housing Policy reviewed and updated
5c	Identify opportunities to facilitate adaptations and alterations to existing dwellings to support independent but assisted living for people with disability.	STRATEGIC PLANNING	Medium		Opportunities identified and incorporated into planning regulations
5d	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		Medium - Long	NSW Dept of Planning & Environment, Master Builders Association, Tafe NSW	Discussions held with government and development industry
5e	Review existing Ryde planning controls to facilitate the development of social and group housing near essential services	SOCIAL DEVELOPMENT, STRATEGIC PLANNING	Medium - Long		Regulations reviewed and updated

Focus Area 3 : Supporting access to meaningful employment

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1 Ensure Council is a leader in equal employment					
1a	Review the Equal Employment Opportunity Policy to facilitate Council being a more inclusive employer, including recruiting, retaining and supporting employees with a disability	HR	Short	Disability peak bodies (consult)	Policy reviewed and updated
1b	Promote Council's EEO policy and code of conduct internally and externally	HR, COMMUNICATIONS	Short	Disability employment agencies, local chamber of commerce	Policy promoted
1c	Promote representation of people with disability in the Council workforce to the public and external organisations	COMMUNICATIONS	Medium	Disability service providers	Profiles created and published
1d	Identify and implement services and systems that support people with disability being retained within the workforce	HR	Short	Disability peak bodies (consult)	Services and systems incorporated
1e	Review and revise position descriptions 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	HR	Short	Disability peak bodies (consult)	Employment procurement reviewed and updated

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1f	Develop and promote flexible working arrangements and in-house support to recruit and retain people with disability in the workforce	HR, COMMUNICATIONS	Short	Disability peak bodies (consult)	Flexible working policy established and promoted
1g	Proactively work with disability employment agencies to seek suitable candidates for new jobs and work experience placements within Council	HR	Short	Disability employment agencies	Discussions held with disability employment agencies
1h	Promote work experience and traineeship opportunities for people with disability through local schools and service providers	HR	Short	Local schools, disability employment agencies and service providers	Inclusive employment opportunities promoted
1i	Offer training to Managers and staff to identify and help new or existing staff who may have physical, mental health or behavioural issues	HR - LEARNING & DEVELOPMENT	Short	Disability peak bodies, specialist training organisation	Training made available
2 Support people with disability in finding local employment					
2a	Encourage major local shopping centres to offer a certain percentage of spaces at reduced rents for social enterprises that employ people with disability at standard wages	ECONOMIC DEVELOPMENT	Long	Centre owners	Pop-up shop fronts offered

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
2b	Host a regional employment forum with not for profit organisations and local businesses to support transitioning people with disability into the workforce	ECONOMIC DEVELOPMENT	Medium	Disability employment agencies, service providers and local chamber of commerce	Forum held/ participation
2c	Promote our Diversity Social Inclusion Checklist for organisations to employ people with disability.	ECONOMIC DEVELOPMENT	Short - Medium	Disability pack bodies and employment agencies (consult)	Checklist distributed
2d	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	SOCIAL DEVELOPMENT COMMUNITY SERVICES	Medium	Disability peak bodies (consult)	Incentive program established
2e	Create an Ambassador work program that promotes positive role models and shares successes of employing people with disability	SOCIAL DEVELOPMENT	Medium	Disability peak bodies	Regional Ambassador program established
2f	Facilitate peer training and community mentoring through Council's volunteering program to support people with disability in the workplace	COMMUNITY SERVICES	Medium	Disability peak bodies (consult)	Peer and mentor support program established

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
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	SOCIAL DEVELOPMENT	Medium	Local chamber of commerce	Social Enterprise training provided
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	COMMUNITY SERVICES	Medium	Disability employment agencies and local community organisations	Increase in volunteer participation
3b	Provide information for people with disability on how to volunteer and access work experience	COMMUNITY SERVICES	Short	Disability employment agencies	Information provided and disseminated
3c	Partner with TAFE NSW to encourage people with disability to access courses including local access to out-of-area courses	SOCIAL DEVELOPMENT	Medium	TAFE NSW	Discussions with TAFE
3d	Facilitate partnerships between schools, local businesses and education institutions to create outcome based pathways to employment for people with disability – align courses to industry employment need	SOCIAL DEVELOPMENT	Medium - Long	Local schools, business chambers, tertiary education providers	Regional inclusive education and employment network established
3e	Work with the Department of Education to identify and address the gap in servicing the education needs for children with disability in the local area	SOCIAL DEVELOPMENT	Long	Department of Education	Increase in local education options for children with disability

