



# North Sydney Council Disability Inclusion Action Plan

2022–2026

Easy Read version



## How to use this plan



North Sydney Council wrote this plan. When you see the word 'we', it means North Sydney Council.



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 48.

*Italics*  
Not italics

We also wrote the name of some laws in *italics*.

This means the letters lean to the right.



This Easy Read plan is a summary of another plan.  
This means it only includes the most important ideas.



You can find the other plan on our website.  
[www.northsydney.nsw.gov.au/  
Community\\_Services/Aged\\_Access/  
Aged\\_Access\\_Services](http://www.northsydney.nsw.gov.au/Community_Services/Aged_Access/Aged_Access_Services)



You can ask for help to read this plan.  
A friend, family member or support person  
may be able to help you.

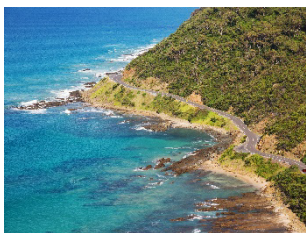


We recognise the Cammeraygal peoples as the  
traditional owners of our land – North Sydney.

They were the first peoples to live on and use the:



- lands



- waters.

## What's in this plan?

What we want for North Sydney	5
About North Sydney	7
The laws that apply	10
How did we make our Plan?	12
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# What we want for North Sydney



We want to make North Sydney more **accessible**.



When the community is accessible, it is easy to:

- find and use things
- travel around.



We also want to make North Sydney more **inclusive**.



When the community is inclusive, everyone can:

- take part
- feel like they belong.

We want North Sydney to be a place where everyone:

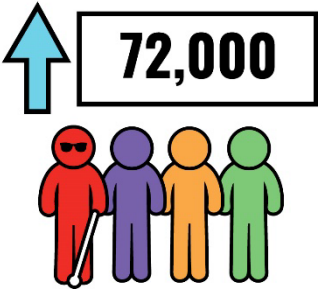


- is treated with respect

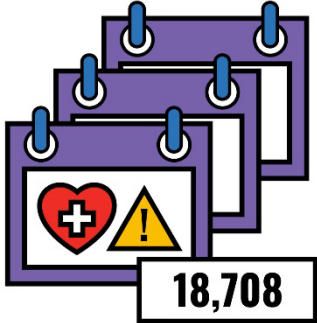


- can take part in all areas of life.

# About North Sydney



Over 72,000 people live in North Sydney.

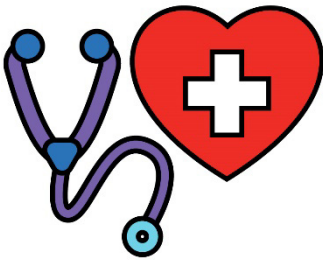


18,708 people in North Sydney live with a health problem that will last for a long time.

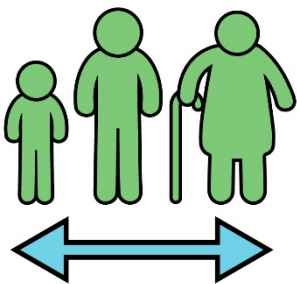
1,713 people in North Sydney need support for their:



- disability

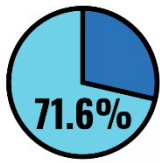


- health



- age.





**85+**



71.6% of people 85 years or older need support each day.

**5,417**



5,417 carers provide support to a person with disability.



But they weren't paid for that support.

## The laws that apply



We have a law in New South Wales called the *Disability Inclusion Act 2014* (the Act).



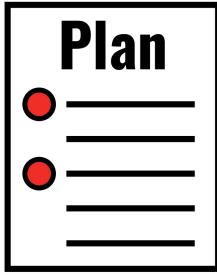
The Act explains the rules that everyone must follow.



The Act makes sure people with disability in New South Wales are treated fairly.



The Act says we must have a Disability Inclusion Action Plan.



