

**Report to General Manager**

Attachments:

1. Current Disability Inclusion Action Plan (DIAP)
- Annotated with Progress

SUBJECT: Disability Inclusion Action Plan – Proposed Actions for 2020/21**AUTHOR:** Camelia Tobia, Access and Inclusion Co-ordinator**ENDORSED BY:** Martin Ellis, Director Community and Library Services**EXECUTIVE SUMMARY:**

At its meeting on 26 August 2019 Council resolved (Min. No. 233):

1. *THAT the Disability Inclusion Action Plan (DIAP) Annual Report 2018/19 be received.*
2. *THAT Council consider a similar amount per annum for a renewed DIAP in 2020/21-2022/23.*

From the current plan the following projects have selected from among those that have not yet started or are incomplete:

- Disability Awareness e-learning module;
- Celebration of International Day of People with Disability;
- Upgraded wayfinding, park furniture and signage in Council's Parks and Reserves;
- Web accessibility – SiteImprovement software;
- Captioning of resources and training videos; and
- Contribution to Stanton Library's accessible entrance.

In 2020/21 too, the development of a new DIAP 2022/23- 2024/25 is recommended to capture latest trends.

FINANCIAL IMPLICATIONS:

Council funded the DIAP at \$150,000 per annum in 2017/18-2019/20. The allocation has been expended each year.

RECOMMENDATION:

1. **THAT** Council note the Disability Inclusion Action Plan priorities for 2020/21 outlined within this report.
 2. **THAT** a new Disability Inclusion Action Plan be developed for the period commencing in the 2021/22 financial year.
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LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

- Direction:
1. Our Living Environment
 2. Our Built Infrastructure
 - 4 Our Social Vitality
- Outcome:
- 1.4 Public open space and recreation facilities and services meet community needs
 - 2.1 Infrastructure and assets meet community needs
 - 4.1 North Sydney is connected, inclusive, healthy and safe

BACKGROUND

Under the Disability Inclusion Act 2014 all Councils are required to develop a Disability Inclusion Action Plan (DIAP). In 2016, with the guidance of consultant, the Australian Network on Disability, Council established a project working group to both develop and implement Council's DIAP. The plan is both inward and outward facing, detailing the steps Council will take to make both the community and the work environment inclusive and accessible to all. The DIAP is categorised under four sub-headings; Liveable Communities, Employment, Systems and Process and Attitudes and Behaviours.

Outcomes of the current plan can be *The Disability Inclusion Plan Annual Reports 2016/17 and 2017/18* – available on Council's homepage.

CONSULTATION REQUIREMENTS

Community engagement will be undertaken in accordance with Council's Community Engagement Protocol.

SUSTAINABILITY STATEMENT

The sustainability implications were considered and reported on during the initiation phase of this project.

1. LIVEABLE COMMUNITIES

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome	Comments
1.1 Premises, paths and open spaces are barrier free and inclusive of people with disability	1.1 Identify which premises (including council owned community centres) have existing audits of access features and barriers and identify any outstanding audits	March 2017	Community Development, Property Assets and Community Centres	Relevant documents reviewed and analysis of findings undertaken	Review undertaken and list of premises in priority order produced	SUBSTANTIAL WORKS RESPONDING TO THE FOLLOWING AUDITS HAVE BEEN UNDERTAKEN; COUNCIL CHAMBERS, STANTON LIBRARY AND NORTH SYDNEY OVAL AND PRIMROSE PARK ART AND CRAFT CENTRE.
	1.2 Review the existing audits of access features and barriers of major premises.	March 2017	Property Assets and Manager of Premises	Relevant documents reviewed and analysis of findings undertaken	Time-framed plan developed to remove identified barriers within three-year plan	NORTH SYDNEY OLYMPIC POOL IS THE SUBJECT OF AN EXTENSIVE CURRENT DEVELOPMENT APPLICATION
	1.3 Undertake audits of premises and facilities that have not previously been audited	July 2017	Property Assets, NSOP	Access features and barriers identified via report or other evidence	Audit undertaken and priorities highlighted	NO NEW WORKS HAVE BEEN UNDERTAKEN AS YET FOLLOWING THE AUDITS OF:
	1.4 Develop an implementation plan to address issues identified in new and existing audits	August 2017	Property Assets, NSOP, Library	Access features and barriers identified via report or other evidence	Implementation plan developed and factored into respective budget	NORTH SYDNEY COMMUNITY CENTRE, CROWS NEST CENTRE, NEUTRAL BAY COMMUNITY CENTRE, KIRIBILLI NEIGHBORHOOD CENTRE, KENDALL COMMUNITY CENTRE, FORSYTH PARK COMMUNITY CENTRE, MCMAHONS POINT COMMUNITY CENTRE

