

Disability Inclusion Action Plan 2017-2021 City of Canada Bay

City of Canada Bay

**1a Marlborough Street
Drummoyne NSW 2047**

Telephone: 02 9911 6555

Email: council@canadabay.nsw.gov.au

Web: www.canadabay.nsw.gov.au

Contents

3	Acknowledgements
4	Mayor’s Message
6	About this Plan
8	FuturesPlan20
11	DIAP Focus Areas
12	Definitions
13	Legislation
17	City of Canada Bay
19	Disability Snapshot
21	Developing the Plan
23	Action Plan 2017- 2021
24	Focus 1 Developing positive community attitudes and behaviours
30	Focus 2 Creating more liveable communities
41	Focus 3 Supporting access to meaningful employment
45	Focus 4 Improving access to services through better systems and processes
51	Monitoring and Reporting
52	References

Adoption of Plan

This Disability Inclusion Action Plan was adopted by the City of Canada Bay on the 6 June 2017.

Acknowledgements

The Council thanks all those people who committed their time to provide input and feedback during the development of the City of Canada Bay's Disability Inclusion Action Plan 2017-2021.

Council, in particular, acknowledges the tireless work of the Access Committee who have advocated for improvements to access and inclusion in the City for over 16 years.

Mayor's Message

I am pleased to present the City of Canada Bay Disability Inclusion Action Plan 2017-2021 (Plan). The Plan outlines the strategies and actions Council will undertake to remove the barriers that people with disability experience in their day-to-day lives.

The Plan ensures that access and inclusion are embedded in every component of Council's business.

We would like to encourage the community as a whole to be involved in the implementation of the Plan and to share in the overall benefits to society and the economy that are generated by the equitable inclusion of the widest range of people.

Council thanks those who contributed to the development of the Plan and I look forward to seeing the actions delivered over the next four years.

Helen McCaffrey
Mayor

Council's Commitment

Council's commitment is to work with the community to:

- Celebrate and respond to the diversity of all people in our community.
- Create and maintain an environment that is inclusive and accessible.

About this Plan

Council recognises that improved access and inclusive practices will benefit all Canada Bay residents and visitors including people with disability, families with young children, older people, and those experiencing temporary injury or illness.

This Disability Inclusion Action Plan 2017-2021 (Plan), for the City of Canada Bay community, addresses the ongoing needs, issues, barriers, and concerns of people with disability and those who support them.

Under the NSW Disability Inclusion Act (2014), all Councils are required to develop a Disability Inclusion Action Plan.

The Council's Plan is a result of extensive consultation with people with disability, service providers, carers, the general community and Council staff.

The Plan will inform the Council's and the Community's future planning processes and position access and inclusion initiatives at the core of Council's day-to-day operations.

While many of the Strategies and Actions are not new, the Plan confirms the priorities of the community and provides Council direction for the next four years and beyond.

The Strategies and Actions to be implemented reflect the Council's commitment to improve access to services, facilities, employment and systems for people with disability. The Plan's implementation will help reduce barriers and will provide guidance to those who advocate for equity of access for people of all abilities.

Progress on the implementation will be reported in Council's Annual Report.

Futures Plan 20

The Strategies and Actions in the Plan align with the four themes of the Council's Community Strategic Plan, FuturesPlan20.

FuturesPlan20, sets out the City of Canada Bay community's aspirations for the future. FuturesPlan20 was last reviewed in 2012 and will again be reviewed, with the community, after the next Council elections. The findings of the Disability Inclusion Action Plan will be included in the next update of FuturesPlan20.

Themes of FuturesPlan20

Active and Vibrant

An active and vibrant city that captures the energy, diversity, pride and potential of its community. It should be a place where there are strong community relationships, good social support and healthy residents. People should be able to enjoy a range of cultural and social opportunities, recreation facilities and be actively involved in the life of their City.