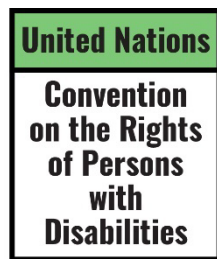
We call it our Plan.

We explain how we made our Plan on page 12.



We also follow Australia's Disability Strategy.

Australia's Disability Strategy is a plan about supporting people with disability in all areas of their life.



We also follow the *United Nations Convention on the Rights of Persons with Disabilities* (UN Convention).

The UN Convention is an agreement between different countries.



It sets out the **rights** of people with disability around the world.



Rights are rules about how everyone should be treated:

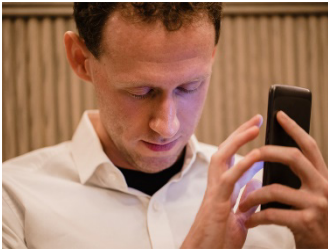
- fairly
- equally.

## How did we make our Plan?



We asked the community to share their ideas about how we can be more accessible and inclusive.

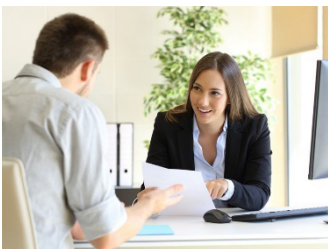
This included:



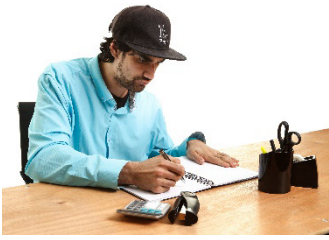
- people with disability



- their families and carers



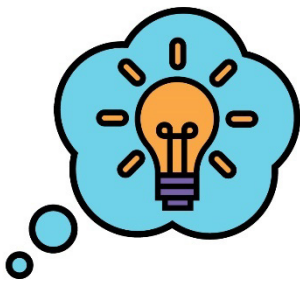
- disability organisations.



We asked the community to fill out a survey.



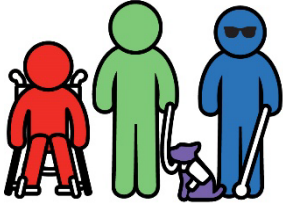
And we ran **focus groups** with the community.



A focus group is a group of people who meet to talk about their:

- ideas
- opinions.

We also had **interviews** with:



- people with disability



- disability organisations.



An interview is when someone:

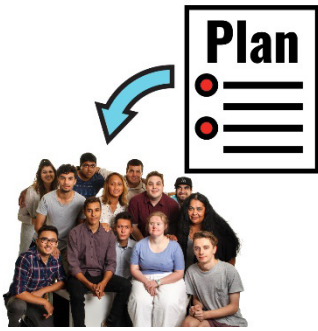
- asks you questions about your experience
- listens to your answer.



We also talked to different members on the Council.



We included everyone's ideas in our Plan.



And we shared our Plan with the community.

This means the community could:



- read our Plan



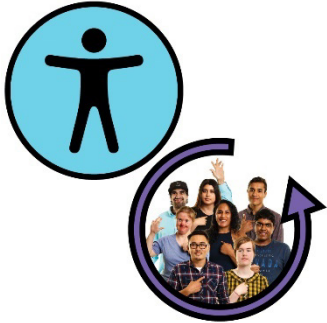
- share what they think about our Plan.



When the community shared what they think about our Plan, we:

- updated our Plan
- included their ideas.

# Our Disability Inclusion Action Plan




Our Plan explains how we will make North Sydney more accessible and inclusive.





**Themes** are important ideas that come up in different areas of our work and lives.




Our Plan has 4 main themes.

