

DISABILITY INCLUSION ACTION PLANS

Progress Reports

NSW Local Councils 2019-2020



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Council progress updates have been extracted from Council Annual Reports, either in the body of the Annual Report or from the attached DIAP, or from progress updates provided directly via the Communities and Justice Disability Inclusion Planning mailboxes.

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The NSW Government's commitment to inclusion is reflected in the Disability Inclusion Act 2014, NSW Disability Inclusion Plan and Disability Inclusion Action Plans.

The NSW Disability Inclusion Act 2014

The NSW Disability Inclusion Act 2014 replaced the Disability Services Act 1993. The change marks an important cognitive shift, from governments simply providing services toward taking action to include people with disabilities in our communities. The Disability Inclusion Act takes a human rights-based approach to disability inclusion based on the principals of the United Nations Convention on the Rights of Persons with Disabilities. It aims to promote the social and economic inclusion of people with disability, provide choice and control, and implement safeguards. It also provides a set of processes for the stewardship of disability services as the NDIS is implemented in NSW.

The NSW Disability Inclusion Plan

The NSW Disability Inclusion Plan ("NSW DIP") is the NSW Government's guiding document for building inclusion for people with disability in NSW.

The NSW DIP provides a set of goals under four priorities, which were developed in consultation with relevant communities:

Priority 1: Developing positive community attitudes and behaviours.

Priority 2: Creating liveable communities.

Priority 3: Supporting access to meaningful employment.

Priority 4: Improving access to mainstream services through better systems and processes.

Local Disability Inclusion Action Plans (DIAPs)

The NSW DIP is operationalised through the development of Disability Inclusion Action Plans (DIAPs).

Disability Inclusion Action Plans provide a public statement of the commitment to accessibility and inclusion among public authorities and put the principles of the NSW Disability Inclusion Act into practice. These plans build disability inclusion into day-to-day operations across state and local government.

Local government Disability Inclusion Action Plans (DIAPs) 2019/2020 progress

This is an extract of NSW local councils 2019/2020 achievements taken from their DIAPs 2019/2020 progress or annual reports. To view council's full reports please visit their website.

disabilitycouncil@fac.s.nsw.gov.au

AlburyCity Council

AlburyCity has completed the following:

- The Access Committee continued to meet throughout the year to advocate for better access throughout the local government area, in addition to providing the opportunity to provide input into council decisions relating to pedestrian (tactile ground surface indicators) movement for people with vision impairment.
- The annual International Day of People with Disability event was held in conjunction with the City of Wodonga and the AlburyCity Mayor attended the event.
- The Community Development Officer attended a course on Universal Design Principles and deaf awareness training and provided input into planning decisions and designs for council relating to access.
- Attendance at the Capability Network meetings continued, with the Community Development officer also remaining as a Steering Committee member for the committee.

Armidale Regional Council

Developing positive community attitudes and behaviours

- Armidale Regional Council has endorsed through the Community Wellbeing Advisory Committee to reestablish an Access Advisory Working Party to focus on and lead the community in areas of access and inclusion.
- Staff continue to be trained in inclusivity and code of conduct as part of the on-boarding of new staff.
- Council is undergoing a revision of the committees and structures within Council. The report undertaken by consultants has recommended the reestablishment of an Access Committee in its own right.
- ARC is an advocate for inclusion on people with disabilities. Ensuring events that are planned by staff; actively engage with the community to provide awareness of appropriate access to events.

Creating liveable communities

- Council, through our facilities management team, are constantly looking at our assets and ensuring works of rectification are undertaken where issues of accessibility are raised.
- Two additional Disabled parking spaces have been identified for the front of our Home Support Services office (Nicolli House) in Guyra to promote access for clients. Additional capital works on Guyra main street have included curb side access and disabled car spaces. Further, planned upgrades to some of the community halls in our villages such as Wollomombi have been earmarked to include wheel chair access ramps.
- The Community Wellbeing Advisory committee provides a strong conduit for information to and from Council, and community on issues of access.

Supporting access to meaningful employment

- Additional employment opportunities were not provided in this period due to COVID.
- The People and Culture department has, recently audited internal processes and procedures to assess Council's capacity to support a diverse workforce. Outcomes from this audit are eagerly awaited.
- Improving access to mainstream services through better systems and processes
- Council has commissioned an accessibility audit of its website and subsequently revised its online content, presence, and developed a uniform means of creating online content to ensure that all materials are accessible. Executing recommendations from the accessibility audit is in progress and is currently 60% complete.

How have you determined that you're meeting the needs of people with disability?

- Council has a policy of, responding to enquiries and complaints within a 10 day

period. Any feedback from community around issues of access, are dealt with within those parameters.

- Members of the Community Wellbeing Advisory Committee are charged with the task of gathering feedback from community members. This information is used to raise issues and concerns at the committee level with recommendations fed back to the Interim Administrator (acting as Council) for review.

Describe your challenges and successes in delivering on your parts of the DIAP

- Council has faced challenges in ensuring that the DIAP is delivered. This includes the number of people and departments that need to work collaboratively to ensure outcomes are met. Council's size and limited resources means that a dedicated resource to disability and inclusion is not possible at this point.
- Staff also struggled to maintain their commitment to programming and events due to government restrictions and coordinated efforts to contain COVID.
- COVID restrictions prevented progress in relation to some community programs and events being inclusive and accessible.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council are looking to establish a "Specialist Partnership Panel-Access and Inclusion" that will engage specialist community members tasked with providing advice and input on areas required by legislation or of ongoing strategic and operational importance.

Ballina Shire Council

Developing positive community attitudes and behaviours

- Access Reference Group meets bi-monthly and provides advice to Council on disability access issues.

- Membership of Ballina Shire Dementia Friendly Community Alliance.

Creating liveable communities

- Upgraded Alstonville Aquatic Centre's amenities block to include compliant accessible change rooms including the provision of an accessible transfer hoist.
- MLAK keys given to residents free of charge.
- Accessible toilets remain unlocked throughout the day, and residents gain access after hours via use of MLAK keys.
- Shared pathway from Ballina CBD to Lennox Head was completed in October 2020.
- Ongoing audits of pathways.
 - Lake Ainsworth and Shaws Bay foreshore improvements include accessible pathways, parking spaces, seating, BBQs and drinking fountains.
- Updated pedestrian crossing points throughout the shire to improve accessibility for people using mobility aids.
- Accessible design elements included in approved plans for Wollongbar District Park.
- Stage 3 upgrade of River Street included improved accessibility

Supporting access to meaningful employment

- Continue to support the employment of individuals with low to medium physical and intellectual disabilities within
- Council's Open Spaces section.
- Accredited employer under the NDIS.
- Recruitment methods provide people with a disability the opportunity to apply for positions with Council.

Improving access to mainstream services through better systems and processes

- Website has been updated and is compliant with Website Content Accessibility Guidelines (WCAG) 2.0 Level AA.

- Footpath inspections carried out via mobility scooter to identify hazards and access issues.
- Auslan interpreter at Council meetings and community consultations as requested.
- Council information and communication material accessible to people who use mobility aids.
- Council design engineers are incorporating accessible design features into public space designs.

Balranald Shire Council

Council, through community consultation, has identified the following areas where improvements to disability accessibility can be done:

- Placement of braille signs on toilets;
- Installation of automatic doors on toilets and some Council facilities;
- Improve the layout of the visitors information Centre to allow easier mobility;
- Lowering of counter tops at Council facilities where general public interact with staff;
- Improve and implement footpath and mobility scooter path access; and,
- Provide more disabled parking spots around the town.

Bathurst Regional Council

Year to date Council has 46 actions in progress. 50 actions exist across four areas with five actions complete. Review of actions and strategies listed in the Disability Inclusion Action Plan undertaken. COVID-19 has had a significant impact on the DIAP with 21 out of the 50 actions affected.

Disability inclusion initiatives undertaken in the 2019/2020 financial year include:

The provision of a range of programs and activities

- The Bathurst Library All Ability Lego Club.
- Winter Festival Live Better Accessibility Day.

- International Women's Day event promotions featured two women from the Glenray laundry.
- International Women's Day florals provided by Power of Ability.
- Continued promotion of Council's accessibility through social media.

Promotion of disability services and access to Council Information

- NDIS promoted on the Bathurst Business Hub Facebook page including the \$2million Disability Sector Scale-Up (DSSU) Program and information regarding positive outcomes for employing People with a Disability.
- All Council websites provide ReadSpeaker function including an enlarge font button.
- BRC promoted Glenray Movie Night event for International Day of People with Disability.
- 2019 Jobs Expo attended by Vivability, Verto, Department of Human Services, Bathurst Seymour Centre, NDIA, Glenray, Skillset, OCTEC and LiveBetter Community Services.
- Disability Service Directory created and published on Council's website.
- Re-vamp of Council's 'People Living with Disability' web page.

Recruitment practices and training

- Training provided to Council staff regarding the Disability Inclusion Action Plan at induction.
- Implementation of new recruitment software. This software asks People with Disability to specify what additional requirements they need to assist them during the employment process.
- BRC provided paid work opportunities to two LiveBetter clients to pack children's art and craft packs for the Winter Festival and
- Work experience student from Carenne School at Bathurst Library 2.5 hours per week for three months.

Accessible built environments

- Continuing to implement strategies in the Bathurst Regional Council Access and Cycling Plan 2011 with a focus on the width of footpaths, access in and around playgrounds and parks, maintenance of existing pathways and development of further pathways.
- The development of sensory garden/ water play area at Victoria Park (Adventure Playground) was included in the Bathurst 2040 Open Space Strategy.
- Access and inclusion audits undertaken at selected Council facilities by Solve Access Consulting.
- Bathurst Access Improvement for Small Business Grants continues to be provided with the assistance of the Bathurst Regional Access Committee (BRAC).
- Council continues to advocate for improved access to shops and businesses through the BCA and DACC assessment processes.
- A hearing loop has been installed in Council's Chamber.
- Continued inspection and maintenance of accessible toilets.
- Roll out of street lighting upgrades.
- Charge stations for motorised wheelchairs installed at the Library/Art Gallery and BVIC.
- Footpath maintenance ongoing with priorities identified through BRAC.
- Footpaths constructed in Perthville and Trunkey with drought relief funding.
- Provided advocacy for improvements to Disabled Taxi Services.
- Provided advocacy for improvements to bus services.
- Accessible Parking included in CBD Master Plan.
- Library/Art Gallery Accessible parking markings completed.
- Continued provision of accessible toilets, parking and site access for major events.

Bathurst Regional Access Committee

- Council continued to support the activities of the Bathurst Regional Access Committee. The Committee meets monthly to promote awareness of the challenges faced by those with a disability in accessing local services and businesses. It participates in Council's development, planning and policy processes and also provides information on access issues and lobbies for improvement.
- Council provides
 - A venue for the committee to hold its meetings.
 - Bathurst access improvement for small business grants totaling \$15,000 on an annual basis and administrative support for the grant.
 - Assists the committee with the provision of a councilor delegate.

Other

- Council makes places available within all its Children's Services programs for children with disability and vulnerable children at risk of harm. Referrals are made through the local Child and Family Support Agencies, Early Intervention services and the Department of Family and Community Services (FACS). Council also provides for children with additional care requirements within its Long Day Care Centre Scallywags and Bathurst Family Day Care.
- The Kelso Community Hub, located in Bonnor Street, continued to provide a community hub of services and activities for the Kelso community in 2019/2020. Specialist activities provided at the hub included:
 - Disability Advocacy supporting people living with disability and their carers.

Bayside Council

Developing positive community attitudes and behaviours

- Council has created the Bayside Seniors Network to provide support and training for seniors groups.

- Council continued to train staff on disability awareness.
- 70% of staff are trained in disability awareness including Mental Health Awareness.

Creating liveable communities

- Council continued to improve access and undertake upgrades of a number of parks and playgrounds. For example, Council has constructed new accessible toilets, accessible ramps and ambulant toilets in Rockdale Park, Ador Ave Reserve and Syd Frost Memorial Hall.
- Council upgraded AS Tanner indoor archery community hall to ensure archers using wheelchair can compete.
- Council committed \$143,000 toward creating an accessible play space at Studdert Reserve.
- Council run a fortnightly Social Housing Project (at Eastlakes) in order to increase access to local services for seniors and people living with disability.
- Council has extended its Home Library Service to include four extra nursing homes.
- Council continued to hold pop up libraries in target areas increase accessibility for seniors and the broader community.
- Council held an accessible event for *International Day of Disability* in partnership with Youth 2 Community to run the *Disability Yes Project* at Rockdale Library in December 2019.
- Children's services received funding from the Inclusion Support Program (ISP) increasing access for children with disability.
- Council's Community Engagement Strategy has been developed with access principles to ensure access is always included.
- Council partnered with COTANSW (Council of Aging NSW) to promote the Age Care Navigator in Eastgardens Library.
- Council continued to chair St George and Sutherland Disability Interagency to include DIAP outcomes such as training for services and people living with disability.

Supporting access to meaningful employment

- Council continued to provide accessible employment opportunities for staff with disability.

Improving access to mainstream services through better systems and processes

- Council produced advertising materials for residents in seven community language. The Translating and Interpreting Line (TIS) is used throughout council.
- Council's Have Your Say webpage adheres to the Web Content Accessibility Guidelines (WCAG) 2.1.
- Council's library service provides access to a broad range of e-resources which are available 24/7. Residents can tailor personal devices to increase volume or magnification to suit their individual access needs.

Bega Valley Shire Council

Developing positive community attitudes and behaviours

Establish partnerships that address community wide barriers to access and inclusion

- Access and Inclusion Advisory Committee (AIAC) meetings were held on 5/8/19, 12/11/19, 2/3/20 and 11/5/20. The AIAC assisted in determining the Community Access Improvement Grant program that contributed up to \$14,795 to five local projects. They also provided feedback on access design to a range of projects including a member advising on major projects by council. This has resulted in important improvements to a range of strategies based on advice from the AIAC, including: the development of the Public Toilets Strategy adopted in June 2020; an area to allow for the needs of guide dogs in the re-design of the Merimbula airport; and a revised and updated community project proposal form to enable better consideration of accessibility issues in the development applications for these projects.

- During the 2019/2020 bushfire disaster Council worked with the Department of Communities and Justice, NSW Police and other emergency services on the evacuation and accommodation and medical needs of people with a disability. The multi-agency Health and Wellbeing Committee was subsequently established with representatives from disability services to coordinate recovery efforts and ensure the needs of people with a disability are considered by all agencies.

Celebrate inclusive practice and access outcomes

- Access and inclusion continue to be a focus across Council and the Communications and Events team have used social media, media releases, Councils website and Council's regular newsletter Council News to promote projects and programs. The Council holds annual awards to recognise staff who have worked to uphold the PLaCE values (People matter, Learning is important, and we Can do, Engaging the whole organisation is key.)

Improve staff awareness of disability issues

- Council's Corporate induction program includes a session on Council's Code of Conduct and PLaCE values (People matter, Learning is important, and we Can do, Engaging the whole organisation is key). These sessions provide an overview of Equal Employment Opportunity legislation and customer service which includes staff responsibilities concerning inclusive service provision.
- Council engages with its employees through a Consultative Committee which meets every six weeks. The committee has a designated position for a staff member with disability which focusses on disability inclusion and awareness in the workplace.
- Council applies an Engagement Toolkit which requires employees to consult, engage, and collaborate with relevant stakeholders on associated work projects and development across the organisation.
- Council has a work experience program which supports young people with a

disability to apply for and participate in work experience in areas of interest within the organisation. Details of this work experience program can be found on the 'Careers at Council' webpage.

Creating liveable communities

Advocate for improved access and inclusion outcomes across all levels of Government

- Council has continued to advocate for people with disability and their families on a range of issues including housing and transport. In 2019/2020 Council actively supported the Physical Disability Council NSW's call for the NSW Government to provide secure, permanent funding for independent disability advocacy, information and peak representative organisations in NSW.

Contribute towards programs which aim to increase social inclusion and community connections

- The Access and Inclusion Advisory Committee awarded access improvement grants to Cobargo School of Arts for accessible parking, Bemboka Lions Club for accessible toilets, On the Perch Bird Park for accessible parking and pathway (funding subsequently returned unspent when the Park decided to close), and Bega Showground Trust for an access ramp. The AIAC also invested surplus grant funds to upgrade path links amenities BBQ playground at Cocora Beach, construct accessible furniture and paths at Merimbula Boat Ramp surrounds and improve access from carpark to BBQ facilities at Kianinny Bay, Tathra.
- Council's library services runs a growing number of inclusive programs such as Bega Lego Club, Intergenerational Playroom and Story time and has begun delivering Story time videos accompanied by AUSLAN interpretation. Our libraries also offer chair yoga videos for those with mobility issues and supports the local Adult Literacy group to offer free tuition.
- In 2019, the library hosted the Wide Angle Film Festival, which screened

award-winning short films reflecting the lived experience of people with disability, in partnership with Tulgeen Disability Services.

- Children's Services successfully applied for a \$3,450 grant under the Disability Inclusion Program (DIP). These small grants (from Education NSW) provide additional staff hours, to enable improved staff: child ratios for children with a disability. The improved staffing ratios and support for identified children increases their ability to participate in our early childhood education and care programs.
- Bega Valley Regional Gallery (BVRG) has a long working relationship with Tulgeen Disability Services operating in the Bega Valley and through this delivers an annual exhibition or similar opportunity. In 2019 BVRG initiated a partnership between Tulgeen, the University of NSW Art & Design and The Junction Works Disability Services from Western Sydney. This involved a peer to peer workshop where artists developed animated collages made specifically for the Dream States Come True exhibition. These works were the centre piece for the PARKLIGHT community art project held in Littleton Gardens Bega on 11 September 2019.

Contribute towards liveable and accessible public places

- Council has established a Community Engagement Strategy which seeks to obtain community input at concept design stage on identified projects in public places.
- Council's main administrative building is undergoing a redesign to improve the entrance to customer service and access to Council's offices. This will include a lift and connected extension and redesign of the Regional Gallery.

Increase access to community assets

- Council has prioritised access outcomes in renewals and upgrades of community assets. Example projects include the accessible Tathra Headland Walk and replacement of the fire damaged Tathra Lions viewing platform.

- Councils Rural Village Playground Program utilised the Everyone Can Play Guidelines to make sure all projects included access improvements.
- Work has continued with Councils Coastal Accessibility Projects (Pambula–Detailed design and works procurement, Short Point – Detailed concept development, Bruce Steer Pool – Site works Public amenities and paths)

Supporting access to meaningful employment

Develop and enhance employment opportunities for people with a disability and deliver continued Support Coordination and plan management for NDIS participants

- Council is a member of the Canberra Region Joint Organisation (CRJO) which has been developing a regional workforce strategy using research to identify current drivers and trends affecting employment in regional NSW. The regional strategy is currently in draft form and is expected to be adopted in 2020/2021 by CRJO members. The strategy will include a number of focus areas, one of which will include equal employment opportunities and support of people with disability in the local government industry.
- Following a successful work experience placement of a student with a disability, the library has engaged this student as the first library school-based trainee, who will complete a Certificate III in library studies while completing the Higher School Certificate.
- To support local employment opportunities Council contracts a local disability service provider to deliver a cleaning service for Council's library.

Investigate improvements to the administration building to facilitate employment opportunities

- Council's main administrative building at Zingel Place has a fully developed redesign plan to improve accessibility for staff and the community. Importantly this will

include a lift and improved office access throughout.

Provide volunteering opportunities for people with all abilities

- Our library services actively encourage and support high school work experience placements for students with disabilities and current volunteers with disabilities are engaged in digitisation, local history, collections and support projects.
- Bega Valley Regional Gallery has a history of providing volunteering positions for people of all abilities, including young people with mental health challenges. BVRG is a safe space for all and strives to provide inclusive and meaningful engagement through contemporary art.

Improving access to mainstream services through better systems and processes

Continuously improve processes to achieve access and inclusion outcomes

- The library is a cornerstone for inclusive community borrowing as it actively collects materials in a range of accessible formats for adults and children including books in large print and dyslexic fonts, physical audiobooks and audio-readers, electronic audiobooks via a number of free platforms and eBooks and eMagazine platforms with large print, dyslexic and comfortable font options. On request the library can source materials in accessible formats through the State Library of NSW and inter library loan.
- Library services are delivered through a range of accessible options such as live web chat, phone and email plus a Home Library Service that delivers library materials to those who cannot access the library due to medical reasons. This service was expanded in response to COVID-19 and renamed Library Link, to deliver materials to anyone who has trouble accessing the library due to disability, health vulnerability or lack of connectivity.
- The Gallery is also a keen user of new technologies for improving inclusive access. Over the past 12 months descriptive audio

tours have been offered on appropriate exhibitions. The COVID-19 health crisis provided an impetus for a greater online presence for temporary exhibitions such as offering audience members who cannot attend in person online interactive 360 engagement.

- The new library and gallery websites are W3C compliant for multi device accessibility.
- The process for developing and monitoring the next Disability Inclusion Action Plan for 2021-25 has been improved to include more engagement with stakeholders and to more fully embed its progress in the Integrated Planning and Reporting framework.

Include access and inclusion consideration in project management, design and strategy development

- All current projects consider access and inclusion design elements in line with project scope and budgets, the aim being to make improvements to accessibility in the finished outcome. Council applies inclusive design principles such as those in the Every One can Play Guidelines to identify and include improvements in recreation project development.
- A Project Management module is in development for Council with specific consideration of access and inclusion embedded in its process. This will be implemented in 2020/2021.

How we are meeting the needs of people with disability

- Council has implemented a range of actions to meet the needs of people with a disability, including through the improvement of communication and engagement strategies; local and State advocacy on disability issues; and asset improvements that offer increased accessibility for people with a disability. Council is also looking closely at how inclusion can drive local economic benefits through an accessible tourism strategy and encouraging businesses to embrace inclusion in their practices.

Challenges and successes in delivering the DIAP

- The major bushfires of 2019/2020 and the subsequent COVID-19 pandemic has affected all areas of council business including service closures, infrastructure damage, reduced staff on-site and volunteer numbers. Our bushfires also highlighted the need for more accessible and appropriate evacuation facilities for people with disability. This will be a major project of advocacy and planning during the recovery and preparation for future events.
- A key challenge of the DIAP is to ensure that its actions provide meaningful and measurable progress towards inclusion. The next DIAP (to cover the period 2021-25) will have its progress identified through clear measures and embedded through its connection to the fully implemented Integrated Planning and Reporting framework.
- The DIAP has provided a focus for inclusive activity and for the work of the Access and Inclusion Advisory Committee (AIAC). The combination of the AIAC, the DIAP and Council's planned approach to disability inclusion has driven many improvements over the last 12 months and the preceding three years. One example of Council intentionally growing its resources is the library evolving its website, providing large format books, audio books, web chat and expanding its home library services to better reach those isolated by age and disability, particularly during the COVID-19 pandemic.

Bellingen Shire Council

Developing positive community attitudes and behaviours

- The availability of tether points in the Bellingen Shire has been assessed for the suitability of their locations. In addition, many food businesses have been spoken to ensure dogs are tethered appropriately and to reduce the risk of them being a trip hazard. In addition, a fact sheet for the community on assistance animals has been prepared.

- Councils Customer and Business Services team organised and promoted RU OK Day within Council.
- Council received funding for the Suicide Prevention Project through the Primary Health Network to deliver actions to reduce suicide, including events, resources and training opportunities.
- Opportunities have been promoted to disability service providers for people of all abilities to perform at Council led events at interagency meetings and through specific networks.
- Council became members of Sport NSW to support more inclusive sports opportunities. A proposed all ability sports day was postponed but resources on how to make activity more inclusive were distributed to local sporting clubs.
- Council became members of the Dorrigo Urunga Bellingen Suicide Prevention Action Network steering committee and have supported the development of a program of mental health training in this role.
- Investigate provision of swimming lessons for children with Sensory Processing challenges - waiting for feedback from pool operators about all abilities swimming lessons.

Creating liveable communities

- Regular engagement has occurred with the community to gain insight on issues relating to the public toilets in the Bellingen Shire.
- The provision of MLAK toilets have been promoted on Councils website. Information on the National Public Toilet map has been updated.
- Footpath renewals have occurred in the Dorrigo and Urunga areas of the Bellingen Shire in the last 12 months.
- The pedestrian crossing in Dorrigo are being modified as part of the Dorrigo Roundabout project and as a result will be more user friendly for wheelchair users.
- The installation of Tactile Ground Surface Indicators are integrated into new pedestrian crossings and access points including the new crossing points as part of the Dorrigo Roundabout project.

- Footpaths around the Shire have been assessed using Councils Reflect system. This assessment continues to be used to prioritise the importance of repairs and maintenance works.
- Funding was received to upgrade Coronation Park in Dorrigo and the project is in progress. This will include new inclusive playground equipment.
- Funding was received to upgrade Coronation Park in Dorrigo which in addition to new footpaths will include an additional disability parking space, inclusive playground equipment, a toilet block with two accessible stalls and a BBQ shelter with three accessible tables and two accessible BBQs.
- The availability of resources has been promoted including at meetings and interagencies, through email networks and on the Council website.
- Community Transport have continued to promote the services they deliver to the community. This was especially beneficial at the beginning of the COVID pandemic.
- Content on scooter safety and life after licenses was produced for the Dorrigo Support Centre newsletter and the Aged Care Network.
- Discussion occurred about holding a transport forum in Dorrigo. This was planned to be incorporated into an expo on Living Well scheduled to take place in April but postponed due to COVID-19.
- Council has continued to have a strong focus on inclusive tourism and has conducted professional development workshops for accommodation operators in the Shire. A greater investment into accessible accommodation has been made by tourism operators in the Shire. Council is in the process of developing an Inclusive Tourism Strategy as part of its new Economic Development and Tourism Plan.
- Cleaning and removal of vegetation has occurred throughout the year as part of the Council works program.
- Modifications have been made to the Mylestom ocean viewing Platform making

it more accessible to people with reduced mobility and wheelchair users.

- Recycled plastic decking has been installed at the beach at Urunga to improve access to the water for wheelchair users.

Supporting access to meaningful employment

- Council is an inclusive employer.
- A new layout for the office spaces at Council Chambers, has been completed which includes an additional meeting room accessible via an existing ramp; the circulation paths are of 120cm wide to allow a wheelchair and appropriately sized door width. An additional two offices are also accessible via an existing ramp with appropriate path and door width to the offices are SAB.
- The new layout of the entire administration building now allows circulation paths for a wheelchair.
- The new layout at the Raleigh depot allows for wheelchair circulation. We have put the masonry walls down to create an open space, hence enhancing the circulation possibilities. An existing outside ramp, under a generous cover allows a wheelchair to access to the facilities and to the new meeting room. Access to the training remains on ground level, easily accessible.

Improving access to mainstream services through better systems and processes

- Increasing representation of people with lived experience with access and inclusion challenges on council committees continues to be a goal for Council even though there is no official advisory committee model. Council have other committees that include people with lived experience of access and inclusion challenges.
- There have been no requests for public consultation documents in large print, but Customer and Business Services are available to produce a larger print document if required.

- Council are purchasing a new website platform which will be checked against web content accessibility guidelines and tested by people with lived experience of disabilities.
- Council events have microphones and large name tags can be made available on request.
- Councils Community Engagement Platform, Create, has been developed in line with meeting or exceeding WCAG 2.0, the current global web accessibility standard. In addition, there are resources on the site for specific set up requirements.
- Requests for community directories in large print have not been received but Customer and Business Services may be available to produce a larger print sections if required on a case by case basis.

Berrigan Shire Council

Developing positive community attitudes and behaviours

- Access at a Glance Project Terms of Reference Agreed and Advisory Group Established as a Partnership with Intereach Ability Links: peer assessors trained in assessing venues ongoing until halted due to COVID19.
- Planning for the Hosting of Tri-State Games 2020 and 2021 (Social Games: An event for Disabled Athletes representing NSW; Victoria and South Australia) – this event is now on hold due to COVID19.
- Dementia Friendly Community – Council customer service and Library Services staff participated in Dementia Awareness Training Access at a Glance Project Terms of Reference Agreed and Advisory Group Established as a Partnership with Intereach Ability Links: peer assessors trained in assessing venues ongoing until halted due to COVID19.
- Planning for the Hosting of Tri-State Games 2020 and 2021 (Social Games: An event for Disabled Athletes representing NSW; Victoria and South Australia) – this event is now on hold due to COVID19.

- Dementia Friendly Community – Council customer service and Library Services staff participated in Dementia Awareness Training.

Creating liveable communities

- Continued implementation of Berrigan Shire Pedestrian Access and Mobility Plans – extension of accessible path network.
- Construction of family friendly and accessible facilities Collie Park.
- Redevelopment of Tocumwal Library – extension increased accessibility of the Library.
- Installation of new fully accessible public toilets – Railway Park, Finley and local cemeteries.

Supporting access to meaningful employment

- Commenced review of human resource operations.
- Continued liaison with workplace insurer on improving access to meaningful employment for workers injured at work or outside of work.

EEO plan

- In April, 2014, Council reviewed its Equal Employment Opportunity requirements under the Local Government Act 1993, Ch. 11, Part 4, and implemented changes that included:
 - Separation and development of the Discrimination, Workplace Bullying and Harassment Policy, and the Equal Employment. Opportunity Policy.
 - Development of the Equal Employment Opportunity Management Plan.
 - The Equal Employment Opportunity Policy outlines Council's commitment to EEO practices, and responsibilities for ensuring our workplace is fair and free from discrimination.
 - The Equal Employment Management Plan (EEO Plan) has been designed to work in with the

Berrigan Shire Council Workforce Development Plan, incorporating the provisions as outlined in the Local Government Act 1993, and states Council's objectives for achieving compliance and eliminating discrimination in the workplace.

- The EEO Plan is a dynamic document outlining actions for Council which include:
 - Ongoing policy review.
 - Distribution of information and awareness sessions relating to equal employment opportunity.
 - Ongoing position description review.
 - Succession planning, training opportunities and career progression for EEO target groups.
 - Collection of relevant EEO information.
- Reporting Requirement Local Government (General) Regulation 2005 cl 217 (1) (a9)

Improving access to mainstream services through better systems and processes

- Council continues to monitor and is implementing its online and website accessibility improvement program.

Blacktown City Council

Developing positive community attitudes and behaviours

The following actions were undertaken and progress made:

- Council has an Access Advisory Committee and this Committee has raised or been involved in the following access issues and carried out advocacies resulting in:
 - Accessible Playground Checklist – Done through Recreation Planning and Design–Checklist was tested at a local park and is now used by Recreation Planning and Design.
 - Access Advisory Committee supported community advocacy for a Lift at Doonside train station one of the busiest train stations in NSW.

- Accessible Event Checklist Policy.
- Advocacy on making visible signs on accessible parking in the CBD.
- An information banner for International Day for People with Disability was displayed this year amidst Blacktown Communities and the Blacktown City Access Advisory Committee formed a subcommittee that was responsible for the planning of 2019 Blacktown Celebrates International Day of People with Disability (International Day for People with Disability).
- 2019/2020 was the third year of the Talent Showcase and first Year of Disability Awards. This is an awards event for disability leadership and achievement recognising and celebrating the extraordinary contributions and leadership shown by people with disability, their careers, advocates and local disability service providers in Blacktown City. This award event reflects what is important to people with disability; and services, and the ways that are affecting change and pursuing access, inclusion and equity for our community. The award event also recognises outstanding achievements by individuals, or disability services, who have significantly contributed to advancing the status of people with disability in the Blacktown community.
- Over 400 People with disability, carers, advocate, service provider and other members of the community attended this event.
- There were Four winners and several Finalists in the following categories:
 - Inspirational Person of the year award.
 - Community Advocate of the year award.
 - Inspirational Young Person of the year (aged under 21) award.
 - Volunteer of the Year award.
 - Organisation or Business of the Year award.
- A media release was done from Council media unit prior to 2019 International Day for People with Disability. There were three

events held in Blacktown City. All the events were supported by Council

- 3 December 2019: Council-Talent Showcase & Disability Awards: 10am–2pm at Blacktown RSL Club.
- 4 December 2019 – Community Event- Picnic in the Park: 10am–2pm, at Blacktown Showground, Richmond Road, Blacktown.
- 8 December 2019 - Special Olympics SOAR and ROAR Festival: 9am–3pm, Sydney Motorsport Park (Blacktown local government area).
- Council has a Disability webpage and this webpage was updated during the 2019/2020 calendar/financial year with relevant information and links to relevant services that people with disability will use.
- Please refer to <https://www.blacktown.nsw.gov.au/Community/Our-people/People-with-disability>.

Creating liveable communities

- Blacktown City have a disability purpose centre-The Sargent Centre. This Centre has Sensory rooms and other facilities for People with Disability and their Services. This Centre is been promoted to People with Disability and their support networks. Moreover, the Centre is been promoted by Community Development Officer (Multicultural & Disability) through handing the Centre flyers at network meetings, Community forums and Expos. The Centre is also promoted through email and telephone contact from Community members.
- Council designs all new buildings to comply with the National Building Code which addresses Disability Discrimination Act.
- Council endeavours to remove all trip edges on the path paving by grinding or reconstructing path paving.
- Council Asset Planning team inspects all path paving on a regular basis for further action for maintenance.
- All new/upgraded bus shelters comply with Disability Discrimination Act requirements.

- Transport Forum held in November 2019, including accessible and community transport on the agenda.

Supporting access to meaningful employment

- Council's recruitment and selection procedures, including advertising of vacant positions, are inclusive for those applicants who identify a disability. There has been no evidence of incidences of discriminatory conduct in relation to the recruitment and selection process.
- Council has gathered employees who have identified as having disability. There are nine people who have identified as having disability. This includes eight permanent and one casual employee.
- The corporate induction checklist provides for information to be included that will allow for reasonable adjustment in the workplace for existing and new staff with disability.
- An access awareness instruction is included in training attendance notices to ensure that all reasonable access is provided to learners.

Improving access to mainstream services through better systems and processes

- Blacktown City Libraries has the following equipment at Max Webber Library:
 - Large print hi-contrast keyboard.
 - Large screens.
 - Toilets have external braille signage.
 - Disability toilet has a MLAK key.
- In 2020 Reader pens have been purchased with the intention of making them available for in-house use. (These pens will read the printed word when sliding over the text).
- Staff have been supportive during events (particularly story time) to wear the special Assistive Listening Device (ALD) when provided by the client.
- The Blacktown City library has materials in 30 languages in collection. This includes DVDs, children's books, magazines and fiction and nonfiction. We also keep ephemeral material in community

languages, such as government brochures explaining a range of services and information.