Sustainable Spaces & Places

A city of sustainable spaces and places; one whose residents recognise and act on their collective responsibility to protect their environment and to preserve it for future generations. It should be a city where natural assets are cherished and where the built environment is equally critical in creating a sense of identity, history and community. The buildings, streets, public open spaces and natural environment are all safe, protected and well cared for.

Innovative and Engaged

An innovative and engaged city, and one served by an effective local council that works with its community to balance the needs of its many and diverse stakeholders. It should be a city where collaboration and two-way flow of information between Council

and residents is transparent; where community infrastructure is prioritised and where community celebration is valued.

Thriving and Connected

A thriving and connected city that has successful local economic development and is served by well-functioning transport and roads. People should be able to get around easily in a variety of ways and have access to prosperous village centres and exciting destinations. There should be a range of employment, educational and residential options for its residents.

DIAP Focus Areas

The NSW Disability Inclusion Action Plan (DIAP) identifies four Focus Areas, nominated by people with disability, as being of primary importance in creating an inclusive community.

Council's Disability Inclusion Strategies and Actions are aligned to these Focus Areas:

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

Definitions

Disability

Under the Disability Discrimination Act (DDA), the definition of the term ‘disability’ is very broad. This broad definition is intended to ensure that all people with disability are covered by the Act.

In relation to the DDA, the term ‘disability’ refers to:

- Physical disability
- Intellectual disability
- Psychiatric disability
- Sensory disability
- Neurological disability
- Learning disability
- Physical disfigurement
- The presence in the body of disease-causing organisms.

Disability discrimination

Disability discrimination occurs when people with disability are treated less favourably than people without disability. Disability discrimination can be direct or indirect.

The DDA provides legal protection against discrimination based on disability.

Legislation

Legislation framework

Council's role in planning and supporting people with disability is governed by a range of International, Federal and State legislation and standards.

International

United Nations Convention on the Rights of Persons with Disabilities (CRPD)

In 2008, Australia became one of the original signatories of the UN Convention on the Rights of People with Disability (CRPD). Its purpose is:

'To promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.'

Equal Access through Universal Design

Universal design is a holistic concept that links with sustainability, health, wellbeing, injury, crime prevention and ageing in place. Council embraces the concept in its planning and design of open space, buildings and services.

Federal

National Disability Strategy 2010–2020

The Strategy outlines a 10-year policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. It aims to bring about change in all mainstream services, programs and community infrastructure. As part of the Strategy, a major reform of disability services was implemented through the National Disability Insurance Scheme (NDIS), which provides all Australians under 65 years who have permanent and significant disability with the reasonable and necessary support they need to enjoy their lives.

Changes to funding under the NDIS have provided greater choice and independence to people with disability. This shift in policy aims to encourage a ‘person-centred’ approach to service delivery as opposed to designing and delivering services with a ‘one size fits all’ approach.

Disability Discrimination Act (DDA) 1992

This Act states that discrimination against people with disability is unlawful. Council has an obligation to ensure that its services, facilities and programs are accessible.

Disability (Access to Premises – Buildings) Standards 2010

These Standards ensure reasonably achievable access to buildings, facilities and services within buildings; and give certainty to building certifiers, developers and managers so that if standards are complied with they cannot be subject to a successful complaint under the Disability Discrimination Act.

State

NSW Disability Inclusion Act (DIA) 2014

This Act requires all government departments and certain public authorities in NSW to have a Disability Inclusion Action Plan.

Local Government Act 1993 and Local Government (General) Regulation 2005

This Act provides the legal framework for local government to ensure that it is accountable to the community, for example for engagement and sound decision-making relating to disability inclusion.

Carers (Recognition) Act 2010 NSW

This Act provides recognition of carers and the role that carers play in providing daily care and support to people with a disability, medical conditions or who are frail aged.

