

8.11. North Sydney Council Disability Inclusion Action Plan 2022-2026

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ENDORSED BY: Rebecca Aukim, Director Community and Library Services

ATTACHMENTS:

1. North Sydney Council Disability Inclusion Action Plan 2022-2026 [8.11.1 - 38 pages]

PURPOSE:

To seek endorsement from Council to accept the Draft Disability Inclusion Action Plan 2022-2026 and for it to be placed on public exhibition in accordance with Council's Community Engagement Protocol.

EXECUTIVE SUMMARY:

Under the NSW Disability Inclusion Act 2014, Council is required to develop a Disability Inclusion Action Plan (DIAP) and review this plan every four years. Council's draft Disability Inclusion Action Plan 2022-2026 is the second DIAP prepared by Council.

The DIAP is a whole of Council strategy, outlining the steps Council will take to create a more inclusive and accessible community and workplace. It is developed in accordance with relevant legislation and is categorised under the following key areas; Positive Community Attitudes and Behaviours, Creating Liveable Communities, Employment and Systems and Processes.

The update of Council's DIAP was undertaken by JC Harwood Consulting, in collaboration with Council's Community Development team. The development of this plan was guided by the input of a disability Stakeholder Group formed for the purpose of this project. Further input has been provided by MANEX, representatives across Council divisions, local service providers and feedback from the community.

Monitoring and reporting of the DIAP will help ensure Council delivers on this plan and is held accountable. The DIAP will be overseen by senior management within Council. An inclusion advisory committee will be established as an action within this plan and will provide input to Council on relevant policies and strategies and ways to advance the inclusion of people with disability. Six monthly progress reports will be provided to MANEX and an Annual Report will be prepared and provided to the Disability Council of NSW in accordance with the Act.

FINANCIAL IMPLICATIONS:

Council has committed \$150,000 annually since 2017, to support the implementation of the DIAP. Funding has been instrumental to effectively resource the implementation of the DIAP and complete capital works.

RECOMMENDATION:

1. **THAT** Council endorses the Draft Disability Inclusion Action Plan (DIAP) and agrees for the plan to be placed on public exhibition for 28 days
2. **THAT** should Council receive submissions, a further report be prepared for Council's consideration. Should Council receive no submissions, Council consider the Disability Inclusion Action Plan 2022-2026 as adopted at the end of the public exhibition period.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

1. Our Living Environment

1.4 Public open space and recreation facilities and services meet community needs

2. Our Built Infrastructure

2.1 Infrastructure and assets meet community needs

3. Our Future Planning

3.4 North Sydney is distinctive with a sense of place and quality design

4. Our Social Vitality

4.1 North Sydney is connected, inclusive, healthy and safe

5. Our Civic Leadership

5.1 Council leads the strategic direction of North Sydney

BACKGROUND

Under the NSW Disability Inclusion Act 2014, all local Councils are required to develop a Disability Inclusion Action Plan (DIAP). In 2016, Council developed its first DIAP, which has been implemented since this time. The Act requires DIAP's be reviewed every four years, however the renewal of the DIAP was delayed due to the pandemic.

In late 2021, Council sought expressions of interest from the Australian Network on Disability (AND) and JC Harwood Consulting to assist with the development of Council's updated DIAP. Following an interview process, JC Harwood Consulting was appointed to undertake this project in partnership with Council's Access and Inclusion Coordinator.

CONSULTATION REQUIREMENTS

Community engagement has and will continue to occur in accordance with Council's Community Engagement Protocol.

The development of this plan was guided by the input of a disability Stakeholder Group formed for the purpose of this project. Further input has been provided by MANEX, representatives across Council divisions, local service providers and feedback from the community.

DETAIL

The North Sydney Disability Inclusion Action Plan 2022-2026 is a whole of Council plan, outlining the practical steps Council will take to create a more inclusive and accessible community and workplace.

It is a requirement of all local Council's to have a current Disability Inclusion Action Plan under the NSW Disability Inclusion Act (2014).

The DIAP has been developed in accordance with relevant legislation and guiding principles to promote inclusion and accessibility and is categorised under the following key areas;

1. Positive Community Attitudes and Behaviours
2. Creating Liveable Communities
3. Employment
4. Systems and Processes

Under each of the key areas the Action Plan identifies the tasks and actions Council will take to improve and promote accessibility and inclusion in the North Sydney LGA over the next four years. It identifies timelines and divisions within Council responsible for implementation of actions. The Action Plan can be viewed in the attachment to this report.

Monitoring and reporting of the DIAP will help ensure Council delivers on this plan and is held accountable. The DIAP will be overseen by senior management within Council. An inclusion advisory committee will be established as an action within this plan and will provide input to Council on relevant policies and strategies and ways to advance the inclusion of people with disability. Six monthly progress reports will be provided to MANEX and an Annual Report will be prepared and provided to the Disability Council of NSW in accordance with the Act.



North Sydney Council Disability Inclusion Action Plan 2022-2026



ACKNOWLEDGEMENT OF COUNTRY

North Sydney Council acknowledges the Cammeraygal People as the Traditional Owners of this land. The authors of this report pay our respects to Elders, past and present and recognise the inherent connection of the Indigenous people of Australia to Country.

Artwork Acknowledgement

The artwork on the front cover was created by Thom Roberts. Roberts works out of Studio A, social enterprise based in Crows Nest that supports professional artists living with intellectual disability.

June 2022

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MAYOR'S MESSAGE



I am very proud to introduce you to our new Disability Inclusion Action Plan 2022-2026 (DIAP).

North Sydney Council encompasses some of the most beautiful territory in the world providing our community with a great quality of life and many opportunities. Sadly, these are not equally available for people with disability.

We want a community and environment that responds to the diverse needs of our residents, visitors and workers; designing for universal access and removing the barriers that get in the way. We want people in our community to feel valued, with their autonomy and contributions enabled, respected and welcomed.

Your elected Councillors and I are committed to making this a priority. Our efforts will span across every area of Council. I'm a planner at heart, with a passion for urban design and ensuring our community has a say, so will be taking a strong interest in how the DIAP progresses.

We listened to many voices as we built this plan, starting with people with lived experience of disability. To ensure we continue to capture the input from people with disability, Council will establish a inclusion advisory group who will be instrumental in helping drive and shape a more inclusive community.

Having a DIAP means we will make changes where necessary and continue to have conversations about how we support people with a disability. With 1 in 5 Australians living with a disability the communication channels need to remain open.

I'm proud that we have achieved most of the goals in our previous DIAP. We have identified buildings and facilities where we need to take action and have started making these more accessible. We've also made sure access and inclusion is embedded into staff recruitment, training, project planning and Council reporting.