- Council also utilises the service from the State Library of NSW to borrow languages we do not hold for our clients.
- The library purchases a range of resources to assist people with reading disabilities for a range of ages:
 - Large print items in adults and children's collections.
 - Spoken word in adult and children collections.
 - Read along for children where the audible and book are combined.

Currently these items equate to 5.9% of the total lending collection.

- Blacktown City Library also has 2,759 e-Audio books (as of 7 July 2020) where the client can download the item at any time at their convenience Blacktown City Library also purchases many eBooks where the client can alter the print on their device to suit their needs.
- In 2020 Blacktown City Council Library purchased a special collection of titles in junior fiction to suit clients with dyslexia.
- Blacktown City Council Kids' Early Learning (KEL) long day care services have been approved for funding from the Australian Governments Inclusion support program (ISP), the Inclusion Development Funding allows services to engage an additional educator to assist with providing care to children with additional needs.
- The Blacktown City Council Kids' Early Learning currently has approval for this support subsidy in 7 Kids' Early Learning long day care services, applicable to 17 children across the services with varying needs.
- Blacktown City Council Kids' Early Learning preschool services has also applied for the Early Childhood Education Disability and Inclusion Program. The purpose of the funding is to support and enable children with disability and additional needs in community preschools to participate in a

quality early childhood education program on the same basis as all children. We currently have children across three of our preschool services accessing this funding.

- Blacktown City Council Kids' Early Learning has continued to facilitate relationships with agencies such as the department of education and NDIS providers for individual support for specific children. Over the past eight months Kids' Early Learning has developed a partnership with the STaR association which has seen an outreach program provided to all KEL services.
- The STaR Outreach connects the expertise of the STaR team to our KEL community educational services and families of young children. The outreach program provides experts with high-level knowledge and skills in special education to work within our early childhood and in support for families of children with disability. It is a collaborative consultancy model in which the knowledge and skills of the family are recognised along with those of the professionals involved.

How have you determined that you're meeting the needs of people with disability?

- We conduct review of current DIAP by requesting for update on action from stakeholders each year.
- The Disability Inclusion Action Plan is currently been reviewed for updating.
- Council has engaged a Consultant to update the plan through research and consultation with community members, Disability Service providers, Access Advisory Committee and Council staff members.
- Council has formed an Access Advisory Committee to inform and advise Council on Access and Inclusion Issues.
- Three community consultations with People with Disability, Advocates and Service providers were carried out in 2019/2020 by the Consultant updating the new DIAP.
- New proposed actions are currently been obtained feedback and discussed with stakeholders.

- We conduct Feedback from the International Day for People with Disability events held each year.
- To prepare for the review, there were few information session briefings held for Council Section Managers, Blacktown City Council Library Teams as well as Blacktown City Council Access Advisory Committee.

Describe your challenges and successes in delivering on your parts of the DIAP

- Blacktown is a City of diverse cultures – a home to around 486,000 people representing around 188 birthplaces and 182 languages. Blacktown City is the second largest local government area in NSW.
- With the increasing population diversity, there is a need for increase in financial and human resources to do comprehensive inclusion works in the City.
- Council does not have a designated Disability Inclusion Officer.
- Blacktown City Council DIAP is also not a core work plan of most sections of Council and as such it has not yet been embedded into the day to day work practices. This will take some time.
- Most sections of Council are yet to fully grasp the concept and need of NSW Disability Act.
- There is current work on CBD enhancement going on which will impact on accessible map updates.
- There are huge collaborations from services at the Blacktown Local Government Area Disability Interagency.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Blacktown City Council – Community Development Unit has organised and started the – Blacktown local government area Disability Interagency.
- This interagency is a platform that brings together service providers, people with

disability, advocates, carers and general community members to discuss issues related to disability.

- The Blacktown local government area Disability Interagency meeting objectives are: Raising Awareness, Capacity Building, Inclusion, Networking, Collaboration.
- The Blacktown local government area Disability Interagency Meetings are organised and convened by Community Development Officer (Multicultural & Disability).
- Due to the COVID-19 Pandemic 2019/2020, these meetings we held via zoom in 2020. Here are a few highlights:
 - Monthly Zoom meetings were held in 2020.
 - Bi-monthly face to face meetings were held in 2019.
 - Over 30-40 Service providers, People with Disability, Advocates and general Community members attend this meeting.
 - Different guest speakers from Disability related sector presented at each of these meeting.
 - Information share and networking.

Bland Shire Council

Developing positive community attitudes and behaviours

- Disability awareness training to be offered to senior staff as required.
- The Disability Inclusion Action Plan has been discussed at MANEX, reviewed at a Council meeting and made available to all staff throughout the organisation with staff encouraged to familiarise themselves with the document.
- Basic bullying and harassment training held for all new staff in 2019 as part of induction process with EEO, anti-discrimination and disability inclusion included. Councils.
- Community Access Policy and Guide to Communicating with People with a Disability reviewed in 2019.

- People with disabilities and their carers encouraged to provide feedback to Council in the development of the Disability Inclusion Action Plan.
- Community education session held around mental health and psychosocial disabilities in Youth Mental Health First Aid course.
- Partnered with a multitude of local organisations and High Schools to delivery presentations from motivational speaker Ben Pettingill.
- Information regarding Councils Access Incentive Scheme Grant stream published in Council Notices and on Social Media.
- Successful International Day of People with Disability Day celebrations held in 2019 with successful screening of the acclaimed movie 'The Upside'.

Creating liveable communities

People with disability live in accessible and well designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

- Plans are in place to complete works on the West Wyalong Stadium to ensure ease of access for people with mobility issues.
- Council's Disability Access Map was updated in 2019.
- The Mobility Access Map is available on Council's website and will be promoted on social media throughout the year.
- Information on Australian access design requirements and compliance standards is readily available on Councils website.
- Councils Access Incentive Scheme Grant fund was promoted across social and print media during the 2019/2020 financial year.
- Installation of new accessible public toilets within the shire.
- Funds allocated to Councils Access Incentive Scheme Grant for the 2020/2021 financial year.
- Installation of new accessible public toilets in the villages of Ungarie and Weethalle.
- Support and assistance provided to a multitude of organisations who work with

and advocate for people with disabilities particularly around the implementation of the NDIS and access to local service provision.

- Stadium access improvement initiated through Community Reference Group.

Supporting access to meaningful employment

- Council conducted an access audit as part of its most recent Access Map update.
- Council has approved an access grant for the improvement of access at the West Wyalong Stadium to support people with disability.
- Fire Warden training scheduled for early 2020 has been postponed as a result of the COVID-19 pandemic. This training will be held later in 2020.
- Training will be made available to people with disabilities to assist them in the workplace as required.
- Special provisions are made for people with disabilities when undergoing the recruitment process.
- All Council position descriptions have been updated and are compiled to accord with document accessibility standards.

Improving access to mainstream services through better systems and processes

- Available technology is promoted on Councils website and across social media.
- Discussions held with a number of service providers to improve understanding of the needs of people with disability and their carers.
- Council has just moved to a new and far more user friendly website platform to enable better online access for residents and users.
- Council utilises user friendly fonts, text size and colours in all outgoing documentation.
- Council works to ensure all documents are compatible with adobe reader.
- Investigations and updates ongoing within Council in relation to accessible documents.

- Customer satisfaction community forums were undertaken in February 2020.
- Community Reference Group meetings are held bi-monthly with community members encouraged to voice any access issues or concerns.
- Council has created portable disabled parking signs for use at events to ensure events are access friendly.
- Event accessibility checklist used and site audits conducted during event planning to ensure all events are access friendly where possible.
- Internal processes are adapted on an individual basis as required.
- All Council staff have been provided with a copy of the Disability Inclusion Action Plan and instructed to familiarise themselves with the document and the requirements noted.
- The DIAP is acknowledged in Councils IPR documentation (action 5.1.2).
- Lyndhurst: Selby St - Mid Western Hwy - Mount McDonald Road.
- Mandurama: Gold St Millthorpe: Redmond Oval Millthorpe: Blake St Renewals completed:
 - Blayney: Ogilvy St between Adelaide St and Farm Ln, Blayney
 - Park St, entry to Redmond Oval, Millthorpe Spot renewals and repairs completed: Blayney: Maple Crescent, Napier, Adelaide, and Binstead Streets.
 - Carcoar: Icely St.
 - Mandurama: Cooper, Olive, Loquat and Gold Streets.
 - Millthorpe: Victoria and Park Streets.
- Council has budget provision and advises business of its Access Consulting Support Program. The program assists businesses by providing preliminary accessibility compliance advice triggered when a Construction Certificate is lodged.
- Everyone Can Play principles included in concept planning for future open space at Beaufort St Blayney.
- New compliant public toilets completed at Barry Hall and Carcoar Sportsground, including accessible parking and pathways.
- Shared path concept completed to provide future connection from Martin St to Martha St, Blayney.
- Central West Equestrian and Livestock Centre includes accessible parking and pathways.
- All Construction Certificate applications are assessed in accordance with the Building Code of Australia and the Disability (Access to Premises - Buildings) Standards 2010.
- Access consulting offered to businesses in pre DA advice, however none used the service in 2019/2020.
- Accessible outcomes were included in part D of the Development Control Plan (DCP) 2018.
- Event Management Plan promotes accessible events.

Blayney Shire Council

Developing positive community attitudes and behaviours

- As documents are published a review for inclusiveness is undertaken.
- Induction process with new staff and Training Plan inclusive of Disability Awareness Training adopted.
- Council has budget provision and advises business of its Access Consulting Support Program. The program assists businesses by providing preliminary accessibility compliance advice triggered when a Construction Certificate is lodged.

Creating liveable communities

- Active Movement Strategy Works completed:
 - Blayney: Martin St - Farm Lane - Belubula River - Ogilvy St - Adelaide St, Blayney.
 - Blayney: Adelaide St - Martha St.
 - Carcoar: Icely St.

- Accessibility, assessed as part of proposed renewals and upgrades as project and funding becomes available.
- 2018 audit of accessible car parking within the Blayney Shire completed, costings to undertake compliance upgrades are yet to be completed.
- Library Project funded new access doors and accessible toilets.
- Social Futures proposed to undertake the Access at a Glance project in Blayney to create a digital online map identifying all facilities and business that are accessible during 2020. Project was de-funded late 2019. Everywhere Venues confirmed the project shut down but have offered that Blayney list all its venues on their online platform <https://everywherevenues.com> as an online alternative to the State Government Project.
- Through the Event management approval process event organisers are asked to consider accessible facilities and parking with event planning. Associated information is also provided.
- Program was proposed to be undertaken in partnership with adjoining Councils.
- Program of authorisation and engagement with schools required. Not yet commenced. Council continues to support of Interagency and delivery of services to people with disability.
- NSW Companion Card holder fee (free entry) to access CentrePoint Sport & Leisure Centre included in 2020/2021 Operational Plan fees & charges and endorsed by Council at June 2020 meeting.
- Development of a volunteer policy to ensure that it is inclusive of people with disability.
- Review of Equal Employment Opportunity Management Plan in progress.
- Investigated and considered utilisation of services and activities offered by disability services programs. Completed.
- Interagency meetup supported. Hosted by Council. No meeting held in last quarter due to COVID-19.

Improving access to mainstream services through better systems and processes

- Principles of access inclusion in Media and Publications.
- Operational Plan included program with \$5K funding to be used as a contribution to assist businesses if they require an access consultant report when lodging a DA and/or CC.
- Council's communication practices reviewed. Council website improved to include features to cater for the hearing and visually impaired.
- BSC 2020 (10 year) Active Movement Strategy, Draft 2020/2021 Operational Plan, Draft 2020/2021 to 2023/2024 Delivery Plan, Draft Belubula River Precinct, Carcoar Amenities Plans, CWELC plans, CentrePoint Major Upgrade plans, KGO concept plans all provided to Access Committee for comment.
- Design staff have previously undertaken accessibility training.
- Construction staff routinely reminded to maintain vigilance when preparing works for construction, and direct concerns to design staff for potential changes.

Supporting access to meaningful employment

- Recruitment information available from council website that includes features to cater for the hearing and visually impaired. Council continues to promote itself as an Equal Opportunity employer.
- We make reasonable adjustments to workplaces to facilitate work placement opportunities for people with disability.

Blue Mountains City Council Developing positive community attitudes and behaviours

- Through coordination and facilitation of Council's Access Advisory Committee meetings, Council has regular input from people with a disability, including people

with a vision and/or hearing impairment, people with dementia and people with autism on providing equal access. Over the past 12 months this was particularly valuable for input into the Council City Deal Liveability Projects:

- Glenbrook District park
- Springwood Library
- Springwood Town Centre
- Wentworth Falls Lake and
- Katoomba Aquatic Centre

Input from the Committee on the design of the Liveability projects ensured inclusivity for all members of the community, not just those affected by physical access: e.g. providing a time-out area for children with autism and consideration for a dementia-friendly library layout.

- Council's Master Local Key Brochure (MLAK) was updated to include additional accessibility facilities and to advise people with a disability and their carers of the facilities available fitted with the MLAK key system. The MLAK brochure is available at Council libraries, Council Customer service centres, and distributed to the community via the Community Care Forum and Access Advisory Committee.
- Mental Health Awareness Training was provided to a wide range of Council staff, including Risk Assessment de-escalation for front-line workers, in the context of increased challenging interactions in 2020. The training sessions included direct experience of communicating with people with a mental health issue, and understanding of the stigma associated with mental health issues and other conditions e.g. epilepsy, autism. Staff reported at the end of the training, being better equipped to communicate with people with a disability and build positive relationships with them.
- Advice was provided to NSW National Parks and Wildlife Service on the importance of inclusion and access for people with a disability using National Parks via the Council Access Advisory Committee and Community Care Forum. This was a

significant achievement with NSW National Parks and Wildlife Service. The direct consultation with people with a disability and service providers at both forums, has given an understanding on the need for inclusion to all to National Parks in the local government area.

Creating liveable communities

- Through provision of lift and change facilities at the Blue Mountains Cultural Centre there are now three Lift and Change facilities across the Blue Mountains – Blue Mountains Community Hub, Springwood, the Visitor Information Centre, Echo Point Katoomba, and the Blue Mountains Cultural Centre, Katoomba. A further facility is being completed at the Visitor Information Centre, Glenbrook.
- An inclusive play space at the Glenbrook District Park will be launched in February 2021, as part of a redevelopment of this facility.
- The replacement of a standard non-accessible bus with a new 14 – 16 seater low floor wheelchair accessible bus will allow people with a disability and those with mobility limitations, to access recreational areas and community events. The bus is a milestone achievement in improving transport opportunities to people with a disability in the Blue Mountains.
- The adoption of new stainless steel tactile surfaces standard endorsed by Council, ensures tactile surfaces are more durable and user friendly, allowing people with a vision impairment to use facilities safely.
- Through consultation with Vision Australia, Council installed hardwood timber landings to provide a visual and textural contrast in place of elevated steel, along with a new section of walking track with an accessible night-lit walk. As a result, user experience has been made more inclusive to the Three Sisters lookout, which is one of the most visited tourist destinations in NSW.
- Through the Assets Work plan, Council has provided over 270 metres of accessible footpaths to connect the areas Hazelbrook with Hazelbrook town centre.

- Partnered with State rail to provide advice on best practice in design for upgrades to Hazelbrook, Falconbridge and Lapstone train stations.
- Provide an all inclusive three bay swing replacement including rubberised soft fall at Wilson Park Wentworth Falls Play Equipment.
- Undertake inclusive play upgrades to Summerhayes Park Winmalee and Springwood toddlers park.

Supporting access to meaningful employment

- Continuation of implementation of Councils trainee program for people with a disability at Council.

Improving access to mainstream services through better systems and processes

- Consultants have been engaged, to consult with people with a disability, the vision impaired and Dementia Australia, to produce a report on key elements to consider when developing signage is being prepared. A Working Group from across the relevant Council teams will develop the Accessible Signage Strategy, which will identify a suite of accessible signage for both the local natural and urban areas.
- Council now ensures incorporation of accessibility and inclusion best practice considerations through its Environmental Impact Assessment Process (Part 5) for all internal Development Applications and Council activities.
- Council's DIAP implementation is now incorporated in new asset works management system. Modifications to Council's Asset Works planning and budgeting system allows for DIAP priorities to be identified in design and implementation.

How have you determined that you're meeting the needs of people with disability?

- Council completed community engagement phase of Disability Services and Needs research during 2019. Feedback from

people with disability from this process will assist in Council's advocacy on behalf of people with disability and inform Council's Disability work plan in future years.

- Community engagement has been complicated by COVID19 restrictions and the recent bushfires earlier this year, Council has continued to seek feedback from people with a disability through:
 - Councils Monthly Access Advisory Committee.
 - Community Care Forum.
 - Informal consultations with people with a disability and Online Council "Have Your Say" Survey for each project undertaken.
- Council will continue ascertain the needs of people with a disability through these channels. Consultation is incorporated into Councils Master planning statements, future Capital works Program and PAMP Projects to ensure the Council is meeting needs of people with a disability and their carers.

Describe your challenges and successes in delivering on your parts of the DIAP

- Consultation work is required across Council to include key areas in the planning and implementation of the DIAP Actions. Progress in this area includes the incorporation of the DIAP considerations into the Asset Works Planning and budgeting system, as well as increased presentation by staff with the Access Advisory Committee. The Liveability Projects has raised awareness of the DIAP across Council areas and shows that is a "living document".

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- In the development of the Accessible Signage Strategy, Council will also review relevant marketing and publications documents and website, to achieve higher than the Australian Standards in communications.

- Post COVID19 Council will undertake further Mobility Consultation with people with a disability for the townships of Leura, Wentworth Falls and Katoomba. Following from an initial Mobility Study of Springwood, Winmalee and Blackheath, these three upper mountains townships are identified as the priority in consultation at the Access Advisory Committee and Community Care Forum. The Mobility Studies will make recommendations for improvement in disabled access through Councils PAMP, Active Transport Links and Master Planning upgrades.

Bogan Shire Council

Bogan Shire Council takes pride in its ability to provide a comfortable country lifestyle. In order to achieve this we must recognise a socially just community is one where everyone has fair and equal access to services. It is important to acknowledge some people need more support than others. Council recognises older people and people with a disability as being in need of this additional level of support.

Council has progressed the following initiatives from the DIAP:

- Council recognises International Day for People with Disabilities.
- Liaise with the Interagency Group for ways to provide opportunities for people with disabilities.
- Attend Interagency Meetings and ensure disability opportunity remains on agenda.
- Accessible toilet and change facilities at Larkin Oval.
- Appropriate Shade over the Liberty Swing.
- An accessible front counter.
- Accessible and safe footpaths.
- Explore funding options to extend footpath network.
- Sufficient disabled car parking in Nyngan CBD.

Bourke Shire Council

Some of the DIAP's key achievements for this year include:

- The installation of additional disable parking, ramps and tactile paving included in the Main Street upgrade.
- Upgrade at the Back O' Bourke Exhibition Centre to include access for persons with disabilities.
- Installation of toilets with disability access at North Bourke, Enngonia and Central Park.

Council has a comprehensive EEO Management Plan:

- To ensure that management and all employees understand EEO and Anti-Discrimination principles and their responsibilities in relation to them, and the EEO and Anti-Discrimination Management Plan, and its implementation.
- To ensure the active participation of all employees and relevant unions in decision making about the EEO and Anti-Discrimination Management Plan and its implementation.
- To review recruitment policies and practices to ensure they conform with EEO and Anti-Discrimination principles and to demonstrate fair practice. It will also provide opportunity for increased representation of EEO and Anti-Discrimination target groups in the various areas of Council employment.
- To ensure that the Selection Committee members have sufficient skills and are fully aware of, and implement the principles of EEO and Anti-Discrimination.
- To ensure that the various Council workplaces and facilities are accessible to people with physical disabilities.
- To give the opportunity for people with a physical disability to gain a place in Council's workforce.
- To ensure that appointment, promotion and transfer policies and practices conform with EEO and Anti-Discrimination principles and to demonstrate fair practice.

- To increase the representation of women and other minority groups, in which they are currently under represented in Council.
- To implement and maintain an accessible and effective grievance procedure

Over the next year Council will be reviewing the current DIAP commencing the development of a new plan which will outline the practical steps Council will take over the next four (4) years to create a more inclusive community for people with disability.

Brewarrina Shire Council

Building positive attitudes and behaviours

- Audit website to ensure that images include people with disabilities and that language is appropriate.
- Develop and facilitate Disability Awareness Training for staff (other than induction training).

Creating liveable communities

- Continue to provide community events that promote connected communities that are all access friendly.
- Promote universal design practices to home owners, house designers, and builders.
- Audit activities and events run by Council for accessibility.
- Progress actions in Council's Pedestrian Access Mobility Plan.
- Investigate improvement to pedestrian crossing in the Brewarrina main street.
- Review seating provision in Brewarrina Main Street.
- Source funding for all abilities play equipment to improve playgrounds throughout the Shire.
- Assist ageing and disability service providers as required in the changing climate of the National Disability Insurance Scheme.
- Audit Council buildings and facilities to ensure accessibility compliance.

Supporting access to meaningful employment

- Develop Council's Workforce Management Strategy to include best practice guidelines for inclusion.
- Review recruitment processes, forms and language for accessibility.
- Provide information and training for Council supervisors/managers in order to increase their knowledge and skill.
- Continue to conduct and respond to staff disability inclusion survey.

Improving access to mainstream services through better systems and processes

- Develop a fact sheet to assist Brewarrina Shire Council customer service staff respond to queries regarding services for people with disabilities.
- Develop plan for Website content compliance with disability standards.
- Investigate technologies to enhance the accessibility of customer service experience across Council.

How have you determined that you're meeting the needs of people with disability?

When Council has feedback we take it on board and try to action immediately. Council employs a community development coordinator that has daily interactions with our town's most vulnerable, council also chairs the Interagency; this provides optimum opportunities for those in need to raise their concerns.

Describe your challenges and successes in delivering on your parts of the DIAP

Council challenges consist of the remoteness of our area, as well as finding local trade's people to be able to carry out the work that is needed. However, most of what we are required to do in the DIAP is already embedded in council's practices and planning.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

Council is very inclusive of people with disabilities and we ensure that if we are doing renovations or works to any Council infrastructure we include all abilities access.

- Source grant funding to install chair lift at the pool.

Broken Hill Council

Developing positive community attitudes and behaviours

- Customer Service Framework incorporates inclusion and accessibility awareness and effective methods for communication with customers who may have a disability.
- Website Content Accessibility Guidelines awareness and compliance training provided to staff who create content for Social Media, Open Forms and Open Cities formats.
- Staff attended autism awareness training.
- Inclusion awareness campaigns conducted with the Library holding Story time during Hearing Awareness Week and the GeoCentre hosting the Annual Lifeline Art Exhibition. Supported the NDIS information and preplanning hubs, National Reconciliation Week, Positive Partnerships Autism Awareness, Inclusive Tourism Online Learning (internal promotion), Stress Down Day and International Day of People with a Disability community event.
- Hosted programs/events with disability and inclusion as part of human experience, at the Library and workshops for Marri Ma Health group clients at the Gallery.

In progress:

- Developing Council Inclusion Awareness training materials for inclusion in induction and/or refresher courses.
- Developing annual training program promoting inclusivity.
- Provision of training to Corporate Services, Human Resources and Planning,

Development and Compliance staff to develop alternative formats in Word, PDF, PowerPoint.

- Supporting Assets and Infrastructure team to enhance disability confidence and communication skills.
- Provision of training to Library, Events and Art Gallery/Museum staff to gain awareness of needs of children with autism.
- Provision of training to Library, Events and Art Gallery/Museum staff to develop Social Stories to assist children with autism.
- Provision of Awareness and Training programs for Council staff to ensure services can be provided in an inclusive manner.
- Annual hosting of programs/events including disability as part of the human experience and cultural expression.

Creating liveable communities

- Funding received from Roads and Maritime Services to develop a city-wide Pedestrian
- Access and Mobility Plan; the Plan upgraded to an Active Transport Plan (ATP) which also incorporates a bike plan. ATP priorities reviewed, consultation and progress of ATP and the footpath works to be reported Council.
- Patton Park Refurbishment Project including state-of-the-art amenities unit that is fully accessible to Australian Standards and Legislation.
- Advertising and marketing information introduced for the Art Gallery and GeoCentre. Information uploaded to Council webpage.
- The Library established the following for ATSI people: a collection of Early Literacy resources; engaged with aboriginal community in holding NAIDOC Story time session in Library; engaged with Community Hub 123 regarding mini library and planning future programs at centre.
- The Library supported the community to access the Library through the provision of accessible furniture installation, software, library resources and engagement with the local community.

- Collection of resources in the Library for reluctant readers and purchase of books, such as braille.
- Civic Centre access features completed with lift; accessible toilet; hearing loop and theatre area suitable for people who use wheelchairs.
- Map of accessible Council public toilets reviewed, updated and included on National Public Toilets Map Register.
- Installation of adult change tables within key locations such as Aquatic Centre and Patton Park amenities block.
- Enhanced staff knowledge and skills through the sharing of templates and resources developed internally for organising accessible events.
- Access and Inclusion Plans incorporated into planning for all Civic Events. Accessible Meeting Checklist developed for implementation in 2020/2021. Accessible Meeting Process developed for implementation in 2020/2021.

In progress:

- Consultation, review and upgrade of public facilities for disability access.
- Development of information sheet, listing features and including pictures of Council public toilets to enable families to decide on suitability of access for their needs.
- Investigation of accessibility features of Council buildings underway and development of PDFs showing Council building access features and activities hosted within buildings.
- Completion of listing of accessible features of Library, Art Gallery, GeoCentre and Visitor Information Centre buildings.
- Investigation and development of documentation detailing access features of sportsgrounds, parks and playgrounds (including fencing).
- Further investigate installation of wheelchair height counter and directional signage at Visitor Information Centre.
- Installation of way finding in Council Administrative Centre, Civic Centre and Visitor Information Centre.

- Promotion of benefits of economic benefits of accessible and ageing friendly places and activities through media releases and website.
- Encouraging and supporting Business Awards organisers to include an Accessible and Inclusive Business Award category, through discussion and collaboration with organisers.

Supporting access to meaningful employment

- Australian Network on Disability membership obtained.
- Recruitment Service Review undertaken.
- IT Strategy review undertaken with workshops and fact-finding exercise.

In progress:

- Investigation of Australian Network on Disability resources for sharing and monitoring disability information and purchase of Employers' Guide to Partnering with Disability Employment Services.
- Review of recruitment and employment policies, procedures and processes. Development of Recruitment Framework.

Improving access to mainstream services through better systems and processes

- Website accessibility audit of brokenhill.nsw.gov.au completed and findings used in the scope for new website.
- Business case completed and new Council website deployed with accessibility features of site.
- Complaints Management Policy adopted and procedures for handling complaints reviewed for endorsement and implementation in 2020/2021.
- Guidelines developed for staff to author web accessible documents.
- Alternative Format Request Process developed to allow requests for provision of Council documentation in an alternative format.
- Council website provides details on how to apply for information in alternative format

and contact details for the National relay Service.

- Emergency evacuation procedures for Council buildings reviewed and updated to address the needs of people with disability.

In progress:

- Investigation and development of Accessibility page on Council website, for information on the accessibility features for getting around Broken Hill.
- Review of Council's supplier agreements, expression of interest/request for quotation and tender documents to ensure that the appropriate accessibility and inclusion parameters are in place for procurement of goods.
- Review of community engagement processes to enable people with disability to provide input on the development and progress of Council plans.
- Review and update of the Local Emergency Management Plan (LEMP) and Pollution Incident Response Management Plan (PIRMP).

Burwood Council

The past year was focused on providing opportunities to enable people with a disability to participate in community life and to provide opportunities for people with a disability to influence decision making.

Deliver accessible and inclusive community facilities and spaces

- Enfield Aquatic Centre has incorporated a 'Pelican Pool Hoist' for wheelchair users and those who have other mobility issues.
- EAC has also included an accessible change room plan to comply with new provision of the Building Code. EAC already has one accessible change room located near the indoor pool.

Support accessible and inclusive community events and activities for people with disability

- The tenth anniversary of Groovability Festival was celebrated on 5 Dec 2019. Attendance was estimated at about 300

people with disabilities and their carers from across Burwood local government area and the Inner West.

Provide opportunities for people with disability to have influence in decision making.

- The Burwood Challenger Obstacle Course implementation included consulting with major disability groups such as Vision Australia and the Physical Disability Council of NSW to ensure that the course was accessible for all abilities. This resulted in the addition of low impact exercise bars for people in wheelchairs and further construction to take place after July 2020 including an epod.

Byron Shire Council

Developing positive community attitudes and behaviours

Council has worked towards promoting positive attitudes and respectful behaviour towards people with disability, including "invisible" disability as follows:

- Delivered mental health first aid training to 30 Council staff members.
- Sponsored the Byron Community Centre to deliver the Byron Shire Seniors Festival and Expo.
- Created a staff working group to support delivery of DIAP actions and encourage deeper understanding of the diverse needs of people with disability.
- Supported events that encouraged broad community participation and inclusion.
- Partnered with Vision Australia to deliver staff training on Creating Accessible Documents.

Creating liveable communities

Council has undertaken the following infrastructure projects to increase access to public spaces, and recreational and cultural activities enabling greater participation in community life:

- Repaired 77 footpaths and upgraded 22 ramps throughout the Shire.

- Upgraded 14 bus stops under the Bus Stop Accessible Improvement Program accessibility requirements.
- Supported Council staff to include people with disability in community engagement and consultation.
- Promoted electronic billing to allow the use of assistive technology and provided alternative payment options.
- Developed templates to improve the accessibility of documents.
- Received Federal Government funding for an additional Educator to support children with additional needs at Sandhills Early Childhood Centre.
- Provided early childhood education and care in-line with the National Quality Framework access standards.
- Installed a Hearing Loop in Council Chambers to improve sound quality for people with hearing impairment.

Supporting access to meaningful employment

Council has encouraged opportunities for people with disability to obtain meaningful employment within the Byron Shire:

- Reviewed recruitment practices to ensure they are inclusive.
- Identified partners to promote job opportunities for people with disability.
- Provided job applicants the opportunity to submit written applications or audio applications.
- Awarded inclusive employment contract to Aruma (formerly House with No Steps).

Cabonne Council

Outcomes achieved:

- Partnering with community organisations through bi-monthly Cabonne Interagency meetings.
- Engagement for the design of inclusive playgrounds in Molong and Canowindra.
- Improved and new footpaths, including widening, handrails and ramps for ease of access.

- Working with event organisers to ensure universal access.
- Fortnightly and monthly bus routes from smaller villages to Orange. This supports community members who may otherwise have isolated access to larger centres.
- All of Council's communications use language and formats that promote inclusion.

Camden Council

Developing positive community attitudes and behaviours

Promote and encourage people with disabilities to be actively participate in various community groups, activities and projects not just disability specific.

- Provide Disability Inclusion Resource Kits (book packs) that encourages preschools, school groups and the public to borrow and talk with children about recognising all abilities. Each kit contains 12 books, learning guides with suggested questions to ask children and activities to extend children's learning about disability/ acceptance and a list of websites where they can go for additional information.
- Deliver a series of monthly health, wellbeing and social connection activities for all abilities; approximately 20% of participants are people with disability.
- Deliver a series of sensory walks and activities at Mount Annan Botanic Gardens for children with special needs and people living with dementia.
- Deliver a series of Disability Awareness training sessions.
- Provide training and role play assessments for all front line staff when communicating and providing information to people with communication difficulties which included using electronic speech devices, word or picture based communication boards or books, sign language and gestures.
- Council's Community Access Advisory Group meet bi monthly to continuously provide strategic, expert and impartial advice to Council on access issues for

people with a disability in the local Camden community, including providing advice on the development, implementation, monitoring and review of Council policies, strategies and plans as they relate to access and inclusion.

Creating liveable communities

Create environments by continuously improving accessibility of existing facilities and promote well-being

- Accessibility improvements made to existing buildings, signage, seating and equipment as a direct result of access audit recommendations.
- Offer free Master Locksmith Access Key (MLAK) to eligible Camden residents.
- Provide access and inclusion comment and recommendations on Council's community space and service facilities development applications.
- Provide Accredited Changing Places public toilet facilities in two locations of the Camden local government area.
- Offer free hire of six child and adult size all terrain wheelchairs that provide and improve access to the water play and recreation areas of Curry Reserve and Dawson Park for children and adults living with disability.
- New amenities in parks and open spaces that take the needs of people with disability into account including accessible BBQ's, picnic tables and play equipment.
- Providing quiet zone tents with sensory play at community events.

Supporting access to meaningful employment

Establish and strengthen existing partnership with local service providers that supports access to employment.

- Working in partnership with local disability employment services to provide information and promote their services.
- Presenting Council initiatives at monthly Disability Network Forums and information share with service providers.

- Provide work experience opportunities for students with disability, mental health issues and challenging behaviours from local special needs schools.

Improving access to mainstream services through better systems and processes

Improve access to services through better systems and process.

- Promoting disability awareness, training and services throughout networks and Council's websites.
- Provide large font books to Disability Services to support Camden's book bus project.
- Offer a user friendly access code system via a pin pad for people with disability to access the Accredited Adult Changing Places facilities at Curry Reserve and Dawson Park Water Play Space.
- Provide picture and gesture based communication books and boards throughout Council's front line services and libraries to support people with communication difficulties source and connect with Council services.
- Provide information in a variety of formats including one on one conversations, large print, information pathways to technology support and easy read resources available through Council's connection projects which include:
 - Camden Connect, Café Connect, Call Connect, MATEY project, (Matching Aged To Engaging Youngsters) Carers Week and International Day of People with Disability events.

Campbelltown City Council Developing positive community attitudes and behaviours

- Council's Disability Inclusion Action Plan Advisory Group (DIAPAG) continues to meet quarterly to guide implementation.
- Council provided training to staff in:
 - "Let's Talk disability" covering myths and misconceptions, disability etiquette,

principals of access, language, attitudes, inclusion and respect – followed by a Q&A session.