	1.5 Undertake works identified in the audit	June 2018	Property Assets, Manager of Project/Relevant Department	Access features and barriers removed	Improved access for all community members and visitors to the LGA	
	1.6 Audit signage use across Council and ensure accessible way finding for all and inclusive language use	March 2017	Community Development and Property Assets	Accessible way finding implemented in and around Council buildings using inclusive language		
	1.7 Develop implementation plan to address issues identified in audits	April 2017	Property Assets, Manager of Project/Relevant Department			
	1.8 Undertake works identified in the audit	June 2018	Property Assets, Manager of Project/Relevant Department	Consistent accessible signage implemented in and around Council and Council-owned buildings	Improved access for all community members and visitors to the LGA	
	1.9 Review DCP against dignified access, identify any gaps and ensure dignified access is incorporated into this process	March 2017	Compliance	DCP has been reviewed and dignified access has been incorporated (as required)	Dignified access is addressed at the beginning of all new builds and refurbishment projects	

	1.10 Create an access checklist for the installation of all temporary works	TBC	Strategic Planning and Engineering	Procedures are followed to ensure the community is fully aware of how temporary works may impact on accessible travel	Sign posting and alternative routes of travel are provided to residents in various formats, including; at the site, on the website and in the local newspaper	
	1.11 Identify where additional accessible public WC's are required	Sept 2017	Property Assets	Gap analysis complete and additional locations identified, with reference to previous studied commissioned by Council Develop implementation plan to create new amenities	Increased access for the community to accessible WC's	
	1.12 Audit all accessible public bathrooms for dignified access and usability	Sept 2018	Property Assets, Community Development	Audit completed and implementation plan developed	Improved user experience for accessible WC's	
	1.13 Develop implementation plan to	Sept 2019	Property Assets	Implementation plan developed	Improved user experience for accessible WC's. Information made	

	carry out tasks identified from audit				available on National Toilet Map	
	1.14 Remove requirement for an MLAK key from all WC's	Sept 2017	Property Assets, Parks and Reserves	Barriers to use accessible WC's are removed	Improved access to accessible WC's	
	1.15 Audit the access features and barriers of parks and open spaces, including accessible play equipment and fences around play areas.	Sept 2017	Parks and Reserves	Access features and barriers identified via report or other evidence.	Increased access for the community to parks and open spaces	<p>SUBSTANTIAL WORK HAS BEEN CARRIED OUT FOLLOWING AUDITS IN ST LEONARDS PARK (HERITAGE BUS SHELTER WATER FOUNTAIN AND TELEPHONE BOOTH).</p> <p>NO NEW WORK HAS BEEN CARRIED OUT ON: BRADFIELD PARK, TUNKS PARK, ANDERSON PARK, TED MACK CIVIC PARK, COAL LOADER PARKLANDS, PRIMROSE PARK, BRIGHTMORE RESERVE, MILSON PARK, BLUES POINT RESERVE</p>
	1.16 Develop an implementation plan to remove any barriers prioritise parks and open spaces as identified through the audit	Oct 2017	Parks and Reserves	Time-framed plan developed to remove identified barriers	Increased access for the community to parks and open spaces	
	1.17 Schedule of works carried out as identified in implementation plan	Sept 2019	Parks and Reserves	Works carried out in accordance with schedule	Increased access for the community to parks and open spaces	
	1.18 The access features and barriers of parks are detailed on Council's website	March 2017	Parks and Reserves/IT	Information is easily located on the website	Increased awareness, and subsequent usage, in the community	