	Our attitudes and behaviour	1
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	Communities that are good to live in	2
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	Helping people with disability get good jobs	3
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	Our services and way of doing things	4
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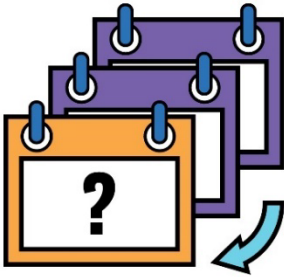
Each theme talks about:



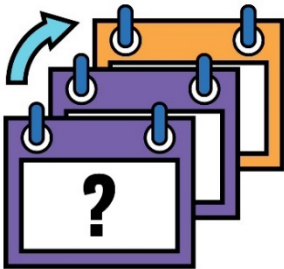
- what we know about that theme



- our goal for that theme



- what we have done before



- what we will do next.



We talk more about each theme on the following pages.

# 1. Our attitudes and behaviour

## What do we know about attitudes and behaviour?



Our **attitudes** are what we think, feel and believe.



Our attitudes and behaviour can stop people with disability from taking part in the community.



And some of these attitudes and behaviour can come from not understanding disability.



In our survey, we asked people with disability about how they have been treated in the community.



People with disability told us about when they haven't been treated well, including:



- by their neighbours or Council staff



- at a shop, café or restaurant.



And people with disability also shared when they have experienced **discrimination**.

Discrimination is when you treat someone badly because of something about them they can't change.

## What is our goal?

We want our community to understand:



- the rights of people with disability



- what people with disability can do.



We want to support our community to have positive attitudes and behaviour towards people with disability.

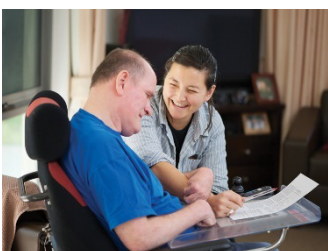
## What have we done for this theme?



We trained the Council's team of leaders to understand disability.

This includes how to work with people with disability.

We also trained our staff who work with customers to:



- connect with people with disability



- know how to treat people with disability with respect.



And we celebrated special events each year, including International Day of People with Disability.

## What will we do next?



We will support Council staff to feel comfortable when they do things that include people with disability.

This includes when they:



- plan things for them



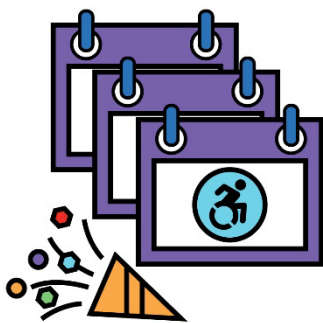
- connect with them



- work with them.



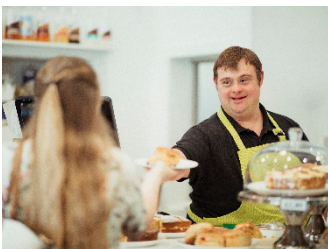
This includes training all staff about how to do this.



We will also celebrate more events about people with disability.



And we will support our community to be more inclusive.



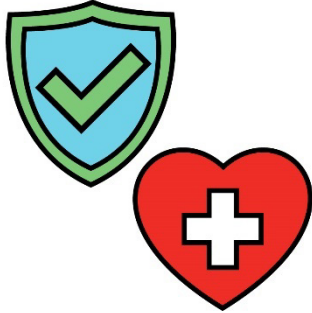
This includes our local businesses.



## 2. Communities that are good to live in

### What do we know about communities that are good to live in?

A community that is good to live in gives everyone the chance to:



- be safe and healthy



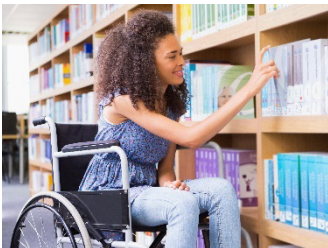
- feel welcomed



- connect with the community.



And we know communities that are good to live are also accessible.



In our survey, people with disability shared that they liked our library services.



And they also liked that they can use technology to:

- plan their visit
- take part
- get around.