- Equal Employment Opportunity awareness training for all new staff covering:
 - The principles of equal employment opportunity (EEO) within a legislative and local government workplace context;
 - The responsibilities Council, managers, employees have in maintaining EEO within the workplace.
 - Options in relations to raising a complaint (grievance) if they feel they have been treated unfairly by Council or another employee in the workplace and recognising circumstances that limit EEO including discrimination, vilification and harassment.
 - Supporting Individuals on the Autism spectrum training to develop understanding of Autism and practical suggestions for working with autistic people.
 - Deaf Awareness Training to improve service delivery to deaf clients and ensure that deaf employees are included in the team. The training provides information and practical tips to improve interactions with deaf people.
 - As part of Councils Mental Health Strategy, 41 staff completed accredited Mental Health First Aid training.
- The training has supported staff to build a greater understanding, reduce any anxiety and embrace the benefits of working with People with Disability, creating a more positive and accepting culture in the workplace.
- The DIAPAG continues to meet and work towards outcomes in the DIAP across the organising also building on a more positive and pro-active attitude towards supporting our residents living with disability.

Creating liveable communities

- Continued to partner with Touched by Olivia Foundation and Variety in the development of “Livy’s Place” an inclusive play space in Glenfield. The project was initially expected

to be completed by end of 2020 but has now been reviewed to end of March 2021.

- Council continues to provide some support to a Touched by Olivia Foundation inclusive “Livy’s Place” play space in East Leppington – currently at Construction Certificate stage.
- Council celebrated International Day of People with Disability in partnership with the Australian Botanic Garden (Mt Annan) with sensory walks and morning tea for people with autism.
- Free Quiet Hour sessions were held at Winterland and the Festival of Fisher’s Ghost. Combined these events attracted over 800 people with disability.
- An Auslan interpreter was engaged for our Christmas Carols event in December.
- Campbelltown Arts Centre continues to host, support and develop the Little Orange Project for artist who identify with disability. Little Orange has been commissioned for several Council public art projects.
- Identified and initial development of inclusive events guidelines for Council events.
- Three new accessible toilet facilities nearing completion in three location across the local government area.
- Continue to implement an active PAMP program.
- During the COVID-19 pandemic Council partnered with Meals on Wheels to arrange for meals to be delivered to a range of vulnerable people including those with disability to ensure they had access to meals during the lock-down period and beyond.
- Council supported a range of food security services with resources and access to Council facilities in order to meet the demand for vulnerable people to access meals and food hampers. A significant proportion of those assisted were people with disability, their families and carers.
- Autism training for staff at Council’s leisure centres to introduce specific swimming programs implemented at the centres.

- Council’s web-based feedback tool “Bang the Table” and other visual aids are currently being refined with a range of options to make it more inclusive for people of differing abilities to be engaged.
- “She Conjured the Clouds” a performance featuring artists with a disability at Campbelltown Arts Centre. The performance was also accessible for a range of abilities including those with sensory disability and deaf community members. Accessibility options included a tactile tour, audio described performance, choreography with contemporary dance and Auslan dialogue and relaxed performance.
- “BLEED” (Biennial Live Event in the Everyday Digital) in partnership with Arts House (Melbourne). This was an on-line only presentation with a variety of accessible viewing modes. There we extensive access options including: live and pre-recorded Auslan interpreting; closed captions; live (open) captions; text transcripts and text-only formats; live and pre-recorded audio description and digital tactile tour (designed to support audience members who were blind or with low vision).
- All library actions in 4 Accessible systems, information and processes.

Council strives towards a liveability for all our residents. Creating programs and activities that are inclusive to all have continued to create a more cohesive and liveable place for our residents living with disability, while creating greater acceptance across Council and the broader community.

Supporting access to meaningful employment

- Staff trained in disability awareness areas as listed under creating positive attitudes.
- Partnered with Disability Services Australia to host work experience placements for: Disability Employment Service (DSA) and School Leaver Employment Support participants.
- Educational forum with Disability Services Australia for managers on hiring team members with disability.

Through these programs and training – Council is committed to and accessible to employ people with disability. The DSA work experience gives participants and understanding of working in local government and adds to their skills list to gain sustainable employment.

Improving access to mainstream services through better systems and processes

- Any film screened at our libraries all had open caption.
- Library services continue to build collections of talking books, videos with open caption and audio books.
- We continue to operate home library services (deliveries monthly and residents can borrow up to 40 items) Library staff qualify each client to ensure their particular needs are met in library resources offered, including audio books and large print books.
- Visual audio reads and download talking books.
- “Settling kits” provided by all libraries suitable for all children and particularly beneficial children on the autism spectrum as the kits contained sensory items.
- At each library “Dark Dens” - tents creating a quiet and dark space for children with sensory disorders and on the autism spectrum to use if needed when visiting the library.
- Integrated on-line community consultation portal – “Bang the Table” makes it possible for people to share their ideas and thoughts through imagery, including ‘liking’ images as a way of voting for elements that could be included in public places, like playgrounds or parks, as well as taking photos of what they like and posting those to the page, or drawing on paper and sharing those images on the platform. It also has standard survey tools and provides ongoing project updates that people can access at home, in their own time if they wish.
- We now also caption images that we post on our social media channels so that it can

be described through audio readers for people with visual impairment.

- We continue to update our website to meet the highest possible standard of accessibility and are now investigating updating our CMS to improve accessibility across multiple platforms.

We will continue to improve and enhance our accessible systems. Our existing program processes and information keep our residents living with disability connected and engaged.

How have you determined that you're meeting the needs of people with disability?

- Attendance and support of the Macarthur Disability Network meetings to gain insight into the local needs of people with disability.
- Consultation with "external" representatives on Council's DIAP Advisory Group via attendance at meetings and one on one "out of session" conversations to ensure the meetings are relevant and representatives feel confident and comfortable to raise existing and emerging challenges.
- Working with "external" representatives to ensure the disability voice is heard through better community engagement into Council projects and activities. Attending disability groups when consulting and liaising with disability services to discuss best ways to engage with their clients.

Describe your challenges and successes in delivering on your parts of the DIAP

Our successes:

- Council has had positive feedback from food security services who supported the community, many being people living with disability, during the COVID-19 pandemic shut-down and the continued restrictions/ Our quick response to ensure basic needs would be met has been acknowledged across the sector.
- We have had high demand and attendance at Quiet Hour Sessions.
- Review of DIAP Advisory Group agenda and implementation to ensure the group

is fully utilised and engaged. For example guest speakers reporting on major projects and how each project will be inclusive for people with disability.

- Better utilising the skills and knowledge of our "external" members – ensuring enough time for "conversation" to gain insight into the experiences of those working in the sector and those with lived experience to better implement the DIAP and respond to emerging challenges relevant to Council as they arise.

Our challenges:

- The COVID-19 pandemic has impacted on Council's capacity to fully implement some actions in the DIAP.
- The impact of bushfires and the resulting poor air quality impacted on our ability to safely implement one of our planned partnership events for International Day of People with Disability.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council is currently re-developing five parks across the local government area. The parks will have accessibility components imbedded in the design.
- Council's web-based feedback tool "Bang the Table" and other visual aids to be refined and finalised with a range of options to make it more inclusive for people of differing abilities to be engaged.
- A review and refresh of Council's mobility map to make it more user friendly for target users.
- Broader promotion of Council's MLAK key program.
- Purchase "Boardmaker" program as tool for signage, website and communications.

Additional information and comments about the information provided

- The DIAP Advisory group has identified the need to improve community engagement with our community living with disability. Council is in an unprecedented growth

phase with a range of projects that will have a lasting positive impact on our community. We will be undertaking a more intensive and meaningful consultation and engagement process with our community living with disability and their carers to improve on this. Council has limited understanding of the NDIS and the DIAP Advisory Group and other relevant staff will be participating in an educational piece to understand the NDIS followed by a round table discussion on the programs and services we provide and how the NDIS may be utilised by community members with disability.

Canterbury Bankstown Council

Developing positive community attitudes and behaviours

- Provide disability and inclusion awareness training for all new staff as part of the Induction Program.
- A Disability Inclusion workshop was delivered at corporate inductions on six occasions.
- Deliver community education initiatives in partnership with local disability organisations promoting awareness of various types of disability, including mental illness.
- Delivered Disability Inclusion training to RSPCA Volunteers.
- Held Asset Based Community Development Workshop to initiate 'Doing it Differently Grants' to end loneliness.
- Zero Barriers for Inclusive Businesses were awarded at the Canterbury Bankstown Local Business Awards.
- Seminar to educate the Children Services sector on disability and NDIS.
- Supported St Vincent De Paul run 21 Community Access Networks and NDIS workshops across the Local Government Area.
- Held the Bankstown Wellness Festival at Paul Keating Park.
- Vietnamese Living Library at Bankstown Arts Centre.

- International Day for People with Disability Gala at Bankstown Sports Club.
- Deliver a child focused campaign promoting inclusion Seminar to educate the Children Services sector on disability and NDIS.
- Council run programs which include provisions for people with disability.
- Total of 256 programs and events were completed - 2172 attended.
 - Book a Librarian- 30 sessions, 42 attended.
 - Book Clubs – 34 sessions, 219 attended.
 - Craft Groups – 40 sessions, 231 attended.
 - Movie clubs – six sessions, 53 attended.
 - Tech Help – three sessions, 17 attended.
 - Tech Wise Buddies – 13 sessions, 30 attended.
 - Guided Library Tours – four sessions, 37 attended.
 - Author Talks – two sessions, seven attended.
 - Knitting Groups – 73 sessions, 785 attended.
 - Wellness Talks – 25 sessions, 266 attended.
 - Internal Autism Workshops at Campsie Library.
- Regular meetings between Council's Communications and Community Development Units to discuss increasing visibility of people with disability in communications content.
- A focus on providing information on COVID-19 including reaching out to different community groups, dedicated messages in a range of community language newspapers, a range of translated resources on Council's website, media statements, and community radio announcements.

Creating liveable communities

- Install directional and hazard tactile ground surface indicators to bus shelters local government area wide.

- Review, prioritise and install signage and tactile ground surface indicators at key destinations.
- Tactile Ground Surface Indicators (TGSI) were installed as part of bus stop upgrade program and in Town Centres.
- Audit and prioritise key destinations that require upgraded or new kerb ramps and undertake work.
- The bus stop accessibility program and Pedestrian Access and Mobility Program (PAMP) was completed for 2019/2020.

Supporting access to meaningful employment

- Ongoing department reviews are conducted in collaboration with Department Manager and Access and Inclusion team to identify opportunities for increased flexibility with regard to location, hours, working conditions and additional support.
- Needs Analysis Survey conducted with Talent and Human Resources to develop a plan for accessible employment and Easy Read staff training which will assist in interpreting documents and contracts.
- In 2019/2020 Council partnered with the Council for Intellectual Disability which meant implementation of training initiatives to empower our staff to be confident to work with people who may present with an intellectual disability and require additional support to perform a position within Council.

Describe your challenges and successes in delivering on your parts of the DIAP

- Due to COVID-19, consultation for the next DIAP 2021-2025 were placed on hold due to the risks associated with physical gatherings.
- COVID-19 has affected the manner in which we engage with people with disability. It has placed a hold on most disability related programs and events. Any and all contact or consultations with people with disability has been conducted online. This has presented many challenges for our Council to engage with our community with disability as not all residents have

knowledge or access to online platforms. We also have a high demographic of people who do not speak English as a first language, making online engagement particularly difficult.

Carrathool Shire Council ***Developing positive community attitudes and behaviours***

- Support and advice have been given to businesses wishing to improve accessibility to their businesses. No changes have been made due to the adverse economic conditions prevailing due to the drought and COVID-19 impacts.
- Council has encouraged the adoption of inclusion guidelines for sporting clubs, community groups and organisations. While some interest has been shown no formal adoption by the organisations have been made.
- Council has supported the Home and Community Care (HACC) services to the community and the transition to home care packages. HACC services are stretched in the community and an extensive review of services has been completed. An action plan will be developed to improve services and their delivery.

Creating liveable communities

- Draft Footpath master plan has been prepared.
- Problem areas for wheel chair access has been identified in Council's kerb and guttering and footpath network. Some work has started in improving access and placing footpaths for easier access.
- Council has reviewed its offices, halls, toilets and other community buildings to determine accessibility and problem areas that need remediation. Due to the influx of grant funding Council has been able to renovate some of its community buildings especially the halls and improve accessibility including toilet access.
- More work is planned next financial year on the improvement to the public toilet facilities in Hillston for the next financial year.

Supporting access to meaningful employment

- Council encourages flexible work practices to encourage an inclusive work environment. Council's EEO policy was reviewed and training provided to staff.

Improving access to mainstream services through better systems and processes

- Upgrade and improve systems and processes and provide accessible information to the community through a variety of different formats. Council is in the process of reviewing and updating its website to incorporate the web content accessibility guidelines 2.0 where practical. The update of the website will be completed next financial year.

How have you determined that you're meeting the needs of people with disability?

- Council has received no adverse feedback.
- Council has completed an extensive review of its HACC services and have had meetings with clients, and other service providers.

Describe your challenges and successes in delivering on your parts of the DIAP

- Council always struggles with minimum staffing and resources to meet its current programs apart from introducing new infrastructure or services.
- The participation of businesses and the community groups is hampered by the past and current economic issues facing small rural communities especially the drought and COVID-19 restrictions.
- Delivery of HACC services had to be modified and or restricted due to the COVID-19 restrictions.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council is struggling to deliver the current DIAP without placing further burden on already strained community resources.

Central Coast Council

- Spatial mapping - inclusive tourism project has created accessibility maps for public and Council use. Better Access Map [BAM] partnered with Council for International Day of People with a Disability to display the Better Access Map functions to the community.
- The 'Including You' Tent was set up in Kibble Park where public were given demonstrations of the information available profiling accessibility features of local businesses.
- Promotion of upcoming WheelEasy mapping events.
- Link to WheelEasy on Council website Access and Inclusion landing page Better Access.
- Map promoted at Access and Inclusion Business Forums.
- Council website displayed Easy English COVID Fact Sheets and notification of resource was promoted to sector network.
- Regular contributions of disability inclusion content is included in Council internal communications. For example, all videos include captions, or a transcript and audio translation.
- Public awareness days about mental health and social inclusion are promoted to staff.
- Regular inclusion of disability awareness and education information in Council communications activity continues as business as usual.
- All Council corporate publications include a diversity of images (depicting a broad representation of people with a disability).
- Deliver accessible documents training staff who produce documents for uploading to the website - Online training program completed and available to staff.
- Identification and prioritisation of key customer service enquiries / complaints identified for development into Easy English documents and forms.
- Reporting of key word searches from Customer Experience system to assist Disability Inclusion Officer with

understanding customer issues. Information is used to address the issues while highlighting inclusion challenges our customers are still facing.

- Draft Universal Design Guidelines developed and circulated to internal stakeholders for comment. Comments have been received and guidelines currently being finalised.
- During the year there were four Smart Eats Deaf Awareness / Auslan workshops delivered across Wyong and Gosford Administration buildings.
- Deaf Awareness/Auslan workshops promoted on internal platforms.
- Updated content added to Access and Inclusion landing page.
- Planning Accessible Events Guide uploaded to website.
- Partnered with Busy Beans Café who provide barista training to people with disability and set up at coffee cart in Kibble Park next to the Including You tent to promote International Day of People with a Disability.
- A new work experience program was launched in July 2019. This program, whilst open to all, had a specific focus to place people with a disability. The response and success of this to date has been extremely positive.
- In addition, a Disability Expo Stand launched in February 2020 as part of Council's redesigned induction program. This will provide new staff with understanding and access to information relating to disability and inclusion.
- In relation to exploring and implementing accessible tourism opportunities:
 - Spatial mapping audit completed for Budgewoi, The Entrance, Wyong, Umina, with the aim of identifying, upgrading and actively promoting the accessible attributes of the places and spaces. Spatial mapping provides accurate information on gradients and ease of travel impediments for people with restricted mobility, which will therefore identify priority areas to improve the general accessibility of key town centres. Findings will identify short, medium and long term upgrades for each of the precincts and will complement access audits and internal stakeholder engagement.
 - The Making Access and Inclusion Your Business resource kit was launched in February and business forums held in The Entrance, Gosford and Wyong. A range of businesses attended the sessions and the presentations were well received. Copies of the kit have been hand delivered to all businesses in The Entrance, Gosford, Wyong, Terrigal and Woy Woy and emailed to the relevant data bases.
- In relation to exploring and implementing partnership opportunities with accessible bus companies to help identify routes for accessible buses:
 - Partnership developed with Community Transport to promote the door to door pilot commuter bus service.
- Accessibility considered and selected items included in all new, renewed and upgraded play spaces.
- Matting has been installed at Toowoona Bay and Umina Beaches to establish and enhance inclusive access ways. Matting was also purchased for installation at two additional beaches for next summer. Avoca Beach Southern Foreshore Improvement Project was completed in December 2019 including an all access ramp. Further opportunities to enhance access will be investigated in future years.
- Universal Design Guidelines incorporating stakeholder feedback has been finalised. Communication Plan being drafted to promote the Guidelines internally for staff use.
- Two grant writing workshops focused on access and inclusion delivered to 35 participants. Council's grant program promoted through all relevant channels including the new Working Together Staying Strong grant.
- Accessibility improvements works completed at Peninsula Community Centre,

Chain Valley Bay Hall and Kincumber Neighbourhood Centre.

- *Material outlined below found in report however does not refer to the DIAP.*
- Council continues to promote equal employment opportunities by investing time and resources into process improvements including a work experience program inclusive of students with a disability, and updated recruitment processes to enable reasonable adjustments in the application process.
- Adjustments have been made to the Recruitment website, application and interview email with additional wording added for those needing specific assistance.
- Training rolled out using Blueprint Learning Management System eLearning platform on Anti-bullying and Harassment and Equal Employment Opportunity.
- Monthly demographic data collection and reporting (including disability) is now part of business as usual processes.
- A review of delivery methods and templates continues.
- All People and Culture content compliant with Web Content Accessibility Guidelines (WCAG) and the Disability Inclusion Action Plan.
- Flexible working practices.

Central Darling Shire Council

Central Darling Shire Council Disability Inclusion Action Plan 2017-2020 outlines Council's commitment to improving opportunities for people of all ages who live with disabilities to access the full range of services and activities available in the Shire.

This document is due for review and updating in the next reporting period.

Council's Equal Employment Opportunity (EEO) Management Plan covers all aspects required under legislation. This includes plans for redeployment, retraining, retrenchment and redundancy.

Council has ensured that the EEO Management Plan has been adhered to.

Cessnock City Council

Developing positive community attitudes and behaviours

- Council events including NAIDOC, Youth Week and Seniors Festival have used the international symbol of access to identify activities held in accessible premises.
- Council's Seniors Festival 2020 program included 47 activities and events, with over 2000 community member attending events. 45 out of the 47 activities were held at accessible sites.
- Council's Mobility Maps were also promoted on collateral.

Creating liveable communities

- Upgrades and improvement initiatives have been carried out at a number of Council owned facilities to enable improved access increase community participation including:
 - Cessnock City Libraries – installed a lift and automatic doors.
 - Kurri Kurri Aquatic and Fitness Centre – refurbished family change rooms.
 - Bridges Hill Park and Playground, Veterans Memorial Park and Jeffries Park - installation of accessible pathways, furniture and play elements.

Supporting access to meaningful employment

- Council Procurement Policy Council was updated and now includes the commitment to explore procurement opportunities to Australian Disability Providers (ADEs) that supply goods and services locally, add ADEs to Council's Contracting Panel and support the capacity of suppliers.

Improving access to mainstream services through better systems and processes

- Council's Community Engagement Strategy has been reviewed and has developed four key engagement principles, one of which is 'Inclusive', where Council has committed that community engagement will be designed to be inclusive ensuring a range of values and perspectives are captured through use of participation

practices that are accessible. The strategy also acknowledges barriers to engagement and commits to making engagement opportunities inclusive and accessible by adapting our methods. Some of the actions related to disability inclusion in the Community Engagement Strategy include:

- Identify and address access barriers for people with disability when planning engagement.
- Provide information in a way that is easy to understand and uses plain language.
- Provide information visually, where appropriate.
- Consider accessibility when planning written communication and make it available in alternative formats when requested.

How have you determined that you're meeting the needs of people with disability?

- 5% of the people engaged as part of the Community Engagement Strategy identified as being a person with disability. The feedback they provided directly informed the development of the strategy.
- People with disability and the disability sector has also provided feedback on key public domain projects and Council strategies including, but not limited to the Cessnock Housing Strategy and Local Strategic Planning Statement. The data collected from these consultation processes as well as consultation data specific to the focus areas of the Disability Inclusion Action Plan (DIAP) will be collated for inform Council's 2021-25 DIAP.

Describe your challenges and successes in delivering on your parts of the DIAP

- Council had planned to run a DIAP forum in May 2019, joining together people with disability and those from the disability sector to discuss the plan's achievements and future opportunities before engaging with the community in the development of the next plan. COVID-19 impacted both the

planned forum and community engagement for the 2021-25 DIAP which was held in August/September 2020. Instead, Council developed a community update which was shared amongst the community and uploaded onto Council's website. Community engagement was undertaken in a COVID-19 Safe environment using online surveys, discussion panels, creative competitions, phone calls and face to face meetings that could be booked through Eventbrite.

- In March 2020 Council launched a new website which aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Accessibility standard to AA level. Some key new website features to improve accessibility include:
 - Accessible data tables - assistive technologies (such as screen readers) can interpret information organised in compliant plain text tables more effectively.
 - Contrast - colour contrast between website text and the page background to ensure it can be read by users with moderately low vision (who do not use contrast-enhancing assistive technology) and colour deficiencies. The website text has large and wide character strokes to ensure it is easy to read at lower levels of contrast.
 - Contrasting hovers - Contrasting hover colours have been included to clearly indicate a page selection for visually impaired users.
 - Decorative images have been limited across the site to enhance screen reader outputs. Where images have been included to encourage engagement, full descriptions of the have been included.
 - Live chat and online forms to reduce the need for manual interactions (in-person or via the call centre) for our customers with mobility or audio limitations.
 - Mobile responsiveness - ensuring our new site is mobile responsive all of our customers can access important

government information and services on a small screen.

- Simplified language and reduction of jargon - ensuring all website information is clear and concise i.e. including short phrases, using common words and avoiding jargon where possible.
- Text spacing for maximum readability.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council is in the early stages of developing our next Disability Inclusion Action Plan (2021 – 2025) having conducted initial community consultation and internal workshops. We hope that we will be able to build on the progress made through the first plan, further strengthening the accessibility of community events and activities, engagement practices, communication methods and the delivery of accessible infrastructure.

City of Canada Bay

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 a disability. By adopting positive attitudes and behaviours and challenging stigmas, a constructive contribution can be made towards greater inclusion.

Outcomes:

- Use of social media and newsletters to promote Council projects aimed at improving access and inclusion.
- Twenty managers and 20 library staff trained in disability awareness.
- The Mayor's Golf Day held in November 2019 raised \$45,500 for Let's Get Going, a not-for-profit mentor and experience program for adults with an intellectual or physical challenge.

- Council arranged for a mental health advocate to talk to all staff in December 2019.

Creating liveable communities

To create a liveable City for people with a disability, Council has focussed on community participation, choice, and the provision for independence and inclusiveness.

Our outcomes:

- Development and review of the Local Strategic Planning Statement (LSPS) considered the needs of people with a disability and planned for diverse housing types. The LSPS was adopted by Council in October 2019.
- Incorporation of adaptable housing needs in the Development Control Plan (DCP). The DCP was adopted by Council in February 2020
- Accessibility works undertaken to provide access ramps to Council facilities, playgrounds, streets, roads and other public spaces. Included in this was the construction of a \$20,000 ramp to improve access from Taplin Park to the adjacent Greg Davis Stand and amenity in Drummoyne.
- Delivery of the Bay Connection Program for residents requiring assistance to engage with the community. This service operated at capacity twice a week and assisted 60 residents each month.
- Delivery of the BayRider bus service in partnership with Drummoyne Community Centre. This service provided transport to 15 seniors or residents with a disability once a week and assisted up to 60 residents each month.
- Locations identified at Five Dock Library and Concord Library for the installation of mobility scooter charging stations. Further locations within Council facilities are being investigated.
- Promotion of community grants to disability organisations and community groups.
- Plans are underway to install an accessible toilet at Halliday Park, Five Dock.

Supporting access to meaningful employment

Council continues to be committed to maintaining, growing, and supporting our diverse and inclusive culture by seeking and promoting diversity within each of our Council work sites. We welcome and encourage applications from diverse community groups and recognise the benefits of diversity in creating amazing customer experiences, increasing productivity, and encouraging business growth.

Our outcomes

- Development of the Reasonable Workplace Adjustment policy.
- Council's vision and values repurposed to incorporate inclusion and diversity.

Improving access to mainstream services through better systems and processes

Developments in technology have revolutionised the way in which people communicate and access information. Council recognises that some technologies may bring great challenges for people with a disability as many people in our community experience difficulty in hearing, seeing and communicating.

Our outcomes

- Training and support provided to members of the Access and Inclusion Committee to encourage participation in online meetings during COVID-19.
- Easy-read COVID-19 information provided on the City of Canada Bay website.
- Community Services staff business cards printed with Braille.

Regular feedback from people with a disability is received through Council's request management system and the Access and Inclusion Committee. The DIAP will be reviewed next year in consultation with various groups and stakeholders to identify the arising needs of people with a disability and create a plan to address any issues.

City of Newcastle Council

The City of Newcastle is currently developing our new Disability Inclusion Action Plan (DIAP) for 2021-2024. The new DIAP will replace our existing DIAP which included 18 Strategy points, with 57 actions aimed at delivering improvements across four focus areas

Some of our achievements from our current DIAP include:

- Delivering the inaugural "Count Us In" Festival of Inclusion, a month-long program of events and activities focused on celebrating abilities/skills of people with disabilities.
- Auditing and mapping of facilities for public information
- Improvements to street accessibility via town centre upgrades, new kerb ramps, and improved planning and design processes.
- Facilitating and delivering AUSLAN interpreted shows
- Including Auslan services into more community engagement processes
- Delivering *BeConnected* workshops for better digital connectivity
- Bin assistance for people requesting this enhanced waste management service
- Delivery of and facilitating more inclusive events and exhibitions.
- Improved home library and online library services
- Improved online learning programs
- Increased staff awareness of inclusive programming and disability confident customer service.
- Delivery of two new lift and change facilities within the City at high use locations.

Count us in Newcastle

- Count us in Newcastle delivered a month-long program of activities and events to provide inclusive opportunities for community members to attend learning, sporting and cultural events and activities. The programs included:
 - The all-inclusive games day held between Civic Digest, Civic Park and

Wheeler Place included a mixed games day facilitated by people with disability which encouraged people to participate on their own terms.

- A programming audit and staff training about understanding autism in the lead up to a low sensory day at Newcastle Museum.
- An inclusive business forum facilitated by NSW Business Chamber.
- An inclusive design workshop providing education and awareness about inclusive digital and print design.

Other achievements

- Our home library service delivered over 25,000 items to our community
- 153 participants were provided with guided tours at our Art Gallery for people with a disability
- Our cultural services undertook a cultural conversation session with people with disabilities to better understand individual requirements and better design customer service and enhance customer experience.
- Four *BeConnected* workshops assisted 87 people at City and Wallsend Libraries with digital literacy support
- A further 408 people were assisted at branches.
- Digital literacy programs for seniors including 3D printing and augmented reality (AR) were hosted with 118 attendees.
- Lynda.com online learning platform delivered.

Paratriathlon

- City of Newcastle hosted the Oceania Paratriathlon on Sunday 26 January 2020 (Australia Day) on the foreshore of Newcastle Harbour. The event showcased the sport of paratriathlon, as well as the city. Elite entrants competed for valuable Olympic selection points. The event consisted of a 750m swim in Newcastle Harbour, a 20km cycle leg in and around Nobbys and Newcastle beaches, as well as Fort Scratchley and Customs House, and finished with a 5km run around Horseshoe Beach and Pit Lane.

Accessibility outcomes

- New lift and change facilities have been constructed at Newcastle Museum and Nobbys Beach which make improvements to access for people with disabilities and their carers and friends. These facilities significantly increase the experience of community members and tourists who wish to have a day out in Newcastle CBD, visit the cultural venues in between Laman Street and Honeysuckle, take a tour of Bathers Way and visit the beach.

Accessibility advice was provided on the following CN projects:

- Newcastle South Activity Hub
- Stevenson Park upgrade
- James Street Plaza

Low sensory experience audit at the Museum

- A comprehensive audit of the Newcastle Museum, its exhibitions and public programming was undertaken to improve awareness and skill for low sensory suitability. This was accompanied by staff training for officers from cultural and recreation faculties, and also a low sensory trial day held as part of the Count us in Festival.

2020 Newcastle Seniors Week festival and new Seniors Directory

- In Newcastle, there was plenty on offer including wood-turning, music, quilting, friendship, meals, cultural classes, croquet, exhibitions and the Sassy Seniors Denise Gold Bingo Show hosted at City Hall.
- In February CN published the new Seniors Directory which provides information about facilities and activities for seniors in the Newcastle and Hunter community. Feature stories look at cycling opportunities, both assisted and independent.

Auslan accessible theatre comes to Newcastle

- Civic Theatre's *Possum Magic* included two Auslan interpreters on the stage. Indeed, for the 1,400 students, teachers and parents who attended, appeared just the

usual thing to do. The Auslan performance however was the result of months of work by the team at the Civic Theatre.

The Civic Theatre team wants to improve access for people with a disability who attend our shows. While booking interpreters was an easy process, the team also provided new wheelchair levelling mats to deal with the sloping auditorium floor, opportunities for students to have a special orientation prior to the show and promoted the show to local disability education units. The results saw a significant number of children with disabilities accessing the Theatre for the first time.

Providing accessible and inclusive communities for all people

Access can be physical, communication, digital and also can be about the attitudes and behaviours of staff and volunteers who have an impact on the customer's experience. Some of our achievements are listed below:

- Delivering building and infrastructure upgrades to improve accessibility is a key priority especially in relation to street crossings and street accessibility.
- We delivered a pedestrian refuge on Gordon Avenue, Hamilton South; crossing upgrades at Union, Laman and Bull streets, Cooks Hill; and kerb ramps on Mandalong Road, Adamstown as part of our Pedestrian Access and Mobility Plan (PAMP). We also delivered 2.4km of footpaths, seven kerb ramps, 2.85km of kerb and gutter replacement (new and reconstructed) as part of our Local Area Traffic Management (LATM).
- Recreational facility improvements included a new all-abilities carousel at Brickworks Park in Wallsend and installation of an accessible pathway at Islington Park.
- Engaged with Accessible Arts to improve services and options for those wishing to access the Theatre.
- Provided access to the Playhouse for arts activated workshop. This workshop presented knowledge and skills in how

to improve access to arts venues and projects.

- Established a web chat initiative to offer a more inclusive access point for those who have a physical and a hearing disability as it provides a service very similar to a conversation with a CSO (community services organisations), just over the web, and is fast and effective.
- Resources and information provided to staff and community on how to deliver inclusive events.

Improving, promoting and facilitating equitable access to services and facilities-

- Delivered on actions within the Disability Inclusion Action Plan
- Implement Disability Awareness training as part of staff induction process
- Promoted a culture of responsive customer service
- Progressed website accessibility
- Celebrated inclusive practice and access outcomes
- Liaised with and promoted accessible and inclusive sports and activities within Newcastle
- Improved staff awareness of disability issues to provide responsive services for customers with a disability
- Promoted and facilitated inclusion awareness with councillors, executive leadership and other staff.

Ensured people of all abilities can enjoy our public places and spaces

- A variety of parklands and recreational facilities are provided, that are accessible and distributed equitably across the city.
- Deliver recreational facility improvements throughout the city - playgrounds, outdoor courts, sportsgrounds, exercise equipment and dog off-leash areas.
- Demonstrated leadership in public domain improvements
- Promoted new Lift and Change facilities at Nobbys Beach and Newcastle Museum.

- Developed a priority list of potential lift and change locations
- Facilitated the Disability Inclusion Advisory Committee, and began consultation for second iteration of the DIAP.

City of Parramatta Council

Developing positive attitudes and behaviours

- The City of Parramatta's Community Engagement Strategy is now in place. The Strategy guides actions aimed at increasing engagement with people with disability. All consultations now include a phone number for people to call and speak to someone if they require assistance and summary documents are prepared where necessary to simplify technical documents and make it easier for people to understand. Information encouraging people to contact Council for accessible formats is published on engagement material. The new engagement platform is accessible and is compliant with Web Content Accessibility Guideline (WCAG) including surveys. A concerted effort to diversify the membership of Council's online Research and Consultation engagement panel has increased representation of people with disability to between 2-3%.
- The Access Advisory Committee is represented at Council's stakeholder workshops and community meetings and provides regular and up to date information to improve access to and inclusion in services and facilities.
- As part of an ongoing commitment to increasing inclusion, Council has continued to organise Disability Awareness training for employees and Councillors. This has led to a better appreciation of barriers faced by people with disability.
- Training packages for Universal Design principles have been created and were scheduled to be delivered to senior staff involved in planning and design. They will be delivered as soon as COVID-19 restrictions lift.

Creating liveable communities

- Council has continued its efforts to remove barriers to inclusion and ensure accessibility for people with disability during the project design and delivery stages of new or upgraded Council buildings, facilities and open spaces. Council's Universal Design & Access Project Officer is included in the process to review and inform accessibility requirements for projects from inception. Presentations on projects have been made to the Access Advisory Committee to seek their input to ensure new and upgraded public buildings, facilities and open spaces meet Disability Discrimination Act (DDA) requirements. Their active engagement in the Aquatic and Leisure Centre for Parramatta project has led to an increase in the number of ramp points from boardwalk to concourse.

Supporting Access to Meaningful Employment

- As part of the Disability Employment Strategy, Council has reviewed its recruitment processes to ensure they are disability friendly. The following initiatives have been undertaken and have resulted in an increase in applications from people with disability:
 - Showcasing commitment to diversity and inclusion
 - Having the Disability Inclusion Action Plan on the website
 - Inviting people with disability to apply for roles
 - Committing to making reasonable adjustments to accommodate disability where requested during interview; and
 - Providing feedback to unsuccessful applicants via Disability Employment Service providers.
- Educating managers and employees about the support available to make reasonable adjustments, has resulted in employees with disability getting additional support. During the COVID-19 outbreak, Council has provided support to employees with

disability to work from home, where requested, and organised one on one training sessions for staff to equip them to participate in group trainings and meetings online. This has resulted in increased employee engagement.