City of Canada Bay

Location

The City of Canada Bay is located in the inner-western suburbs of Sydney, about 6 kilometres from the Sydney CBD. It is bounded by the Parramatta River in the north and east, the Inner West Council, Burwood and Strathfield Council areas in the south and the City of Parramatta in the west.

The City encompasses a total area of 20 square kilometres including many parks, reserves and foreshores.

Population growth

The population of Canada Bay is growing rapidly and is expected to continue into the future, most significantly in Rhodes and along the Parramatta Road corridor from Homebush to Five Dock. This means that the number of people with disability is also likely to increase.

Service provision

Most disability services are located outside the boundaries and service clients on a regional level. With the limited number of local services it is paramount that Council works closely with peak bodies and disability services.

While Council does not operate or manage services for people with disability it works towards providing a physical domain that supports people with disability to access suitable housing, transport and employment to reduce their need for services.

Disability Snapshot

National

The following statistics are from the Australian Bureau of Statistics, 2012, Survey of Disability Ageing and Carers (SDAC), unless otherwise stated.

- **In Australia, almost one in five, or four million people, have one or more disabilities. This proportion is increasing, particularly as the population ages.**
- **At least 80% of disabilities are not visible.**
- **45% of the population will experience a mental health disorder during their lifetime.**
- **Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision.**
- **In 2012, 7% of 0-24 year olds had a disability, 49% of these had a severe disability. (Customised Report, Survey of Disability, Ageing and Carers, 2012.)**

NSW

- **There are 1.3 million people in NSW with disability, of which 420,000 have a severe or profound disability that affects their ability to communicate, get around and care for themselves.**

City of Canada Bay

- In 2011, the population of the City of Canada Bay was 75,762 (ABS Census). The estimated population in 2016 was 91,000.
- Overall, 3.9% of the population, or 2,924 people (2011), reported needing assistance with core activities in their day-to-day lives, compared with 4.4% for Greater Sydney.
- The major difference between age groups who reported needing assistance in the City of Canada Bay and Greater Sydney were:
 - A larger percentage of persons aged 85 and over (49.9% compared to 48.4% in Greater Sydney)
 - A larger percentage of persons aged 80 to 84 (29.2% compared to 27.7% in Greater Sydney).
- In considering this data it is also important to acknowledge that this does not reflect all people in the community who identify as a person with disability, their carers, visitors or people suffering temporary illness or injury.
- In 2011, in the City of Canada Bay, there were 6,700 carers who identified themselves as providing unpaid assistance to a person with disability, long term illness or old age. As a result of the City's ageing population and forecast population growth, it is recognised that the number of people living with a disability will rise.

Developing the Plan

Phase 1 - Research and analysis

Council undertook an audit of its existing plans and strategies, Council processes, current levels of service provision and reviewed relevant legislation and State and Federal Policies.

Phase 2 - Engagement

A range of engagement techniques were used to enable as many people as possible to participate. The techniques included:

- Information provided on Council's website, in print media, mail outs and emails
- Promotion in the Mayoral Column in the Inner West Courier and on social media
- A question on Facebook each week for one month
- An online survey available on Council's website with hard copies distributed throughout the City
- Intercept surveys at Concord Library and Livvi's Place All Abilities Playground
- A drop in session at Concord Library
- A focus group for service providers
- Targeted consultation with participants on the Bay Connection's seniors bus trips, Concord-Drummoyne Meals on Wheels, Home Library Services and Inner West Neighbour Aid clients
- Targeted consultation with the City of Canada Bay Access Committee
- Consultation with Council staff.

Over 140 people participated in the engagement process with most people providing feedback through Council's online and intercept surveys. Overall, 40% of survey respondents were people with disability or a carer of a person with disability.

Phase 3 - Development of Plan, exhibition of Draft Plan and adoption

Information from the Research and Analysis and Engagement Phases was reviewed to determine the Goals, Strategies and Actions, which were then aligned to the four Focus Areas.