People with disability told us about challenges with our:



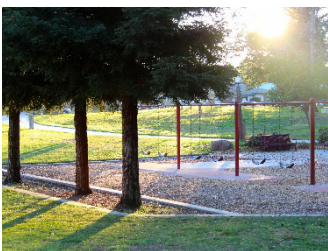
- website



- public toilets and seats



- car parks and footpaths



- outdoor spaces.



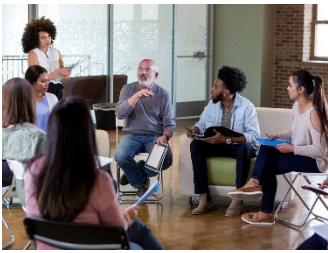
And they understood challenges with getting from one place to another.

## What is our goal?

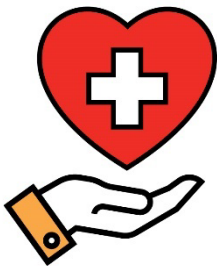


We want to support people with disability to fully take part in the community.

This includes when we:

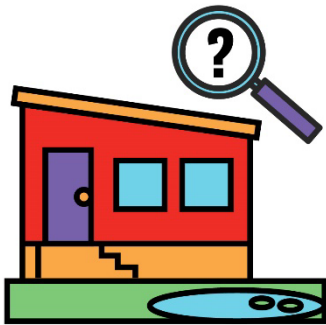


- connect with the community



- support the community's health.

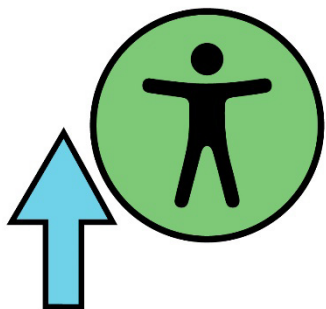
## What have we done for this theme?



We checked our community buildings and parks to understand what stops people with disability from using them.

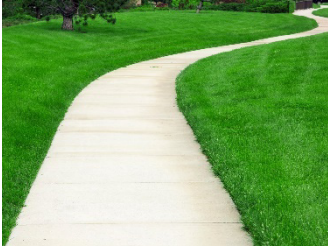


This helped us work out how we can support people with disability to use our community buildings and parks.



We made things people use in public more accessible.

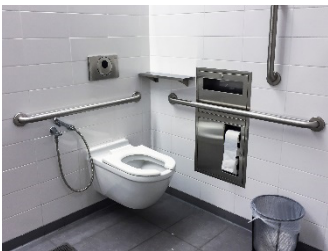
This includes our:



- footpaths



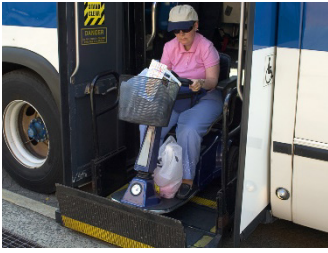
- signs



- toilets.



And we included a lift and accessible path in the Primrose Park Arts and Crafts Centre.

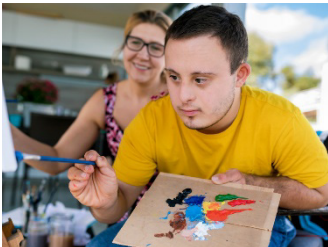


We also made the North Sydney Oval bus stop more accessible.



We made a checklist we can use when we plan events.

It will help us make sure the event is accessible.



We also supported local artists with disability.