Moving forward, we will build on these successes, with an emphasis on extending beyond compliance to providing the best experiences we can for people with disability.

I'm confident our new DIAP will better enable people with disability to achieve their rights to equal opportunity, independence, and a high quality of life.

Zoë Baker
MAYOR

INTRODUCTION

Everyone has an equal right to be included, respected, contribute and make genuine choices in their lives. These experiences help create our identity and sense of belonging.

Communities are complex. They grow, they evolve. There has been enormous change over the past decade in our expectations of people with disability and how we build for universal access. Legislation is now more explicit about the rights of people with disability and Standards are in place to ensure they have equal access to new public buildings.

A community with environments, buildings, products, services and information that are equally usable and inclusive has social and economic benefits for everyone.

But change takes time. Removing the barriers that make life harder and impede the autonomy and participation for people with disability requires continued effort.

This Disability Inclusion Action Plan 2022 – 2026 (DIAP) builds on the success of Council's previous Plan.

It takes advantage of the transformation of public domain spaces in the North Sydney local government area (LGA), ensuring Council designs for access beyond compliance. It looks backwards to fix things that were in place before access was deemed to be important. It considers how we can better get around our neighbourhoods and take advantage of the outdoors. It looks beyond access to inclusion so that people with disability can enjoy the full benefits of participation in the community.

This Plan has four focus areas:

1. Attitudes and behaviours
2. Liveable communities
3. Employment
4. Systems and processes

The activation of the North Sydney CBD and many other spaces provides us with opportunity to design with diversity in mind.



PRINCIPLES OF UNIVERSAL DESIGN

We will incorporate the Principles of Universal Design into our planning:

PRINCIPLES

- 1 Equitable Use**
(useful to people with diverse abilities)
- 2 Flexibility in Use**
(accommodates a range of preferences and abilities)
- 3 Simple and Intuitive Use**
(easy to understand how to use it)
- 4 Perceptible Information**
(effective information across abilities)
- 5 Tolerance for Error**
(minimises hazards)
- 6 Low Physical Effort**
(efficient and comfortable use with little fatigue)
- 7 Size and Space for Approach and Use**
(easy approach, reach, manipulation and use regardless of user's body size, posture or mobility)

We want everyone that lives, visits or works in our community to feel welcome, respected and included.

OUR COMMUNITY

The North Sydney LGA is both urban and green in character, and is well-connected with various transport options. Its harbour foreshores, parks and open spaces, heritage features and walking and cycling trails provide opportunity for active lifestyles. It is also the second largest business district in NSW; with vibrant shops, restaurants, cafes, pubs and entertainment options.

We want to be leading edge in serving the community of North Sydney by caring for its assets, improving its appearance and delivering services to people in a financially, socially and environmentally responsible and inclusive manner.



OVER 72,000 PEOPLE LIVE IN NORTH SYDNEY LGA

The North Sydney community is culturally diverse, with **40% of people born overseas**. People with disability from culturally and linguistically diverse backgrounds experience barriers in accessing services, including lack of culturally appropriate services, lack of information in language, limited access to trusted professionals who speak another language and limited culturally appropriate communication about disability.



There are around **1,713 people** living in North Sydney who need assistance due to disability, health conditions or old age.



Some suburbs have a higher proportion of residents with disability including **Kirribilli (3.4%)** and **North Sydney (2.7%)**.



North Sydney has a very high proportion **over 85 years old** requiring **assistance with daily living (71.6%)**.

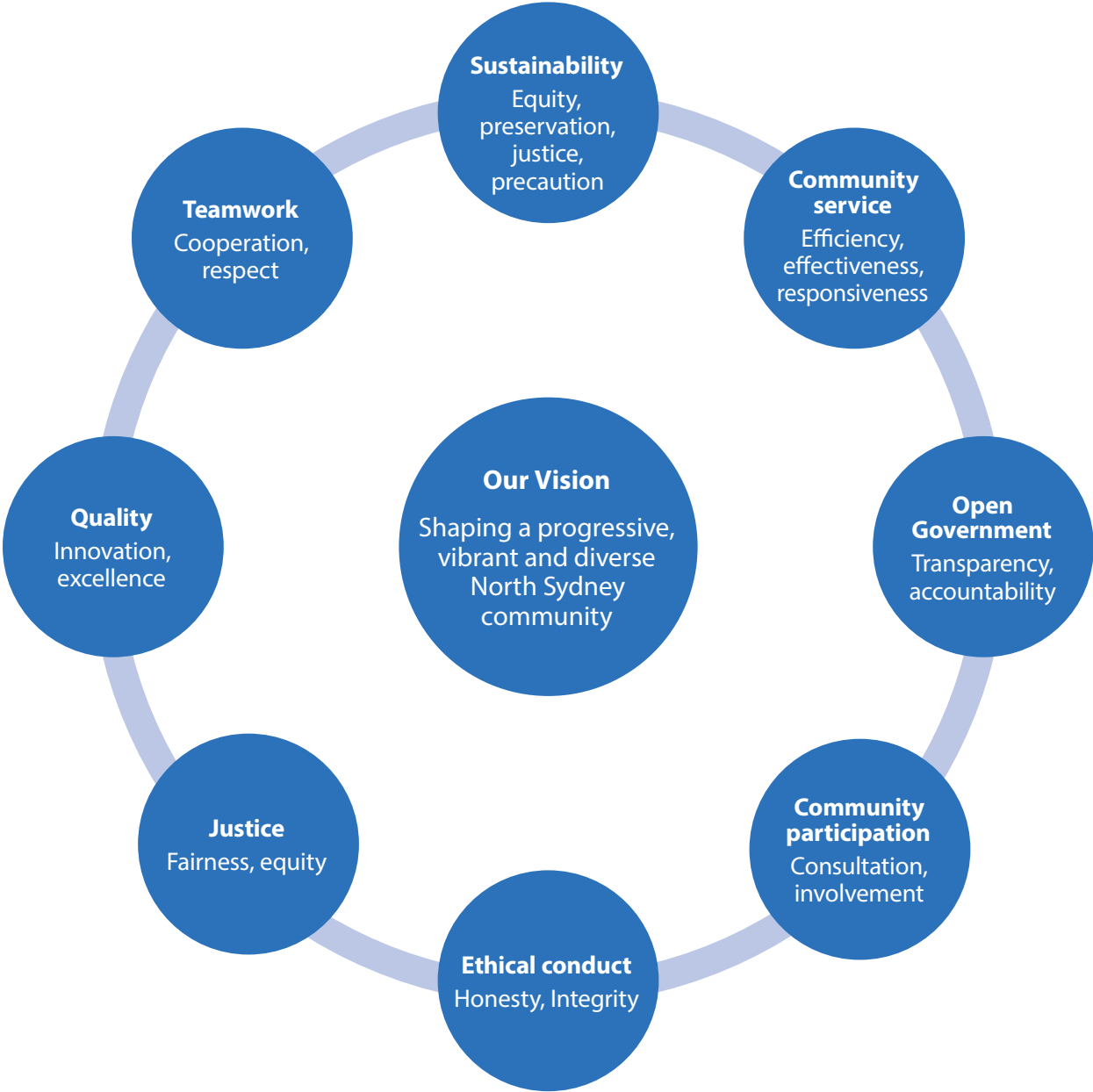


5,417 carers were providing **unpaid assistance** to a person with a disability, long term illness or old age in 2021.