					of the access features of parks	
	1.19 Audit all bus stops to identify access features and barriers	Sept 2018	Engineering	Access features and barriers identified via report or other evidence	Increased community participation	
	1.20 Development implementation plan to address access features and barriers of bus stops	Oct 2018	Engineering	Time-framed plan developed to remove identified barriers	Increased community participation	
	1.22 Undertake upgrade of Forsyth Park ramp	June 2017	Open Space & Environmental Services	Upgraded path will be completed and comply with Australian Standards	Increased access to Forsyth Park for all community members	COMPLETED
	1.23 Upgrade of Primrose Park Arts Centre	June 2017	Community Development	Centre will be made accessible and comply with Australia Standards	Increased usage of all community members to the arts centre	COMPLETED
Events, public exhibitions and volunteer programs are accessible to people with disability	1.24 Access features and barriers of events and exhibitions are communicated to the public	Ongoing	Communications and Events, Environmental Services, Community Development and Library, NSOP, IT	Information is easily accessed via website and promotional materials and is made available in different formats	Increased awareness in the community of the access features of events and exhibitions prior to arrival allowing people to plan in	INCOMPLETE: A draft checklist has been created and circulated to relevant staff for comment. Considerations are also being made for inclusion in the development of project plans.

					advance. Increased attendance and participation from the community with disability	
	1.25 Events and exhibitions 'planning accessible events' checklist available on intranet and rolled out to all teams that manage or run any event or exhibition	Sept 2017 Ongoing	Communications and Events, Environmental Services, Community Development and Library, NSOP, IT	Checklist created and available on intranet. Demonstrated communications plan to relevant teams	An increase in the access features of events and exhibitions	
	1.26 Update events templates online and on ECM to include accessibility requirements	March 2017	IT	All events listed on website will include details of accessibility features of the event	Community will be better informed of accessibility of events facilitated and promoted by Council	INCOMPLETE: Awaiting outcome of Action 1.24
	1.26 Seek opportunities available to partner with disability organisations to create and/or enhance volunteer programs	Sept 2017	Environmental Services	Analysis of opportunities and linkages developed	Number of volunteer opportunities through these partnerships is tracked and measured	

2. EMPLOYMENT

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome	Comments
Unintended barriers to mainstream recruitment processes are removed	2.1 Engage third party to review recruitment process from an applicant's perspective to identify any unintended barriers	February 2017	Workforce Planning	Confirm suitable recruitment review has been conducted and an implementation plan to incorporate recommendations has been carried out	Barriers to recruitment process removed. Attract and recruit from wider talent pool	COMPLETE: Recruitment review conducted and actions identified seven key recommendations which have been implemented
	2.2 Develop checklist to ensure access and inclusion is considered throughout the recruitment process	June 2017	Workforce Planning	Checklist is available on the Intranet and can be accessed during recruitment	Barriers to recruitment process removed. Attract and recruit from wider talent pool	
There is a robust workplace adjustments policy and procedure	2.3 Ensure workplace adjustments are embedded into end to end recruitment process	Sept 2017	Workforce Planning and Relevant Manager	Confirm process is embedded	Adjustments for staff are made as required	COMPLETE: Workplace adjustments are embedded as part of the recruitment process
	2.4 Review workplace adjustments policy and procedure	March 2017	Workforce Planning	Review is complete and any recommendations have been implemented. An	Workplace adjustments are implemented as required.	