## What will we do next?

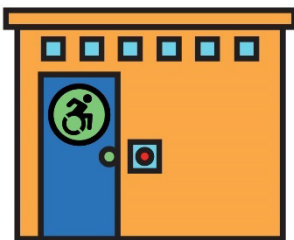
We will make it easier to find and use:



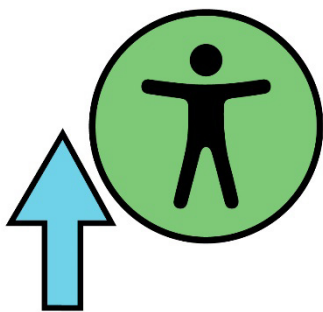
- our offices



- community centres

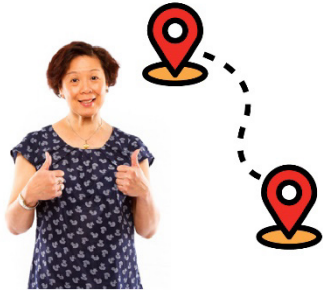


- public toilets.



And we will make the Coal Loader Centre more accessible.

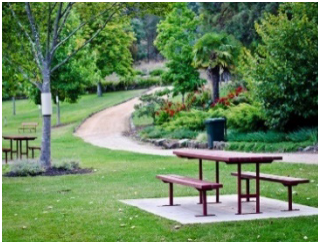




We will make it easier for people with disability to:

- travel to different places
- find and use services.

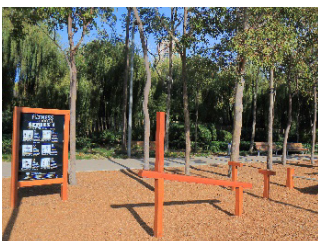
And we will build more:



- parks



- playgrounds



- outdoor areas where people can exercise.



All of these places will be accessible and inclusive.



We will make our harbour more accessible.



And we will also make our library services more accessible.

### 3. Helping people with disability get good jobs

#### What do we know about helping people with disability get good jobs?



We know that when people have a job, they can:



- earn their own money



- learn new skills



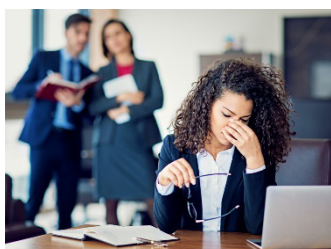
- solve problems



- connect with other people.



But not many people with disability work or have a job.



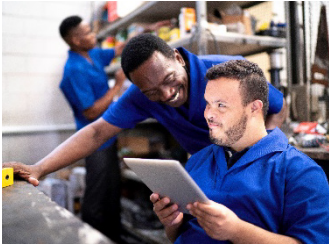
And we know some people with disability aged 15 to 24 experience discrimination when they work or have a job.



In our survey, the community shared that we should support more people with disability to work or have a job.

They explained what we can do to make this happen.

## What is our goal?

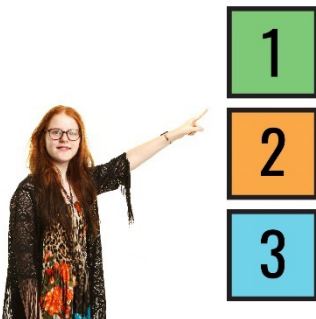


We want more people with disability to work or have a job.

This will support people with disability to:



- plan for their future

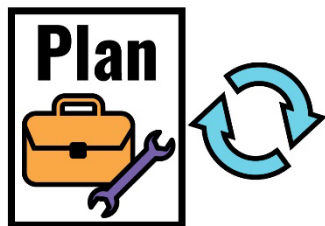


- have more choice and control



- earn money for themselves.

## What have we done for this theme?



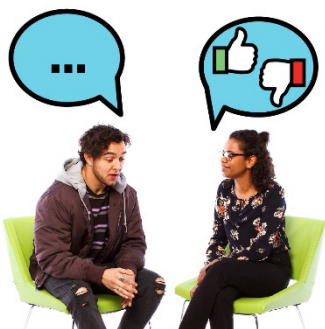
We have updated a plan we already have.

It explains how we:

- hire new people
- change things at our work to suit people's needs.



And we supported staff to find and use our program for **counselling support**.