Improving access to mainstream services through better systems and processes

- The City of Parramatta Community Care Services to National Disability Insurance Scheme (NDIS) participants have increased over the year, with positive feedback across all activities. The number of word of mouth referrals about the quality of Council's services is increasing and coming directly from participants, their families, other service and NDIS planners.
- The Library enables everyone to experience the joy of books and storytelling via audio and eBooks. A new special font is available on Borrow Box for all devices (iOS and Android) that makes text more readable for people with dyslexia.
- Council continues to program and provide accessible activity options for people with disability in Sport and Recreation programs. COVID-19 created an interruption to programming however a move to online programming has increased accessibility for some.
- City of Parramatta is committed to empowering people of all abilities to take part in sport or active recreation. In partnership with Sport NSW, an accessible and inclusive workshop for recreation providers, sporting and community groups was held to enable them to deliver programs for all the community.

City of Ryde Council

Developing positive community attitudes and behaviours

- Achievements by staff and community members living with disability are promoted through Council's communication channels, including its website and social media channels.
- City of Ryde partnered with Macquarie University to deliver the People of Ryde

series, which included profiles of local community members living with disability.

- To celebrate International Day of People with Disability, Council profiled a staff member who was introduced to Council through a business administration traineeship for someone living with disability. The staff member's story was also promoted by TAFE NSW.
- Progress on DIAP actions was also detailed in Council's Annual Report.
- The City of Ryde held several events for Social Inclusion Week in 2019. They were:
 - All Abilities Disco – An opportunity for people to get together and celebrate Social Inclusion Week. The event featured a glam corner for people to get their hair and makeup done before spending a fun social afternoon together.
 - Creativity Unleashed – People were able to discover a vibrant mix of multicultural food, fashion, music, interactive demonstrations and visual art displays.
 - Inclusive Fashion Parade - With diversity and disability being rarely represented in fashion, this event was an opportunity to banish any stereotypes and inspire everyone that it's possible to experience the glitz and glam strutting down the catwalk.
 - Zumba in the Plaza – The community was able to participate in an all-inclusive outdoor Zumba class at the newly redesigned outdoor space at West Ryde Plaza.
 - What's Available in Accessible Travel and Leisure Activities – At this information session people were able to find out about what options are available for accessible travel and leisure activities for individuals or for families. People were given information on local, regional and international accessible travel locations.
 - Proud to Be! - Presented by the Common Misfits, this event celebrates Social Inclusion Week by providing an opportunity for LGBTQ+ youth (14 – 24yrs) to form connections with their peers.

- Silent Disco at West Ryde Library – Attendees had a chance to explore the West Ryde Library after hours with a DJ pumping the latest tunes in a quiet atmosphere with no flashing lights.
- Continued provision of inclusive and accessible events, with a filter established on Council's Events Listing web page for All Abilities and a space within the event submission form for organisers to add accessibility information.
- Due to COVID-19 restrictions, many Council events have been held online, which has made them more accessible to members of our community with mobility issues.
- The guiding principle of 'place' is included in the new Library Strategic Plan.
- We provide inclusive and welcoming spaces that inspire social, recreational, creative and learning experiences for our diverse community.
- Several works to improve accessibility are completed or planned: accessible self-service kiosks have been installed at all libraries; accessible toilet upgrades planned at West Ryde Library in 2019/2020 and Gladesville in 2020/2021; and an accessibility upgrade at Eastwood in 2020/2021.
- Asset data was collected in the 2019/2020 financial year. Through this audit, information such as trip hazards on the footpath and compliance of kerb ramps for DDA standards was collected. This information will be incorporated in project development moving forward.

Creating liveable communities

- A recent audit has been completed for compliance of all City of Ryde bus stop infrastructure with the Disability Discrimination Act (DDA) and DSAPT. An action plan will be created for this for the upgrade of bus route infrastructure.
- We supported community transport organisations through the City of Ryde community grants program and promoted volunteering opportunities through our volunteer referral process.
- Council's Wayfinding signage in Macquarie Park has been updated in 2019/2020; incorporating the approved Transport for NSW's symbols for Train Stations/Bus Stops and Taxi ranks.
- Assets and Infrastructure department have been working with Transport for NSW to upgrade bus stops and footpath connections.
- Transport department regularly comments on Transport for NSW upgrade proposals for major transport infrastructure.
- \$50,000 identified in 2020/2021 budget to undertake works to improve accessibility to playgrounds.
- Playground and Amenities Building Audit completed in the 2019/2020 financial year and priorities were identified and a works program has been established.
- The City of Ryde Community Grants Program now offers a social inclusion category. Funding can be used to adapt workplaces to be more accessible for staff and customers.
- The Department is currently exhibiting an Explanation of Intended Effect for a proposed new Housing Diversity State Environmental Planning Policy (Housing Diversity SEPP) that:
 1. Introduces new definitions for build-to-rent housing, student housing and co-living.
 2. Amends some state-level planning provisions, particularly for boarding house and seniors' housing development.
 3. Amends some state-level planning provisions to support social housing developments undertaken by the NSW Land and Housing Corporation (LAHC) on government-owned land; and
 4. Consolidates three housing-related SEPPs.
 - State Environmental Planning Policy (Affordable Rental Housing) 2009.

- State Environmental Planning Policy (Housing for Seniors and People with a Disability) 2004.
- State Environmental Planning Policy No 70 – Affordable Housing (Revised Schemes).
- A review of planning controls both at a state and local level is underway to better facilitate the development of affordable, social housing to support the community of Ryde.

Supporting access to meaningful employment

- The City of Ryde, in partnership with Meadowbank TAFE, held an all-inclusive Youth Skills and Jobs Expo. Over 200 people attended and attendees had the opportunity to apply for real jobs on the day. Presenters at the event highlighted the benefits of employing inclusively and the strengths of having a diverse workforce.
- Grant category in place for Social Inclusion. This could include workplace training, equipment, small scale capital works to support a person with a disability.
- Volunteering programs have been placed on hold due to COVID-19 restrictions.
- Volunteering programs have been placed on hold due to COVID-19 restrictions.
- Council website updated to enable easier access to available volunteer opportunities. Links for volunteering opportunities during COVID-19 added.
- Council have an ongoing relationship with the National Disability Recruitment Coordinator. The coordinator for the region provides us with updates and solutions to any gaps that may be present with current education needs for children with disability in the area.

Improving access to mainstream services through better systems and processes

- In 2020/2021 financial year the Communications and Engagement Strategy will be reviewed.
- In 2020/2021 financial year the Communications and Engagement Policy and Procedure will be developed.

- Due to COVID-19, alternative arrangements for face-to-face consultation and engagement have been occurring. During our biggest consultation in the past year we actively reached to people with disability with a variety of engagement options and directly contacting groups.
- A technology training space is planned for the Macquarie Library and Creative Hub. There is also opportunity for a specialised space as part of this development.
- High contrast keyboards installed at all libraries.
- In 2018 we had already commenced this work through the engagement of social enterprise group Bushlink to undertake bush regeneration works at a council site in the Terry's Creek catchment. In the past year we have not been able to further this engagement due to program changes, site suitability and then COVID-19 where many of our programs have ceased due to social distancing restrictions.
- In the future, Council will review our sites to see where possible opportunities may be present.
- Continue to develop social enterprise, providing work experience, social connection and skills based learning to involve people with disabilities in bush regeneration programs.

How have you determined that you're meeting the needs of people with disability

- All actions that involve the input of people with disability are presented to Council's Social Inclusion Advisory Committee for review to ensure a suitable outcome is achieved.
- The Social Inclusion Advisory Committee will be involved in future planning and the Terms of Reference for the Committee updated to ensure more consultation on areas that affect people with disability in the community. <https://www.ryde.nsw.gov.au/files/assets/public/advisory-committees/social-inclusion/social-inclusion-advisory-committee-terms-of-reference.pdf>.

Describe your challenges and successes in delivering on your parts of the DIAP

- City of Ryde has adopted the DIAP and each department has taken responsibility of their action items to ensure that the DIAP is part of the Council strategy. The Social Inclusion Officer meets with each department regularly to discuss how each of their actionable items is tracking and to identify any assistance required.
- An internal Social Inclusion Working Group has been established to provide strategic advice and feedback on the following activities:
 1. Socially Responsible Council – review of internal systems and processes.
 2. Social Inclusion page on the Council's website.
 3. Social Inclusion Week activities.
 4. Business/Corporate Partnerships: Communication and Engagement Strategy.
 5. Internal and external training needs:
 - Social Inclusion–What it is and Why is it important?
 - Mental Health First Aid Training.
 - Welcoming Customers with Disability Training.
 - Disability Confidence Training for Human Resources.
- The challenge that City of Ryde faces in completing outcomes are the timing and the funding of the actionable items and this financial year COVID19 also affected the number of outcomes we could achieve.
- There have been times when actionable items have not been completed because they fall outside the timeframes for applying for funding for projects or programs.
- Action items that require significant funding to be completed are also challenging.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- In order to contribute to greater outcomes for people with disability the City of Ryde has developed several community plans including a Social Plan, Creativity Strategy, Reconciliation Action Plan, Resilience Strategy and a Plans of Management for Parks. The DIAP actionable items and the recommendations from the Social Inclusion Advisory Committee will be incorporated into these plans to ensure that people with disability have better outcomes in our community and are consulted when planning for the future.

How have you determined that you're meeting the needs of people with disability

- All actions that involve the input of people with disability are presented to Council's Social Inclusion Advisory Committee for review to ensure a suitable outcome is achieved.
- The Social Inclusion Advisory Committee will be involved in future planning and the Terms of Reference for the Committee updated to ensure more consultation on areas that affect people with disability in the community. <https://www.ryde.nsw.gov.au/files/assets/public/advisory-committees/social-inclusion/social-inclusion-advisory-committee-terms-of-reference.pdf>.

City of Sydney Council Key achievements

The City continues to build on the success of the previous year and in the 2019/2020 financial year there have been a number of key achievements.

- The COVID-19 (novel coronavirus) pandemic prevented the City from delivering services in our usual format due to the physical distancing required by public health orders. In response, City staff adapted library, cultural and social programs for an online audience. This

ensured that people were able to remain connected during the pandemic and in some instances resulted in increased participation by people with disability, who were not previously able to attend face to face programming.

- The City ran an Auslan Slam Poetry event which showcased four professional and five novice Deaf artists. The event was well attended with nearly 100 participants, 57 per cent of which identified as living with a disability.
- The City hosted a CityTalks event titled “We all have a role to play in supporting mental health” in October 2019. The Hon Julia Gillard AC led a discussion around the complex issues of mental health and wellbeing, along with a panel of mental health experts such as the City, including people with lived experience. The event took place during Mental Health Awareness Month and highlighted the importance of creating inclusive and just societies that place the wellbeing of our communities at their core. The talk aimed at raising awareness of the role that the community can play in supporting, and importantly maintaining, mental health and wellbeing. To close the evening, Magda Szubanski performed a special piece. You can view the talk on the City’s website.
- The City officially sponsored the 2020 Australian Paralympic Team headed to Tokyo. Through this sponsorship, the City receives recognition as a supporter of the Australian Paralympic Team, as well as appearances from para- athletes at City events. These appearances promote positive community attitudes towards people with disability. The COVID-19 pandemic prevented the Paralympic Games proceeding, they will now be held in August 2021. The City has therefore extended its sponsorship agreement until October 2021 and is exploring opportunities for online and social media promotion.
- The City’s landmark Inclusive and Accessible Public Domain Policy and Guidelines and Inclusive and Accessible Event Guidelines were adopted in October 2019. These guidelines provide

a framework to apply relevant Australian access standards and best practice approaches consistently in the design, maintenance and management of public domain spaces such as streets, footpaths, parks and open spaces, and infrastructure including street furniture. The City was recently announced as the winner of the 2020 Disability Access and Inclusion category of the 2020 National Awards for Local Government for the Policy and Guidelines.

Developing positive community attitudes and behaviours

- During 2019/2020, the City updated its disability awareness and confidence training for staff. Staff continued to access a variety of disability access and inclusion training programs. The City delivered a variety of innovative community programs aimed at fostering positive community attitudes towards people with disability and people with a lived experience of a mental health issue.
- The COVID-19 pandemic prevented the City from delivering programs in our normal format due to public health orders resulting in the temporary closure of libraries and community centres. Staff responded by adapting programs for an online audience.
- Providing programs online helped to prevent social isolation and assist our community to remain connected online during the pandemic. In some cases, staff received feedback from the community that these programs enabled them to feel more connected than before, as some people previously were not able to attend City programs in our community facilities.

Online inclusive programming in response to coronavirus

City spaces

- The City adapted many of its support, health and social programs to support the community online. Some of these programs includes classes and workshops, yoga, gentle exercise, Pilates, preschool music and movement, digital literacy, Zumba, acting, singing and social events.

- Over a three-month timeframe at the beginning of the pandemic, these programs reached over 4500 people from a broad range of cultures and backgrounds. Participants attending these programs reported a significant increase in wellbeing, new skill development and increased community connection. The City has also received feedback that these programs have kept community members feeling well, connected and engaged during the pandemic.
- This adaptation to online programming also led to an increased participation rates for people with disability, particularly those with mobility challenges and people living with mental illness that may have felt uncomfortable in their ability to engage in physical social settings.

Library programs

- With the closure of library branches staff adapted library programs, such as the Auslan and English Story time program for an online audience. A series of eight pre-recorded videos were produced in partnership with the Deaf Society and hosted on the City's website for people to watch. The videos feature a Deaf presenter reading the book in Auslan accompanied by a voiceover reading the book in English. Providing these Story time sessions online ensured that children, including Deaf and hard-of-hearing children, and their families, were still able to access a vital and inclusive early literacy program. The first two videos published in June 2020 have been viewed 578 times. The Auslan and English Story time videos can be viewed on our website.

Harmony and social inclusion

Disability Awareness training

- The City continues to implement a program of Disability Awareness and Confidence training and provide resources on disability, mental health and inclusion topics to all staff.
- A new Disability Awareness and Confidence online training module has been developed for all City employees. This training module is an update of the previous Disability

Awareness training. The new training module will be rolled out in 2020.

- Belgravia Leisure (who manage the City's aquatic centres), continue to run YouMeUs, a compulsory online disability awareness training program for all staff. 356 Belgravia Leisure staff, or 97 per cent have completed YouMeUs disability awareness training in 2019/2020.
- Belgravia Leisure are in the process of developing 'Everybody Welcome', an online platform that covers a range of diversity topics to be completed by staff at the induction stage.

Specialist disability training

- Employees have access to a range of specialist disability access and inclusion training and development opportunities and resources including:
 - Training in Deaf Awareness
 - International Day for People with Disability staff awareness event.
 - Communicating and engaging with people with disability workshop.
 - Access in the built environment: Buildings, Housing, Parks and Open Spaces training.
 - Web accessibility and inclusive graphic and web design training.
 - Training in creating and producing accessible documents e.g. accessible Word and PDF, InDesign documents and Easy English.
 - Managers guide to workplace inclusion.
- 126 City staff completed specialist disability and inclusion training, including mental health training in 2019/2020. This is a 50 per cent decrease from the previous year (255 City staff in 2018/19).

Mental Health training

- The City continues to offer a range of mental health related training to provide employees with the skills to manage their work and life demands in a way that supports their mental health and the health of others.

- This suite of training improves customer service responsiveness to people with disability.
- The following mental health courses were undertaken by employees:
 - Mental Health in the Workplace: Awareness and Strategies for Employees.
 - Workers with Mental Health Illness - A Practical Guide for Managers.
 - Mental Health First Aid.
 - Mental Health Awareness for People Managers.

Images of people with disability

The City continues to encourage the use of images of people with disability in City publications and online materials. An additional 54 images of people with disability were purchased and added to the City's image library.

- Images of people with disability were included in: Inclusive and Accessible Public Domain Guidelines, Inclusive and Accessible Event Guidelines, City of Sydney Draft Operations Plan and within City of Sydney news stories.
- Images of people with disability have been used by Belgravia Leisure on their social media platforms to promote Swim Champs, a swimming and water safety program for children under the age of 18 with disability, Senior's Week programs and International Day for People with Disability.
- Out of a sample of five City of Sydney public documents, three included images of people with disability. Across these documents people with disability were represented in 19 per cent of all images.
- 12 City of Sydney News articles featured people with disability, Senior's Week programs and International Day for People with Disability.

Paralympics Australia Sponsorship

- The City's sponsorship agreement with Paralympics Australia and associated media campaign will assist to promote inclusion of people with disability. The

COVID-19 pandemic prevented the Paralympic Games from proceeding, they will now be held in August 2021. The City has therefore extended its sponsorship agreement until October 2021 and is exploring opportunities for online and social media promotion.

Disability-inclusive events

- A 'disability-inclusive' events tag was created on the City's What's On website to include on events. A disability inclusive program page was also created to roll up all events that promote inclusion of people with disability or contain accessible features.
- A series of guides covering 'accessibility at your event' were developed for the What's On help centre. These guides help event submitters to list and share events with access features.
- A dedicated accessibility filter was introduced in the newly launched What's On in February 2020. This filter helps users search for events with accessibility features including audio description; blind and low vision assistance; braille; closed captions; hearing loop; mobility access; national relay service; sign language.
- A 'people with disability' tag was created on the City of Sydney News website. Articles created against this tag to date include 'help us create a more welcoming Sydney' and 'disability-inclusive things to do in Sydney'.
- In 2019/2020 over 600 events were submitted to What's On featuring accessibility features.
- Eight articles have been created on City of Sydney News against the 'people with disability' tag.

The City continues to deliver a range of programming aimed at fostering positive community attitudes toward people with disability and people living with mental illness.

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- During Mental Health Month 2019, The Hon Julia Gillard AC led a discussion for the CityTalks event “We all have a role to play in supporting mental health”. Panelists discussed the complex issues of mental health and wellbeing and the role of communities and governments in supporting mental health.
- Panelists included mental health experts and people with lived experience of a mental health issue. The event emphasized the importance of creating inclusive and just societies that place the wellbeing of our communities at their core.
- Over the 2019/2020 period, the City delivered and supported the following inclusive Library and community programs:
 - 38 events in Auslan and English. This included the “Big Feels Club at Green Square”, a discussion facilitated by presenters who identify as living with mental health challenges. The aim of this program is to normalise mental health challenges and remove the stigma associated with mental illness.
 - 28 weekly Auslan and English Story time sessions at Surry Hills and Glebe Library. There were 292 attendances at these events over the 2019/2020 period. The COVID-19 pandemic and closure of our library branches led to a decrease in the number of Story time sessions delivered from 40 to 28 and attendances from 371 to 292.
 - Eight Auslan and English Story time videos were produced and uploaded to the City’s website to allow access to this program during the library closure period.
 - In partnership with NSW Health, a mental health first aid course was delivered in Mandarin in October 2019 as part of mental health month. The course was attended by 14 Chinese speaking community members who became qualified in mental health first aid. The participants are now qualified to provide support to their community in their first language.
 - In partnership with Carers NSW a Carers Day Out event was held at Redfern Community Centre on 15 October 2019. This event acknowledges and celebrates the significant contribution family and friend carers make to Australian society. Carers were treated to free entertainment, pamper stations, art workshops and lunch.
 - In partnership with Way Ahead, a health promotion event was held for new parents during Perinatal Depression and Anxiety week in November 2019. The event aimed to raise awareness about perinatal mental health issues in our community.
 - Sports Skills for Life, a gentle exercise program run at the Peter Forsyth Auditorium. This is listed as a dementia friendly social group through Dementia Australia and is also listed on Young Stroke NSW recovery group as a free community group.
 - Cycling without age, a program to provide free, healthy outdoor rides on specialised trishaws to aged care residents of local aged care accommodation was delivered by BikeEast in partnership with the City through a matching grant. City’s Matching Grants in the City of Sydney local area. The funding enabled a number of community ride event days, training for volunteers and over 100 free trips for older people, and people with disability.
 - Mood Active in partnership with the City through a community services grant provided well-being and exercise programs to support City residents living with mental health conditions in City parks and fitness centres.
 - Living with Anxiety and Depression, a pilot program to assist people living with HIV, experiencing anxiety or depression was delivered by Positive Life NSW in partnership with the City through a community services grant.
- 98 per cent of attendees of Auslan Story time and some adult programs where Auslan interpreting was provided, agreed that they had a “greater appreciation of why

library programs should be accessible to everyone”.

Creating liveable communities

- Over the 2019/2020 financial year, the City continued to create more liveable communities through upgrades to the public domain that deliver improved access outcomes.
- The City and its partners also delivered a number of inclusive opportunities at events and programs.

Inclusive and accessible public domain guidelines

- Every day, people with disability experience barriers that make it difficult to participate and work in the community. Barriers may be physical, such as inaccessible streetscapes; social, such as a lack of information about public spaces; or attitudinal, such as assumptions that people with disability are not able participate in certain activities in public spaces.

Section 23 of the Disability Discrimination Act 1992 makes it unlawful to discriminate against people with disability in relation to access to, and use of, any premises, including the public domain - usually the responsibility of local government.

Designers and others often look to policy makers for practical advice on how to meet community expectations on disability access and inclusion. Until now, this was readily available for buildings from the Disability (Access to Premises - Buildings) Standards 2010 but not for public spaces or events. The City has filled this gap with the Inclusive and Accessible Public Domain Policy and Guidelines endorsed in October 2019.

The Policy and Guidelines provide a framework for the consistent application of relevant Australian Access Standards and best practice approaches in the design, maintenance and management of public domain spaces and infrastructure. The policy and guidelines apply to all new and upgraded public domain spaces and infrastructure, provided by the City of

Sydney, or third parties such as contractors or developers as part of voluntary planning agreements.

The City’s Inclusive and Accessible Event Guidelines outline key access and inclusion considerations when planning and delivering events within the City of Sydney. The guidelines outline minimum standards as well as some best practice considerations to encourage event producers to move beyond minimum compliance and demonstrate their commitment to inclusive events.

The scope of the policy and guidelines were developed in consultation with the City’s Inclusion (Disability) Advisory Panel, and informed by access audits conducted by consultants with diverse lived experiences of disability, and feedback from the community about access issues in public spaces.

Drafts were developed in consultation with staff with diverse professional expertise. People with disability were consulted through peer-led workshops and surveys on the draft guidelines and provided feedback to the City which was taken into consideration. Disability sector peaks and developers were engaged and expressed their support, acknowledging that the policy is a significant step in ensuring accessibility is carefully considered in all public space projects, and how it could benefit other councils.

The City of Sydney’s Inclusive and Accessible Public Domain Policy and Guidelines was announced as the winner of the 2020 Disability Access and Inclusion category of the 2020 National Awards for Local Government.

Accessible places and spaces

Pedestrian Access

- The City’s Pedestrian and Access Program is ongoing. This program focuses on access upgrades and renewal projects to improve safety and accessibility across the City of Sydney area. The program includes:
 - Upgrading non-compliant ramps – including ramps at intersections.

- Provide ramps where missing.
- Footway renewal and upgrade.
- Kerb and gutter renewal and upgrade – including the removal of lips on ramps.
- Paver infill program – upgrading and improving material across footpaths, ensuring more consistent footway surface.
- In 2019/2020 the following access and inclusion improvements were delivered across the City of Sydney area:
 - 47 access ramps constructed to current standards.
 - 22 continuous footpath treatments constructed across side streets (removing the need for 44 access ramps).
 - Four raised pedestrian crossings constructed (removing the need for eight access ramps).
 - One shared zone constructed to improve pedestrian access and safety in laneway without an accessible footpath.
- Work to collect data on the percentage of footpaths throughout the Liveable Green Network with accessible kerb ramps is underway.
- 63 per cent of the City's Liveable Green Network Priority Walking Routes have improved accessibility outcomes. This number remains stable for the 2019/2020 reporting period.
- 100 per cent (n=2100) signalised pedestrian crossings include tactile and braille signage.

Bus Stop upgrades

- The City continues to upgrade bus stops to ensure that they're compliant with Disability Standards for Accessible Public Transport 2002.
- More than 90 per cent of City bus stops are Disability Standards for Accessible Public Transport 2002 compliant and the City is on track to achieve 100 per cent compliance by 31 December 2022.

Mobility parking spaces

- The City gathered information about all mobility parking spaces across the City of Sydney area, including the location and images. This data has been included on the City's Online Access Map, allowing people to understand where parking spaces are available, and view a street view image of the space so they can understand the context of the space before making their journey.
- Work is underway to consider strategic placement of mobility parking spaces to allow greater access to key sites in the City of Sydney area for people with disability. Council already implemented some mobility parking spaces.
- The City has commenced use of timed mobility parking spaces in some locations. This helps to increase access share to spaces for multiple users.
- Information about mobility parking spaces is currently available on the City of Sydney website on the Mobility Parking page and the Online Accessibility Map.
- A net of three mobility parking spaces were removed to accommodate the temporary pop-up cycleway on Pitt Street. Changes have been made to the location and time limits to mobility parking spaces in this location to increase turnover and access to these spaces.
- The temporary pop-up cycle ways were established by the City and the NSW Government to create capacity for people walking and riding to allow for safer travel between workplaces, schools, health care and the city centre. These important new bike links enable people to ride and free up space on public transport and roads, helping the community to return to work and local businesses safely, supporting NSW's economic recovery.
- 292 mobility parking spaces shown on the City of Sydney website.
- The temporary cycleways were implemented in a short timeframe to respond to an urgent need to provide safe transport during the COVID-19 pandemic,

meaning that the community was not consulted in the way it normally would be. The City will consult the community on the future of the streets before any cycle ways become permanent.

- Work has begun to advocate to commercial parking operators to improve their information on the accessibility of their parking stations and booking systems.

Hearing augmentation

- Since the introduction of the Disability (Access to Premises – Buildings) Standards in 2010, new City community facilities have been designed to include hearing augmentation.
- The following community facilities have hearing augmentation installed:
 - Alexandria Town Hall
 - Barnet Long Room
 - Darling Square Library
 - Erskineville Town Hall
 - Glebe Town Hall
 - Green Square Library
 - Harold Park Community Hall
 - Juanita Nielson Community Centre
 - Redfern Town Hall
 - Surry Hills Function Hall
 - Surry Hills Library
 - Sydney Town Hall
 - Marconi Room, Town Hall House
 - Ultimo Community Centre
- Work has begun to audit all community facilities to better understand their hearing augmentation requirements. Further progress on this will be reported on in 2020/2021. Portable hearing augmentation devices are being purchased for use in some of the City's smaller community centres.

Online access map

- The City's Online Access Map provides information about key access features such as mobility parking spaces, accessible

public toilets, key transport nodes and potential barriers such as stairs and steep inclines.

- In 2019/2020 the City upgraded the Online Access Map to a new system to enable regular updates to the data sets. This new map includes the following new data sets: stairs, lifts, seats, bus shelters, information kiosks and navigability for six selected locations. The City has published some of the data from the Online Access Map to the Open Data Portal for other organisations to access.
- The Online Access Map continues to experience an increase in the number of hits per month, with the map being accessed the most over the summer and New Year's Eve period.
- The online access map recorded 3,140 unique views in 2019/2020:
 - 867 page hits (July-September)
 - 1,197 page hits (October-December)
 - 676 page hits (January-March)
 - 400 page hits (April-June).
- An average of 261 hits per month, this is a decrease of 18 per cent per month from 2018/2019-figures.
- There was no external feedback on the accuracy of the map over the 2019/2020 period.

Centre for Disability Studies and the Marlborough Hotel

- In February 2020 an article was published by Broadsheet promoting a City funded initiative between the Centre for Disability Studies and the Marlborough Hotel.
- A City of Sydney grant in 2019 enabled the Centre for Disability Studies and the Marlborough Hotel to work together and develop Creating Inclusive Spaces, a resource that outlines how hospitality venues can better serve people with disability.
- The Creating Inclusive Spaces guide offers advice for managers, bartenders and wait staff on how to promote inclusivity and

address social inequity in the hospitality industry. In 2020 the Centre for Disability Studies was awarded another grant by the City to enable them to continue working with other venues in the Local Government Area and promote the resource.

- The Marlborough Hotel worked along with its Social Networking Group, an initiative run by the Centre for Disability Studies (CDS) that provides opportunities for people with and without disabilities to come together to socialise. To create more inclusive venues and spaces for people with disability in the City of Sydney.

Business 2 Business Newsletter

- An article was distributed in the City's Business to Business newsletter encouraging local businesses to be more inclusive of people with disability.

Wheeleasey Grant

- The City funded Wheeleasey through a Community Services Grant to run a series of community mapping events to add information to their website on accessible places, activities and businesses in the following locations: The Rocks, Ultimo, Erskineville and Woolloomooloo
- Four out of the six planned events took place. The COVID-19 pandemic and public health orders related to social distancing prevented the delivery of the last two events. Over 200 people took part in the four events, many of which were people with a lived experience of disability.

Diverse housing tenures and types

- The City submitted a response to the NSW Housing Strategy Discussion Paper. This response advocated for the NSW Government to review requirements for adaptable dwellings to ensure that they meet the needs of people with disability.
- In 2020 the City adopted City Plan 2036: City of Sydney Local Strategic Planning Statement and Housing for All: Draft City of Sydney Local Housing Strategy. The Planning Statement and Housing Strategy include actions to investigate opportunities

within the planning controls to increase the amount and improve the standard of housing that is universally designed. This includes encouraging the delivery of larger apartments on the ground floor to ensure people of all ages, people with disability, and families with children can find suitable housing with usable external space in the city.

Sense of belonging and connection to place

- In 2019/2020, a suite of programs were offered across the City's community centres that were inclusive of people with disability. The COVID-19 pandemic prevented the City from delivering services in our usual format in the last quarter of 2019/2020. However, staff adapted programs for an online audience which resulted in increased participation by people with disability, who were not previously able to attend face to face programming. Some highlights included:
 - Online programs: magic club, singing groups, assertiveness training, ukulele club, mums and bubs fitness.
 - Stronger fitter seniors exercise.
 - Gentle exercise and chair yoga.
 - Internet life skills and computer, tablet and mobile phone technical support.
 - Walking groups.
- Two per cent of participants that attended programs at Pine Street Creative Arts Centre identified as a person with disability.

Inclusive sports

- Inclusive sport, recreation and active living programs offered across of the City's community centres included:
 - Sports Skills for Life inclusive program delivered at Peter Forsyth Auditorium, Glebe.
 - Stronger, fitter older adults exercise classes held across various community centres.
 - Fitness classes for older adults across community centres.

- Chair Yoga at various community centres.
- King George V Recreation Centre delivered 'Queens of the Court', a series of three on three basketball competitions to encourage women's participation in sport.
- The City works closely with Belgravia Leisure, who manage the City's aquatic centres. Belgravia Leisure continue to implement the Belgravia Leisure Disability and Diversity Strategy, which includes the development and implementation of programming to enhance the social and emotional wellbeing of people and promote opportunity for participation for everyone.
- Swim Champs is a swimming and water safety program run for children under the age of 18 with disability. The program aims to build confidence and competence in a safe environment. It is delivered by qualified teachers at Ian Thorpe Aquatic Centre and Cook + Phillip Park Pool.
- 498 attendances were recorded for this program in 2019/2020. Public health orders implemented in response to the COVID-19 pandemic required the closure of aquatic centres during the last quarter of 2019/2020.
- The following mental health and wellbeing programs continue to be delivered at the City's aquatic and recreation centres in line with Belgravia Leisure's Disability and Diversity Strategy with the aim of promoting opportunity and participation of everyone:
 - Swimming Well is a water safety and pathway to swimming independence program targeted towards those experiencing mental health issues. 49 attendances were recorded for this program in 2019/2020. Public health orders implemented in response to the COVID-19 pandemic required the closure of aquatic centres during the last quarter of 2019/2020.
 - Take Charge is a health and wellbeing program supporting adults experiencing mental health issues. This program operates at Cook + Phillip Park Pool, Ian

Thorpe Aquatic Centre and Victoria Park Pool. There were 1,216 attendances recorded for this program in 2019/2020. Public health orders implemented in response to the COVID-19 pandemic required the closure of aquatic centres during the last quarter of 2019/2020.

City community centres:

- A number of community wellbeing and health programs have been delivered across the City's community centres:
 - Introduction of a new mums and bubs class at Peter Forsyth Auditorium, run in collaboration with the Early Childhood Centre, Glebe and Glebe TreeHouse.
 - Cliff Noble Community Centre hosted a health promotion day for older adults to provide information and referral pathways for a range of local health and social services. This included understanding relational violence.
 - Harry Jensen Community Centre hosted a series of health talks including pain management and managing medication.
- Belgravia Leisure run two mental health programs within the City's aquatic centres.

Dense thriving communities

- The City constructed its first Changing Places facility™ at the Abraham Mott community space, Millers Point in 2018/19. This facility was open and utilised by patrons during the Sydney New Year's Eve celebrations on 31 December 2019.
- The number of adult change facilities in the City of Sydney Local Government Area remains stable. There are four facilities in the following locations:
 - Abraham Mott community space, Millers Point.
 - Westfield Sydney, CBD.
 - International Convention Centre, Darling Harbour.
 - NSW Parliament House, CBD.
- The Gunyama Park Aquatic and Recreation Centre is currently under construction. It will also include a Changing Places™ facility.