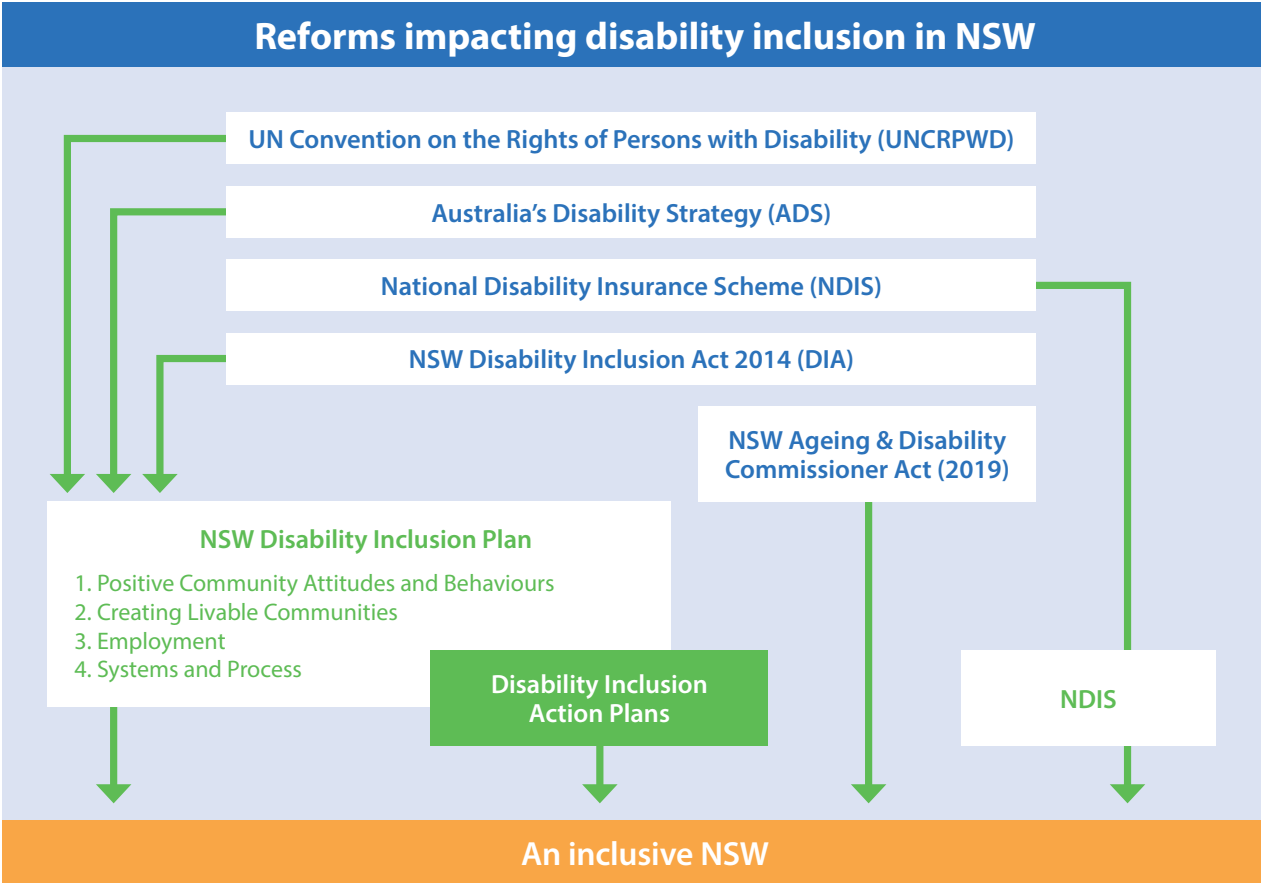
In North Sydney **18,708 or 27.1% are living with a long-term health condition(s)**. Asthma (4,874), a mental health condition (4,802), arthritis (3,861), heart disease (2,168) and cancer (2,029) are the most prevalent long-term health condition(s).

OUR VISION AND VALUES





DISABILITY REFORM AND LEGISLATION





LEGISLATION POLICY CONTEXT

UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITY

This Convention sets out the fundamental human rights of people with disability. These promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and promote respect for their inherent dignity.

DISABILITY DISCRIMINATION ACT 1992 (DDA)

The Disability Discrimination Act is an act passed by Parliament which prohibits discrimination against people with disabilities in employment, education, publicly available premises, provision of goods and services, accommodation, clubs and associations, and other contexts.

NATIONAL DISABILITY INSURANCE SCHEME

The NDIS supports people with significant and permanent disability in their daily life, and to participate in community and reach their goals. It emphasises their rights to exercise choice and control over their lives, access mainstream services and participate and contribute to social and economic life.

NATIONAL DISABILITY STRATEGY 2021-2031

The Strategy's vision is for an inclusive Australian society that ensures people with disability can fulfill their potential, as equal members of the community. It provides national leadership and guides activity across public policy, mainstream services and systems and community to achieve a more inclusive society.

NSW DISABILITY INCLUSION ACT 2014

This Act commits the NSW Government to making communities more inclusive and accessible for people with disability now and into the future. It requires NSW government, local councils and some other public authorities to develop and implement a Disability Inclusion Action Plan.

NSW AGEING & DISABILITY COMMISSIONER ACT 2019

The Commissioner provides an important safeguard for adults with disability and older people in NSW, with a focus on abuse, neglect and exploitation in family, home and community settings. The Commissioner monitors the implementation of the National Disability Strategy in NSW.

HOW WE DEVELOPED THE PLAN

First, we listened to people with lived experience of disability; their stories, their concerns, and their ideas. People working in the sector were invited to a focus group, and more broadly, input was garnered through surveys and community conversations, in accordance with Council's Community Engagement Strategy.

The elected representatives and executive management team were clear that ensuring a diverse and inclusive community was a priority; and the staff

survey and focus group indicated significant support in making this happen.