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

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1 Improve access and diversity of information services					
1a	Review and update Council's Communication Plan to support improved information for people with disability and CALD languages	COMMUNICATIONS	Short	Disability peak bodies (consult)	Plan reviewed and updated
1b	Create a newsletter which provides regular information on activities and services for people with disability in the local area	COMMUNICATIONS	Medium	Disability service providers (distribute)	Regional disability newsletter established
1c	Review the accessibility of Council's website to ensure WCAG 2.0 AA compliance	COMMUNICATIONS	Short		Compliance reviewed
1d	Promote availability of Auslan sign language interpreter at Council meetings, events and on an 'at request' basis	EVENTS	Short		Interpreter promoted
1e	Review staff training for handling customers with special needs at call centre	CUSTOMER SERVICE	Short	Specialist training organisation	Training provided
1f	Ensure there are direct links and a portal on Council's website to identify available services for people with disability	COMMUNICATIONS	Medium	Disability service providers	Portal established
1g	Review the Community Information Directory to support comprehensive listing of services for people with disability	LIBRARIES	Short	Disability service providers	Community directory reviewed

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
1h	Create a local website / Facebook page promoting what is happening in the Ryde local area, including inclusive businesses, events and services available, and news from Council	COMMUNICATIONS	Medium	Disability service providers, community organisations and groups and local chamber of commerce	Social website/ Facebook established
1i	Collect information and data to develop a digital and physical mobility map to display information on inclusive and accessible Council facilities such as parks & playgrounds, sports grounds, community buildings, toilet blocks and parking	LIS	Medium – Long		Mobility map prepared
1j	Create a regional mobility app / or tap into an existing platform] to provide information on accessible services, places and activities	LIS INFORMATION SERVICES	Long		App developed or modified
1k	Share information and collaborate with informal networks in the community, including disability support providers, schools and NDIS Local Area Coordinators	COMMUNITY SERVICES	Short	Disability service providers, local schools, NDIS Local Area Coordinators	Informal networks identified and used
2 Involve people with disability in decision making					
2a	Update community engagement protocols to include principles of Universal Design for Learning in engagement approaches	COMMUNITY ENGAGEMENT	Short	Disability peak bodies (consult)	Engagement protocols revised

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
2b	Develop a checklist and training for staff for community engagement to be accessible and inclusive	COMMUNITY ENGAGEMENT	Medium		Checklist and training undertaken
2c	Providing alternative arrangements for consultation and engagement (including incorporating methods to more actively reach out/ go directly to people with disability)	COMMUNITY ENGAGEMENT	Medium		Alternative arrangements provided
2d	Review Terms of Reference for the Access Committee to provide advice on major development approvals and community development programming that need to incorporate access and inclusion	SOCIAL DEVELOPMENT	Medium		Terms of reference reviewed
2e	Consider change of name of the Access Committee to reflect broader focus on inclusion	SOCIAL DEVELOPMENT	Medium		
2f	Provide a protocol so staff know what and how to refer items to the Access Committee	SOCIAL DEVELOPMENT	Medium		
2g	Encourage people with disability to apply for membership on all Council Committees through proactive language and indication of support	SOCIAL DEVELOPMENT / GOVERNANCE	Short	Disability service providers (to promote initiative)	Increased number of people with disability on committees

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
3 Upgrade access to Council services					
3a	Consider a specific Community Disability Liaison officer role in Council, as a nominated contact to provide information and support to service organisations	SOCIAL DEVELOPMENT	Medium		Officer position funded
3b	Train council customer officers on how to assist people with disability and to know where to access information on disability services.	HUMAN RESOURCES LEARNING & DEVELOPMENT	Short		Training provided on information resources
3c	Ensure frontline staff are trained in identifying and assisting customers with physical or behavioural issues	HUMAN RESOURCES LEARNING & DEVELOPMENT	Short		Training provided on information resources
3d	Provide a request process to allow people with disability to seek adjustments and modifications to Council offices	WHS BUILDINGS	Short		Request process provided
3e	Provide a dedicated service/space at community and council facilities for people with disability who do not have access to, or skills in, technology	COMMUNITY SERVICES/ LIBRARIES	Medium		Community technology training space provided
3f	Investigate opportunities to reduce fees at Council facilities and for Council services for people with disability	LIBRARIES/ RALC	Short		Hardship fee program investigated
3g	Investigate the provision of a one stop shop for information and Council customer services in a central and accessible location	LIBRARIES	Medium - Long		Investigation completed