Inclusive and accessible event guidelines

- In October 2019 the City adopted the Inclusive and Accessible Event guidelines. These guidelines apply to City run events, events sponsored by the City and event organisers using City facilities, venues and outdoor spaces. The guidelines outlined key access and inclusion considerations to be referred to when planning and delivering events with City venues and outdoor spaces. A summary of the guidelines is also provided to external event organisers who hire City venues to consider when planning events in our facilities.
- The guidelines were presented to relevant business units and City of Sydney staff to assist them to provide inclusive and accessible events. The City delivers and supports a number of major events. A number of these events provide accessible features and inclusive programming.
- At the Arts Activated Conference held by Accessible Arts in August 2019, a City staff member participated in a panel discussion amongst disability experts about inclusive events. The panel discussed useful strategies and practical tips for delivering better access and increased participation for artists, audiences and arts workers with disability. The City provided an overview of the City's Inclusive and Accessible Event Guidelines, a tool which can be used by any event organiser to plan inclusive events.
- City of Sydney produced events Sydney New Year's Eve
- The City works closely with a number of NSW government agencies to plan and produce the Sydney New Year's Eve event. In 2019/2020, this event will be produced by the NSW Government. The City provides:
 - An accessible golf cart service
 - Designated Accessibility Officer from November to January.
 - Accessible viewing area at Pirrama Park. This is one of eight accessible viewing areas available on the night. In 2020 there were two new accessible viewing areas.
 - Access to the Changing Places™ facility at Millers Point which was available from 9am New Year's Eve to 1am on New Year's Day.
 - Large-print, easy-read and audio event guides.
- Sydney Lunar Festival accessible features offered:
 - Two audio-described tours of the Lunar Lanterns at Circular Quay with both sessions completely booked out.
 - Auslan interpreters provided.
- An accessible website with all video content including closed captions.
 - Ramps installed at lantern locations.
 - Sydney Christmas accessible features offered:
 - Auslan interpreters.
 - Easy access to all sites.
- Art and About accessible features offered:
 - Audio guided tour for Australian Life exhibition.
 - Designated accessible seating area.
 - Supervisors briefed on all accessible access points, lifts and accessible toilets.
 - Accessible viewing platform at Demo at Customs House and an accessible pathway through the Untitled (Maraongi Manaouwi) exhibition was provided.
 - Accessible transport was provided on request.
- Major events supported by the City of Sydney:
 - Sydney Festival, Mardi Gras, Sydney Fringe Festival, Sydney Writers Festival, Vivid and Sydney film festival are all supported by the City of Sydney.
 - The COVID-19 pandemic prevented Sydney Fringe Festival, Sydney Writers Festival and Vivid from proceeding due to physical distancing required by NSW public health orders. Sydney Festival and Mardi Gras Festivals went ahead this year.

- Sydney Festival
 - Sydney Festival is leading in the delivery of inclusive and accessible events. They are also committed to the inclusion of people with disability as artists.
- To make performances more accessible to audiences, Sydney Festival participates in the Accessing Sydney Collectively program from Accessible Arts, which was also supported by the City of Sydney.
- Sydney Festival in 2020 offered an extensive range of inclusive and accessible performances and experiences including:
 - Accessible performances including sensory adjusted and relaxed performances, audio-described and tactile events.
 - Interactive guest experiences for small groups or individual who may not be able to participate fully within a specific event.
 - Auslan interpreted events and performances.
 - Live captioning and open captioning.
 - Accessible viewing areas.
 - Support for the companion card program.
- Sydney Festival is also committed to providing easy-to-find information that empowers people with disability to know what's on offer, and how they can participate. This includes:
 - Ensuring websites are accessible.
 - Festival guides and information available in alternative formats, such as Large Text and Braille.
 - Listings of performances grouped by access supports provided.
 - Providing information about wheelchair accessible parking and venues and hearing loops available within venues.
- Sydney Festival is committed to increasing the representation of artists with disability in the annual program.
- They believe stronger communities are built when a diverse range of artists tell their stories to a diverse range of audiences.

In December 2018, Sydney Festival launched a collaboration with Accessible Arts to invite artists with disability or who are Deaf to pitch projects for inclusion in the #SYDFEST program. Over 40 fantastic submissions for the 2020 Festival were received and reviewed by the Sydney Festival Access and Inclusion Advisory Panel who gave their time and expertise to ensure the criteria was met by all submissions.

- Sydney Film Festival Sydney Film Festival supports the annual Screenability program, produced in partnership with Screen NSW. Screenability is a platform for screen practitioners with disability leading the narrative. This international program showcases drama and documentary, offering unique world views on life and foregrounding the stories of filmmakers with disability.
- This year, the Festival presented three compelling short films by multi-disciplinary artist Emily Dash, former Youth Paralympian Adam Bowes, and award-winning theatre director Anthea Williams.
- All films in the Screenability and Dendy Awards for Australian Short Films programs are available to view with closed captions and audio descriptions.
- Sydney Film Festival participates in the Access Sydney program and have a Disability Inclusion Action Plan and an accessibility program. This festival is also funded by the City through the Festivals and Events Artform Festival.

Vibrant creative life

- The City offered or supported the following programs that promote participation of people with disability as artists and audience members:
- 'Freefall' was a theatre production conceived and written by Emily Dash, an artist who identifies as having a disability and supported by PACT, an organisation that develops and supports emerging artists through an integrated program of residencies, training and presentations. This production was supported through a City of Sydney Matching Grant.

This theatre production involving young artists living with disability challenges audiences to think critically about grief, identity, sexuality and disability. Three artists with disability were case in the production.

The strategies used to reach new audiences included: a strong focus on social media to deepen relationships between audience and artists, a public Q&A and forum, and a targeted promotional strategy. Auslan interpreters, relaxed performances and affordable ticket prices ensured greater access for audiences.

- The City of Sydney's Site Works program provides artists with the opportunity to display their work on a large scale construction hoardings across the City of Sydney area. One of these licensed artworks, *Midnight Zoo*, was a collaborative work created by Studio A artists Emily Crockford, Lauren Kerjan, Thom Roberts and Phillip Sidney. Studio A is a supported studio based in Sydney that tackles the barriers that artists living with intellectual disability face in accessing conventional education, professional development pathways and opportunities needed to be successful and renowned visual artists.
- "In Harmony" produced by Mostly Mad Music and supported through a City of Sydney grant aimed to raise awareness about mental health through the power and passion of classical music.

A series of pop-up performances across the Sydney local area were held, bringing classical music from the concert halls to the streets. A recital was held at Customs House for partners, friends and funders on international mental health day.

"In Harmony" provided access and inclusion pathways for people with lived experience of mental illness and homelessness to participate in events shared with the general public, to enjoy beautiful music and to connect with a diverse range of people in safe and de-stigmatising settings. Mad Music uses the momentum of Mental Health Month and strong relationships with the Mental Health Commission, NSW

Health and the Non-government sector to ensure maximum participation in the project by mental health communities and their carers.

- The COVID-19 pandemic prevented the City from providing our usual programs due to the physical distancing required by public health orders. In response, staff from the Pine Street Creative Arts Centre adapted programs for an online audience and developed four Art and Maker online workshops for the community to access online for free. These workshops aim to be as inclusive as possible reaching audiences who may be experiencing remote, physical, social or economic isolation. The online programs provide the option for participants to access Auslan, captioning, audio description and a downloadable Easy English guide with class instructions.

Supporting access to meaningful employment

- Over the 2019/2020 financial year, the City continued to build inclusive workplace cultures and effective systems for promoting a mentally healthy workplace.
- The City is taking action to increase workplace flexibility, which benefits everyone, but people with disability in particular.
- The City is proud to have signed the National Fair Internship Pledge to demonstrate its commitment to the fair treatment of young people undertaking internships.
- In May 2019 the City focused its graduate internship on young people with disability from culturally and linguistically diverse backgrounds. Two young people were chosen to job-share for an 18-month paid internship. The role centred on opportunities for the graduates to gain skills and contribute to efforts to support the City's diversity and inclusion initiatives in the workforce. The internship enables the graduates to learn important skills and gain experiences to enhance their future employment opportunities and career growth. It also adds to the richness of the diverse and inclusive workplace at the City.

- One of the graduate interns explains “As a person with a disability it’s important for me to remain transparent and let recruiters know of my hearing disability. It can be a little hard to mention a disability to recruiters over fear of judgment or loss of opportunity. However, when I saw there was a targeted role for people with a disability, I felt an overwhelming sense of joy to apply. I was welcomed by managers and teams and I’ve recognised that having a disability has not stopped me from working on projects with others. The City has given me the confidence to take on future roles that don’t define me as someone with a disability.”

Inclusive growth opportunities

- In 2016, the City began working with Australian Network on Disability to become a disability confident recruiter. Work continues to become an accredited disability confident recruiter.
- In January 2020 the City accepted an opportunity to work with the Council for Intellectual Disability on a pilot program titled “More than just a job for Councils”. The aim of the program is to work with councils in NSW to support the employment and retention of people with intellectual disability. Through training and mentoring the Council for Intellectual Disability will help build the skills and capacity of managers and staff to employ and sustain people with intellectual disability in the workplace. Further progress on this project will be reported in 2020/2021.
- In 2019/2020, 1.6 per cent of staff identified as a person with disability – this figure increased from the 1.4 per cent the previous financial year.
- In 2019/2020, two people continued working in the role of Diversity and Inclusion Officers. These positions were targeted for people with disability.
- The City is working with The Australian Network on Disability to finalise our Disability Confident Recruiter certification.
- The City prepared the EEO, Diversity & Inclusion Action Plan and engaged two

Diversity and Inclusion Officers to oversee its implementation.

- The City’s People Strategy 2019-21 included an EEO, Diversity and Inclusion Action Plan outlining key deliverables that address the City’s commitment to EEO principles and provide a roadmap for a diverse and inclusive workplace with three key outcomes:
 - Communicate and raise awareness of the City’s EEO, Diversity and Inclusion initiatives
 - Implement policies and reporting on EEO, Diversity and Inclusion across the organisation, and
 - Improve EEO, diversity and inclusion in the workplace.
- The City held its first internal staff event for International Day of People with Disability in December 2019.
- The City maintained its network of 30 trained peer support employees to provide initial support, assistance and information to employees who may be experiencing an issue which is impacting on their mental health and wellbeing. This peer support network includes employees with lived experience in disability.
- The City’s Workplace Flexibility Policy and supporting guidelines and tools continued to provide support to employees to meet the demands of the workplace and their personal lives. This was particularly relevant during the pandemic lockdown when flexible and remote working was embraced by many employees.
- Flexible working webinar sessions were held for our managers and information was provided to staff to educate and clarify concerns around our flexibility policy and how to avail flexible work options.
- During the year, City employees also continued to undertake specialist disability training to build their awareness and confidence. Topics included mental health awareness, mental health first aid and deaf awareness.
- The City continues to implement the Mentally Healthy Workplace Plan 2019/2020.

- The Mentally Healthy Workplace Plan includes guidance and resources for supporting employees with mental health conditions to remain or return to work.
- The City continues to run and promote the Peer Support Program to enable staff to readily access support and information around mental health issues.
- The program focusses on support around mental health issues and consists of a network of trained 'peers' with lived or shared experiences and skills around mental health, and with whom colleagues feel comfortable to approach for advice.
- A suite of returnable schedules for social and sustainability procurement outcomes have been developed.
- The following have also been developed to ensure greater inclusion and diversity outcomes through procurement processes:
 - Inclusion and diversity expectation statement
 - Code of conduct for suppliers
 - Guidelines for sustainable procurement
 - Evaluation guidelines being developed.
- Staff are currently reviewing procurement templates to make them accessible.
- Explore how services can creatively reframe how they engage and work alongside older people, people with disability and their allies, and
- Explore what support staff and/or volunteers need during the recovery and reopening process. 55 people attended the online 90-minute forum.
- Challenges and opportunities were identified and a number of organisations are working together to address priority issues and to plan for service coordination and delivery. Key priority issues include:
 - High levels of digital exclusion faced by people with disability, often as a result of low incomes, leading to barriers to accessing both specialist disability services and other mainstream services.
 - Concerns about increases of elder abuse during lockdown, and
 - Need for more support for people with complex mental and physical health issues.

Improving access to mainstream services through better systems and processes

Creative opportunities and challenges for ageing and disability services in the COVID-19 pandemic

- On 17 June 2020, Inner Sydney Voice, The Junction Neighbourhood Centre, Randwick City Council, Waverley Council, and City of Sydney Council held a forum with aged and disability services in eastern Sydney on the creative opportunities and challenges in the recovery and reopening after the COVID-19 pandemic.

The purpose of the forum was to:

- Explore the opportunities and challenges in recovery and reopening for aged and disability services in eastern Sydney.

Balanced and inclusive decision making

- The City's Inclusion (Disability) Advisory Panel has been advising the City on Disability Inclusion and access matters since 2011.

For 2019/2020, the City's Inclusion (Disability) Advisory Panel provided advice on the following plans, strategies, projects and policies:

- Upgrade of Redfern Train Station and the George Street Light Rail project.
- The City Plan 2036: Local strategic planning statement.
- Housing for All: City of Sydney local housing strategy.
- Information displayed on the City's website about community centres and venues for hire.
- Accessible and inclusive features for New Year's Eve 2019/2020.
- Strategies to encourage commercial parking operators to provide greater information about off-street accessible parking spaces.

- Refresh of the Inclusion (Disability) Awareness Training for staff.
- Provided input into the City's submission on the review of the Disability Inclusion Act NSW.
- Provided advice and feedback on the impacts of the COVID-19 pandemic for people with disability, people living with mental health conditions and carers.
- The panel were consulted on 10 new City policies, strategies and initiatives. This is an increase from the previous year (six in 2018/19).
- In December 2019, the City commenced live streaming and webcast recordings of Council and Committee meetings. Placing meetings online assists people with disability that may face barriers attending Council meetings in person.

Transparent accountable governance

- The City's policy template was updated to meet design and accessibility standards.
- The City's Digital and Print Accessibility Policy and Procedures were updated in 2018/2019 to ensure that City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.
- In 2018/2019 11 major documents were published online in accessible formats.
- The City's web team remediated documents internally on 60 occasions.
- All videos that required captioning were transcribed.
- All projects, strategies, policies and developments published on the City's website seeking community feedback outline further options for giving feedback, including contacting the City to discuss face to face, using the National Relay Service and using the Translating and Interpreting Service.
- In 2019/2020 11 major policies and plans were published online in accessible formats.
- In 2019/2020 the City completed the upgrade of its events platform and archives catalogue. Work was ongoing for the

redesign of the corporate website and intranet. Accessibility was a requirement in the specifications for each website, with testing conducted during the development process against the Web Content Accessibility guidelines to verify compliance.

- The Sydney Culture Walks app was audited for accessibility with remediation work to be completed in 2020/2021.
- The City's ongoing program of web and print communications is focused on providing accessible versions of documents, ensuring video content is captioned, and producing content that is delivered in a plain English and easy to engage with style, making content more accessible for all the community. New and existing web properties (websites and web apps) aim to comply with Level AA of the WCAG standards. Audits are conducted periodically, and new code is tested for accessibility.
- New and existing web properties (websites and web apps) aim to comply with Level AA of the WCAG2.1 standards. Audits are conducted periodically, and new code is tested for accessibility.

Public participation in community life

- The City's Grants policy and guidelines are accessible and have been published on the website. The City is currently working to update additional documentation available on the City's grants pages to ensure they meet accessibility requirements.
- The Grants and Sponsorships team continue to review the Grant Application process to identify strategies to make the grants systems and processes more inclusive and accessible.
- A dedicated support officer within the grants team has been established to make it easier for applicants with disability to apply and access information about the City's grants programs.
- The Grants platform SmartyGrants is WCAG compliant.
- The revised Digital and Print Accessibility Policy adopted at the end of 2018/2019

requires any new information or communications technology the City procures complies with the Accessibility requirements suitable for public procurement of ICT products and services.

- Twelve ICT products were procured in the 2019/2020 financial year that are required to comply with the City's accessibility requirements. 100% were compliant with accessibility standards.
- Work has been completed to collect access features for 34 City parks. This information is due to be uploaded to the City's new corporate website. The City's new corporate website was launched in September 2020. Access features are more prominently highlighted where available across a range of areas including parks, hireable indoor spaces and community centres.
- These accessibility features are designed to help users understand content more easily, making it easier to perform a comparison between spaces before determining the best solution for their needs. Features include:
 - On-site mobility parking
 - Mobility parking within 300m
 - Level access entrance
 - Entry door type
 - Floors
 - Lifts
 - Accessible toilets
 - Ambulant toilets
 - Accessible change facilities
 - Hearing support system
- In 2018/2019 the City worked with the Village to Village transport service provider Access Sydney Community Transport to review current access provisions against the relevant parts of the Disability Standards for Accessible Public Transport 2002.
- In 2019/2020 Access Sydney Community Transport has implemented a number of initiatives to improve access across its transport's services. These include:
 - An audit of accessible bus stops. Information collected as part of this audit

is due to be uploaded to the Access Sydney website.

- Alternative communication tools such as text messaging to communicate with people with disability about transport delays or cancellations.
- Disability awareness training for all bus drivers to ensure they can support customers with disability.
- In addition, Access Sydney Community Transport is in the process of engaging a consultant to ensure they comply with Disability Public Transport Standards 2002.

Clarence Valley Council

- Council has an Access Committee that meets once a month. This committee comprises of two Councillors, nine community members (including an Occupational Therapist and a guide dog Orientation & Mobility Specialist). Some meetings have been postponed due to COVID-19 restrictions.
- Here are some of the projects the Committee has had influence over
 - Feedback on draft planning documents for example the Grafton Bridge Project
 - Lobbied Rotary Yamba to install a bench seat at a Taxi Pick up and Drop off area in Yamba
 - Drafting some mobility maps.
 - Advocating for safer pedestrian crossings.

See below for recent projects, current actions and future plans for the four key focus areas in the Council's DIPA:

Developing positive community attitudes and behaviours

- All Council programs promote and support the inclusion of people with disability.
- Vibrant Places – Environment, Development & Strategic Planning, Access Committee and Community Development Staff went out to businesses about revitalising the main street scape by ensuring accessibility for all
- Free Accessibility workshops for businesses during NSW Small Business Month Access

at a glance program - promoting using window signage and stickers to indicate if a place or space is accessible at a glance.

- Access and inclusion planning and delivery is included in the planning of events.

Creating liveable communities

- Public toilet strategy completed. Signage review to be undertaken.
- Draft public amenities strategy completed and to go on exhibition 2020/2021. Review of all public toilet condition undertaken
- New accessible parking spaces to be installed in new car park as part of the new Grafton Bridge at the instigation of Council
- The Gallery is proactive in presenting and supporting program opportunities for people with disability and the Gallery is wheelchair accessible. All our libraries are wheelchair accessible and our programs and events are presented and developed with inclusion and access for all in mind.
- Jacaranda Park and Alex Bell Park have been updated to include all access play. The 'Wheelspin' at Jacaranda Park provides all children the liberating experience of dynamic movement. It allows for all children to play side by side. Not only does the 'Wheelspin' accommodate wheelchairs, it allows several children the opportunity to spin together.
- As part of the planning, approval and legal requirements all new and or refurbished commercial buildings are compliant with disabled access requirements.
- Pippi Beach and Wooli Beach have improved all access areas
- MLAK keys given to residents free of charge
- Accessible toilets remain unlocked throughout the day, access afterhours via use of MLAK
- Maintains network of accessible toilets
- Council is continuing the process of expanding the shared pathway network
- Ongoing audits of pathways and public toilet infrastructure.

Supporting access to meaningful employment

- Council will reviewed all policies and procedures in 2019/2020 to ensure they are promote an equal employment opportunity workplace (EEO). Council will continue with this review into 2020/2021 to ensure all internal documents from the People and Culture Team are up to date and promote EEO. Council are working on updating the Workforce Diversity and Inclusion framework to ensure ongoing opportunities for people with disabilities.
- Advertising of all positions encourage all members of our community to apply.
- Workspace and access considers are reviewed as needed.
- Council will redevelop the main office building in 2020/2021 which will be all accessible for the whole of community. The new design will include a lift.

Improving access to mainstream services through better systems and processes

- Councils web site contains a number of references including - access, Access Committee, and Community Services Directory.
- Council will be updated their web page in 2020/2021 to ensure an all access environment.
- All Council meeting have been broadcasted live via Facebook.

Cobar Shire Council

Developing positive community attitudes and behaviours

- Disability Inclusion Action Plan 2020-2024 updated through consultation.
- Council has applied for grant funding specific for Disability Projects.

Creating liveable communities

- Installed accessible toilets and wheelchair accessible play equipment at Drummond Park.

- Installed assessable toilets and updated footpaths at Dalton Park.
- Bus shelter at Euabalong installed to meet accessibility standards, new ramp and entrance rectification to the Euabalong Community Hall.
- Number of major upgrades budgeted for 2020/2021 year.

Supporting access to meaningful employment

- Following Disability Inclusion Action Plan 2020-2024.

Improving access to mainstream services through better systems and processes

- Council Meetings – livestreamed for greater access (prior to COVID-19).

How have you determined that you're meeting the needs of people with disability?

- Through consultation our Disability Inclusion Action Plan 2020-2024 has been supported and confirmed.

Describe your challenges and successes in delivering on your parts of the DIAP

- Major program in footpath and access ramps have been supported through Council Budget and Grant success.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- As per Disability Inclusion Action Plan 2020-2024.

Additional information and comments about the information provided

- With COVID-19 some difficulty in Public Consultation has occurred which will be re-assessed in 2020/2021 and for future years.

Coffs Harbour City Council

Developing positive community attitudes and behaviours

- Celebration of International Day of People with a Disability, with a showcase of accessible features available at the Cex Coffs Harbour International Stadium.
- The booklet “Good Customer Service: It’s Everyone’s Business” was launched to business community. The booklet is a guide for businesses to make them more Accessible and to assist staff in customer service training for persons with a disability.
- Promotion of library services to community members with a disability as a key audience.
- Submission of an entry in the 2020 National Awards for Local Government (Disability Category) – MyCoffs: An Inclusive Future.
- The inclusion of community members with a disability and the sharing of information about disability services on the MyCoffs Connect Facebook page.
- Two films were created with local community members with a disability using Jetty Beach Inclusive Access trial service achieving extensive reach and positive comment on Council and Lifeguards Facebook pages.

Council has worked to increase opportunities for people with disability to participate in community activities. This included:

- Adoption of an Inclusive Beach Access Issues and Options Paper, which endorses Jetty Beach as a priority location for the development of inclusive beach facilities such as a Mobi-matt and the provision of two additional Hippocampe beach wheelchairs. The success of the project was evident, with users varying from young families to persons with disabilities and/or mobility issues.
- Use of the accessibility checklist in development of community programs such as the Eco Surf Fest and the Sustainable Living Programs (Coffs by Nature Programs). Festival and community event planning continues to seek to partner

with local community organisations that are committed to diversity and inclusion of people with disability and consider the needs and broader community inclusion outcomes in planning and programming

- Consultation with Vision Australia to develop plans for the Jetty Theatre Expansion Project to accommodate a quiet room for audio description.
- Preparation of a report on the cost and availability of assistive software for people with a disability for the library computers and purchase of adaptive technology.

Creating liveable communities

- Accessibility upgrades to public toilets at McLean Street and Park Beach, Coffs Harbour, and Toormina Oval, Toormina
- Adult Change Place planned for Woolgoolah local government area Beach Reserve upgrade.
- Significant footpath upgrades at King, York, and McLean Streets, Coffs Harbour; and Eighth, Boronia and May Streets, Sawtell. footpath/Cycleway installations from Gundagai Street to Robyn Street, Coffs Harbour and Tasman Street, Corindi Beach.
- Refurbishment of the access ramp to improve accessibility at the Cavanbah Centre, Coffs Harbour
- Upgrade of 20 accessible bus shelters and pathways to the bus shelters constructed.
- Consultation with the Disability Inclusion and Access Committee for the design of the Cultural and Civic Space Project and the West Woolgoolah local government area Sports Complex.
- Installation of a mobi-mat and lifeguard trial at Jetty Beach.

Council is working toward greater access across the local government area and has allocated funding in the 2020/2021 budget for:

- A \$600,000 footpath construction program.
- Upgrade of a further 10 accessible bus shelters.
- Development of an Integrated Transport Strategy which will consider accessible

parking across the Coffs Harbour City and connection to accessible pathways.

- Council has engaged a consultant to develop an accessible parking plan and procedure as part of an overall car parking plan for the city centre. The plan will determine an appropriate target of accessible parking spaces for our City Centre.

Supporting access to meaningful employment

- The implementation of flexible work arrangements that support employment of people with a disability and carers of people with a disability.
- Alterations to the kitchen and bathroom areas of the Council Administration Building to facilitate improved access for employees with a disability.
- Endorsement of the Equal Employment Opportunity Management Plan as a workplace planning framework.
- Support for management and staff with Disability Awareness training available through Council's online learning management system including requirements of the Disability Discrimination Act, social models, reasonable adjustment and guides for communication.
- Council has continued to support leaders in working effectively with employees with a disability through both capability development, as well as one on one support with specific issues. This has included advice in terms of workplace modifications, as well as considerations around tasks and individual capacity.

Improving access to mainstream services through better systems and processes

- Social media and web pages promoting access to beach wheelchairs and installation of the mobi-mat at Jetty Beach.
- Inclusion of junior fiction titles in a print format for young people with dyslexia.
- The following numbers of accessible items were added to the Library's collections during the period: 537 talking books (books

on CD); 2,317 eAudiobooks (for download); and 950 new large print books.

Council is investing in training to build skills and knowledge to support access including:

- Mental health first aid and awareness.
- Disability Awareness training has been developed and is available through Council's online learning management system. This module covers the Disability Discrimination Act and guides for communication.

Council continues to be committed to consulting with people with a disability:

- Council's Disability Inclusion and Access Advisory Committee continues to meet monthly and regularly engages with Council staff, excepting during periods of COVID restrictions.
- The Disability Inclusion and Access Advisory Committee provided extensive input into the design of the Cultural and Civic Space Project and the West Woolgoolocal government area Sports Complex

Coolamon Shire Council

Developing positive community attitudes and behaviours

- Council has undertaken ongoing actions to ensure that positive community attitudes and behaviours are being developed and maintained relating to people with a disability. These actions have included:
 - The provision of information to Councillors, staff and the general community regarding the Disability Inclusion Action Plan via Council's website and newsletters, and
 - Council's employee and volunteer induction programs.

Creating liveable communities

Our activities:

- Council's websites having zoom enabled and font resizing.
- The construction of disability amenities at the Council Chambers, Coolamon

Visitor Information Centre, Redgrave Park, Coolamon, Beckom Hall & Marrar Memorial Hall.

- Ongoing implementation of Council's Active Transport Plan including the construction of a path in Beckom linking the park to the hall and kerb blisters and ramps in Ganmain.
- Council continues to undertake assessments of its public facilities to ensure that accessibility issues are considered as part of future upgrades.
- Council awarded funding under the Local Heritage Places program to contribute to improved access to the Coolamon Post Office.
- Designated disabled parking was established in Cowabbie Street, Coolamon.
- Flyers have been distributed to business in Cowabbie Street, Coolamon for promoting location of disabled parking spots.

Supporting access to meaningful employment

- Council's Equal Employment Opportunity Plan and related recruitment process ensure that everyone has access to meaningful employment and that all staff are supported within the workplace with appropriate adjustments.

Improving access to mainstream services through better systems and processes

- Council's policies and procedures relating to community engagement allow everyone the same rights to participate in the decision making of Council, regardless of disability.

Cootamundra Gundagai Regional Council

- Engaging in industry discussion and keeping informed of changes to advocate for access to respite services for carers of disabled children.
- Keeping informed of industry and changes to advocate for the allocation of more resources for education early intervention and childcare for children with a disability.

- Conducted a triennial survey of service providers to garner information on access issues in the area (pending new appointee but says completed).
- Ensuring information concerning accessible public transport including community transport is readily available and council is aware of where to refer people to.
- Clear easy to read signage is installed but official audit yet to be completed.
- Strategies have been identified and are being implemented to ensure the needs of all stakeholders are considered on council committees.
- DIAP actions are incorporated into the Community Strategic plan to ensure this plan considers barriers to an inclusive community and any issues raised.
- Appropriate information on available access for community and tourism events is developed and provided in materials including promotional material where applicable.
- Council complaints process and the Access & Inclusion Committee provides opportunities for stakeholders to easily report stakeholder concerns.
- Support provided to community organisations wherever possible to assist with sourcing funding for accessibility and inclusion projects.
- As part of reviewing council documents to make them easy to complete for people of all ability changed newsletter to larger print.
- Currently updating existing Council channels to ensure that they have the ability to include access information and other stakeholder requirements, and that this is collected.
- Some updates have been made to mapping and websites to include access information on facilities and activities. This is ongoing.
- Reviewing industry best practice for baseline intervention to consider ways we can better support businesses which employ people with disabilities.
- Disability inclusion to be included in the update of the Workforce Management Plan.

Currently updating HR system so data is correct.

- Coordinator of HR to liaise with Disability and Inclusion Action Group to investigate barriers that exist for people with a disability and their carers in accessing employment in council positions and standing for council positions.
- Development applicants are provided with relevant information regarding Disability Discrimination legislation.

Coonamble Shire Council

- Council installed disability parking at the Coonamble Medical Centre.
- Managers are reminded of their obligations under the Carers Recognition Act and to include appropriate reference to carers when reviewing policies. The Rights of Carers are incorporated into council's Disability Action Plan.
- Website continues to be monitored weekly to ensure content appropriateness (including Ensure that all images of seniors, people with a disability and youth are positive and language is appropriate.
- Black Dog: Agreement no longer in place with NSW Libraries. The Library now offers Books on Prescription - that assist people in managing their well-being. The Library hosted an event on International Day of People with Disability and support provided to the Wide- Angle Film Festival during Mental Health Week.
- Housebound book program operating, ongoing support of services through interagency meetings in both Coonamble and Gulargambone and the Coonamble Together Partnership. Regular update provided by NDIS.
- Event audits undertaken regularly to improve accessibility and inclusion - ongoing.
- Provide appropriate support to organisations that provide services to people with a disability and cultural and linguistically diverse (CALD) community members.
 - Support provided as requested - ongoing. Implementation of the Disability Inclusion Action Plan continues.

- Staff Disability Survey conducted May/ June 2020. Recommendations will be incorporated into the revised Workforce Planning Strategy.
- Develop Council's Workforce Management Strategy for retaining older workers and people with a disability.
- Council continues to comply with the underlying principles of EEO and anti-discrimination in its recruitment and selection process.
- Services / Assistance provided for Seniors and People with a Disability:
 - 'Words on Wheels' is a housebound delivery service, which offers fortnightly deliveries to local housebound patrons and residents of the Koonambil Aged Care Facility.
 - Tech Savvy for Seniors was run at the beginning of the year with full classes with a supply of workbooks for those who attended.
 - The Library hosted an annual movie day for International Day of People with Disability with food and beverages offered. This was well attended.
- Staff have attended mental health workshop which were scheduled to coincide with mental health day.
- Ongoing EEO and anti discrimination and bullying training delivered to new and existing staff as required.
- All supervisors and managers are conversant with EEO principles.
- EEO plan reviewed and updated for approval.

Cumberland City Council

Some of the key highlights from the implementation of the Disability Inclusion Action Plan (DIAP) in year 3 include:

- The regional all abilities playground at Central Gardens was completed and opened.
- Inclusion Training for Educators working with school aged children (5-12yrs) was delivered by the Western Sydney University to 41 educators.
- From June to September 2019 Councils Arts and Culture team ran a program called Peacock Wallaby. Peacock Wallaby was a unique collaborative artist residency project led by Studio A (a supported creative arts studio for artists with intellectual disability) and the Peacock Gallery's Makers Circle artists. They facilitated the creation of a collaborative artwork installation with the local Cumberland community. Total 57 project participants of all abilities and ages, 16 people with disability participated including six lead artists with disability and 10 creative workshop participants.
- In October 2019, Cumberland City Council libraries worked with Neami and One Door Mental Health to deliver mental health talks in community languages to reduce stigma surrounding mental health condition.
- Council has implemented specific evaluation criteria to be considered by an evaluation panel when reviewing requests for quotes and/or tenders. The criteria provides proponents the opportunity to inform the evaluation panel on their social procurement initiatives and policies as part of their value for money proposal.

Cowra Shire Council

- Funding has been sought under the 'everyone can play' grant system for fencing of the Riverside Park.
- The Access Incentive Fund has funded the Cowra Tennis Club ramp construction.
- The CBD works, which is half completed, will provide additional shops with disability access. The refurbishment will provide new seating and shade structures, new safe and modern footpath surface, additional lighting for shop fronts, new frontage to Squire Park and additional flower beds and landscaping which will create a vibrant outdoor space. Furthermore, an additional 22 shops will have disabled access to their premises with the footpath meeting the front step, making a total of 58 Kendal Street buildings and premises accessible.
- Successful Seniors Festival delivered. Council hosted events at Cowra Pool and the Premiere Cinema were very well attended.

- Council held an event to celebrate International Day of People with Disability where a video was created in order to reduce stigma around disability, and further highlight the rights and contribution of people with disability in our community. The video highlighted Council's commitment to access and inclusion, the achievements of a local woman with disability and showed snippets of a fun song writing workshop held with local people with disability who want the community to know they are just like everybody else.
- Council distributed inclusion resources provided through a project by St Vincent De Paul, to various service points, these included Xtra Eyes Kits, Escape the Noise Kits and Sensory Tents.
- d/Deaf-led Artist Talks, Tours and Workshop Program: This program consulted with key d/Deaf artists, advocates and social researchers from diverse cultural backgrounds, including Dr Riona Tindal, Darlene Thornton, Raian Hoblos and Ayah Wehbe (Silent Signs) in order to create a d/Deaf-led Public Program that connected with three exhibitions at Councils Peacock Gallery from July 2019–January 2020. It engaged a total of 42 d/Deaf people and established a social media Facebook Group with 45 d/Deaf online followers.
- 2018 and ensures future engagement is accessible. Ongoing review and improvements are underway.
- Council adopted an Access and Equity Policy in 2017 and reviewed / updated the policy in 2019.
- Have discussed convening the Cumberland Disability Employee Champion Network with Human Resources and Australian Network on Disability. More discussions are required for this item on how to progress and focus on in Year 4.
- Guidelines to accessing Auslan interpreters have been incorporated in Councils 'Engaging Translators and Interpreters Guidelines'.
- Inclusion Training for Educators working with school aged children (5- 12yrs) was delivered by the Western Sydney University
 - 13 June 2019 - 15 attendees.
 - 25 July 2019 – 14 attendees.
 - 15 Aug 2019 - 12 attendees.

Managing Behaviours webinar with 30 attendees was held in July 2020.

Inclusion Training on Autism was attended by one attendee in July 2020.

Developing positive attitudes and behaviours

- Working with Council's Organisational Development Officer to assess which staff have undertaken disability awareness training and to plan targeted training sessions.
- Additional Disability Awareness training sessions were held in October and November 2019 with the scheduled March / April 2020 training sessions being cancelled due to COVID-19.
Sessions will be investigated to be held in 2021.
Online Disability Awareness Training Program is also being investigated.
- Council's Community Engagement and Participation Strategy was adopted in
- Council continued to convene the Community Care Forum for local service providers to network, share resources and keep informed on sector updates and developments in the provision of aged and disability services.
- From June to September 2019 Councils Arts and Culture team ran a program called Peacock Wallaby.
- Peacock Wallaby was a unique collaborative artist residency project led by Studio A (a supported creative arts studio for artists with intellectual disability) and the Peacock Gallery's Makers Circle artists. They facilitated the creation of a collaborative artwork installation with the local Cumberland community. Total 57 project participants of all abilities and ages, 16 people with disability participated including six lead artists with disability and 10 creative workshop participants.