Towards the end of the consultation, Councillors, Council staff and people with disability met to validate and adjust the priorities and actions in the Plan.

The resulting DIAP provides increased detail about how some of the intents of the Community Strategic Plan will be progressed.

SURVEYS

Available online and in print

Community Survey

22 respondents

Staff Survey

64 respondents¹

COMMUNITY CONVERSATIONS

Stakeholder Focus (group Online)

10 people with lived experience of disability

Service Provider Round Table (Online)

10 people from 9 local organisations

Individual Interviews

2 people with disability
2 service providers

Aboriginal Heritage Office

1 person

COUNCIL CONVERSATIONS

Meeting with Mayor

Councillors (drop in sessions x 2)

Individual Briefings

11 executive briefings

Briefing for Managers

Invited to provide input

Staff Focus Group

10 staff

¹ There are 384 FTE staff at North Sydney Council

GOVERNANCE AND ACCOUNTABILITY

The focus on accessibility and inclusion is embedded in all aspects of how the Council does business.

Monitoring and reporting of the DIAP helps ensure we deliver on our plan and are held accountable.

The DIAP will be overseen by senior management at North Sydney Council in consultation with the North Sydney inclusion advisory committee, to be established as an action in this plan. This Committee will provide input into relevant Council policies, strategies and plans to advance the inclusion of people with a disability.

A Progress Report will be provided to Council's executive management team (MANEX) every six months.

The DIAP will be available and accessible on Council's website and a copy will be provided to the Disability Council NSW.

A Progress Report will be included in Council's Annual Report and provided to the Disability Council NSW each year.

Council will review the DIAP and prepare a subsequent Action Plan every four years.

We encourage input, feedback and suggestions about how we can build on the work we are doing to create an inclusive and accessible community. Feedback can be provided to:

Access and Inclusion Coordinator
 Email: Council@northsydney.nsw.gov.au
 Phone: 02 9936 8195





Lost Bird Found Project



Handmade birds take flight again this October around Sydney to share the important message about mental health.

As part of Mental Health Month, North Sydney Council runs a Community project encourages the community to host and/or participate in the making of birds to spread awareness about mental health.

The birds will fly up all around Sydney during the month of October, and it's different places during the months of August and September. It's held by community spaces including libraries, cafes, sporting venues, schools and more ready to be found.

Before you fly, please check out our 'found' bird and see how you can help spread the message and help our community.

www.northsydney.nsw.gov.au/lostbird

Peace

ACTION PLAN

What we will do

“ I APPRECIATE (WHEN I AM) TREATED WITH DIGNITY AND RESPECT. ”

FOCUS AREA 1:

POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS

“In most cases, experience depends hugely on the individual; some are great, some just don’t get it.”

AIM

To build community awareness of the rights and capabilities of people with disability and support the development of positive attitudes and behaviour towards people with disability.

BACKGROUND

The attitudes and behaviours of the general community towards people with disability can be one of the greatest barriers to full access and inclusion and is often driven by misperceptions, unfamiliarity, fear or lack of opportunity to interact.

In our survey, we asked people about their experience of how they were treated in the community. While mostly people had good experiences in their community interactions, there were a few areas of concern: Over 50% of respondents did not have a good experience with Council staff and their neighbours; and 29% did not have a good experience with shops, cafes and restaurants. 33% of respondents felt they had faced discrimination over the past year.

Isolation for people who have health vulnerabilities or are immunocompromised has increased following COVID. People with these conditions tend to stay home, impacting their health, and the health of their carers.

We are aiming for a well-connected community that is confident about how they engage appropriately with people with disability.



WHAT WE HAVE ACHIEVED

- provided disability awareness and confidence training to Council's executive leadership team
- delivered, communication and etiquette training on welcoming customers with disability delivered to staff within customer facing teams
- RU OK? Day, Mental Health Month and International Day of People with Disability were celebrated internally and externally and form part of our annual events calendar

WHAT WE WILL DO NEXT

Action 1.1 Build the disability confidence of Council staff and elected officials to interact with and design for people with disability, their carers and families

- provide experiential disability awareness training for elected officials and executive management team
- require disability awareness training for all staff, with a three yearly refresher
- provide targeted training for all staff responsible for communications, engagement front line community interfaces and urban planning responsibilities
- use communication outlets such as newsletters and meetings to share good practice and initiatives that embrace and progress inclusion in the workplace
- recognise and celebrate calendar events that increase awareness and promote inclusion of people with disability in our community

Action 1.2 Support community and local businesses to be more disability confident and inclusive

- provide awareness raising activities and resources for businesses and services
- provide disability awareness training and support to our community centres
- investigate and implement measures to make it safer and easier for people with disability, including those with immune compromised conditions and sensitivity to noise to confidently and safely access services
- provide programs and events that empower people to manage their social and emotional wellbeing





“I HATE BEING DEPENDENT ON OTHERS FOR ACCESS.”

FOCUS AREA 2:

CREATING LIVEABLE COMMUNITIES

“I’ve seen some improvements to kerbs and road crossings in my area.”

“I have given up travelling independently because it is like an obstacle course.”

AIM

To increase participation of people with disability in all aspects of community life, including social and cultural engagement and wellbeing.

BACKGROUND

A well-designed community provides all residents and others that visit with a great place to be, with opportunities that promote healthy and happy people and community wellbeing. A place where people feel safe, welcome and socially connected, with accessible and affordable places to go and things to do.

The consultation confirmed that many people appreciate the library services and use technology to plan visits, be involved and get around.

People also recognised the challenges associated with the hilly nature of this area and highlighted issues with the Council website, toilets, parking, seating, cluttered footpaths, outdoor areas, getting from one place to another and noisy environments. A number of people with auto immune conditions felt unsafe in the community, particularly with relaxed COVID requirements for mask wearing.

WHAT WE HAVE ACHIEVED

- undertaken audits of our most commonly used community buildings and parks to better understand the access barriers and develop a plan of works to implement recommendations
- upgraded footpaths, signage and paths of travel around Council Chambers to improve mobility and wayfinding.
- upgraded Primrose Park Arts and Crafts Centre, with the installation of a lift and accessible path of travel from the carpark to create an accessible community facility
- improved accessibility of North Sydney Oval bus stop, one of the principal transport links to access Stanton Library and Council Chambers
- removed the requirement of MLAK from all public amenities to facilitate use by people with disability in line with human rights advice
- developed and implemented a Creating Accessible Events checklist to be used in the planning and delivery of all Council run events
- supported the work of local artists with disability through the procurement of artwork to be included in Council's art collection and displayed throughout Council buildings and public spaces.