Finally, the Draft Plan was placed on exhibition for four weeks for public comment and, following consideration of comments received, the Final Plan was adopted by Council.

Action Plan 2017-2021

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

1. Developing positive community attitudes and behaviours

Council recognises that misconceptions, negative attitudes and behaviours, and a lack of knowledge about disability can affect many aspects of life for people with disability. By adopting positive attitudes and behaviours, and challenging stigmas, a positive contribution can be made towards greater inclusion.

Consultation outcomes

What you told Council

- Council was viewed as having the capacity to:
 - Influence the community's attitudes and initiate cultural change
 - Highlight the contribution of people with disability by sharing their experiences to enable the community to understand more about disability
 - Provide people with disability with the opportunity to participate in mainstream activities without being given 'special treatment'.
- The community felt that the provision of Livvi's Place All Abilities Playground and social enterprise cafe, the ongoing

contribution of the Access Committee and the employment of people with disability by local retailers were positive initiatives which assist in changing perceptions.

- Council can improve the awareness of the needs of people with disability.
- 38% of respondents felt that the City of Canada Bay community has positive attitudes and behaviours towards people with disability.

How you think Council can improve attitudes and behaviours towards people with disability

- Increase the **visibility** of people with disability
- Raise **awareness** about the needs of people with disability
- Provide **training** to staff in understanding and responding to the needs of people with disability.

What Council is currently doing

- Disability and cultural awareness training is provided to staff who provide community services
- International Day of People with a Disability is recognised
- A partnership is in place with Victoria Avenue Children's Centre and the University of Sydney to implement the Teaching Interaction, Communication and Literacy program by qualified speech pathologists
- Access Awards recognise local businesses who contribute to disability inclusion
- Council participates in the Inner West Disability Forum
- Pedestrian safety workshops are facilitated as part of the Stepping On Rehabilitation Program at Concord Library and Drummoyne Community Centre.

Vision

The City of Canada Bay recognises and celebrates the diversity of all residents in our community. People with disability are embraced and encouraged to participate in community life.

Strategies

**Raise awareness of the needs of people with disability
Increase the visibility of people with disability
Celebrate the diversity of our community.**

Actions 2017-2021

Key S: Short term (2017-2018) M: medium term (2018-2019) L: long term (2020-2021)

AV = Active and Vibrant, IE = Innovative and Engaged

Futures Plan20 Link	Strategies	Operating Plan Actions	Priority
AV5 Belonging	Raise awareness of the needs of people with disability	Facilitate access awareness training as part of Council's induction program for all new employees	M
		Facilitate targeted disability awareness training for frontline customer-focused staff	S
		Facilitate targeted disability awareness training for volunteers of Council programs	S
		Facilitate annual access awareness training for local businesses	S
		Encourage employees in key positions to participate in Mental Health First Aid training courses	S
		Facilitate Inclusive Events training for all staff who plan and implement events	M
		Ensure that up to date community profile information is made available to inform disability service planning	S

IE2 Promote Services	Increase the visibility of people with disability	Use images of people with disability in Council publications, materials and social media when available	S
		Promote new Council projects that improve access and inclusion through Council’s social media newsletters	Ongoing
		Promote current services and works relating to those with disability such as bus stop upgrades, community grants, Livvi’s Place	Ongoing
AV4 Connections and Celebrations	Celebrate the diversity of our community	Commission public art and installations that celebrate the diversity of the Canada Bay community	L

2. Creating more liveable communities

People with disabilities often feel more isolated from their community and participate less in community life.

To create a liveable City for people with disability there needs to be a core focus on community participation, choice and the provision for independence and inclusiveness.

People with disability need to be involved in cultural, social and employment pursuits.

Whilst Council does not operate services for people with disability, it can work towards providing a physical domain that supports people with disability to access suitable housing, transport and employment to reduce their need for support services.