- In October 2019, Cumberland City Council libraries worked with Neami and One Door Mental Health to deliver mental health talks in community languages to reduce stigma surrounding mental health conditions.
- Council has implemented specific evaluation criteria to be considered by an evaluation panel when reviewing requests for quotes and/or tenders.
- The criteria provides proponents the opportunity to inform the evaluation panel on their social procurement initiatives and policies as part of their value for money proposal. These criteria are:
 - Council encourage our Suppliers to consider the following and provide examples (if applicable) that will benefit the community, provide sustainability and assist the environment during this contract. For example, please list businesses that will be engaged during this contract period from the Cumberland Local area.
 - Sustainability balances economic, environmental and social considerations. Please provide example of how your organisation implements environmental management.
 - Does your organisation employ staff with disability or engages with Disability organisations to supply goods or services? Please provide details.
 - Specify the details of any value added services you will be recommending as part of this Contract, the Prices and when payment is due.
- Three photoshoots were held with Council's NDIS lifestyle and leisure links program at different activities to increase the diversity of photos in the photo library.
- Council held one event to celebrate International Day of People with Disability. A video was created in order to reduce stigma around disability, and further highlight the rights and contribution of people with disability in our community. This video highlighted Council's commitment to access and inclusion, the achievements of a local woman with disability and showed snippets of a fun song writing workshop held with

local people with disability who want the community to know they are just like everybody else.

- Council delivered Inclusive Sports Workshops to children from local schools at Council's Sustainability Expo in October 2019. The activities delivered at this workshop explored what inclusion is, why people might be excluded and ways to be more inclusive through play.

Creating liveable communities

- Identify and prioritise public buildings, community and recreational facilities that require access audits in accordance with AS1428.1 (Access to Premises) - All the works have been identified and will be prioritised based on 10 year Long Term Financial Plan.
- Undertake an audit of accessible public toilets across Cumberland to evaluate the accessibility of each toilet, including their access and egress and ensure the National Public Toilet Map register is regularly updated.- All the works have been identified and will be prioritised based on 10 year Long Term Financial Plan.
- Access and Development Control Plan updated and adopted by Council (August 2020). Will come into effect once LEP is gazette (likely late December 2020)
- Continuously upgrade recreational facilities to incorporate access and inclusion provision.
 - Review of access and inclusion provisions are undertaken as part of the scoping and design process for all capital works.
 - Recent examples include the provision of an accessible BBQ into the Wyatt Park Netball Court surrounds and the design of the new Granville Park Stadium which includes accessible ramps and lifts and complies with all BCA requirements.
- Wentworthville Swim centre modernisation works have commenced. The 50 metre pool has no change to the structure therefore an accessible Lift into the pool will be supplied. The opening of the upgraded centre is expected in February 2021.

- A grant for Granville Pool was submitted to improve access and inclusion. Advice is expected before the end of the calendar year 2020.
- Council adopted a Community Facilities Strategy priority areas include:
 - Enhancing our existing Community Facilities.
- Council adopted an Open Space and Recreation Strategy which includes a Strategic Strategy on
 - Create welcoming and inclusive open space and recreation facilities that reflect the diversity of the Cumberland community’.
- Undertake access appraisals of the Central Gardens, Holroyd Gardens and Auburn Botanic Gardens and promote as destinations - The Masterplans are complete for the three gardens awaiting funding for implementation as part of the 10-year Long Term Financial Plan.
- Council has successfully incorporated more accessible elements into playground upgrade projects through the creation of accessible paths, surfaces and equipment. Recent examples include:
 - Scout Memorial Park, Granville - rubber softfall surface and accessible spinner.
 - Memorial Park, Merrylands - creation of new access path to connect to playground and accessible carousel with rubber softfall surround.
 - Freame Park, Mays Hill (in construction) - new playground with access paths, access to pod swing and accessible carousel.
- The Central Gardens playground upgrade including accessible equipment was completed.
- Undertake research on transport disadvantage in the Cumberland Local Government Authority - This action has been completed with the completed background research to inform Council’s future transport planning advocacy.
- Council advocates for accessible public transport infrastructure and hubs in its continued transport planning work with State government.
- Council’s access loop bus is delivered six days/week to community centres, train stations, shopping centres and other central locations in the Auburn/Lidcombe area.
- Transport assistance is provided for Youth and Age/Disability programs and major Council events where required.
- Council’s Seniors and Disability Services continued to provide accessible transport to all their programs.
- Quiet zones are provided at major events to increase the participation of people with disability, seniors, children and people of diverse religious denominations. This provides a quiet space with seating, blankets and rugs, mindful activities and sensory equipment.
- A ‘Mainstreaming accessibility’ workshop was facilitated by the Australian Network on Disability for Council staff. Feedback from this workshop will contribute to the development of a ‘Mainstreaming Dignified Access and Inclusion’ resource for all Council staff who develop and deliver services and programs.
- 2 x disability-led arts programs have also been implemented in 2019 at the Peacock Gallery.
- Council’s Libraries have commenced workshops in partnership with Early Ed to develop an accessible and inclusive story time program for children with disabilities.
- Council libraries are currently installing both Zoomtext and JAWS accessibility software for public PC’s which allows five concurrent users.
- A variety of resources are available to promote access and inclusion at events.
- Council library Staff attended 3x workshops/ info sessions facilitated by Early Ed in order to develop a more inclusive Story time program at Council libraries. SWAN (Storytimes with Additional Needs) sessions were rolled out.
- Developing and Delivering Accessible and Inclusive Programs resource for Council staff was developed.

- Council recreation officers delivered 5x goal ball clinics in local schools
 - Council distributed inclusion resources provided through a project by St Vincent De Paul, to various service points, these included
 - Xtra Eyes Kit.
 - Escape the Noise Kit.
 - Sensory Tent.
- d/Deaf-led Artist Talks, Tours and Workshop Program:

This program consulted with key d/Deaf artists, advocates and social researchers from diverse cultural backgrounds, including Dr Riona Tindal, Darlene Thornton, Raian Hoblos and Ayah Wehbe (Silent Signs) in order to create a d/Deaf-led Public Program that connected with three exhibitions at Council's Peacock Gallery from July 2019 – January 2020. It engaged a total of 42 d/Deaf people and established a social media Facebook Group with 45 d/Deaf online followers.

- Council's Children's Services provide the following supports:
 - Early Integration Program supporting parents of children with disability to access education by linking them to a suitable education and care service.
 - Support is provided through the transition and commencement at a service.
 - Inclusion support for families and children within the service including program support, individual support plans, developmental support and resourcing families with local services, therapists etc.
 - Training calendars, brochures regarding information for families is also distributed to families in a range of ways.
 - Informal support for families with children with disability such as links to local support services and resources.
- Council delivers the following specialised services for people with disability:
 - Home delivered meals (for people with and without disability).
 - Lifestyle & Leisure Links program (NDIS Participants aged 18-65) which focuses on development through experience and encourages improvement to social, physical and emotional capacities through a range of peer group activities.
 - Seniors wellness programs and outings with accessible transport.
 - Options for seniors with disability.

Supporting access to meaningful employment

- Council promoted the 'Employ their Ability' campaign to highlight the benefits of employing people with disability.
- Council's HR services distributes Council job opportunities to Disability Employment Services in the Cumberland area.
- Implement actions from the Workplace Management Plan to improve the inclusion and professional development of employees with disability. - Council's Workplace Management Plan broadly discusses inclusion and professional development for all.
- Council's Volunteer Application Form asks the applicant to identify whether they are a person with disability (it is not compulsory to disclose). If someone does disclose they are given a follow up call to ask whether they require any additional supports. Council has engaged a consultant to review current volunteer policies, procedures and practices.
- Council currently has a person with disability volunteering with Council's outdoor staff with the help of a support worker. Council's Aged and Disability team also work with a number of active volunteers with disability.
- Council were featured on SBS's TV show 'Employable Me' covering the experience of Ben, a man with disability who tried out a day in the life of a parking officer in the search for his ideal job.
- Council's Workplace Adjustment Procedures and Guidelines have been updated and are available on the intranet.

- An external review of Council's recruitment policies and practices were completed by the Australian Network on Disability. Council's Human Resources are currently in the process of reviewing the recommendations for implementation.
- Council promotes flexible work arrangements where possible for all staff, including staff who are carers and staff with disability.

Improving access to mainstream services through better systems and processes

- Council's Aged and Disability Services promotional material, NDIS program Service Agreements, Library sign-up sheets and Disability Inclusion Action Plan are all available in easy-read formats.
- Council is in the process of engaging a consultant to develop Accessible Document Guidelines and deliver training to relevant staff.
- Council's Communications and Events team is undertaking a project to develop a new Council website which is WCAG 2 compliant and more accessible in terms of navigation – Council's new website has not been developed and finalised.
- Some Community Centres had their internal signage updated to include Braille.
- Council's Access Committee and the Access and Inclusion Panel were created to provide community representation, advice and input to Council on the views, needs and interests of people with disability in the community.
 - Seven x Panel meetings have been convened.
 - One x extraordinary consultation was conducted for the Auburn Botanic Gardens Masterplan in February 2018.
 - Four x Access Committee meetings have been held each year.
- Council participated in the Australian Network on Disability Access and Inclusion Index in May 2020.
- Council is currently keeping track of the DIAP actions implemented and reporting

through Council's Access Committee and Access and Inclusion Panel. Opportunities to report back to the community via the new website are currently being explored.

- A guiding checklist for access and inclusion at events has been developed.
- Council is working towards creating an access and inclusion page on the intranet where all access and inclusion resources can be found in one central location.
- Disability awareness/confidence training has been delivered to Council staff and volunteers during years 1 and 2. Additional targeted training to occur in years 3 and 4.

Current priorities

- The continued development and implementation of disability awareness training for staff across Council.
- The promotion of the availability of equipment and resources that can assist with facilitating improved access and inclusion at Council programs and events.
- Provide work placement opportunities for people with disability within Council.
- Convene the Cumberland Disability Employee Champion Network.
- Develop guidelines and conduct training on Accessible Communications and Content.

Dubbo Regional Council

Developing positive community attitudes and behaviours

- Dubbo Regional Council created a new position in organisational structure 2019: Community Development Officer (CDO) Seniors and people with disability: Full time position to undertake role across the local government area.
- Council website updated to display information relevant for ageing & disability sector
- Promoting International Day of Disability with the launch of a new project in Dubbo. Council media and communications division working with a local disability service to promote a new project (Journeyfit) for

- Dubbo to increase inclusion with exercise activities.
- Promote a variety of information through social media for relevant days and events.
 - CDO regularly promotes local and regional events and services available for people living with a disability through the Dubbo Regional Local Government Area. This promotion is through emails, phone calls, face to face discussions and facilitating an interagency meeting.
 - Interagency networks are attended and reported on.
 - CDO has spoken at local groups and has also organised speakers from relevant services to speak at local support groups. Informing those attending of events and services available
 - CDO facilitated two Seniors Week events which were open to the public and accessible. "Dancing Through the ages" and Seniors Week Expo in February. Hundreds of community members were able to attend and learn more about the services that are available to them.
 - Disability and access matters are raised at various Interagency in the community.
 - CDO is the Chair of the Dubbo Aged Services Interagency which links together age care and disability services.
 - Council's manager of Community Services continues to engage with the business chambers to promote a disability engagement award for the local business awards.
 - Council has an active Disability Inclusion Technical Panel to advise council on specific access and inclusion matters.
 - Detailed work items listed, costed and prioritised within relevant section of Council
 - Majority of A1 (high risk & high priority) items have been completed. This access audit Phase 1 & 2 are reviewed and reported to the Disability Inclusion Advisory Panel.
 - Council buildings, particularly the Dubbo Regional Theatre & Convention Centre have incorporated many inclusive and accessible features, such as: Hearing loop provided. Ramped entrance front and rear of the venue. Accessible theatre seats to accommodate wheelchairs. Accessible theatre dressing room. Nearby parking with five accessible car spaces. Passenger lift to the mezzanine level. Tactile floor indicators. Accessible toilet facilities fitted with duress alarms both auditory and visual.
 - Braille on toilet facility doors. Hand rails on all stairs and ramps. Special needs friendly and relaxed performances on selected shows. Social Story available for those on the autism spectrum. Wheelchair for patron use on site. Companion Card - Companion Card Patrons who hold a Government issued Companion Card are eligible for one complimentary ticket for their companion when purchasing tickets for themselves.
 - The café & restaurant Outdoor Eating Policy has been created and approved 2019 which clearly states the need for accessibility for patrons.
 - Council continues to provide Development Applicants with relevant information concerning Disability Discrimination legislation and the Liveable Housing Australia Guidelines.
 - Council continues to provide annual financial assistance to the Orana Early Intervention Centre: Financial assistance provided.

Creating liveable communities

- Council is providing Disability funding budget for works and projects to improve inclusion and accessibility in the region: \$2m used over four years. All funds expended by 2022.
- An external access consultant was engaged and audits completed in May 2019 for the Dubbo CBD and Wellington CBD., high traffic areas.
- Conduct an annual review of the Development Control Plan (DCP)
- Ensure signage within Council buildings is accessible, clear and easy to read: Council worked with Social Futures to promote the 'Access At A Glance' on each of the high traffic area Council buildings.

- All new footpaths are compliant with access requirements.
- Council has upgraded many playgrounds, sporting fields and passive areas in the Local Government Area. Creating accessible and inclusive community spaces. Typically all new or replacement playgrounds include a minimum of 60% inclusive play elements within them.
- Public toilets have been upgraded in Dubbo and Wellington CBD to include the accessible adult change facilities.
- Encourage all activities conducted at the Dubbo Aquatic Leisure Centre, Wellington Aquatic & Leisure Centre and Geurie Pool are inclusive.
- Improvements have been made to The Dubbo Aquatic Leisure Centre through the installation of an accessible adult change table and improved access to the pools.
- The Wellington Aquatic Leisure Centre completed in 2019 has been designed with access ramps to the main pool and Learn to Swim pools. A full range of accessible amenity facilities has been included and is AS1428 compliant.
- Macquarie Regional Library in Dubbo is upgrading the accessible library amenities.
- Council continues to provide annual financial assistance to the Orana Early Intervention Centre: Financial assistance provided.
- Modifications of Council buildings to make them accessible for staff with disability: Inspected Council facilities and recommended that accessible amenities be installed to assist current and future employees with mobility disability. Advice and plans provided to Community and Recreation Operations branch regarding access and appropriate amenities.
- Upgrade of customer experience areas in council administration buildings in Dubbo & Wellington to be inclusive and accessible, completed in 2019 & 2020.
- Master plan for Wellington main street upgrade has been through community consultation with an addition of more accessible parking spaces.
- Engagement of NSW Guide Dogs has commenced for recommendations to be made on upgrades of amenities to be vision impaired and dementia friendly.
- Conduct a biannual survey of service providers for people with disability: CDO contacted Family and Community Services Ageing & Disability representative to gain up to date list of locally funded service providers. CDO has attended all regional disability forums and workshops to engage with new providers in 2019. CDO assisted in the compiling of disability services list for the region with Ability Links (now social futures) in 2019.

Supporting access to meaningful employment

- Economic Development Services (EDS) team have not missed any opportunity to foster development of businesses that have a focus on disability. EDS also encourages and promotes the work of existing business such as Westhaven, through activities such as the recent 'Smile its Christmas' and 'Jingle on the Bell' where they were employed to help with decorations in Dubbo and Wellington, and services promoted through positive media articles which Council organised and held media opportunity's at the business itself – with workers showcased.
- The branch is also investigating Autonomous Vehicles for potential support for people with disability.
- Economic Development Services Marketing Branch is also investigating Council's engagement of 'Go Get Em' a micro business set up by Emily Gardner - who is a volunteer with a disability at the Information Centre.
- CDO has contacted Development Australia in Dubbo (2019) to encourage them to work with and include disability services with their new support service to businesses.
- Council have started discussions; creating a supported work placement partnership with Westhaven in Dubbo.
- Relevant discrimination legislation to be included in EEO Policy, Staff Induction and Recruitment Training: Information Provided.

CDO has also given People Culture & Safety access to guidelines from People with Disability Australia (PWDA), to correct language within policies.

Improving access to mainstream services through better systems and processes

- Ensure information concerning accessible public transport including Community Transport is readily available: 2019 CDO was part of a small team that received funding to provide a pilot Project in Dubbo region, to increase accessible transport 'out of hours'; called LIFT (LiveBetter Ican swiftFare Transport). CDO now sits on the steering committee that is rolling out the project in 2020 and 2021
- MCS and CDO ensure that transport information for public transport and community transport is readily available at; Council administration buildings, Wellington Senior Citizen Centre, seniors groups and libraries. CDO has also informed and updated the Wellington Community Services Interagency network & Dubbo Interagency network through meetings and regular emails any changes to community transport.
- CDO daily informs community members either; face to face, over the phone or via email information related to transport services and other service providers and how to access to them.
- In late 2019 CDO and other council staff meet with Transport for NSW Commissioner to raise transport issues in our region. Bus links, community transport and taxi services.
- Information concerning public toilet locations is available for people with disability: Signage and access for public toilets is visible in Dubbo and Wellington. New accessible toilets have been uploaded onto National Toilet Map to website.
- A Mobility Map is being created which will display accessible parking and toilets within the local CBD's and parks.
- MCS participates in ongoing planning activities (access & inclusion) through the Community for Children committee & sub

contract with Catholic care. Facilitates all requirements for Rainbow Cottage and Dubbo's Family Day Care. The Community for Children Officer roles out activity work plan in Wellington.

- Ensure information is available for users of scooters and electric wheelchairs on footpaths. Pedestrian safety information also be made available: Road Safety Officer and CDO ensures information is available at various sites including Council and Wellington Senior Citizen Centre.
- Macquarie Regional Libraries will continue to conduct the Home Library Service (HLS): Resources and service is maintained.
- CDO works closely with Disability service providers within the area through the Wellington Interagency and the Dubbo Interagency. Information is shared through this network.
- Youth Development Officer discusses issues with the Dubbo Youth Council and is the Chair of that network.
- Review customer service procedures to identify barriers to access and communication: Procedures continually monitored and updated.
- CDO has meet with the Chief Investigator from The University of Sydney to promote the research project; Planning for a better life under the NDIS and Retention of the Aboriginal Health, Ageing and Disability Workforce project. CDO has promoted this project throughout the various interagency networks to gain service provider and participant involvement. Encouraging people to tell their story.

How have you determined that you're meeting the needs of people with disability?

- Council has many links and interconnections with a broad section of community groups, interagencies, individual community members, service providers, organisations and state and federal bodies. Two way communication on a variety of issues spanning across the Council's scope of work and responsibilities occurs on a daily basis.

- The formal processes that are involved with the Disability Inclusion Advisory Panel are invaluable as the committee is made up of external and internal representatives with lived experience and/or a passion for inclusion and access. This committee guides and gives feedback on many access and inclusion issues related to council.
- The Disability Inclusion Advisory Panel has provided a regular platform for the strategies and actions within Council's Disability Inclusion Action Plan to be reported on and reviewed.
- Access and inclusion is on the forefront of Council's planning as \$2 Million has been set aside to use on access and inclusion projects over a four year period

Describe your challenges and successes in delivering on your parts of the DIAP

- The challenges have been the reduced community engagement on a large scale, due to COVID-19 restrictions
- Weather patterns over 2019/2020 have delayed some works projects which improve access and inclusion.
- COVID-19 lockdowns in early 2020 reduced the availability of specific resources for access works with our CBD's. Particular items such as TGS tactical indicators also became more expensive with a long back order waiting time.
- COVID-19 restrictions and the need to protect our most vulnerable has meant that there has been less Disability Inclusion Advisory Panel meetings
- The community at large is more aware of Council's commitment to access and inclusion for the local government area.
- The continued partnerships with local disability services is positive.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Investigations have begun regarding training by Dementia Australia for Council to become a Dementia Friendly Organisation.

- A Mobility Map for both Dubbo and Wellington should be completed late 2020 or early 2021
- A draft 2020 – 2024 Disability Inclusion Action Plan has been created and will be reviewed by the Disability Inclusion Advisory Panel and open for community comment, before finalised.

Additional information and comments about the information provided

- A positive - Disability, access and inclusion are words which are becoming mainstream and a first thought across Council as a whole.

Dungog Shire Council

Developing positive community attitudes and behaviours

- Inclusion tent provided at three Shire events.

Creating liveable communities

- Extended linkage paths of travel within the public school precinct.
- Path linkage to accessible parking
- Improvements to accessible parking spaces
- Two pedestrian crossings in Dowling Street upgraded

Supporting access to meaningful employment

- Provision of resources or equipment to support area of need.

Improving access to mainstream services through better systems and processes

- Investigating resource options.

Other actions

- Continued to provide support for International Day for People with Disability 2019.
- Reactivated Access committee with focus on International Day for People with Disability.

Edward River Council

- In 2019/2020 Council reviewed and audited access and facilities at the Deniliquin Swimming Pool and developed a plan for upgrades to enable best possible access by all people. An all abilities change room has been built at the swimming pool.
- Kerb ramps and crossings were installed in several locations that were considered high risk including:
 - George Street between Hardinge and Napier Streets
- As part of the Lagoon to River Walk, kerb ramps were installed in:
 - Edwardes Street between Cressy Street and Harrison Street.
 - Napier Street between Cressy Street and Harrison Street.
 - Hardinge Street between Whitelock Street and Poitiers Street.
 - Macauley Street between Whitelock Street and Poitiers Street.

Eurobodalla Shire Council

Developing positive attitudes and behaviours

In 2019/2020 Council set out to address 12 actions under the focus area of Attitudes and behaviours. The following is a summary of some of the activities and actions achieved:

- Mental health awareness training programs have been promoted to various community groups and have been well attended.
- Young people with disabilities are encouraged to join the Youth Committee. This year, one person with a disability sits on the Committee and is well supported.
- Deliver a campaign promoting inclusive practices to business, recreation and community groups
- Council awaits the outcome of a grant that was submitted to resource an Inclusion Officer to implement an inclusion campaign locally. Programs and training and advocacy opportunities have been promoted to all business, community and

recreation sectors via networks and Council newsletters to promote inclusion.

- Creative Arts Services provides a wide range of inclusive and accessible projects and activities through programming and collaborative partnerships, both externally and within Council. Some of the highlights include: a group photography exhibition in collaboration with the Eurobodalla Libraries and roundsquared, celebrating International Day of People with a Disability where participants shared their unique insights into the region and produced creative works that transcended their disability. Dementia Friendly Tours in the Bas were also introduced as collaborative events with Community Development. These tours provide dementia sufferers and their carers with the opportunity explore and interpret selected works within an exhibition.

Creating liveable communities

In 2019/2020, Council set out to address 15 actions under liveable Communities, a summary highlighted below.

- The availability of hearing loops in community facilities and halls is promoted by signage and through Council's website.
- All registered Customer Service Requests relating to access or other maintenance issues for Council facilities have been addressed, in line with Council customer service standards.
- Council continues to upgrade any facilities identified as non-compliant with accessibility standards and all new facilities are constructed to meet the necessary standard. This year, a key infrastructure upgrade delivering improved accessibility standards was the construction of a new toilet block on Clive Court in Tuross Head.
- Work has also been undertaken regarding transport infrastructure, construction has commenced on an accessible bus stop and shelter on Hector McWilliam Drive at the Princes Highway intersection. Council is also participating in ongoing discussions with Transport for NSW on future plans and have applied for numerous grants for bus shelters and improved parking/drop off.

- Council prioritised accessibility within Council offices, with automatic doors, disabled car parks, signage and a disabled toilet.
- Young people with disabilities are encouraged to participate in the YDrive program. In 2019/2020 one young person with a disability was registered with the program.
- The grant funded volunteer coordinator position has worked proactively to increase the number of people with a disability who volunteer with community care services, as well as environmental and arts volunteering opportunities. This occurs as part of service planning for individuals and via recruitment processes. The restrictions imposed by the pandemic has reduced the uptake across all volunteer recruitment processes, however there has been consistent work undertaken in this area.
- Youth Week activities were all online this year due to pandemic restrictions. One young person with a disability took part in our highlight event which was an online Instagram competition. The work was awarded a 'highly commended' prize.
- Council's Children's Services continue to work with schools to support children with disability, the 3Bs playgroup and Embracing Participation Project. Identify and promote Eurobodalla's accessible infrastructure, venues and activities to visitor markets.
- Council focuses on marketing all of our places and spaces that visitors can experience in Eurobodalla. By pulling in all Australian Tourism Data Warehouse listings into the Alpaca maps it allows visitors to easily see the places and locations that are accessible friendly.

Supporting access to meaningful employment

In 2019/2020, Council set out to address two areas related to Employment, a summary can be found below.

- Investigate the merits of event(s) that promote good access and inclusion - Work in the event space has unfortunately

been impacted by the pandemic, work will recommence on this in 2020-21.

- Support the annual intake of local youth with disabilities through work experience - Consideration of supports for an annual intake of local youth with disabilities is being scoped and explored. Aligning work opportunities with the strengths of the participants, the capacity of the work area and a range of experiences that successfully build skills and confidence are critical components of this initiative and are currently being examined.

Guy Street villas residents

- It was important that during pandemic restrictions, residents at the Guy Street Villas were still able to engage and have their emotional and psychological needs met.
 - Key activities undertaken during pandemic restrictions included individual and group social outings, engaging in work and physical recreational activities. From the information gathered from the residents they found some fun and practical ways support staff could meet residents identified needs during this difficult period. These included:
 - Borrowing key equipment and resources from our local Disability Employment Service so residents could continue with their designated workday and tasks each week.
 - Each resident engaging in a weekly virtual Zoom PT session with staff support. The local gym kindly loaned them relevant equipment that remained at their home for the duration of home stay period. Staff also facilitated individual daily exercise programs developed by their exercise physiologist.
 - Social engagements - in consultation with the residents, designing weekly themed dinner nights.

Fairfield City Council

The key focus of the DIAP this year was around planning and integrating DIAP into Council's corporate plans, workforce culture and services. Some key highlights that were identified during the 2019/2020 financial year included:

Developing positive community attitudes and behaviours

- Held a number of events celebrating people with disabilities and carers.
- Provided early intervention for children with disability and promoted partnerships with local services to support inclusion of children with disability.
- Provided visual abilities classes at the Fairfield City Museum and Gallery for people with disability.

Creating liveable communities

- Provided inclusive classes and purchased assistive equipment at Council's Libraries.
- Provided inclusive fitness equipment in parks and promoted disability inclusion in the Gyms in Parks Program.
- Audited Council's website for accessibility.
- Integrated access audit information into Council's Community Facilities Strategy
- Provide assisted technology and design at Council's Leisure Centres to enable disability access to swimming pools.
- Pedestrian ramps upgraded for accessibility access on the corner of Ware and Nelson Streets, Fairfield.

Supporting access to meaningful employment

- Promoted Council as an Equal Employment Opportunity (EEO) employer.

Improving access to mainstream services through better systems and processes

- Provided educational sessions to community leaders and businesses on the importance of access and inclusion.
- Provided training sessions for Council staff on creating accessible online forms.

- Converted online forms available on Council's website to be accessible with screen readers, based on a review by Vision Australia...
- Advocated for Council's new website to have a range of features to improve accessibility.
- Designed Council events to include a range of features to improve accessibility such as quiet areas, improved access between areas and therapy dogs...
- Implemented an online Corporate Induction, which makes staff aware of what Council has in place for people with disabilities.
- Facilitated a DIAP steering committee that promoted collaboration and information sharing on disability inclusion across Council's service areas.
- Provided training module for all staff to improve their interactions with people with disabilities.

Compliance for Carers

- Fairfield City Council recognises the valuable social and economic contribution carers make to the community and the people for whom they care for in line with the NSW Carers (Recognition) Act 2010 and NSW Carers Charter.
- Council's support for carers includes:
 - Two events were held for Carers Week with 210 people attending. Events focused on people who care for children with autism, and carers who support people with ill mental health.
 - Provided information to the community on the newly established Carers Gateway to link carers with suitable services.
 - Provided support for carers through the Mayor's Wellbeing Register during COVID-19 lockdown.
 - Provided support for International Day of People with Disability events and workshops in Fairfield City Council that raise awareness of the role of carers.
 - Engaged carers, carers groups and the Seniors Services Interagency in the development of the Strategy on

Ageing for Fairfield City 2020– 2023 and Disability Inclusion Action Plan 2017. Consultation to Seniors Services Interagency and carers groups.

- Offered free access to Council's leisure centres for carers of people in receipt of the Disability Support Pension.
- Provided training to ensure employee awareness of carer recognition support.
- The following policies and programs enable staff to request council support in achieving a work/life balance which enables fulfilment of caring responsibilities outside their employment.
 - Flexible Working Arrangements Policy – Subject to operational requirements.
 - Appropriate Workplace Behaviour Policy.
 - Employee Assistance Program.
 - Diversity Management – Equal Employment Opportunity Plan 2017-2020 articulating future actions that support the objectives of the Carers Recognition Act and NSW Carers Charter.
 - Delivered an educational module through the Learning Management System, which included information on the NSW Carers Charter and Council support for employees who provide care for individuals with disability, illness or are frail aged.

Measuring DIAP Progress

Indicator measures are a method of assessment used in determining how Council is progressing towards achieving the community's vision, priorities and goals identified in the 2016-2026 Fairfield City Plan (City Plan) that relates to the DIAP. Therefore the indicator measures are broken down across the five themes identified in the City Plan and against each service area. It is important to note that the results identified below will assist Council in establishing targets for future years.

The trend in the performance of these indicators is reviewed quarterly. Council is in

a positive position with 86% of its indicator measures identified from the DIAP working towards achieving the community's vision, with 7% having no change. The 7% of indicators working away from achieving the community's vision is due to the availability of resources to meet these targets.

Federation Council

Developing positive community attitudes and behaviours

- Council relaunched the Federation Disability Advisory Committee calling for members who have a lived experience of disability. The committee will continue to help Council identify and remove barriers preventing the participation of people with disability in programs, services and facilities. Six new members have joined the committee.
- Images of people with disability actively engaging in their communities were included in Council publications, on social media and Council's website and in promotion of council events.
- Council's supported initiatives that are inclusive, accessible and welcoming to people of all abilities through the 2019/2020 Community Grant Program.

Creating liveable communities

- Council continues to advocate for funding to allow community groups and clubs to complete retrofitting work of inaccessible buildings and facilities to enable use by all community members..
- Upgrade of sporting facilities such as the Howlong Tennis Pavilion, Lonsdale Reserve Bay13, Urana Victoria Park, Rand Sports Ground and public toilets such as Bangerang Park, Colombo Creek Ski Park, and replacement of change rooms and toilets at Oaklands Recreation Ground have allowed for all abilities access and increased the useability and functionality of these community facilities..
- Council delivered on projects under the Stronger Communities Fund such as Bangerang Park and Corowa Skate Park

that have created new play and sporting facilities that are accessible to a range of people.

- Federation Council continued to partner with Intereach – Community Links to deliver the ‘Access at a Glance Program’ across the Federation Council. The Access at a Glance Program is an audit and improvement program that aim to engage and educate communities and businesses on the value of the inclusion for both societal and commercial reasons.
- Council consulted and engaged with the community to develop a draft Pedestrian Mobility Access Plan (PAMP) as well as implemented road safety initiatives throughout the council area including 65 Plus mobility scooter workshops and pedestrian safety. .
- Increasing Accessibility of Programs and Services.
- Federation Disability Advisory Committee is engaged and monitoring the DIAP and providing feedback and advice to Council regarding access and inclusion.
- The ‘*Look Out Before You Step Out*’ campaign included highly visible pavement stickers are being installed at key high traffic areas in the main streets of Corowa, Mulwala, Howlong, Urana and Oaklands to remind pedestrians to cross at the safest locations and to make safe decisions when crossing the road. Unfortunately the annual ‘On the Road 65 plus Workshop’ this year was cancelled due to COVID social distancing restrictions.

Supporting access to meaningful employment

- Council continues to be an equal opportunity employer and welcomes diversity within our organisation. Pre-employment Functional Assessments are carried out as part of the recruitment process, this helps us to be proactive in identifying any reasonable adjustments that we may have to make to the workplace to support an employee with disability to perform their job.

Improving access to mainstream services through better systems and processes

- Council has built on its website content to ensure consistent information is provided in respect to disability inclusion and that content is compliant with conformance level AA in the W3Cs Web Content Accessibility Guidelines.
- Council continues to use and offer non-technology reliant communication methods such as local newspapers, printed newsletters, letterbox drops and community notice boards to communicate with our residents.

Forbes Shire Council

Developing positive community attitudes and behaviours

- Council expanded our program of events celebrating International Day of People with Disability, hosting a Pool Party at the Forbes Olympic Pool attended by over 100 people (including chair yoga, sensory painting, a performance by Mainly Music and lunch). All participants were presented with participation certificates with all attendees saying they had a great time. Council also presented Wheelchair Basketball workshops (facilitated by NSW Wheelchair Roadshow) at Forbes High School and Bedgerabong Primary School attended by 180 students.
- Council’s website features a page dedicated to people with disability.
- Council supports the efforts of disability service providers across the Shire through participation in and support of the Forbes Interagency Network.
- Council extends invitations to disability service providers to all Council-run events.
- Revised event processes to include consideration of accessibility at all Council-run events. This includes access to transport, consideration of quiet spaces and availability of access for attendees with mobility problems.

- All Abilities Cooking Day (scheduled for April 2020) was postponed due to COVID-19 with plans to reinstate the event in the future.

Creating liveable communities.

- Accessibility and inclusion is considered as part of any functional brief for new Council facilities, and upgrades to existing facilities.
- New ramp installed at Forbes Croquet Club to allow access for people with disability of those with mobility issues.
- Completed repairs and upgrades to the Unisex Disabled Change Room at the Apex Riverside Caravan Park.
- Council continues sponsorship of the Forbes Home and Community Centre to ensure continuity of service provision for people with disability.
- Installed accessible public barbecues (wheelchair accessible) at the Forbes Youth and Community Centre and at the Forbes Ski Dam.
- Secured funding for extensive refurbishment of the Forbes Heated Pool.
- CBD revitalisation designed with accessibility measures in mind – construction to be completed next financial year.