WHAT WE WILL DO NEXT

Action 2.1 Improve access to North Sydney Council's facilities

- update external access to the Council Chambers and offices
 - upgrade external steps, rails and pathways
 - upgrade designated accessible parking to meet Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards)
 - ensure continuous accessible paths of travel between parking and transport, and the office
- upgrade the community centres
 - develop an implementation plan to prioritise and give effect to the access audits conducted under the previous Plan

Action 2.2 Increase accessibility at the Coal Loader

- upgrade existing accessible parking bays to meet the Premises Standards
- provide continuous accessible paths of travel between key features
- develop an accessible Aboriginal Heritage Trail
- provide Auslan tours of the Sustainability Centre and heritage sites
- upgrade wayfinding and signage across the site

Action 2.3 Improve access to public toilets

- install an accessible adult change facility in Bradfield Park
- upgrade accessible public toilets at:
 - Berry Island
 - North Sydney Oval

Action 2.4 Make it easier, safer and more predictable for people with disability to confidently navigate places and access services

- develop a guide to accessible places and experiences in the North Sydney LGA
- develop a Council wayfinding strategy to guide a consistent best practice approach to wayfinding cues and continuous accessible paths of travel
- prioritise provision of continuous accessible paths of travel between key infrastructure, points of interest and disability and aged care facilities
- install tactile street signs at signalised pedestrian crossings and decision points in town centres
- upgrade directional and/or interpretive signage within Council's most commonly used parks, as identified in the previous plan, including information on nearest accessible toilets
- upgrade and increase seating along major paths of travel and at transport hubs and locational features
- explore strategies to alleviate parking issues for carers and support workers when supporting someone with disability at their home
- review and update the Disability Parking Policy

Action 2.5 Provide more and improved inclusive parks, playgrounds and outdoor fitness areas

- co-develop a new intergenerational outdoor fitness area in partnership with people with disability
- upgrade existing outdoor fitness areas with equipment suitable across a wider range of abilities at:
 - Berry Island, Wollstonecraft
 - Bradfield Park, Kirribilli
 - Brennan Park, Wollstonecraft
- upgrade playgrounds to be more inclusive for children across abilities at
 - Lodge Road Park, Cremorne
 - Prior Avenue Park, Cremorne Point
 - Merrett Playground, Waverton
- improve accessibility via traversable paths to tables and toilets at Milson Park, Kirribilli
- provide more accessible tables in designated picnic areas



Action 2.6 Improve access to the harbour vicinity

- provide a designated drop off zone and disability parking close to the lift at the Harbour Bridge
- explore opportunities to provide wheelchair hire for visitors
- make the foreshore walk and art trail more accessible for people with disability
- develop a framework to improve the accessibility of market experiences

Action 2.7 Improve the accessibility to library services

- increase range of audio books and copies of popular books
- promote eBook, eAudiobook and eMagazine services for online reading
- provide a range of selection, collection and delivery services
- provide tactile listening devices for audiobooks
- deliver training to improve digital literacy skills and support use of library digital resources
- improve customer access and experience in using online services, including to plan their visit to Stanton Library and participate in online discussion groups, book clubs and other activities
- provide direct access to Stanton Library from Ridge Street carpark through the construction of a second entrance into the library.



“(I NEED) FLEXIBILITY AND COMMUNICATION.”

FOCUS AREA 3:

EMPLOYMENT

AIM

To increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future, exercise choice and control, and increase their economic security.

BACKGROUND

Meaningful work challenges you. It stretches your skills, problem solving and interactions with others. It provides social engagement and a level of satisfaction. Payment for work done supports economic independence.

People with disability have significantly lower labour force participation and higher unemployment than people without disability. Almost one in five people in Australia with disability aged 15-24 years experienced discrimination. In almost half of those instances, the source of discrimination is an employer.

Our Council wants to lead by example in pursuing greater employment for people with disability. Our staff survey and focus group demonstrated a high level of interest in making this happen, and showed where we were doing well and where there were opportunities for growth.



WHAT WE HAVE DONE

- reviewed and updated Council's Recruitment and Workplace Adjustment policy
- supported staff to access Council's Employer Assistance Program (EAP)
- annually celebrated significant calendar events that raise awareness and promote inclusion, including Mental Health Month and R U OK? Day
- supported the engagement of Australian Disability Enterprises to deliver contracted services



WHAT WE WILL DO NEXT

Action 3.1 Ensure Council recruitment, onboarding and workplace practices are inclusive of people with disability

- gain recognition from the Australian Network on Disability as a Disability Confident Recruiter
- promote Council's Workplace Adjustment policy across the organisation
- develop a Council Carers' Policy
- provide internships or traineeships for people with disability

Action 3.2 Provide greater opportunity for artists and performers with disability to hone, exhibit and gain an income from their craft

- support artists with disability to participate in Council-run events, including the Twilight Food Fair
- support Studio A to achieve suitable longer term accommodation close to public transport
- support an artist with disability in residence

Action 3.3 Leverage for greater inclusion and employment of people with disability through procurement

- review Council's Procurement Manual to ensure accessibility is considered in procurement decisions
- encourage procurement of goods and services from suppliers who promote accessibility and inclusion in their workplace

“ I HOPE ONLINE VOTING BECOMES MORE READILY AVAILABLE. ”

FOCUS AREA 4:

SYSTEMS AND PROCESSES

AIM

To ensure people with disability can make informed choices and can easily and efficiently access information and services.

BACKGROUND

People with disability rely heavily on online platforms to participate, access information and plan what they are doing. We want our community to be able to readily access information, in whichever format best meets their needs and are committed to removing any unintended barriers.

“Sometimes I like to do online when it gets too much with others.”



WHAT WE HAVE DONE

- maintained 'AA' compliance of WCAG 2.0 with monthly review of access barriers
- tested and reviewed Council's website for accessibility
- embedded accessibility considerations into the development of Council's Corporate Standards and Style manual
- delivered regular training to Council staff responsible for authoring Council's website and preparing communications and marketing material
- delivered training to Customer Service staff on the needs of people with hearing impairment or who are deaf and how to access the National Relay Service (NRS). Information regarding the NRS is available on our website

WHAT WE WILL DO NEXT

Action 4.1 Ensure that Council's online interactions are accessible

- ensure all Council websites meet WCAG 2.1 Standards
- ensure all Council websites have easily located and useful information on accessibility of places, events and services

Action 4.2 Provide information in a range of formats

- provide the DIAP in a range of formats, including Easy Read and Auslan
- develop Digital and Print accessibility guidelines for staff
- provide captioning on Council Meeting webcasts



Action 4.3 Better utilise systems and policy to understand and support employees with disability

- establish a workforce empowerment group to champion an organisation that is inclusive of people with disability
- improve data on employees and elected officials with disability and their workforce needs
- use online booking systems for meetings that prompt for participant needs such as interpreters

Action 4.4 Better utilise systems and policy to understand and support employees with disability

- establish a disability inclusion advisory group to provide strategic advice to Council

- ensure Committees of Council with a design, traffic or pedestrian focus include specialists with either access expertise and/or lived experience of disability
- embed commitments under this plan into the Council's Delivery Program and Budgets

Action 4.5 Better utilise systems and policy to understand and support employees with disability

- capitalise on online meeting capabilities so that people, including residents, can better participate in Council meetings



MEASURING SUCCESS

The following is an accountability framework that the Council will use to monitor progress against this Plan.