Counselling support is when you:

- talk to someone about how you think and feel
- talk about ways to help you feel better.



We also celebrated events about mental health, including R U OK? Day.

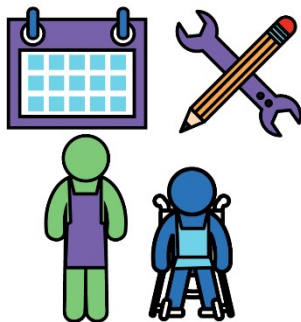


And we also worked with organisations that help people with disability find and keep a job.

## What will we do next?



When we hire new people, we will make sure we are accessible and inclusive.



This includes giving people with disability a chance to do **internships**.

An internship is a:

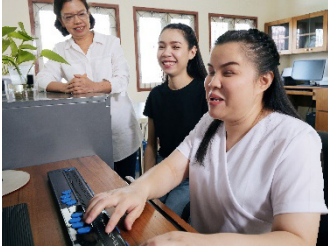
- job for a certain amount of time
- chance to learn the skills you need for that type of work.

It also includes giving people with disability a chance to do **traineeships**.



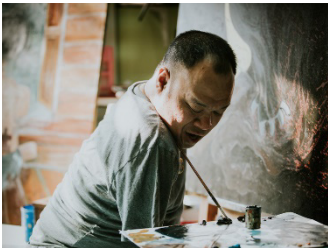
When you do a traineeship you:

- learn how to do a job
- are paid to work.

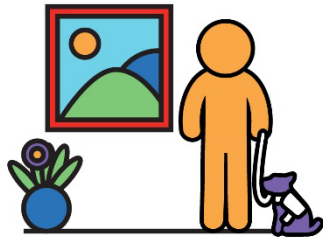


We will make sure the Council is an inclusive place to work.

We will also support artists and performers with disability to:



- work on their craft, like dancing or drawing



- show their work



- earn money from their work.



## 4. Our services and way of doing things

### What do we know about our services and ways of doing things?



We know that most people with disability find and use information on:

- a device, like a phone or computer
- the internet.

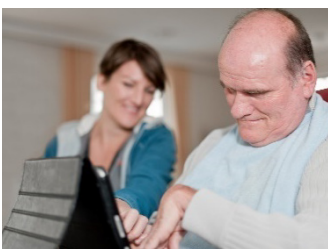
And we also know that people with disability use these things to:



- plan what they want to do



- take part in the community.



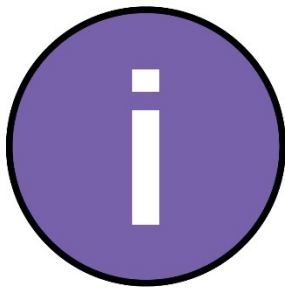
We want our community to find and use information in a way that suits them.

## What is our goal?



We want people with disability to be able to make their own decisions.

We also want people with disability to find and use our:



- information



- services.

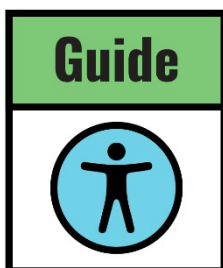
## What have we done for this theme?



We tested our website to make sure it was accessible.



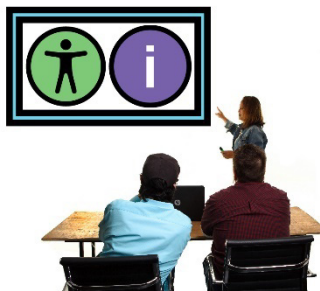
And we used what we learned to make it accessible.



We also made a guide about how to make our information more accessible.

This includes our:

- documents
- images.



We trained Council staff that:

- look after our website
- share what we want to tell the community.

This training was about making information accessible.



We also trained Council staff who work with customers.

This training was about how to support people who:

- are deaf
- have trouble hearing.