Supporting access to meaningful employment.

- Ongoing support for those staff who have identified as having a disability.
- In the process of being set up as a Job Access Provider to further facilitate and support disability inclusion and adaptive technologies.
- Council's online '*Working with Council*' page outlines Council's commitment to encouraging diversity in the workplace and developing a workplace culture that is inclusive, respectful and promotes diversity.
- Council in discussion with service providers to support an upcoming forum to support people with disability to transition to the workforce.

- Investigation is under-way on ways of creating employment opportunities for people with disability in the workforce.

Improving access to mainstream services through better systems and processes.

- Council Rangers patrols and enforce illegal parking of vehicles impeding access or illegally occupying accessible parking spaces.
- Overhaul of Council's website completed, with new website conforming to Web Content Accessibility Guidelines.
- YourSay portal developed for community consultation conforms with Web Content Accessibility Guidelines.

Georges River Council

Developing positive community attitudes and behaviours

- Council continued to partner with local community groups to showcase the contribution people with disability make in our community. Local disability groups have been assisted financially through our Community Grants Program to support their programs, work, and resources to advocate and raise their profile to work in the community. These have included funding under two categories:
 - Major Programs category: Kogarah RSL Sub- Branch Youth Club received funding for Junior Jellybeans social connectedness program for children with disabilities and their parents.
 - Capacity Building category: Cerebral Palsy Alliance received funding for Communication equipment for people with disability, Cass Care Ltd- Development for a therapeutic Sensory Room, Learning Links for supporting children with learning disabilities and difficulties in the Georges River Community, and St George with Disabilities Children Fund Inc. for music therapy and life enhancing support for children with severe disabilities.

- Council provided free autism workshops in August 2019 and in March 2020 to provide support to families, and offer information and behaviour strategies for people living with Autism. Two workshops in April and June 2020 were cancelled due to COVID-19. More workshops are planned for Council's staff in the Customer Service, Children Services and Hurstville Library teams later this year.
- Council reviewed its digital communication and have consulted people from all abilities about their needs. As a result, we will include more images on our website that present people with disability in a positive manner and to illustrate the steps taken to improve disability perception. These images will be presented to members of the Access and Inclusion Reference Group at their next meeting for their endorsement.
- A Disability Awareness Train the Trainer program was delivered by an external consultant to managers and coordinators across the organisation part of our Wellness and Belonging Program in July 2019. The program promoted awareness of disabilities and the impact that societal attitudes and inherent stigma and discrimination have on the lives of people with disability.
- A physical audit was conducted for the Public Toilets in the Georges River Local Government Area between September and October 2019. The National Public Toilet Map has been completed and updated on Council's website to ensure people with a disability are able to find accessible public toilets in the community.
- A number of works have been carried out to improve the accessibility to people with disability. Disability parking spaces at the Oatley Park playground area have been completed in December 2019.
- A kerb ramp was installed at the intersection of two streets in Riverwood for an elderly resident who is in a wheelchair.
- Council has produced three (3) accessible maps for Hurstville, Kogarah and Mortdale town centres. These maps have been made available to the local community and are on the Council's webpage for reference and downloading. There are three (3) more accessible maps for other town centres in the area to be developed this year.
- On Wednesday 16 October 2019, the Carers' Cruise event was organised by Council for seniors' carers and carers of people with a disability, targeting those who were isolated or did not identify as a carer. The Carers Morning tea cruise attracted 40 carers who had the opportunity to meet Georgie the Dragon. The event was received very well by all participants and commented that was an opportunity to leave their caring role on the shore, and meet up with other people in the same situation as them and share stories.

Creating liveable communities

- A Comprehensive Access Audit of the Jubilee Stadium - Stage One has been completed in March 2020. The project aims to ensure the Stadium is compliance with Australian Access Standards and the Disability Discrimination Act measures. The audit included mapping the paths of travel to all parts of the Stadium from all entry points and car parking areas, all rooms and facilities, and reported any areas that do not meet current Australian Standards. The audit recommended works to achieve compliance, the inclusion of features that meet the Principles of Universal Design was provided and advice on the need to comply with Section F 2.9 of NCC 2019, and the inclusion of an Accessible Adult Change facility was also provided.
- Council partnered with Kingsgrove Community Aid Centre to celebrate the International Day of People with Disability on 29 November 2019 at Kingsgrove. The event showcased disability services, performers and provide outdoor games and entertainment, the event was attended by about 120 people.
- Council is working on the strategy for the Wayfinding Signs, Walkability and retro fitting braille plates to existing signage.

Council is looking at using Kogarah Town Centre for the pilot program, before rolling out to other town centres.

Supporting access to meaningful employment

- Council's ongoing support with the Jubilee Arts for Mental Health program (JAMH) has had positive outcomes and feedback from the participants and community. The art skills program is offered each term for 12 to 14 people living with a mental illness. There is an opportunity for participants who have attended for a few terms to be selected for a paid position as an assistant tutor on following programs.
- To raise awareness about the contribution people with disability make to the community, our Events team engaged the Taren Point Band, the Weeklies (a disability Rock Band) to perform at our Australia Day celebration and Lunar New Year in 2020. A viewing platform for people with disability and disability parking spots were also provided in addition to Auslan interpreters.

Improving access to mainstream services through better systems and processes

- As a result of the impact of COVID-19, Council organised all meetings via online platforms including meetings with members of the Access and Inclusion Reference Group.
- We used new tools and technologies that are designed and developed to improve our reach to people with disabilities and access issues.
- We added Live Captioning and Auslan interpretations at major meetings and online platforms. Our Events and the Community and Cultural Development teams undertook accessibility assessments of events hosted throughout the year.
- We increased the provision of key Council's documents in easy-to-read English and were promoted in the community through Council's Access and Inclusion Reference Group and relevant networks. Council also provided information and links to

organisations and resources in Easy English related to COVID-19.

- We also looked during COVID-19 into the meaning of concepts such as social distancing and isolation that are so critical to the diverse community. We ensured that information is clearly explained to people with disability. Information related to COVID-19 was updated on our website.

Gilgandra Shire Council

Developing positive community attitudes and behaviour

- Liaison with local businesses has resulted in work experience for Orana Living clients at 2WAR FM Community Radio; Australia Post, Rohr's Timber & Hardware.
- Orana Living clients undertook, with support, Meals on Wheels deliveries, operation of Swimming Pool turnstiles and delivery of Council's internal mail.
- Needs of people with a disability considered in all planning projects and developments undertaken by Council.
- Orana Living celebrated International Day of People with Disabilities with another organisation.

Creating liveable communities.

- Consideration given to accessibility when planning activities and events run by Council.
- Creation of additional footpaths to link key facilities.
- Council promotes the availability of community transport options.
- Commenced planning for new specialist disability accommodation for up to 13 people.

Improving access to mainstream services through better systems and processes.

- Communications policy developed to complement Council's Communication Engagement Strategy.
- Effort being made to ensure language is simple and appropriate.

Glen Innes Severn Council

Developing positive community attitudes and behaviours

- Council staff continue to provide administrative support to the Community Access Committee which is regularly attended by people with a disability to have valuable input.

The Community Access Committee meetings have recommenced post a period of inactivity during COVID-19.

- Liaison with the Police and monitoring by the Community Access Committee members, continues to achieve compliance with only eligible people parking in accessible parking zones.

Creating Liveable Communities

- The Mobility Brochure (including the document link) is promoted on Council's website and positive feedback has been received from locals and visitors. A guide to accessible places to visit has been developed and is available on Council's website for the benefit of residents and tourists to Glen Innes.

It is added to the New Residents Packs, as well as being available on the website. New Resident Packs are distributed via outlets such as the Visitor Information Centre, Councils Town Hall Office, and a variety of local Real Estate Agents.

A secondary document outlining accessible places to visit is also available to assist visitors to Glen Innes.

- Stickers remain in use in businesses to welcome people of all abilities and display the business phone number to call if barriers to access are encountered.
- Council's website and the Community Services website are both set up to assist in navigation by people that are blind. Using their own familiar software a blind person can click on an article and it will be read aloud.
- A new ablution facility was completed in Melling Park with left and right hand unisex toilets to cater for people of all abilities.

Manager of Community Services liaised with Council's Facility Maintenance Officer whom confirmed that all completed facilities meet these criteria.

- Mellings Park and Railway Crossing works were completed to allow pedestrians access to Lambeth Street without the need for Lang Street crossing.
- Other notable projects include the sheep yards upgrade and truck wash at the Saleyards, the Warwick Twigg Centre for a regional Netball facility, along with improved public facilities such as toilets encompassing new disability guidelines and useable by all people, and community art projects that provide an interest for visitors.

Improving access to meaningful employment

- Providing EEO awareness training for all new staff and ensuring that they are aware of conditions of employment through the provision of induction material;
- Including knowledge of EEO as an essential requirement in all job specifications for supervisory positions;
- Including access for people with physical disabilities in all new design plans for staff accommodation
- Has one casual staff member with disability.
- Discussions have commenced for Council staff to receive free training related to the employment of persons with an Intellectual Disability. Learnings from this training in principle agreement may then be rolled out to the wider community.

Improving access to mainstream services through better systems and processes

- Feedback from the community residents that are blind continues to be positive in relation to accessing Council's information.
- Positive feedback on the progress of Council's initiatives has been gained through individual feedback, both to Council staff and through the Community Access Committee members.

Other services for people who are older and people with disability

- Council's Community Access Committee advocate for people who are older and people with a disability in relation to access and safety of mobility. The committee make recommendations to Council for its consideration and many of the points raised have been included in Council works projects which have improved access generally for people of all abilities. See access to services
- The Home Library Service at the Glen Innes Severn Public Library co-ordinates and delivers a personalised library service to frail, aged people, people with a disability and to their carers at private homes, hostels, nursing homes or hospitals across the communities of Glen Innes, Emmaville and Deepwater.
- Specialised resources are provided for the visually impaired including Large Print, Talking Books, eReaders and Playaways. A Senior Kiosk with three computers is available to service the needs of senior members. Access to services
- During COVID-19 a Seniors Book Chat was organised and delivered via a teleconference link and allowed isolated seniors to chat with each other about their current reading material. Access to services
- Council continues to provide innovative services equitably to people who are older, people who have a disability, and their carers across its Children and Family Services and Life Choices – Support Services. The community services teams adopt a person-centred approach which focuses on the individuals needs and goals and then style assistance types to best assist the individual to meet and achieve their goals.
- Delivery of Supports to Consumers and Participants is person centered following due consultation with each individual and having appropriate reference to the Aged Care Quality Standards and the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission Standards for People with a Disability. Budget compliance is routinely monitored by Lifestyle Support

Facilitators and regular auditing conducted by the Team Leader Activity and Lifestyle Support and Life Choices - Support Services Finance Officer. NOTE similar to above

- Two organisations provide direct support services to Life Choices – Support Services consumers who receive assistance under Council's funded programs for people who are aged and people who have disability.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- The Accessibility Expo was held in November and was well attended.
- The last review of diverse activities available locally for people of all abilities was in November 2019.
- Letter was sent to the Member for Northern Tablelands in June 2020 requesting for continuation of public transport (rail and bus) between Glen Innes and Sydney. The local member responded via a letter on Friday, 3 July 2020 notifying Council that he made representations on behalf of Council to the Minister for Regional Transport and Roads, seeking his advice and direction on the matter. An answer is expected from the Minister by the end of September 2020.

Goulburn Mulwaree Council

- Construction of new footpaths, crossing and street lighting (for a list of locations see annual report.
- Road safety programs and funding including:
 - Cycling for seniors.
 - Seniors week.
 - Older drivers.
 - Pedestrians.
 - Bus shelter funding.
 - International Day of People with Disability.
- Council established a successful training café in the Library that provides hands-on training and formal qualifications in barista, food hygiene and customer service. In

excess of 40 participants have successfully completed qualifications and in excess of 20 have found meaningful employment. This includes people with a disability.

- Council library
 - Specific services and programs for seniors and those needing support with technology.
 - Library remodel to create more flexible use spaces, updated lighting, accessible shelving and signage.
 - Big Read Bus making library resources available to vulnerable members of the community.
- Council aged care and disability services
 - All CHSP programs delivered within budget, however some programs modified to take COVID-19 requirements into consideration.
- A Social Sustainability Strategy and Action Plan was adopted by Council on 19 May 2020. It is too early to report on whether priority actions from this document have been implemented.
- Wollondilly all abilities Walking Track extended.
- The Annual Visions of Pleasure Exhibition to coincide with International Day of People with Disabilities held in the Council foyer 1 - 22 December 2019.
- Arts Access Workshops were delivered to students at the Crescent School. Three local artists were contracted to deliver twelve practical workshops at this facility.
- Council auspices the following services under the title of Goulburn Mulwaree Social Support Services employing four full time and four part time staff
 - Goulburn Leisure Link is a Peer Support program for people with a disability, it provides social, sporting and recreational activities designed to increase community participation and independence.
 - Goulburn Respite is for people who are frail aged, people with disabilities and their carers. Programs are designed to

enable them to remain independent and living in their own homes.

- This service primarily involves the co-ordination of volunteers to supply a range of services that provide socialisation, companionship and practical support and assistance to frail aged people, people with a disability and their carers, to enable them to remain independent in their own homes.
- Work has commenced on a new aquatic centre.
- Lobbying of State Government to provide adequate health and medical facilities within the Local Government Area undertaken and ongoing.
- Lobbying to support the development of community health services and infrastructure that is accessible to residents living in remote areas and to less mobile residents undertaken and ongoing.
- Undertake community consultation in accordance with adopted Community Engagement Strategies aimed at giving all community members an opportunity for input:
 - Ongoing promotion and advertisement occurs.
 - Social media presence continues to grow.
 - Community Outreach meetings held.

Greater Hume Council

Developing positive community attitudes and behaviours and behaviours

- Continuing Partnership with Intereach's Access @A Glance program. All Council offices and libraries have been assessed and access stickers installed at the entrance to each.
- NDIS information sessions promoted.
- Health and Wellbeing meetings planned and promoted.
- Healthy Towns plus range of youth mental health and other events promoted.

- Council support provided to NSW Transport for extension of point to point transport trial, which has been successful in addition to advocating for wheel chair access as part of trial.
- Supported and participated in Compassionate Communities Program in Culcairn.

Creating liveable communities

- Access and inclusion incorporated within centre based childcare... ongoing commitment to improve skills and capabilities of staff.
- Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT).
- Ongoing commitment to improving infrastructure, both new and renewed and inclusion within planning for example all abilities playground planned for Jindera, changing place for Holbrook.

Supporting access to meaningful employment

- Work experience opportunity within libraries provided.
- Promotion and increased uptake of Educators in early years childhood education and care in delivering programs for children with disability as well as Educator opportunities across centres and family day care.

Improving access to mainstream services through better systems and processes

- Customer Service Staff are aware of the resources needed to respond to people with disability/carers.
- Access at a glance assessment assessed customer service staff. All staff assessed were aware of services available.

How have you determined that you're meeting the needs of people with disability?

- What engagement or feedback have you had from people with disability?

- How has this been incorporated into your current and future planning?
- Planning and Engineering Departments continue to embed accessibility guidelines into projects and future planning and engagement processes implemented.
- Feedback is responded to quickly.

Describe your challenges and successes in delivering on your parts of the DIAP

- COVID-19 provided many challenges from engaging with community and groups, especially DIA groups.
- Additional centre based childcare provided challenges and successes in offering inclusion support for children with needs.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Improved planning across all areas.
- Renewal of the DIAP will occur during 2020/2021.

Additional information and comments about the information provided

- Greater Hume Council incorporates DIA across all areas and currently this is working ok, as Council is responsive to issues and needs.

Griffith City Council

Council's Disability Inclusion & Access Committee meets regularly and includes individuals with a range of abilities and first-hand experiences that provide Council with valuable advice on a broad range of access and inclusion issues. Council implemented a number of new actions that directly support the needs of people with a disability during 2019/2020.

Some notable improvements include:

- Memorial Park Griffith upgrade to include disabled toilet facility and change rooms, accessible community event stage and drinking fountain.

- Increased the number of Disabled parking spaces in the CBD.
- Additional Footpath and Shared Pathways across the community and villages.
- Enticknap Park is inclusive including accessible playground equipment, barbecue, seating, ramps and access.
- Streaming of Council meetings with audio available on Council's website.
- Master Locksmith Access Key (MLAK) survey conducted, toilets mapped and fee for the key now covered by Council upon application.
- Council's website offers three view settings for ease of reading.

Gunnedah Shire Council

Developing positive community attitudes and behaviours

- Ongoing delivery of the Access Working Group - An advisory group of Council comprised of a range of internal and external stakeholders. The group meets quarterly to discuss ideas, projects and initiatives of Council relevant to enhancing access and cultivating inclusion including those focused on parking, transport, infrastructure, events etc. The group is solution focused and seeks to be a change agent while broadening the mindset of internal stakeholders around inclusive design.
- Collaborated with community groups and disability support sector to promote positive attitudes to deliver a number of activities including Access at a Glance and the Dementia Friendlies Communities initiatives.
- Featured stories regarding access and inclusion in internal and external communications (news outlets, social media, Shire Flyer) and raised the profile of the Shire as an Access Friendly Shire through special interest features interview on ABC radio and in print media.
- Ongoing maintenance of Council website to enhance access to information and opportunities with a dedicated 'access

and inclusion area on the portal. Positivity statements and copies of the DIAP are available for download (full, easy to read, access friendly versions). To value add to the website, a shared library of appropriate and positive images featuring local people with disability for use in publications has been identified as a future project.

- Commenced conversations with a myriad of internal stakeholders to promote the principles of access and inclusion both proactively and routinely including the delivery of a Disability Day.
- Livvi's Place Inclusive Playground Working Group comprised on community stakeholders and disability sector representatives continued to have input into the progression of the construction of the play space.
- Completion of the \$1.5million inclusive playground 'Livvi's Place' project in December 2019. Livvi's Place is situated in a prime location in the Gunnedah CBD district. The play space is fully accessible with intergenerational play equipment, wheelchair friendly BBQs, mixed seating types, ramps, tactile indicators, buddy seats, sensory garden, shade, fencing, CCTV and shared pathways. The park encourages graduated play areas for children and adults of all ages and mobility levels and is designed to encourage socialisation and community interaction. The opening ceremony featured a children's live performance of 'We are Australian' translated in Auslan.
- Council's People and Culture team are working towards development of a program of training for frontline Council customer service staff to increase their capacity to engage effectively with people with disability.

Creating liveable communities

- Ongoing delivery of inclusive design in the Council's new branding strategy.
- Council continued subscription to the Grant Guru has made available on its website the Gunnedah Shire Funding Finder which has enhanced the community's capacity

- to access funding that supports access initiatives and infrastructure projects. The site is access friendly.
- Council has implemented the Access at a Glance Initiative in the Gunnedah CBD and surrounds and utilises the media to further enhance the projects and positive attitudes towards access and inclusion across the Shire.
 - 6 staff across the organisation completed Dementia Friendly Communities Training and Council is investigating the progression of the Shire towards a Dementia Friendly status.
 - The Missed Business Guide is disseminated each year to businesses within the CBD and electronically to the Gunnedah & District Chamber of Commerce and Industry.
 - Council developed a new business platform called Localised and features a range of accessibility enhancement tools in its design to maximise reach.
 - Across Council, marketing and engagement techniques have expanded to include a range of engagement tools to expand accessibility and appeal to a range of demographics.
 - Access and inclusion has been incorporated as a category in Council's annual Section 356 Community and Sports Small Grants round. A number of disability organisations including Riding for the Disabled and the Early Childhood Intervention were successful in obtaining grants under the program to enhance access and safety and to increase participation and membership and to purchase equipment to enhance accessibility. Additional equipment and infrastructure projects were funded to support volunteers with mobility challenges and to enable them to remain as active volunteers.
 - Access Working Group continues to review the location and number of designated access parking bays throughout the Shire and is currently developing an access parking map for community use.
 - An online booking and ticketing system for events within Council's Cultural Precinct and cinema has been implemented to enhance access for a broad range of demographics.
 - Staff have undertaken Accessible Design training with Vision Australia and training manuals have been disseminated to the AWG
 - Staff have attended the National Meeting on Disability - 'Young people from refugee and migrant backgrounds with disabilities: exploring experiences and gaps with information shared to the Access Working Group'.
 - Council continues to maintain the currency of National Public Accessibility Toilet Map in relation to Gunnedah Shire.
 - In 2019/2020, the Working Group successfully lobbied for operational funding to deliver the Master Locksmith Access Key system to relevant accessible public toilets throughout the Shire in 2020/2021.
 - Council's Open Spaces Strategy Brief to consultants in 2019/2020 included a requirement for the successful contractor to undertake Everyone Can Play in NSW Access Audits of existing play spaces within the Shire.
 - Council continues to implement its Footpath Occupation Policy which is to provide clear and concise guidelines in relation to footpath occupation within Gunnedah's business zones and ensure that the provision of pedestrian access including those with disabilities is not inhibited by such activities.
 - Council's Civic Cinema has an upgraded hearing loop and provision for access seating.
 - Access to Council's entertainment venues including the Town Hall, Smithurst Theatre and Gallery are accessibility friendly.
 - Wide Angle Film Festival was delivered in 2019 for International Day of Disability and now scheduled as a recurring event from 2020
 - Council's Waste Department delivers an annual Spring Clean Day in September

to reduce household waste. A significant component is the utilisation of volunteer organisations with trailers to undertake free collections from people who are aged or disabled.

- Council has installed a wheelchair accessible BBQ, seating and water stations at the Pool.
- Council's GoCo Community Care Transport provides safe, flexible and efficient transport services for the residents of the Gunnedah Shire Council area. GoCo provides subsidised transport assistance to people living in the Gunnedah Shire Council and Tamworth Regional Council area, who do not have access to appropriate transportation. Their clients are predominantly aged, people with disability, frail and socially isolated. During COVID this service continued to operate.
- Council's Library provides a House Bound service. Customers include people with disability, those recovering from surgery, ill, the aged and those who are either transport or socially isolated. During COVID-19 this service became an invaluable human connection for the socially isolated and its customer base increased significantly as a result.

Supporting access to meaningful employment

- Council investigated a number of options for traineeships for people with disability and through consultations with potential placement departments have identified inclusion focused awareness and sensitivity training priorities. Developing partnerships and collaborations with schools and employment focused community organisations has also been flagged as an opportunity to grow a diverse workforce and discussions with those potential partners has commenced.
- Employment is an identified action in Council's Disability Inclusion Action Plan 2017-2023 (DIAP) which is a living document.
- Council fully supports and implements its Equal Employment Opportunity (EEO)

Plan and reports on progress as part of the Integrated Planning and Review process.

- Recruitment policies, procedures and practices are reviewed on an ongoing basis to ensure that a best practice and integrated approach to workforce and diversity planning.
- Induction and on boarding programs are also under review to strengthen references to access and inclusion obligations and responsibilities and to foster a supportive, diverse and welcoming workforce.
- Principles are reinforced in:
 - Staff position descriptions and employment contracts.
 - Council Employee Handbook.
 - Council Code of Conduct.
 - Council Customer Service Standards Management Directive.
 - Council's Complaints and Grievance policy.
 - Council's Induction and On Boarding Program.
 - Annual Performance Review process.
 - Toolbox/safety talks program (e.g. Bullying, Harassment).
- Strategies to attract and retain employees from diversity groups are referenced in our Workforce Plan (under Review)
- People and Culture team maintains a diversity register to identify Indigenous staff and staff with disability. The potential to grow that register to include staff from a culturally and linguistically diverse background, staff with Auslan skills and multi-lingual staff has been identified for progression in 2020/2021.
- Staff exit interviews (cessations, resignations and terminations) capture emerging patterns and issues.
- Council investigated a number of options for traineeships for people with disability and through consultations with potential placement departments have identified inclusion focused awareness and sensitivity training priorities. Developing partnerships

and collaborations with schools and employment focused community organisations has also been flagged as an opportunity to grow a diverse workforce and discussions with those potential partners has commenced.

Improving access to mainstream services through better systems and processes

- Council's website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.0 (Level A).
- Council is committed to making its website as accessible as possible to all visitors, including those using its site with:
 - Mobile devices.
 - Assistive technologies such as screen readers.
 - Various browsers.
 - Slower internet connections.
- Council's website features an Access and Inclusion portal to direct customers to key information which includes: DIAP, Access Working Group, National Relay Service, Companion Card, National Public Toilet Map, Spinal Cord Injuries Australia and Tips for accessible Complaint Handling.
- Education around accessibility principles and formatting for marketing and promotions collateral has been steady and is ongoing.
- Council's new brand Guide incorporates access principles and features references to the (WCAG) 2.0 Level A guidelines as does the business platform 'Localised'.
- COVID-19 process responses examples (not exhaustive):
- The delivery of the GoCo Community Care transport service to aged and disabled clients was impacted early in the pandemic as volunteers for the service are aged and in the high risk category and were not able to be utilised as drivers for the service. Council redeployed staff from other areas to assist with driving functions, community volunteers were utilised in the non risk category and COVID safe transport plans

were implemented to keep clients and passengers safe, effectively ensuring the continuity of the transport service.

- Council's customer services installed a wheelchair accessible drop box outside its customer service entry, all interest was frozen on unpaid bills and customers were supported to utilise the direct debit system.
- Community and cultural development staff have continued to disseminate and share a myriad of information and COVID related resources to the broader community and disability support sector in order to enhance connections to services for people with disability and marginalised members of the community.

How has this been incorporated into your current and future planning?

- No specific DIAP focused engagement activity has been delivered within the Report period however engagement efforts are incorporated in the delivery of strategic planning processes designed to capture the views and aspirations of our community over a broad range of topic areas. I.e. Community Participation Plan, Local Strategic Planning Statement, Community Strategic Plan, upgrades to open space infrastructure, urban design processes etc.
- Council routinely seeks the views of the community in its planning processes and does so using a range of engagement methods. I.e. surveys, social pinpoint mapping, social media, forums, and the public exhibition of plans and strategies.
- Access Working Group is comprised of key stakeholders and parents of children with disability. This group advises Council on matters around access and inclusion enhancement, and provides feedback on infrastructure design where appropriate. The concept design of Livvi's Place Inclusive Playground was submitted to Kidsafe for an independent assessment to ensure it met access and inclusion principles, to identify safety issues and to seek any recommendations for improvement. The findings were both positive and encouraging.

Recommendations made by Kidsafe were considered and incorporated into the Concept Plan prior to the release of the Construct Brief.

- Council has a robust complaints policy and feedback on access issues is encouraged. Information on how to make complaints or provide feedback is provided in the access and inclusion portal of Council's website.
- Council has adopted the Everyone Can Play (ECP) in NSW Planning Guidelines for its play spaces and has featured ECP Access Audits in the Open Spaces strategic planning process. Moving forward, this will enable Council to determine if existing play spaces meet the needs of people with disability.

Describe your challenges and successes in delivering on your parts of the DIAP

- COVID-19 has presented challenges in the ways Council connects with customers across all levels of service including aged and people with disability, which present a high demographic in our Shire.
- Council convened its COVID Management Team in mid March 2020 and adopted a collaborative problem solving approach across its business units, to ensure that Council's services were maintained and customers were not disadvantaged.
- Attitudinal changes around the training commitment needed for employing people with disability is a barrier that has been identified. This has been identified both internally and externally in discussions with local businesses already struggling economically in ongoing drought conditions. These challenges are not insurmountable and obtaining the buy-in from internal stakeholders and initiatives such as the delivery of the Access at a Glance initiative have created a higher level of awareness and conversation around engaging with customers and employees with disability. COVID-19 and the maintenance of services to our frail, isolated and clients with disability have further enhanced the conversation.

- Despite this, and since the DIAP was introduced, conversations around access enhancements are becoming more common in the workplace. The DIAP has been used as leverage for office space redesign and on several occasions been championed by staff as an opportunity to lead by example.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council will be undertaking a comprehensive review of its existing DIAP in 2020/2021. This will include a progress pulse check with both internal and external stakeholders and business units including the Access Working Group.

Gwydir Shire Council

- Council was successful in seeking funding for an all abilities recreational area adjacent to the Warialda MPS and Naroo Aged Care Facility. This recreation area will provide an exciting recreational space for people of all abilities. The space was designed utilising the Everyone Can Play Principles developed by the NSW Government.

In developing this park Council has demonstrated its commitment Gwydir Shire to implementing the Act by way of constructing a recreation/play space for people of all abilities. The design includes wide paved walkways, wheelchair friendly, access to raised garden beds and access to a wheelchair swing. This specific equipment has been incorporated with gym equipment and playground equipment ensuring that all community members have the opportunity to access these facilities together. Also included in the design is varied styles of seating, outdoor music equipment, passive recreation turf spaces and a native plantings of bird attracting plants.

- The All Abilities Park was officially completed this year and continues to provide a wonderful recreation space for people of all ages and abilities. The design

of the space also lends itself to being a recreation space for outdoor performances such as the Army Band that visited Warialda and played in the park to the enjoyment of all.

- The Gwydir Shire Youth Officer has been working with the schools and assisting young people who have been having trouble with school and out of school. Services accessed outside of Gwydir Shire included Pathfinders in Inverell assisting in gaining tenancy and support for young people in our Shire, EACH in Moree provides a range of health, disability, counselling, and mental health services.
- Council also demonstrates a commitment to EEO principles through the development of systems and processes for recruitment and promotion. All decisions made regarding recruitment and promotion are based on merit not influenced by gender, disability, race, age, religion or any other attribute.
- Council seeks input and feedback from consumers and their carers and has access to various methods for raising and resolving complaints. This feedback is actively reviewed, and the service is improved as appropriate.
- Staff awareness and education is available through various programs such as Dementia Australia and Golden Carers.
- Staff also have access to webinars providing information and education on programs such as the new Integrated Carer Support Service Model.
- Commonwealth Home Support Program (CHSP) services celebrate Carers week. Carers are also involved in our Disability Inclusion Committee undertaking a consultative role.
- Naroo Frail Aged Care facility continues to recognise family and carers on a monthly basis by holding a BBQ each month to celebrate the resident's birthdays and inviting them to attend.
- Work continues on implementation of Dementia Friendly communities within the shire. The Dementia Friendly Committee was integrated with the Disability Inclusion Committee during this year which brought

strength and increased scope to the combined committee. This committee is made up of people in the community who are interested in helping to make their community or town more disability and dementia friendly.

Hawkesbury City Council

- Delivery of four 'Dementia Friend' education sessions, including a business breakfast.
- Two events to raise profile of access and inclusion.
- Development of 'Pool Park' in South Windsor - an accessible of play-spaces to meet expressed needs of people with disabilities.
- Delivery of partnership project to increase employment opportunities for people with disabilities.
- Establishment of a project to provide outreach access to mental health services.
- Provision of Auslan interpretation and accessible transport options to events and consultations.
- Convening sector-wide interagencies to improve access to services for people with disabilities.
- Launching outreach service providing My Aged Care access point in Council library community rooms.
- Delivery of accessible activities and health information delivered at Richmond Pools in conjunction with Seniors Week.
- Mental Health awareness event hosted in February 2020.
- Website review and redesign being undertaken in compliance with Web Content Accessibility Guidelines.
- Support has been provided to external agencies with a focus on creating a number of accessible, local service directories.

Hay Shire Council

Developing positive community attitudes and behaviours

- Council regularly meets with health services, schools and Intereach through

meetings such as the Local Emergency Management Committee Meeting and the Community Safety Precinct Meeting where information is shared and issues identified. The Hay Multi Service Outlet (formerly HACC) also hold meetings at Council where information is shared and issues identified.

- Council promotes available services through its website, Facebook and community newsletter. Any other relevant information is also promoted through these forms of media, such as workshops and initiatives, examples of these were Drought & Wellbeing Workshops, Mental Health free diaries, Women's Yarn Up sessions.
- Working with Transport for NSW on road safety initiatives, sharing informative videos on Facebook. Our Plan says Council will endeavour to promote the safe use of sidewalks and footpaths by gophers.

Creating liveable communities

- Providing and advertising community transport.
- Council incorporates inclusiveness in all its projects where it can and incorporates it into all future planning. Projects either completed or started in this financial year include: New Playground at Hay Park which includes wheelchair accessibility and several inclusive play equipment pieces (grant through Everyone Can Play in NSW Program); The Hay Library Redevelopment incorporated wheelchair access and a reading garden; Pocock Park, Hay Showgrounds, Booligal and Maude received new and/or upgraded amenities including disabled amenities and improved access, as well as the Maude Hall; The Council Office was improved with accessible doorways and dropped height of front counter.
- Cycleway/walkway was extended around Sandy Point and through the Hay Park which was identified in our Plan as needing better wheelchair access in wet weather. This also provides a linkage to the network so it is all accessible.
- Bench seats with armrests are being installed through town and at new projects,

this was identified in our Plan to assist users in getting up from the seat.

Supporting access to meaningful employment

- All staff attended mental health and wellbeing workshops organised through Council.
- Council had a high school student with a disability undertake work placement over 10 months in 2019, in the Parks and Gardens section. He is now employed as a casual employee.

Improving access to mainstream services through better systems and processes

- Council's website, Facebook and community newsletter are regularly updated, our newsletter often incorporates news and programs from Intereach and local health services.
- Due to COVID-19 impacting local tourism, Council undertook virtual tours of the museums and attractions in town, to encourage people to come and visit them when restrictions ease.
- Hay Multi Service Outlet (formerly HACC) still provide transport for out of town medical appointments for their clients, and also provide taxi vouchers for in town.
- Council has undertaken surveys for local businesses and for community feedback on projects in town – These are done electronically which allows people to have input from the comfort of their home.

How have you determined that you're meeting the needs of people with disability?

- The surveys provided some feedback in these areas, as well as the consultation held when developing the Disability Action Plan and Lachlan Street Master Plan more recently.
- The development of the Lachlan Street Master Plan involved extensive community consultation, with workshops and sessions regularly held to receive the community's

input. Items that were considered in the Master Plan include the surface type for the footpath and tree types, as to not cause trip hazards. Disabled parking spaces to be relocated into more suitable locations, furniture to be usable for all abilities, and the design in general is being made more open and accessible.