FOCUS AREA 1: POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS

ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
1.1 Build the disability confidence of elected officials and Council staff to interact with and design for people with disability, their carers and families						
1.1.1	Provide experiential disability awareness training for elected officials and executive management team	●		●		Governance
	Experiential training provided for Council's executive management team	●				Corporate Services
1.1.2	Require disability awareness training for all staff, with a minimum three yearly refresher	●				Corporate Services
	Workplace polices and training material updated with mandated training					Corporate Services
1.1.3	Provide targeted training for all staff responsible for communications, engagement front line community interfaces and urban planning responsibilities	●	●	●	●	Corporate Services
	Targeted training identified and included in corporate training calendar					Corporate Services
1.1.4	Use communications outlets such as newsletters and meetings to share good practice and initiatives that embrace and progress inclusion in our community	●	●	●	●	Community and Library Services
	Good practice for disability celebrated in communications					Community and Library Services
1.1.5	Recognise and celebrate calendar events that increase awareness and promote inclusion of people with disability in our community	●	●	●	●	Community and Library Services
	Internal and external events hosted for International Day of People with Disability, Mental Health Month and R U OK? Day.					Community and Library Services
1.2 Support community and local businesses to be more disability confident and inclusive						
1.2.1	Provide awareness raising activities and resources for businesses and services		●			Community and Library Services
	Awareness raising activities and resources identified and implemented, including for inclusive sports					Community and Library Services

FOCUS AREA 1: POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
1.2.2 Provide disability awareness training to our community centres	Community centre staff, volunteers and board members are provided opportunities to participate in disability awareness and confidence training	●				Community and Library Services
1.2.3 Investigate and implement measures to make it safer and easier for people with disability, including those with immune compromised conditions and sensitivity to noise, to confidently and safely access services	Implementation of quiet times and/or similar measures to promote access to services		●			Community and Library Services
1.2.4 Provide programs and events that empower people to manage their social and emotional wellbeing	Delivery of Creating Wellbeing program	●	●	●	●	Community and Library Services
FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
2.1 Improve access to North Sydney Council's facilities						
2.1.1 Upgrade external access to the Council Chambers and offices	Main steps to Council Chambers upgraded: TGSIs, rails and luminous strips on stair nosings			●		Engineering and Property Services
	Designated disability parking upgraded in line with Premises Standards	●				Engineering and Property Services
2.1.2 Upgrade the community centres	Implementation plan prepared prioritising the recommendations from the access audits conducted under the previous Plan	●				Engineering and Property Services
	Implementation Plan actioned		●	●		Engineering and Property Services

FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES

ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
2.2 Increase accessibility at the Coal Loader						
2.2.1 Upgrade existing accessible parking bays to meet the Premises Standards	At least two designated accessible parking bays provided in line with Premises Standards	●				Engineering and Property Services
2.2.2 Provide continuous accessible paths of travel between key features	Continuous accessible paths of travel provided between key features		●			Engineering and Property Services
2.2.3 Develop an accessible Aboriginal Heritage Trail	An accessible Aboriginal Heritage Trail developed in consultation with an Aboriginal organisation		●			Community and Library Services
2.2.4 Provide Auslan tours of the Sustainability Centre and heritage sites	Minimum of two Auslan tours scheduled and delivered	●	●	●	●	Community and Library Services and Open Space and Environmental Services
2.2.5 Upgrade wayfinding information and signage across site	Wayfinding information improved, including with tactile information			●		Engineering and Property Services
2.2.6 Online information on accessibility	Coal Loader website and social media reviewed and upgraded with easily found information and photos on accessibility		●			Corporate Services & Open Space and Environmental Services
2.3 Improve access to public toilets						
2.3.1 Install an accessible adult change facility in Bradfield Park	Location confirmed for an accessible adult change facility			●		Corporate Services & Open Space and Environmental Services
	Public accessible adult change facility built, with information uploaded on the National Toilet Map			●		Engineering and Property Services

FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
2.3.2	Upgrade accessible public toilets	Public accessible toilets upgraded at Berry Park and North Sydney Oval	●			Open Space and Environmental Services
2.4 Make it easier, safer and more predictable for people with disability to confidently navigate places and services, and receive services						
2.4.1	Develop a Council wayfinding strategy to guide a consistent best practice approach to wayfinding cues and continuous accessible paths of travel	Wayfinding Strategy endorsed	●			Engineering and Property Services
2.4.2	Prioritise provision of continuous accessible paths of travel between key infrastructure, points of interest and disability and aged care facilities	Targeted paths of travel identified, and access requirements identified and scheduled for action	●	●		Engineering and Property Services & Open Space and Environments Services
2.4.3	Install tactile street signs at signalised pedestrian crossings and decision points in town centres	Implementation plan in place and commenced		●	●	City Strategy
2.4.4	Upgrade directional and/or interpretive signage in Council's most commonly used parks, as identified in the previous plan, including information on nearest accessible toilets	Signage installed at Tunks Park				Open Space and Environmental Services
2.4.5	Upgrade and increase seating along major paths of travel and at transport hubs and locational features	Seating to be upgraded and locations for new seating identified. Not to be positioned against building or path shorelines.	●	●	●	Engineering and Property Services
2.4.6	Explore strategies to alleviate parking issues for carers and supports workers when supporting someone with disability at their home	Feasibility of a parking policy for carers and support workers investigated, and policy developed if appropriate	●			City Strategy Services
2.4.7	Review and update the Disability Parking Policy	Revised Disability Parking Policy completed and endorsed by Council	●			Engineering and Property Services

FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES

ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
2.5 Provide more and improved inclusive parks, playgrounds and outdoor fitness areas						
2.5.1	Co-develop a new intergenerational outdoor fitness area in partnership with people with disability		●			Open Space and Environmental Services
	Project scoped and implemented to co-develop an outdoor fitness area with people with disability.		●			Open Space and Environmental Services
	New outdoor fitness area budgeted and planned for implementation			●		Open Space and Environmental Services
2.5.2	Upgrade existing outdoor fitness areas with equipment suitable across a wider range of abilities		●			Open Space and Environmental Services
	Berry Island, Bradfield Park and Brennan Park upgraded		●			Open Space and Environmental Services
2.5.3	Upgrade playgrounds to be more inclusive for children across abilities		●			Open Space and Environmental Services
	Playgrounds at Grasmere Reserve, Lodge Road Park, Prior Avenue Park and Merrett Playground upgraded		●			Open Space and Environmental Services
2.5.4	Improve accessibility to toilets at Milson Park, Kirribilli			●		Open Space and Environmental Services
	Paths to public amenities in Milson Park upgraded			●		Open Space and Environmental Services
2.5.5	Provide more accessible tables in designated picnic areas		●	●	●	Open Space and Environmental Services
	More picnic areas have accessible tables with continuous accessible paths of travel		●	●	●	Open Space and Environmental Services
2.6 Provide improved access to the harbour vicinity						
2.6.1	Provide a designated drop off zone and disability parking close to the lift at the Harbour Bridge		●			Engineering and Property Services
	A designated drop off zone and disability parking has been located near the harbour bridge lift		●			Engineering and Property Services
2.6.2	Explore opportunities to provide wheelchair hire for visitors		●			Community and Library Services
	Wheelchair hire facility in place and advertised		●			Community and Library Services

FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
2.6.3	Make the foreshore walk and Public Art Trail more accessible for people with disability	●				Open Space and Environmental Services
2.6.4	Develop a framework to improve the accessibility of market experiences		●			Community and Library Services
2.7 Improve the accessibility to library services						
2.7.1	Increase range of audio books and copies of popular books	●	●	●	●	Community and Library Services
2.7.2	Improve promotion of eBook, eAudiobook and eMagazine services for online reading	●				Community and Library Services
2.7.3	Provide a range of selection, collection and delivery services	●	●	●	●	Community and Library Services
2.7.4	Provide tactile listening devices for audiobooks		●			Community and Library Services
2.7.5	Deliver training to improve digital literacy skills, and support use of library digital resources		●			Community and Library Services
2.7.6	Improve customer access and experience in using online services, including to plan their visit to Stanton Library	●				Community and Library Services
2.7.7	Provide direct access to Stanton Library from the Ridge Street carpark through the construction of a second entrance into the Library			●		Engineering and Property Services

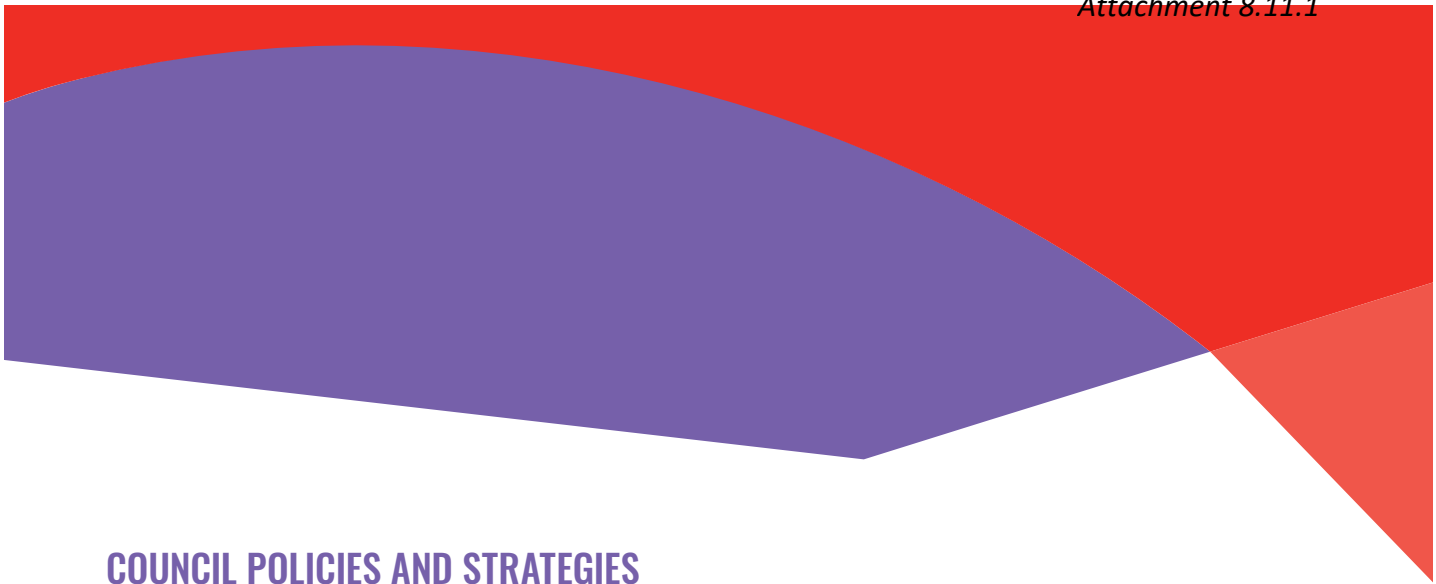
FOCUS AREA 3: EMPLOYMENT

ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
3.1 Ensure Council recruitment, onboarding and workplace practices are inclusive of people with disability						
3.1.1	Gain recognition from the Australian Network on Disability as a Disability-Confident Recruiter	●				Community and Library Services
3.1.2	Promote the Council's Workplace Adjustments Policy across Council	●	●	●	●	Corporate Services
3.1.3	Develop a Council Carers' Policy			●		Corporate Services
3.1.4	Provide internships or traineeships for people with disability		●	●	●	Corporate Services
3.2 Provide greater opportunity for artists and performers with disability to hone, exhibit and gain an income from their craft						
3.2.1	Support artists with disability to participate in Council-run events, including the Twilight Food Fair	●	●	●	●	Community and Library Services & Corporate Services
3.2.2	Support Studio A to achieve suitable longer-term accommodation close to public transport	●				Community and Library Services
3.2.3	Support an artist with disability in residence		●			Community and Library Services
3.3 Leverage for greater inclusion and employment of people with disability through procurement						
3.3.1	Review Council's Procurement Manual to ensure accessibility is considered in procurement decision		●			Corporate Services