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
4 Develop a culture of inclusion 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	CORPORATE REPORTING	Short		Inclusion KPIs developed
4b	Require early master planning of town centres and major sites to require Social Impact Assessment that addresses all urban renewal and rezoning projects	STRATEGIC PLANNING	Short		Early planning includes reference to inclusion
4c	Continue to develop social enterprise, providing work experience, social connection and skills based learning to involve people with disabilities in bush regeneration programs	ENVIRONMENT	Medium		
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	PROCUREMENT	Medium		Principles incorporated
4e	Review and promote assisted Waste Collection Service for people with disability living independently	WASTE	Short		Assisted Waste Services promoted
4f	Undertake a childcare strategy to identify whether existing services including vacation and respite care provide sufficient support for children with disability	SOCIAL DEVELOPMENT / STRATEGIC PLANNING	Medium - Long		Strategy completed

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME
4g	Provide support and services for young carers with caring responsibilities	SOCIAL DEVELOPMENT			Recommendations adopted and implemented
4h	Continue to work together on a regional basis to implement and report on progress made against the Disability Inclusion Action Plan	SOCIAL DEVELOPMENT	Short		Regional DIAP Working Party continued



Football4All program

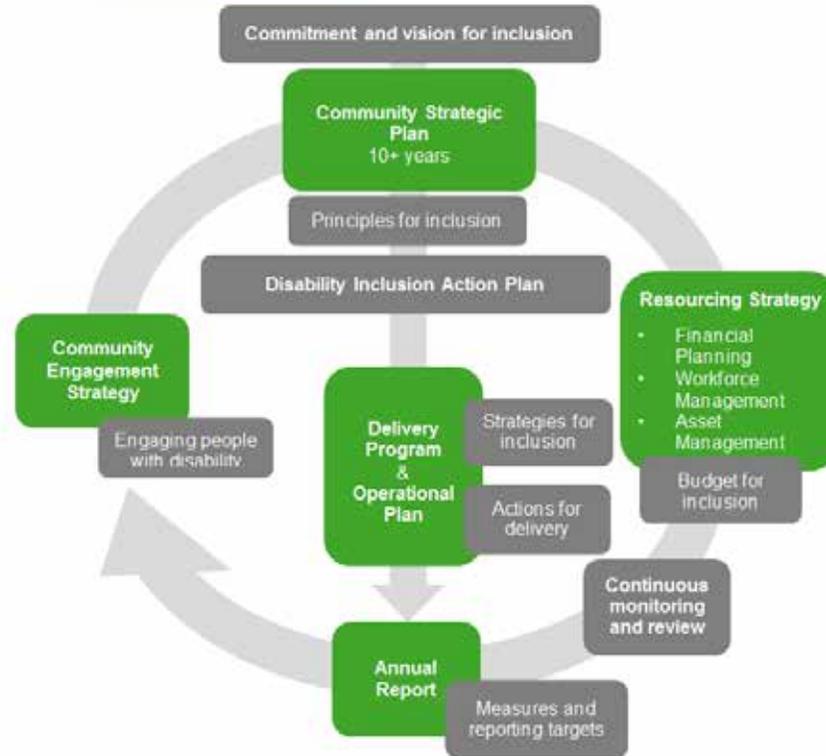
Going forward

Keeping track of our progress is a key part of delivering our DIAP. We are committed to realising our goal of an inclusive society. To do so we will monitor and evaluate implementation of the DIAP.

We will work together, with partners and with our community to implement actions. We will ensure Council is responsive and representative and the communities we serve are welcoming and inclusive.

Significant work has been undertaken to produce our DIAP and get to where we are. Implementation of our actions is the next crucial step. Writing down who is responsible and timeframes for actions allows Council to allocate funding and resources to meet our commitments. Actions in the DIAP form part of Councils' Integrated Planning and Reporting process, our annual and four-yearly reporting process. This means strategies and actions for inclusion will be incorporated into the Community Strategic Plan 2030, Delivery Program, Operational Plan and Resourcing Strategy.

Figure 3 Disability inclusion planning with the Integrated Planning and Reporting cycle



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

We look forward to getting to work to support and promote inclusion in our communities.

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**DISABILITY
INCLUSION
ACTION**

PLAN