Consultation outcomes

What you told Council

- Overall, consultation feedback indicated that Council's provision of public amenities was of a high standard. Survey respondents rated 14 of 15 Council facilities and services as either 'accessible' or 'very accessible'
- Respondents felt that Council's Home Library Service and Seniors' Bus Trips program assisted in improving the wellbeing of participants with disability
- It was noted that improvements to footpaths, kerb ramps, street furniture, parking, signage and accessible toilets were strong enablers in allowing people with disability to participate in the community
- The community also told us they experienced difficulty in participating in public events. Respondents suggested that events could be improved with the inclusion of clearer paths of travel, better transport, signage, accessible parking and the availability of information such as Access Maps and Transport Access Guides
- 44 per cent of respondents felt that the City of Canada Bay is a liveable community for people with disability. This includes the physical environment, transport, leisure and recreation.

How you think Council can make the City more liveable for people with disability

Moving Around the City

- Improve **access** (footpaths, signage, maps, ramps)
- Improve **amenities** (shade, street furniture, toilets, public spaces).

Facilities, services and programs

- Encourage and support opportunities for **mainstream participation** in sport and recreation
- Consider people with disability when planning for **places and spaces**
- Provide more **facilities and programs** for young people
- Plan for **access and inclusion**.

Events and activities

- Provide **inclusive events** with clear paths of travel
- Provide **information** about what is available for people with disability
- Provide **appropriate spaces** with good amenity.

What Council is currently doing

- A Home Library Service is provided
- The City of Canada Bay Access Committee and Development Application Sub Committee are facilitated
- A Rebound Therapy Program is run at Five Dock Leisure Centre
- Complimentary entry for carers of people with disability is provided at Five Dock Leisure Centre, golf courses and swimming centres
- Outdoor spaces are being upgraded to improve experiences for children with sensory disorders at Victoria Avenue and Wellbank Children's Centre
- The Bay Connection Seniors' Bus Trips Program for people over 55 years is coordinated
- Livvi's Place All Abilities Playground at Timbrell Park provides for people with all levels of ability
- Accessible BBQ facilities are provided at selected regional parks
- The BayRider bus service, to assist residents with transport difficulties, is funded
- Accessible street furniture and water stations across the City are provided
- An annual community grants program, to support local community groups, is funded
- A Transport Strategy for Canada Bay had been drafted
- Resources and support is provided to the Men's Shed at Concord Community Centre
- Bus stops are being upgraded to improve accessibility

- Discussions are occurring with the Kokoda Track Memorial Walk Board relating to improving access to the ship building memorial on the Pacific Campaign Walk
- The Conservatory in Cabarita Park and The Connection in Rhodes were constructed using the principles of Universal Design
- The Business Use of Public Footpath policy is being reviewed
- A Five-senses Therapeutic Garden, in partnership with Inner West Neighbour Aid, is planned for Rhodes Park
- A Playground Quick Reference Guide is available
- Clear footpaths at Ferragosto, Council's premier event.

Vision

Canada Bay is an inclusive City which provides opportunities for people with disability to participate in events, programs and services; and, it is a place where universal design principles guide planning to ensure the health and wellbeing of all residents.

Strategies

- **Improve opportunities for people to move around our City**
- **Improve access to facilities, services and programs**
- **Deliver inclusive events and activities which are accessible to the whole community.**

Action Plan 2017-2021

Key S: Short term (2017-2018) M: medium term (2018-2019) L: long term (2020-2021)

AV = Active and Vibrant, IE = Innovative and Engaged, TC = Thriving and Connected