FOCUS AREA 3: EMPLOYMENT						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
3.3.2	Encourage procurement of goods and services from suppliers who promote accessibility and inclusion in their workplace Identify list of suppliers and promote through internal communication channels		●			Corporate Services
FOCUS AREA 4: SYSTEMS AND PROCESSES						
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
4.1 Ensure that Council's online interactions are accessible						
4.1.1	Ensure all Council websites meet WCAG 2.1 Standards All Council websites meet accessibility Standards	●				Corporate Services
4.1.2	Ensure all Council websites have easily located and useful information on accessibility of places, events and services All Council websites have been reviewed and updated for accessibility		●	●		Corporate Services
4.2 Provide information in a range of formats						
4.2.1	Provide this Plan in a range of formats This Plan is also provided in Easy Read and Auslan and can be read by a screen reader	●				Community and Library Services
4.2.2	Develop digital and print accessibility guidelines for staff Digital and print guidelines in place that describes accessibility and format requirements		●			Corporate Services
4.2.3	Provide Captioning on Council Meeting webcasts Council webcasts include Captioning	●				Corporate Services
4.3 Better utilise systems and policy to understand and support employees with disability						
4.3.1	Establish a workforce empowerment group to champion a workforce that is inclusive of people with disability Workforce empowerment group with a Terms of Reference has been convened	●				Corporate Services

FOCUS AREA 4: SYSTEMS AND PROCESSES

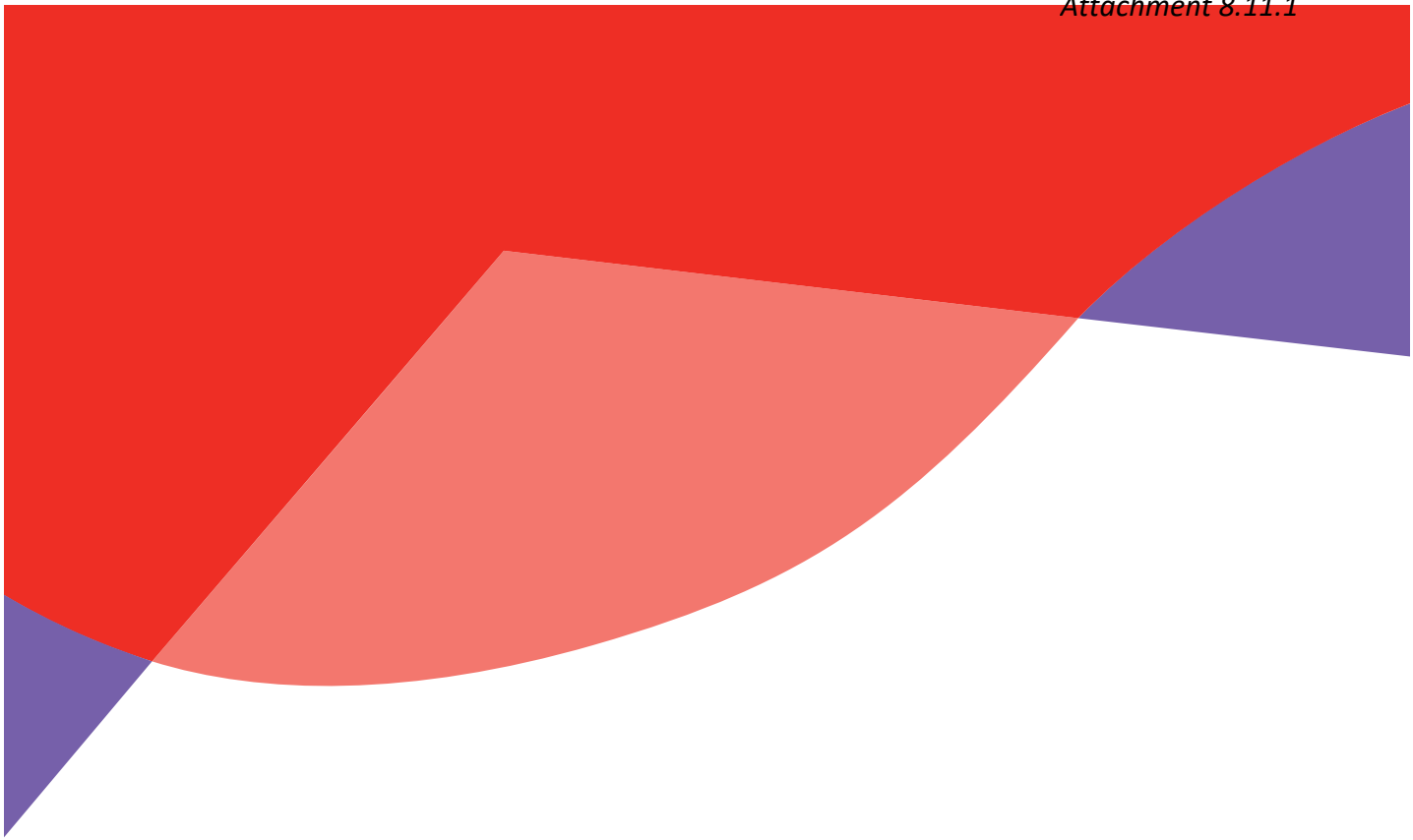
ACTION	KEY PERFORMANCE INDICATORS	2022/23	2023/24	2024/25	2025/26	ACCOUNTABLE DIVISION
4.3.2	Improve data on employees and elected officials with disability and their workforce needs		●			Corporate Services
4.3.3	Use online booking systems for meetings to prompt for participant needs such as interpreters	●				Corporate Services
4.4 Ensure that Council's strategies and designs that impact accessibility and inclusion are well informed and accountable						
4.4.1	Establish a disability inclusion advisory group to provide strategic advice to Council	●				Community and Library Services
4.4.2	Ensure Committees of Council with a design, traffic or pedestrian focus include specialists with either access expertise and/or lived experience of disability	●				City Strategy & Governance
4.4.3	Embed commitments under this Plan into the Council's Delivery Plan and budgets	●	●	●	●	Governance
4.5 Enable and foster civic participation for people with disability						
4.5.1	Capitalise on online capabilities so that people, including residents, can better participate in Council meetings	●				Corporate Services & Governance



COUNCIL POLICIES AND STRATEGIES

**THE DIAP SHOULD
BE READ IN
CONJUNCTION WITH
THE FOLLOWING
OTHER COUNCIL'S
PLANS AND
STRATEGIES**

- North Sydney Community Strategic Plan
- North Sydney DCP 2013
- Aged Management Plan
- Playgrounds Plan of Management
- Older Persons Strategy 2019
- Disabled Parking Policy 2011





Above is the whole artwork featured on the front cover, *The Sydney Harbour Fridge 2020* by Thom Roberts. Roberts works out of Studio A, social enterprise based in Crows Nest that supports professional artists living with intellectual disability.