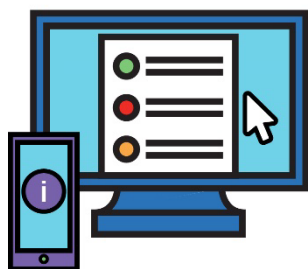
And the training explained how to help these people use the National Relay Service (NRS).

## What will we do next?



We will make sure our websites are accessible.

This includes having good information about what's accessible.



And we will share all our information in different formats.

For example, having more Easy Read information.

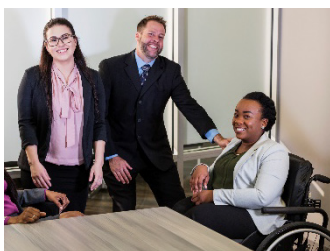


We will learn how to understand what workers with disability need.

This includes how we can support them.



And we will make sure our plans to be more accessible and inclusive work well.

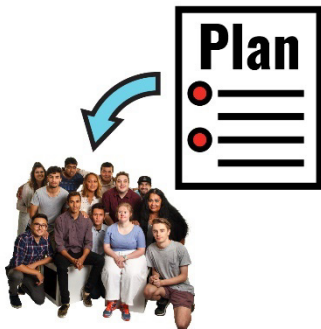


We will also want to support people with disability to take part in Council meetings.

## Making sure our Plan works well



We updated our Plan in September 2022.



After we updated it, we shared our Plan with the community.



And we will keep track of how well it is going.

We will make sure our Plan:



- includes how we work towards our goals



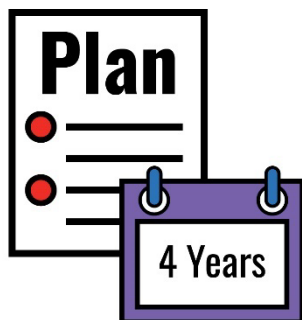
- stays up to date



- meets the needs of people with disability.



We will write a report about our Plan each year.



Our Plan will last for 4 years.

## Word list

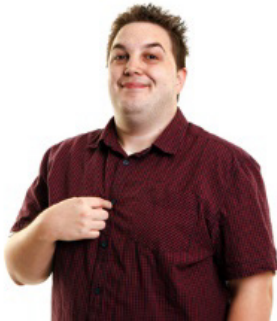
This list explains what the **bold** words in this document mean.



### **Accessible**

When the community is accessible, it is easy to:

- find and use things
- travel around.



### **Attitudes**

Our attitudes are what we think, feel and believe.



### **Counselling support**

Counselling support is when you:

- talk to someone about how you think and feel
- talk about ways to help you feel better.



### **Discrimination**

Discrimination is when you treat someone badly because of something about them they can't change.



## Focus group



A focus group is a group of people who meet to talk about their:

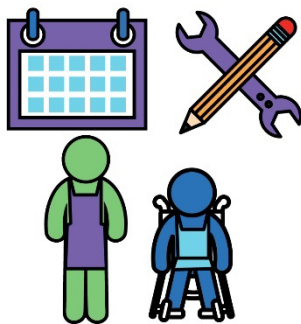
- ideas
- opinions.



## Inclusive

When the community is inclusive, everyone can:

- take part
- feel like they belong.



## Internship

An internship is a:

- job for a certain amount of time
- chance to learn the skills you need for that type of work.



## Interview

An interview is when someone:

- asks you questions about your experience
- listens to your answer.



## Rights

Rights are rules about how everyone should be treated:

- fairly
- equally.



## Themes

Themes are important ideas that come up in different areas of our work and lives.



## Traineeship

When you do a traineeship you:

- learn how to do a job
- are paid to work.

## Contact us



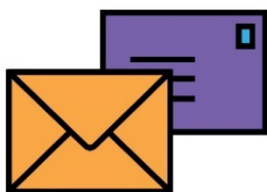
You can call us.

**(02) 9936 8100**



You can send us an email.

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