Futures Plan20 Link	Strategies	Operating Plan Actions	Priority
TC3 Safe and Accessible Road Networks	Improve opportunities for people to move around our City	Continue to upgrade bus stops to meet standards as part of the Accessible Bus Stops Program (as funding becomes available)	L
		Develop Transport Access Guides (TAGS) for all major Council venues	M
		Consider people with different mobility needs when upgrading streetscapes and roads	Ongoing
		Investigate opportunities to provide charging stations for	M

		mobility scooters at shopping centres, parks and other suitable locations	
TC4 Better Public Transport	Improve opportunities for people to move around our City	Advocate for improved public and community transport services within the LGA	L
IE4 Innovation, Good Governance, Continuous Improvement	Improve access to facilities, services and programs	Provide the Access Committee with opportunities to provide feedback to Development Applications for public facilities, key strategies and policies	S
		Committees of Council to consider access and inclusion principles	S
		Review the Terms of Reference and policies of the Canada Bay Access Committee to ensure alignment with Council’s strategic priorities	S
		Consider inclusive design principles when designing or upgrading new playgrounds and open space	S
		Consider the needs of people with disability when developing and reviewing the Canada Bay Local Planning Strategy	M
TC1	Improve	Plan for diverse housing types	M

Diverse Housing Options	access to facilities, services and programs	when reviewing the Canada Bay Local Planning Strategy	
		Incorporate the requirement for adaptable housing in future iterations of the Canada Bay Development Control Plan	M
		Ensure the Affordable Housing Program developed by Council considers the needs of people with disability	M
		Enforce adaptable housing through the development assessment and certification process	M
		Consider the requirements of the Liveable Housing Design guidelines in future iterations of the Control Plan in accordance with the Apartment Design Guide	M
TC5 Village and shopping centres	Improve access to facilities, services and programs	Promote the Missed Business Guide to new and existing businesses to raise awareness about accessible business practices	S
		Include the recognition of local businesses that employ people with disability as part of the Sustainability Awards	S
AV5 Belonging	Improve	Investigate funding to provide	L

	access to facilities, services and programs	‘Changing Places’ facilities at major venues and regional parks where appropriate	
SSP5 A safe community	Improve access to facilities, services and programs	Review Council’s access audit of buildings, facilities and parks and incorporate actions in Council’s Delivery and Operating Plans (subject to funding)	S
		Review emergency evacuation procedures for people with disability at all Council buildings and facilities	S
AV3 Community Services	Improve access to facilities, services and programs	Investigate the feasibility of providing an outreach program as part of Council’s Home Library Service	L
		Develop an Access Map for Rhodes Town Centre	S
		Develop and promote regular online and hard copy directory/resource which provides information about sport, recreation and cultural activities and programs in the City	S
		Deliver the Bay Connection Program	Ongoing
		Deliver targeted programs for people with disability at The	Ongoing

		Connection, Learning Space	
		Continue to fund the BayRider bus service in line with the Statement of Intent with Drummoyne Community Centre	Ongoing
AV2 Recreation	Improve access to facilities, services and programs	Liase with local sporting clubs and advocate for opportunities for people with disability	Ongoing
		Deliver the Bayside Kids Program with activities suitable for all abilities	Ongoing
		Deliver the Rebound Therapy program at Five Dock Leisure Centre	S
		Improve access to the community garden as part of the Chiswick wharf upgrades	S
		Partner with local services to develop specific programs for people with disability to encourage participation at leisure and community centres	M
IE3 Promote Local Events	Deliver inclusive events and activities which are accessible to the whole community	Include consideration of disability when updating the Events Policy and supporting checklist	M
		Include accessibility information on maps for major Council events	M

		Promote ParkRun Rhodes as an accessible event	M
--	--	--	----------

3. Supporting access to meaningful employment

It is evident through this consultation that many people with disabilities want to work yet barriers, such as access to training, transport and business systems, often hinder their attempts to find suitable employment.

According to the Australian Human Rights Commission (2016), only 53.4 percent of people with disability were participating in the labour force, compared with 83.2 percent of people without disability.

Locally, there appears to be increasing awareness of the need to understand and support the rights of people with disability to have equal employment opportunities. This is evident, in the City of Canada Bay, with the inclusion of people with disability in social enterprises, such as Livvi's Place Café at Timbrell Park, and the recruitment of people with disabilities at large retail chains and licensed clubs.