				adjustments tracking process is in place.	The number of requests increases.	
	2.5 Ensure all new and current managers and employees are aware of updated policy and procedure	June 2017	Workforce Planning	Policy and procedure are easily accessed on the Intranet. Communications strategy in place	Workplace adjustments are implemented as required. The number of requests increases.	
Staff have the opportunity to provide input and collaborate on projects to create a more inclusive and accessible workplace	2.6 Establish an employee resource group / accessibility network / disability employee network	Sept 2017	Community Development	Established group meets on a quarterly basis (and as required). This group is open to all employees and is made known to all new employees during the recruitment phase	Network with established aims and objectives assists 'Implementation Committee' in the implementation of DIAP	DEFERRED Attempts were made to establish this group in 2017 with no interest from staff
Increase opportunities are to increase the employment of people with disability	2.7 Engage with the newly established disability resource group to identify sustainable programs and a phased approach of those programs to increase employment opportunities.	March 2019	Workforce Planning and Contracts Manager	Employee resource group engaged and progress reported on and reviewed. Programs identified.	Increased number of programs in place to identify pipeline talent for Council and contractors	

3. SYSTEMS AND PROCESSES

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome	Comments
Service delivery is adjusted to accommodate the needs of people with disability	3.1 Create a process of arranging alternative formats of information for customers	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communication s) Community Development IT	Confirm process is created and systemised and a request is run for each customer facing team to test the system in place	Customers with disability are able to understand key information related to the services provided A list of alternative formats of communication is available for staff to consider	ONGOING: Customer facing teams have been offered training on welcoming customers with disability. Publications are produced in alternate formats, e.g. large print.
Customers are aware that they can ask for accessible services and information	3.2 Create a process to ensure customers can request adjustments to the delivery of services	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communication s) IT	Confirm process is created and systemised and a request is run for each customer facing team to test the system in place	Customers with disability can easily request accessible services A universal response to offer alternative formats is available	

<p>Accessibility is considered in procurement decisions</p>	<p>3.4 Identify procurement contracts which impact on employment and service delivery of people with disability and ensure those contracts stipulate the requirement to provide accessible goods and services</p>	<p>Sept 2017</p>	<p>Procurement</p>	<p>Confirm key contracts identified</p>	<p>Ability to target key suppliers to work towards enabling Council to meet its commitment to access and inclusion</p>	
	<p>3.5 Identify a list of suppliers with accessible goods and services</p>	<p>Sept 2017</p>	<p>Procurement</p>	<p>Information compiled and made available to staff Preferred list of suppliers who support people with disability is available to all staff</p>	<p>Accessible goods and services are more easily procured</p>	
	<p>3.6 All purchasing decisions consider accessibility. This is incorporated into policy and decision makers are held accountable</p>	<p>Sept 2017</p>	<p>Procurement</p>	<p>Accessibility requirements are outlined in Procurement Manual</p>	<p>Goods and services procured meet accessibility standards and/or have considered the needs of people with disability</p>	
	<p>3.7 Information is provided to prospective tenderers on Council's accessibility requirements</p>	<p>Dec 2017</p>	<p>Contracts Management</p>	<p>Council's accessibility requirements are written into the tender process</p>	<p>Suppliers are aware of and are required to adhere to Council's</p>	

					expectations of service	
All employees have the opportunity to complete a Personal Emergency Evacuation Plan (PEEP)	3.8 Ensure there is a process in place to support people with disability during any fire /evacuation process	June 2017	Work Health & Safety and Emergency Planning Committee	<p>Confirm adequate central repository of PEEPs for each building.</p> <p>Confirm process is highlighted in Fire Warden and manager's training.</p> <p>Information about PEEPs included in the induction process.</p> <p>Annual review of PEEPs is conducted.</p>	All employees that request a PEEP are aware that their needs are accommodated	
Website and intranet is barrier free for people with disability (WCAG 2.0 'AA' compliant)	3.9 Audit website and intranet against the WCAG 2.0 guidelines to test for 'AA' compliance	Sept 2 017	IT	<p>Confirm external website and internal intranet are WCAG 2.0 AA compliant via report or other evidence</p>	<p>Improved usage and access of information through Council's website</p> <p>Minimum of five documents on Council's website are available in alternative formats</p> <p>Minimum of two significant videos</p>	<p>SiteImprove software has been purchased and installed, providing details of access barriers on website. Website is currently scored 60.9/100 in terms of accessibility with the industry benchmark (Government) is 63.1/100.</p> <p>A physical audit of the website is required. SiteImprove will only capture 30% of accessibility errors</p>

					on Council website are captioned	
Staff authoring web pages and Marketing materials develop accessible documents and information	3.10 Guidelines are provided to staff on creating accessible information online and in hard copy	Sept 2017	IT	Guidelines are easily available and training delivered	Accessibility and inclusion is built into all marketing and communications materials	
	3.11 Training is provided to all staff authoring web pages and creating printed marketing materials on how to create accessible information	Sept 2017	IT, Workforce Planning and External Providers to deliver training	Training is identified and delivered to relevant staff	Information on web is consistent and created in an accessible format	Web authors have participated in training
	3.12 A checklist is created to ensure all publications are created accessibly	Sept 2017	Communication s/IT	Checklist is available on the Intranet	Accessibility and inclusion is built into all Marketing and communications materials	
Visual and audio materials are accessible through captioning and visual description	3.13 Select video and audio materials on the website and intranet are captioned and described and are accessible against the WCAG 2.0 'AA' guidelines	Sept 2017	IT and Governance	Test a selection of videos on website and Intranet. Review report or evidence	AA compliance	A review of video and audio materials on Council's website, which are displayed via YouTube, have an option of closed-captioning which complies with the WCAG 2.0 'AA' guidelines.

	3.14 Prioritise the captioning and description of video and audio materials utilised in induction and learning and development	Sept 2018	IT and Governance	Review implementation plan for the updating of any videos used in on-boarding or learning and development	AA compliance	N/A – see Action 3.13
Feedback, complaints and consultation mechanisms are accessible	3.15 Ensure any online mechanisms are accessible against the WCAG 2.0 'AA' guidelines	Sept 2017	IT	Confirm compliance to WCAG 2.0 guidelines via report or other evidence	AA compliance	See 3.9
	3.16 Ensure various options for customers to communicate with Council including via the National Relay Service (NRS)	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)	Information is publicly available and easily accessed on Council website	The community can easily communicate with Council using their preferred method of communication	Customer Service have participated in training to better understand and utilise the National Relay Service
Access and inclusion is embedded into project planning and council reporting	3.17 Access and Inclusion is included in the development of project plans	Sept 2018	Governance	Barriers and other access and inclusion considerations will take place at the beginning of the planning phase of a project	Increased access for all community to benefit from Council projects	

Guidance and advice is easily accessible during project work	3.18 Advice and guidance regarding issues related to access and inclusion is made available to all staff	Ongoing	Community Development	Role of Access & Inclusion Coordinator is well informed to all staff	Increased communication between Community Development and other Departments	ONGOING
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4. ATTITUDES AND BEHAVIOURS

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome	Comments
Senior leadership champion commitment to access and inclusion	4.1 Disability awareness and confidence training is provided for executive teams	Sept 2018	MANEX	Awareness and training embedded into leadership training programs	Senior leadership team have an increased awareness and added confidence of access and inclusion	COMPLETED: This training was provided to the leadership team by AND in August 2018.
	4.2 Senior leaders raise the profile of access and inclusion in their communications by promoting the implementation of the 'Disability Inclusion Action Plan' in their teams	Sept 2018, Ongoing	MANEX		Council wide awareness of the plan and the successes of the plan	

	4.3 A Champion is appointed and this is communicated across Council	Sept 2017	Community Development	Promoted through various internal communication channels including; NewSCene, Intranet	Employees are aware of name and role of Champion	Martin Ellis, Director, Community and Library Services was appointed to this role.
Progress and outcomes of the plan are communicated	4.4 Progress will be monitored, reviewed and reported and presented quarterly and annually by the implementation committee	Ongoing	Community Development	Progress reports prepared quarterly and made available	MANEX have understanding and awareness of progress of plan and successes	ONGOING: Updates are provided to MANEX on the developments of the DIAP implementation as developments are made.
	4.5 Communication plan is created and implemented to share updates and success stories with Council and the community	Sept 2017	Implementation Committee	Reports created and communicated to MANEX. 'Implementation Committee' member presents quarterly	Awareness within workforce and community of Council's progress and success stories	Communication plan has been developed by the Comms team and is being implemented
	4.6 'Disability Inclusion Action Plan Implementation Committee' drives the implementation of the DIAP across Council	Ongoing	Community Development	'DIAP Implementation Committee' established. Confirm quarterly meetings occur and evaluation of progress via reports	Structured delivery of the plan	The PCG is no longer meeting on a regular basis, however are consulted as needed.