Consultation outcomes

What you told Council

- The community felt that Council has the capacity to be a leader in the provision of employment for people with disabilities. Respondents felt that there was a lack of understanding in the community about the capacity of people with disability and their rights to be provided with opportunities to work
- The community also highlighted the need to consider people with disability in recruitment processes and when developing position descriptions and physical work spaces to ensure that barriers are removed wherever possible
- 66 percent of respondents said they were unsure if there were good employment opportunities for people with disability in the City of Canada Bay.

How you think Council can support meaningful employment opportunities for people with disability

Provide early experience/pathways for students at school

Undertake targeted recruitment of people with disability

Provide information about disability employment programs

Raise awareness about the greater benefits of inclusion.

What Council is currently doing

- Council provides an equal opportunity job application process
- People with a disability are supported by Council to maintain their employment
- Manage the Volunteer in Canada Bay webpage.

Vision

A City that supports access to meaningful employment, with Council taking a lead by demonstrating inclusion and promoting community awareness of its social benefits.

Strategies

- **Improve Council’s capacity to support employment opportunities for people with disability**
- **Raise awareness about the greater benefits of inclusion.**

Action Plan 2017-2021

Key S: Short term (2017-2018) M: medium term (2018-2019) L: long term (2020-2021)

TC = Thriving and Connected

Futures	Strategies	Operating Plan Actions	Priority
---------	------------	------------------------	----------

Plan20 Link			
TC6 Local Employment, Education and skills	Improve Council’s capacity to support employment opportunities for people with disability	Develop a Reasonable Adjustment Policy to facilitate the inclusion of people with disability	M
		Review all recruitment actions to ensure they are inclusive	M
		Ensure that disability awareness is embedded in recruitment panel member training	M
		Target and promote work experience opportunities for people with disability	M
		Promote the City of Canada Bay as an inclusive workplace which actively encourages people with disability to apply for positions	S
		Include social consideration in Council’s Procurement Policy	M
Raise awareness about the greater benefits of inclusion		Manage the Volunteer in Canada Bay webpage and encourage the recruitment of volunteers with disability in the community	S
		Assist in promoting employment opportunities for people with disability	S

4. Improving access to services through better systems and processes

Many people in our community experience difficulty in hearing, seeing and communicating with others. Recently, technology has improved the way in which people access information. However, technology may also hinder the ability of people with disability to communicate.

Council recognises:

- the need to be flexible by providing people with disability a range of communication options so they have choice to use one that best suits their needs**
- that meaningful and accessible community consultation strategies need to be at the core of planning for services and infrastructure to enable people with disability to participate in decision making processes.**

Consultation outcomes

What you told Council

- The majority of respondents were ‘unsure’ about the ease of communicating with Council. Respondents commented that they hadn’t generally needed to contact Council but on occasions when they did, they often found it difficult to locate the ‘right’ person in Council
- Respondents felt that Council’s website could be easier to navigate and that contact information should be made more visible on Council’s website and in other forms of communication
- Feedback indicated that the community viewed the Access Committee’s role in reviewing Development Applications and contributing to key plans and strategies was a positive strategy in improving the ability of people with disability to be represented in planning processes
- Respondents told us that they were not aware of what services and programs were available and would like more information about what is available for people with disability, particularly sport and recreation opportunities.
- Respondents also commented that their preferred avenue for finding out about what was on was local newspapers.
- 35 percent of respondents felt that it was easy for people with disability to access information and to share their ideas, opinions and concerns with Council.

How you think Council can improve systems and processes

- Ensure that Council's **websites are easy to use**
- Use a **variety of communication formats**
- Make it easy to **provide feedback**
- Provide a **high level of customer service**
- **Promote services and programs** for those with disability.

What Council is currently doing

- Access maps for the town centres of Concord, Drummoyne and Five Dock have been developed
- Navigators and Digital Access Information Systems (DAISY) players are available to Home Library Services clients
- Large font books and hearing loop systems are available at Council libraries
- Customer Service software provides 'live chat' and 'live email' through Council's website
- Mobile phone applications:
 - assist drivers to locate parking at Rhodes
 - allow dumped rubbish to be reported
 - are available for audio walking tours for the BayRun, Yaralla, Abbotsford and Cabarita Park
- A Seniors Services Directory is available
- Access Audits for Council's buildings and open space are carried out
- Wayfinding maps have been installed at Rhodes to provide visual points of reference to key destinations
- A Wayfinding Plan has been developed to assist people in navigating across the City
- A National Relay Service (TTY) for hearing impaired and Telephone Interpreter Service is available to customers when liaising with Council

- Satellite customer service facilities are provided at libraries and pop-up sites at major events.

Vision

Canada Bay is a well-connected City where information is provided in a variety of formats to reach our whole community and opportunities are available for all people to engage in planning processes.

Strategies

Ensure that Council’s systems are accessible and easy to use

Ensure a holistic approach to planning for inclusion

Provide a high level of Customer Service.

Action Plan 2017-2021

Key S: Short term (2017-2018) M: medium term (2018-2019) L: long term (2020-2021)

IE = Innovative and Engaged, SSP = Sustainable Spaces and Places

Futures Plan20 Link	Strategies	Operating Plan Actions	Priority
IE1 Communication and Collaboration	Ensure that Council’s systems are accessible and easy to use	Review Council’s Corporate Identity Guidelines to assist in publishing accessible information materials	M
		When developing the new Council website, improve compliance with	M

		World Wide Web Consortium Accessibility (WACG 2.0) standards	
		Provide training to all Council web champions to ensure that web accessibility is considered when creating or updating pages	M
		Provide Council documents and materials in large print and Word format where possible	S
		Include access information on Council's publications and other information channels where relevant	S
	Ensure a holistic approach to planning for inclusion	Include DIAP actions in Council's Operating Plan and Delivery Program and Annual Report	S
		Review Council's Community Engagement Framework to improve participation in community consultation by people with disability	S
		Promote Council's Community Grants program to services that provide for people with disability	S
	Provide a high level of Customer Service	Ensure Council's Customer Services team is well informed of Council's current projects and programs to enable information to be provided to people with disability	S

Monitoring and reporting

Through a range of informal and formal reporting mechanisms, Council will monitor and report on the implementation of the City of Canada Bay Disability Inclusion Action Plan 2017-2021 to ensure accountability and transparency. This will include:

- The inclusion of DIAP Action Items as an agenda item at City of Canada Bay Access Committee Meetings
- Reporting of progress of implementation of DIAP Actions in six monthly reports and annual reports which are made available to the community online, at Council's Administration Centre and libraries.

Council's Corporate Strategy Team will promote the implementation of the DIAP across the organisation and report on its progress of implementation.

References

Australian Bureau of Statistics, 2011, *Census of Population and Housing*

Australian Bureau of Statistics, 2012, *Survey of Disability, Ageing and Carers (SDAC)*

Australian Human Rights Commission, 2016, *National Inquiry into Workplace Discrimination Against Older people with Disability*

City of Canada Bay Council, 2013, *FuturesPlan20*

Commonwealth of Australia, 2010, *Disability (Access to Premises–Buildings) Standards 2010*, as amended

Commonwealth of Australia, 1992, *Disability Discrimination Act 1992*

Local Government NSW and NSW Family and Community Service, *Disability Inclusion Action Plan Guidelines*

NSW Government, *Local Government Act, 1993, and Local Government Act (General) Regulation, 2005*

NSW Department of Family and Community Services, 2016, *Changing Community Attitudes Towards Greater Inclusion of People with Disabilities*

United Nations, 2006, *Convention on the Rights of Persons with Disabilities, 'The Convention in Brief'*