<p>Managers and employees have access to resources and training to raise awareness of and build capability in managing and supporting employees and customers with disability and in etiquette and communication</p>	<p>4.7 Communication and etiquette training and/or resources is provided for employees with customer facing roles initially and then to managers and employees</p>	<p>Sept 2018</p>	<p>Workforce Planning</p>	<p>Confirm learning on disability awareness, etiquette and communication is launched, rolled out and track attendance and/or track access to resources</p>	<p>Increased awareness and added confidence to communicate with employees and customers with disability</p>	<p>COMPLETED: Customer facing teams were invited to participate in a 2-hour training session on Welcoming Customers with Disability, held on 28 November and 4 December 2017. The feedback provided by the participants overall was extremely positive with over 80% of participants stating they would recommend the training to a colleague.</p>
	<p>4.8 Provide resources to customer facing teams on 'Welcoming customers with disability'</p>	<p>Sept 2017</p>	<p>Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)</p>	<p>Resources are readily available both on intranet and in hard copy for teams</p>	<p>Increased awareness and confidence of customer facing teams to welcome customers with disability</p> <p>Awareness streamlined across Council to ensure all customers and serviced users have the same customer experience</p>	
	<p>4.9 Through the National Relay Service (NRS), provide resources and education for customer facing teams on effectively communicating with customers via this service</p>	<p>Sept 2017</p>	<p>Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)</p>	<p>NRS promoted across customer facing teams</p>	<p>Customer facing teams are aware of and confident to use the NRS</p>	<p>COMPLETED: The Customer Service team have been provided with literature and training material to better understand the National Relay Service, and appropriately respond to customers needing to use this service. Information regarding the National</p>

						Relay Service has also been added to our website.
	4.10 Information and resources relating to access and inclusion for managers and employees, including a 'Managers Guide', and information on creating an inclusive workplace are made available on the Intranet	March 2018	Community Development/ IT	Information and resources are available on the Intranet. Communication strategy is developed to inform employees of this resource and to advise of updates	Managers and employees feel supported and know who to contact for additional support	OUTSTANDING: This was provided to the Manager, Workforce Planning
	4.11 Identify opportunities to raise awareness of access and inclusion within Council and the community such as for International Day of People with Disability, Mental Health Month and Hearing Awareness Week	Ongoing	Community Development	Information is available on Intranet portal and is published through other communication channels, i.e. NewSCene, Social Mail	Divisions collaborate on events across the year	International Day of People with Disability is celebrated annually.
Awareness of and early response to assist people experiencing mental illness in the workplace and community	4.12 Provide resources and/or training to staff and managers on mental health in the workplace and community	Sept 2017	Workforce Planning and WHS	Confirm adequacy of resources and training provided to all employees	An increased awareness of mental health in the workplace and community	'R U OK' Day is celebrated annually

	4.13 Promote Council's EAP program and app to all Council staff	Sept 2017	Workforce Planning	Information is available on Intranet portal and is promoted through other communication channels	Emotional wellbeing of staff is promoted and encouraged	COMPLETED: All staff are provided with details of the EAP program by Workforce Planning during their onboarding. Promotional material is also displayed in the Workforce Planning office and emails are sent to all staff at regular intervals throughout the year. Details of the EAP program can also be found on the intranet.
Raise awareness within the community about access and inclusion and the contribution of people with disability	4.14 Review opportunities to create awareness within the local community	March 2018	Communications	Opportunities reviewed and discussed with Implementation Committee and Council's employee resource group	Community members identify Council as an organisation that promotes access and inclusion for all	ONGOING: Achieved through the celebration through notable calendar events, such as International Day of People with Disability and Mental Health Month.