- Council incorporated the feedback above into its Lachlan Street Master Plan which incorporates upgrading projects through the whole main street.
- The 2020/2021 Delivery & Operation Plan identifies that Council will:
 - Provide accessible transport to the community and incorporate inclusion principles in works program.
 - Maintain streets and supporting infrastructure, making it safe and accessible.
 - Promote local employment and training opportunities.
 - Work with local health agencies to address health issues in the community.
 - Work with community partners in providing and promoting programs that contribute to community pride, inclusion and wellbeing.
 - Promote and develop an inclusive local community culture – Extend the use of community facilities by incorporating strategies from the disability and inclusion plan and support inclusive initiatives and events.
 - Expand E business and internet services to improve accessibility.

Describe your challenges and successes in delivering on your parts of the DIAP

Our successes:

- Council Office doorways improved for accessibility and the new front counter incorporated a lowered section for people in a wheelchair.
- Visitor Information Centre disabled amenities fixed, and plans have been developed for the refurbishment of the

entrance, which will incorporate better accessibility (grant funding being applied for).

- Walking tracks continuing to be linked and upgraded as funding becomes available.
- The Lachlan Street Redevelopment project is in its planning stages and will incorporate accessibility changes and improvements to the paving.
- The Hay Park Playground Project involved accessible pathways, toddler play for younger children and also inclusive equipment for people of all abilities.
- New amenities (some replaced/refurbished) to be inclusive – Showgrounds, Pocock Park and the Maude and Booligal villages.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Incorporating inclusiveness and accessibility into all future projects.

Hilltops Council

Encourage the development of facilities and services to assist the vulnerable, the aged populations and those with disabilities

- Implement the actions of the DIAP and associated projects – ongoing.
- Work towards all towns and villages having access to disabled public toilets - activity modified to adapt to and implement community requirements during pandemic. Remainder deferred to be reviewed in 2020/2021.
- Support the increase in the number of private aged care facilities - activity modified to adapt to and implement community requirements during pandemic. Remainder deferred to be reviewed in 2020/2021.
- Work with key partners to provide education and information to the community on available facilities and services for the aged and disabled - media releases are

distributed through media channels to extend and promote available facilities and services.

- Support programs that address social inequality - events supported by or organised by Council include: Seniors Week bus trip, International Women's Day, Youth Mentoring Program, in design phase.
- Work with partners to increase accommodation options for the aged, low income earners and disabled, members of the community and those in need of crisis accommodation - presentation and discussions between crisis accommodation providers and Hilltops Wellbeing Action Group to explore barriers for community members seeking crisis accommodation and social and affordable housing in the region.
- Work with partners to support the promotion of harm minimisation strategies - meetings with Hilltops Wellbeing Action Group are held monthly.

Hornsby Shire Council

Developing positive community attitudes and behaviours

- Council-organised events, and programs and events submitted by community groups and organisations, have been promoted via our channels (website, monthly eNewsletter, Facebook, Next Door, What's On publication, and print advertisements) where appropriate. These include promoting International Day of Disabilities, Ride a Day in my Wheels, NDIS in your community and Carers support to raise awareness of people living with a disability.
- Council's inclusive approach to all events ensures they are wheelchair accessible and have drop off zones, as well as mobility maps with easy to read signage and accessible toilets.
- Offering accessible entertainment through Council's new 'Friday Night Vibes', a music event for everyone to enjoy online, bringing entertainment to the community while adhering to COVID-19 restrictions.
- Celebrating International Day of Disabilities with an inclusive art exhibition

in partnership with Studio Artes, a local service which supports people with disabilities, showcasing artists' works and bringing people together to celebrate.

Creating liveable communities

- Council maintains dedicated Access and Inclusion, Living with Disability and Dementia pages on its website. Information includes useful links to information and services, and a list of accessible public toilet locations. Accessible facilities are also included in project and location-specific pages, for example parks and gardens.

Supporting access to meaningful employment

- Section 8 of Council's Recruitment and Selection Determination encourages employment of people with intellectual disabilities, where possible. Council was able to provide casual employment for two individuals with disabilities during 2019/2020 through an arrangement with Nova Employment, a disability employment program provider.
- Council has mandatory Equal Employment Opportunity online learning for all staff.

Improving access to mainstream services through better systems and processes

- Council uses the Monsido platform to monitor website accessibility compliance to WCAG 2.0 AA.
- A new COVID-19 information web page was introduced providing valuable information to the community on local services to provide assistance. A new Facebook page for libraries was launched, and Council commenced utilising 'Next Door', a social media platform. This enabled Council to ensure information was accessible to everyone in the community.
- Council's Community Directory is regularly updated. The community can easily access information on local NDIS providers and services.
- A service delivering plants and trees direct to residents' doors was implemented during COVID-19, increasing access to the wider community.

What we are doing or planning for the future to contribute to a greater outcome for people with a disability

- Commitment to Hornsby Shire becoming a dementia friendly community – consultation with people living with dementia, participating in the Northern Region Dementia collaborative and increasing the community’s awareness of dementia through dementia awareness webinars and Council’s new dementia information web page to create positive change and a more inclusive community.
- The link to the National Relay Service is now available on Council’s website next to Council’s contact details and is displayed on every page of the website.
- Council continues to source a range of new images as required from stock image websites, including pictures that represent diversity, inclusiveness and disability in the community.
- Council continues to update and renovate park spaces and equipment to be accessible and inclusive for everyone in the community to enjoy. Most recently this includes Storey Park at Asquith. Council’s website allows people to search for an accessible playground to suit their needs through a search function.
- Information on community venues on Council’s website displays accessible amenities on floor plans.

Meeting the needs of people with disabilities

- Opportunities were provided for people with disabilities to seek information and engage with service providers through the Community Connections Hot Desk - a weekly service offered at Hornsby Library.
- During COVID-19, access to library books was maintained with library staff home delivering over 6,819 books and resources through its Pick and Drop Service. New online events/storytimes were also launched to the community which included the use of captions to assist people who have difficulties with audio.

- Information was provided directly to vulnerable community groups, including five information presentations for CALD community groups regarding Council’s services, programs and projects. The groups included the Chinese senior’s group, English conversation groups and CALD family groups.
- Continuation of vital services for people who are frail, aged or living with a disability include the Home library service, and E-audio devices loaded with E-audio files and loaned to customers with a print disability or vision impairment. Customers are able to receive 1:1 assistance with E-devices, including computers.
- Providing inclusive and accessible spaces such as Hornsby Aquatic Centre and Galston Aquatic Centre with appropriate signage, adult change table, waterproof wheelchair, disability hoist and/or ramps into pools.
- Educating and supporting Council’s Access Committee on how to utilise the City Watch program via Council’s website and how to easily report issues that impact access in Hornsby Shire, e.g. damaged footpaths.

Describe your challenges and successes in delivering on the Disability Inclusion Action Plan

- Due to the challenges of COVID-19 with facility closures and social distancing requirements, accessible information was provided through webinars for seniors and the CALD community on initiatives such as a learn to drive program and online story time. Promotion of Council’s new COVID-19 resource web page and information to the community was widely shared through social media platforms such as Facebook and Next Door.
- Success can be defined through our ability to meet the needs of the community by maintaining essential services during COVID-19.

Hunter’s Hill Council

- We have addressed many challenges through disability awareness training, revision of public forms and documents,

broadcasting Council meetings and improvements to customer service.

- Council has adopted a deliberate strategy to promote positive messaging about inclusion, demonstrated in the “inclusion” branding of events and public places. While we can report on the completion of many of the DIAP actions, the test of the effectiveness of the DIAP will be the level of satisfaction of people with disability with Council’s services and facilities.

Developing positive community attitudes and behaviours

- Promoted the lived experience of disability through communications regularly.
- Sponsored the Inclusion Award at the Northern Districts Local Business Awards.

Creating liveable communities

- Commenced upgrade of Town Hall access, including an entry ramp, accessible bathrooms and accessible chamber.
- Commenced review of Council facilities, and collated information on access for hiring information.
- Reviewed footpath conditions and improved access in Gladesville and Garibaldi Villages.
- Advocated for Universal Design and Inclusion in all projects and events.
- Developed a Playspace Strategy informed by the Everyone Can Play guideline. Created design for new playspace at Riverglade Reserve based on the principles.
- Promoted inclusive play through partnerships with Touched by Olivia and Play for All Australia.
- Promoted the completion of bus stop upgrade program to DDA compliance.

Supporting access to meaningful employment

- Engaged contractors and entertainers with disabilities.
- Updated Council’s Equal Opportunity Employment policy and communicated and promoted with internal and external stakeholders.

Improving access to mainstream services through better systems and processes

- Improved Council and committee meeting accessibility using online broadcast through COVID.
- Updated accessibility of Council’s website, including review of colour contrast, usability and the function of assistive technology like screen readers on our website.
- Created a community directory that includes information on disability service providers.
- Participated and facilitated local and regional forums with service providers, and planned collaborative approaches to key issues.
- Continued to promote opportunities for consultation online, in person and via phone

Inner West Council

Education, recreation and social inclusion

- In a move unprecedented for any Australian Council, all three of our major aquatic centres have leading practice accessibility features coming online, either through new builds (in the case of Ashfield Aquatic Centre) or through significant investment in refurbishment or master planned redevelopment (in the cases of Enmore and Leichhardt). Major pools will all be accessible via hoists, and/or ramps. Each facility features an adult accessible changing room with ceiling hoist and change table to enable access to our pools and spa/sauna facilities via free aquatic chairs. Dedicated bookable accessible parking is also being added. Hearing loops are included throughout the new Ashfield facility, along with new accessible wayfinding features.
- In addition, the attached gymnasium facilities at Ashfield and Leichhardt offer tailored programs and professional training support for people with disability.
- Australia’s oldest ocean baths, the historic Dawn Fraser Baths, in Birchgrove

have also been redeveloped with new accessibility features added.

- In partnership with SportsNSW and PCYC Marrickville the Activate Inclusion Day was held as part of International Day of People with Disability activities. Some 300 children aged 5-18 from local schools were involved. The event provided a launching point to engage with local sports groups on inclusion practice and introduce many children to local opportunities. Over 10 sporting codes were present providing modified indoor and outdoor sports. Another is being planned for 2020.
- Local sporting clubs have used the accessible equipment library including outdoor matting at their events.
- Council facilitated meetings of the Inner West Disability Forum attended by 28-50 service representatives. Topics were: Legal Rights and People with Disability during COVID-19, National Pandemic planning committee and the Royal Commission into Violence, Abuse and Neglect of people with disability.
- Staff are working with Inner West Domestic Violence Committee to develop a respectful relationship program in partnership with the Intellectual Disability Rights Service.
- Staff have been active in the development of Council Policy regarding ensuring accessibility to online programs and information, notably as a response to COVID-19.
- A working group was established of youth and disability alliance to make youth services more disability friendly and disability services more youth friendly.
- Council has hosted a peer social networking group for Sydney Epilepsy Jacaranda Club and has actively supported two Dementia Cafe groups in the local government area. Staff also continue to support peer networking groups including the centre for disability studies social networking group, Gig Buddies, CDC and others who have moved to 1:1 support during COVID-19.
- Mental Health Month was celebrated with staff bulletins on mentally well workplaces,

an awareness raising gig at Newtown Neighbourhood Centre with over 300 people engaging, a meet your neighbour services networking event was held with over 50 services attending.

Cultural inclusion

- The Library team have worked to make the online content delivered by Library as a result of COVID inclusive. This has included new work on captioning content and / or providing transcripts (within existing budgets).
- The library has delivered programs for people with disability of all ages, along with families with a disability, this includes the installation of hearing loops at the new Marrickville Library and participating in a radio interview describing the library specifically for vision impaired and blind listeners.
- An expanded International Day of People with Disability Film Festival program was held over two nights incorporating a comedy debate, feature film, a series of short films and panel discussion on film representation. The program was curated and created by and with people living with disability to model inclusive practice and provided a platform for the voices and stories of those with disability.
- Council has established an access equipment library to enable greater inclusion at festivals, events and involving public art. This will be complimented by an accessible events guide under development. Staff training purposefully developed for council by Accessible Arts was delivered this year with the content focused on improving access and inclusion for the whole of community experiencing art that is produced, sponsored, auspiced and created in partnership with Council.

Economic inclusion

- Specialist accessibility advice is provided for planning proposals and development application assessments to ensure leading practice inclusion features are designed into new precincts and developments.
- Council has invested significant time in building relationships between property

developers and providers of Specialist Disability Accommodation (SDA) which is supported through funding from the National Disability Insurance Scheme. The scheme enables providers to purchase apartments from developers that have been built to SDA standards, enabling people with disability to live independently in the Inner West and to more easily access employment and economic inclusion more broadly.

- COVID has delayed engagement with local businesses on further initiatives about access improvements.

Inclusive planning infrastructure & environment

- Adoption of a Public Toilet Strategy which gives effect to new practice beyond compliance including in gender neutral signage, adult accessible change facilities and strategic direction on accessibility location and priority access.
- Significant engagement on inclusion and access planning created plans to guide upgrades and redevelopment of aquatic facilities.
- Council staff continue to work with NSW Government to improve accessibility of public transport. Discussions regarding upgrades to Petersham railway station have taken place and it is envisaged the project will commence within the next year.
- The Inner West Integrated Transport Strategy (ITS) was adopted by Council this year. Its implementation will include a new Pedestrian Access & Mobility Plan (PAMP) by end June 2021.
- Works required to improve accessibility of bus stops as per the Disability Standards for Accessible Public Transport (DSAPT) have been completed at all identified bus stop sites for 2019/2020.
- Audit undertaken for all Council owned carparks, including mobility parking bays. Lennox Street, Marrickville carpark redevelopment included three mobility parking bays and 38 additional mobility parking spaces were installed in the local government area this financial year.

- The Affordable Housing policy has generated four adaptable units as part of Council's portfolio managed by a community housing provider. Units will be used to accommodate people with disability and their families who qualify as key workers under the program. More accessible housing will be added to Council's affordable housing portfolio over time.

Civic inclusion, engagement and information

- Council provided links to organisations and information to assist people with disability through COVID-19. Letters to Commonwealth and State ministers were sent advocating for greater recognition and response to the expressed and urgent needs of people with a disability during the initial stages of COVID. It is noted that the Disability Royal Commission has reported on this issue.
- Council maintains a variety of communication channels to keep people informed including digital and print media, as well as targeted email lists and promotional or advertising products. In addition, a range of media releases and newsletters around inclusion and access were issued throughout the year.
- Easy read and plain English documents are now incorporated in Council's style guide.
- Council with input from members of the Access Advisory Committee made a submission to the *NSW Disability Inclusion Act* review.

Access and inclusion are embedded in our systems and processes

- An accessible events guide and equipment library have been developed to assist staff in delivering more inclusive practice. Together they will assist in breaking down common and persistent barriers for people with disability to participate. The initiatives are being trialled with staff engaged in planning and running events and a wider roll out will be progressed next year.
- E-learning continues to be available to all staff via Inner Me - Disability Aware:

An awareness and inclusion program by Cerebral Palsy Alliance.

- Advocacy during the COVID period has focused on highlighting health and support priorities of people with disability and their families, providing information during the health crises and supporting participation including through the online environment.
- Customer service team now provide in house training on the National Relay Service.
- Council's Access Advisory Committee meets quarterly. During COVID information and discussion continues online with the group as required.

Initiatives planned for the year ahead

- Due to COVID there has been limited capacity to address and complete all scheduled actions this year. However new opportunities have arisen in provision of online content, service platforms and workplace flexibility. This reset has enabled Council to imagine new ways of working and connecting with community.
- Council will extend its current IAP for 12 months due to COVID disruption, and the delayed Council elections. This period will be used to reflect, engage community and develop a new plan aligned with the new Community Strategic Plan to commence from 1 June 2022. Emergency planning responses and post pandemic recovery will receive a higher recognition as a central theme and work to maximise opportunities to effectively include people with disability to ensure safety, social and economic health and participation is achieved.

Inverell Shire Council

Inverell Shire Council prides itself on being a community for everyone with the vision of creating an inclusive, vibrant community while offering opportunities for resourceful businesses and residents, as well as support services for both commerce and industry.

Council has identified five destinations that are the foundation of all Council plans. Of these five destinations, four are relevant to the Inclusion (Disability) Action Plan (2017)

(IDAP). These destinations are also linked with strategies that align with National Disability Strategy policies which have been used to ascertain actions to be undertaken in the IDAP. Priority actions identified within the ISC IDAP to be improved or completed by 2021 are displayed in the table below. It should be noted that some actions within the ISC IDAP have no end date and will continue to be implemented throughout the lifetime of the plan.

A recognised leader in the broader context

- Collaborative relationships between Council and all levels of Government in policy development, services delivery and infrastructure to address the gaps on regional Australia for people with a disability is ongoing.
- Assisting the community in achieving the objects and principals of the NSW Disability Inclusion Act 2014 is ongoing.

A community that is healthy, educated and sustained

- Council's infrastructure, as reasonable practical, is accessible by people of all abilities, is ongoing/in progress
- Council's libraries have access, equipment, resources, programs and services for people of all abilities is complete.
- Collaborative relationships between Council and educational institutes for a variety of mediums for people of all abilities to learn, grow, and develop is ongoing.
- Major parks are accessible with amenities, play spaces, sports and recreational facilities for people with all abilities is in progress.
- Collaborative relationships between Council, local community and sporting clubs enhance opportunities for people with a disability in sport, cultural and recreational activities is ongoing.

A strong local economy

- Retailers, restaurants, accommodation and business are accessible and obliging to people with a range of abilities is ongoing.

- Collaborative relationships between Council and educational institutes for a variety of educational mediums for employer/employees of all abilities to learn, grow, and develop is ongoing.
- Collaborative relationships between Council and all levels of Government and telecommunication providers for improved communication services is ongoing.
- Collaborative relationships between Council and local disability employment service providers to enhance opportunities for employment of people with disabilities is ongoing.
- Tourist attractions and facilities, major events and festivals are accessible is in progress/ongoing.
- Visitors and tourists have access to information to assist in planning their trip to our community is due for review.
- Review and facilitate the hire of mobility aids for visitors and community members is due for review.
- Council is an effective member of the local Chamber of Commerce and Industry to increase awareness and support initiatives for the access and inclusion of people with a disability is complete.

The Communities are supported by sustainable services and infrastructure

- Council ensures that, as reasonable practicable, that access for people of all abilities is incorporated in all its designs of public infrastructure is complete/Ongoing.
- Provisioning of continuous accessible paths of travel (CAPT) between services and facilities in the town centres is complete.
- Council reviews its recruitment, training and resources to uphold non-discrimination of people with a disability is complete.
- Council workforce training to up-skill staff with information about access and disability issues relevant to their area of work is complete.
- Council review the formats and medium it uses for the dissemination of information to the community is complete.

2019/2020 projects

- From November 2019 to October 2020, Lake Inverell underwent redevelopment works to increase accessibility for people of all abilities. This work included:
 - New walking paths.
 - Boardwalk facilities to improve visibility of the lake for all abilities.
 - Kayak launch facilities and access ramp for vehicles.
 - Viewing platform.
 - Picnic facilities.
 - Information signage.
 Future plans for the reserve includes an all abilities amenities upgrade.
- Inverell Shire Council established a designated disabled parking space, two kerbside pram ramps and a 1.2 meter concrete path with double railing leading to the entrance ramp of Yetman hall. Tactile indicators were also installed at both top and bottom of the ramp.
- In September 2019, Council applied for grant funding through the NSW Government's Community Building Partnership Program on behalf of the Yetman Hall and Progress Association and jointly funded the procurement of a replacement 12 seater bus for the Yetman community. This has seen to the continuation of isolated Yetman residents of all abilities to travel to regional centres for events and shopping.
- June 2019 saw the completion of the Inverell Off-Road Recreation Circuit which is a sealed 1.6km loop with the width of 2.4 meters, suitable for two wheelchairs to travel side by side, and is connected to the town cycle ways. Towards the end of 2020, Council began the construction of inclusive amenities on site.
- Planned in consultation with the community, McLean Care, Brighter Access and IDFS, the two year redevelopment of Copeton Northern Foreshores commenced 2019. Works completed 2019/2020 include:
 - New public amenities block including all ability showers, toilets and laundry facilities:

- Upgrade to northern concrete boat ramp.
- Floating pontoon accessible via the concrete boat ramp, allowing for ease of access into aquatic vessels.
- Network of 2km of shared paths.
- Upgraded power supply, including installation of solar power.
- Upgraded internal access roads.
- Fishing cleaning stations.
- Upgraded powered caravan sites.
- Amphitheatre for live performances.
- Upgraded kiosk with ramp access.
- Construction of accessible viewing platforms.
- Materials Recovery Facility
 - The Inverell Shire Council Materials Recovery Facility (ISC MRF) has been operated by Northaven Ltd which is a disability services provider and support organisation, employing people of all abilities. December 2020 saw Northaven relinquish their tender for the operation of this facility which would have seen many people with disabilities unemployed. Council has worked together with Glen Industries, an Australian disability enterprise for a seamless exchange in operating companies. This resulted in the continuation of employment for local people with disabilities.
- Byron Street Redevelopment
 - At the beginning of January 2020, Council commenced the second stage of the town centre renewal plan. This stage consisted of the redevelopment of Byron Street from Campbell Street through to Vivian Street. As with stage 1 that was completed in 2018 in Otho Street, the works increase accessibility for people of all abilities. Raised pedestrian crossings with steep inclines from the footpath to the road have been levelled out and a wide, flat median section has been constructed providing an area for refuge when crossing at any location throughout the redeveloped area. Designated disabled parking with pram ramps and tactile indicators have also been installed

throughout the site. 2021 will see the commencement of stage three of the town centre renewal plan which will focus on the Vivian to Lawrence Street section of Byron Street.

- Bus Shelters
 - As mentioned in the 2018/2019 progress report as a current project, Council is installing wheelchair accessible bus shelters with Tactile Ground Surface Indicators throughout the shire to improve public transport accessibility for people living with a disability. 2019/2020 saw the installation of four new bus shelters in the locations of Albion Hill area of Inverell, Little Plain and two in the Ashford community. Council continues to take public submissions requesting the installation of bus shelters throughout the shire into consideration.
- Meeting the Needs of the Community
 - Inverell Shire Council collaborates with disability and aged care services such as Brighter Access, Northaven, Best Community and McLean Care. Council also carries out community surveys, community consultation sessions and utilises constructive feedback to determine areas for improvement and significance in existing and future infrastructure to ensure designs and facilities accommodate all community requirements and abilities.

Describe your challenges and successes in delivering on your parts of the DIAP

- A major challenge in delivering the Inclusion (Disability) Action Plan over 2019/2020 has been COVID-19. Due to COVID-19, a significant decrease in services and equipment available to people living with a disability was evident from:
 - Closure of inclusive play equipment.
 - Closure of the Library.
 - Closure of the Tourist Information Centre.
 - Closure of businesses.
 - Regulations over businesses that affect access for people with a disability i.e.

making room for separate entry, exit and one-way flow of people resulted in more narrow walkways through businesses.

- Cancellation of the 2020 Careers Expo which showcases a range of local employment opportunities for people of all abilities.

Junee Shire Council

Developing positive attitudes and behaviours

- Continual Participation in Interagency meetings.
- Community Centre collaboration.
- Event planning considers accessibility.
- Youth Council includes one member with disability.

Creating liveable communities

- Refurbishment of Athenium Theatre included the build of a disabled bathroom and disabled access to the theatre.
- Upgraded children's playground which included equipment which can be utilised by children with a disability.
- Library auto-door is now operational.
- Rooms at our Recreational Centre are currently being utilised by a Physiotherapy provider. Hydrotherapy sessions are held weekly with community members and there are a number of services now available through this service for our local community, including NDIS eligible individuals.

Supporting access to meaningful employment

- Council employ one school-based trainee with a disability.
- Council currently employ four staff with a disability.

Improving access to mainstream services through better systems and processes

- Hearing loop installed and operational in Athenium Theatre.
- Access Advisory Committee meetings.

- Investigation continues for "Talking Community Newsletter".

How have you determined that you're meeting the needs of people with disability

- There was no formal engagement or feedback sought in the 2019/2020 year, however planned for coming year.

Describe your challenges and successes in delivering on your parts of the DIAP

- Challenge: COVID-19 pandemic – numerous events/meetings affected.
- Challenge: Whilst an Access Advisory Committee was formed, participation from community representatives continues to be difficult to achieve and the planned reinvigoration of the Committee was affected by the pandemic.
- Challenge: Community Transport no longer receives CCSP funding for people with disability. However, some clients without NDIS packages can access service as transport disadvantaged clients.
- Success: Youth Council continues to encourage participation from youth with disability.
- Success: Improvements continue to footpath network and disability parking.
- Success: Physiotherapy provider operating from our Recreational Centre
- Challenge: Community Transport - due to COVID-19 no wheelchair handling training occurred during 2019/2020. Training to be rescheduled to later 2021 if permissible.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Investigating a "Talking Community Newsletter" for vision impaired community members

Kempsey Shire Council

Developing positive attitudes and behaviours

- Events promoted through Hey Macleay and social media platforms.
- Promotion of online events in line with COVID restrictions
- Two very successful events (for International Day for People With Disability) were held:
 - Big Day Out – all ages event 230 people attended and 22 organisations were represented.
 - Glitz and Glamour ball- 130 people attended.
- Council actively promoted people with a disability in promotional materials for the Glitz n Glamour Ball and the Big Day Out as well as through our social media campaigns. Photos from these events have also been used in wider Council documentation.
- We will work with the Disability Reference Group to develop additional promotional materials and images.
- An operating procedure has not been developed. The organisational development team are rolling out disability awareness staff training which will support customer services and complaints handling into the future.
- With the introduction of Learning Hub (online LMS), Organisational Development to enrol all employees into online Disability Awareness training module by end 2020.
- Disability Awareness training to be included as part of required training upon commencement of employment. We are currently setting this up. Governance will need to address Councilor training.

Creating liveable communities

- Council has constructed new assets at Back Creek, Crescent Head CBD, Crescent Head Pool, Gladstone, and are currently working on new Amenities for Bellbrook Hall, Clyde Street Mall, Smithtown – Riverside Park, as well as upgrading the Civic Centre to meet Disability Discrimination Act requirements.

- New accessible equipment at the South Kempsey Park with the merry go round and the accessible picnic facilities.
- Riverside Park with the bucket swing.
- Township determined for the placement of the new amenities – South West Rocks – Horseshoe Bay, however Funding for the new amenities and Kiosk has been deferred until next year.
- Shared pathway Eden Street, from Kemp Street to Riverside Park.
- South West Rocks amenities block accessible parking bays and footpath.
- Committee established January 2019 and meets monthly to address issues facing community members with a disability and to coordinate and hold events e.g. International Day of People with Disability.
- Council has developed a Community Grants program with a focus on community development, inclusion and projects that build stronger communities.
- Council's Engagement Strategy was adopted in December 2019.
- As part of the preparation of the Your Future Places and Spaces strategy, a focus group session was held with the Disability Reference Group to get their feedback and advice prior to drafting the strategy. A one on one interview was also held with the Kempsey Regional Support Group.
- The Disability Reference Group has been involved in presentations relating to engagement opportunities for the following:
 - Operational Plan review 2019/2020
 - Operational Plan 2020/2021
 - Horseshoe Bay Masterplan
 - Backcreek upgrades project
 - Local Strategic planning Statement "Your Future Growth and Character"
 - Crescent Head Public Domain project
 - Community Infrastructure Strategy "Your Future Places and Spaces"
 - Pedestrian Safety Audit
 - West Kempsey Pump track

- Kemp Street Sporting complex
- Service Clubs Park masterplan
- Connecting our community through COVID
- Bushfire recovery
- Draft Community Engagement Strategy

Supporting access to meaningful employment

- Organisational Development have met with all local disability providers who are aware of our recruitment processes. Under the Local Government Act all positions must be advertised and appointed on merit.
- Review recruitment processes, forms and language for accessibility - currently under review by the communications team i.e. Careers page accessibility.
- Unknown in relation to volunteers with disability – we currently do not track this information for volunteers. We ask for new employees for statistical purposes, but it is not mandatory. This item will require a review in forward planning.
- One trainee provided with learning support via RTO.

Improving access to mainstream services through better systems and processes

- Council adheres to the accessibility guidelines for print and online media content.
- Ongoing development of website to meet compliance for web content.
- Where practical engagement activities and events have been held in accessible venues.
- With the shift to online engagement due to COVID restrictions we have ensured that people with a disability and their support services are aware of opportunities to provide feedback.
- Signage being upgraded to comply in new assets as they are built.

Kiama Council

Our actions and outcomes:

- Council's Access Committee meeting bi-monthly to address identified issues, with 23 actions completed including the creation of an Easy Read version of a resource that lists all the accessible features of the Kiama Local Government Area (local government area).
- Community education around raising awareness for the inclusion of people with disability in all aspects of community life including employment and tourism.
- Ensuring the national public toilet register is up to date in regards to all of our accessible facilities.
- The number of accessible toilet facilities across the local government area has been expanded with the replacement of the Cooke Park Gerringong amenities and upgrades to the Kevin Walsh Oval, Jamberoo and Emery Park in Gerroa being completed with fully accessible facilities including an adult lift & change facility in Jamberoo.
- A fully accessible three bedroom cabin was built at Surf Beach Caravan Park.
- Disability accessibility and awareness has been promoted across multiple platforms and throughout Council's networks. This has been achieved through the distribution of articles and information to email registers and promotion via Council's newsletters. A number of consultations and events have also been held to support the promotion of opportunities and to develop an understanding of existing barriers to access in the business community. A presentation was also made at the Tourism After Hours event in Jamberoo promoting the importance and benefits of disability inclusion with the presentation delivered by Peter Davies who is deaf, and accessibility tourism information has been added to the new Destination Kiama website and 2020 Visitor Guide.
- The Dementia-friendly Kiama Project continues to expand its impact in making Kiama local government area a very

dementia inclusive community. The most regular activity of the project is community education that continues to be delivered by people living with dementia using content created by people living with dementia. In addition, the project established weekly online social catch-ups during COVID-19 that saw the participation in the project grow to include participants from right across Australia and Singapore. The project also hosted a two day visit by the national Dementia-friendly Communities project team from Dementia Australia. This visit included providing an overview of the Dementia-friendly Kiama Project, site visits and discussions about outcomes for future learning.

- Disability access & inclusion has been incorporated into the design & building of the new Gerringong Library & history centre.
- Council has established a new website that uses the new Open Cities CMS that meets accessibility standards to the highest level.
- The bi-monthly convening of a Disability Consultative Group that brings people with disability together with local service providers.
- The provision of an accessible viewing area at the New Year's Eve Sky Show and a dedicated worker to support people with disability to access the area.

Overall, the plan has been very successful in driving improvements within Council's provision of services, facilities and information. We know we still have many improvements to make and we're committed to continuing to progressively making improvements across all of these areas as cumulatively over time, all the improvements will add up to having a substantial impact on making the Kiama local government area a very accessible community.

Kuring-Gai Council

During 2019/2020, Ku-ring-gai Council has undertaken the following initiatives in relation to the implementation of the adopted Access and Disability Inclusion Plan 2019-2023.

- Exploration art exhibition - In conjunction with Settlement Services Australia and TAFE, Council put on the Exploration Art Exhibition at the Ku-ring-gai Art Centre. The Mayor opened the exhibition which was made up of artists from the local community who all had a disability. A total of 67 artists entered the exhibition with many pieces sold. As part of the exhibition, a people's choice award was presented.
- Carer's week - to celebrate Carer's Week and to recognise the contribution they make to our community, Council and Ability Links put on a Carer's Pamper Day. The day included free massages, manicures, facials and lunch. Council also provided a crèche to look after dependants so that carers could relax and enjoy their day.
- RUOK? Day - To create awareness of mental illness and support community members and staff, Council ran a RU OK? Day awareness campaign and programs.
- Twilight sensory tent - a sensory tent was provided at the Twilight Concert hosted by Council. The tent aims to make events more inclusive for people with disabilities and their carers. The tent reduces sensory input, removes distractions and provide a safe and non-stimulating space for people with disabilities to calm down. The tent also provides mobility equipment for people to use and noise cancelling headphones.
- St John's Avenue, Gordon streetscape - St John's Avenue, Gordon is being upgraded to create an 'eat street'. To ensure access and inclusion were considered in the planning stages of the upgrade, an access auditor assessed the plans and made recommendations to make the street more accessible and inclusive for people with disabilities.
- Play space strategy consultation - to ensure the views of people with disabilities and relevant stakeholders within the disability field were heard, community consultation was held regarding Council's Play Space Strategy. Access improvements and related feedback provided by stakeholders were incorporated in the plan.
- COVID-19 resilience workshops - to support carer's of people with a disability through

the lockdown period of the COVID-19 pandemic, Council conducted online sessions with a registered psychologist. The sessions were designed to create connections between carers, assist carers to look after their mental health, provide practical strategies to manage home schooling, and encourage them and their family members to stay connected throughout the lockdown period.

- In addition, online resilience workshops facilitated by a registered psychologist were held for seniors throughout the lockdown period as they were identified as a vulnerable group.
- Music and art therapy - Council held weekly online music and art therapy for children with a disability through the COVID-19 lockdown period. The classes were run to provide a stimulating and therapeutic activity for children and to offer parents and carers with some respite while the classes were run.
- Youth group - to provide opportunities for young people with a disability to socialise and meet youth workers, Council started a youth group for people with disabilities. The group meets monthly and runs different recreational and entertainment related activities each month.

Other achievements:

- Dementia Café - established in partnership with Rotary and the YMCA
- Trauma informed care and practice - implementing training on trauma-informed care and practice for volunteers.
- Accessible emergency evacuation centres - following the recent bush fires, Council completed an audit of the emergency evacuation centres to determine what venues are accessible. This information was incorporated into emergency management plans and made public so that community members can make an informed decision about locations for equitable and dignified access, should they need to evacuate in an emergency.
- Accessible bus stops - during 2019/2020, six bus stops along Ryde Road were

completed as well as stops that tie in with works being undertaken under the footpath program.

Kyogle Council

Developing positive community attitudes and behaviours

- Utilising the 'Inclusiveness Module' for induction training of Council staff.
- Ensured all disability inclusion actions have an awareness and account for Aboriginal cultural sensitivities that may affect opportunity for interaction or participation.
- Delivered inclusiveness training during all council inductions for new employees.
- As position descriptions are updated, identification of physical, cognitive and interpersonal requirements inherent to each position are considered.
- Included representative imagery of people with disability in Council's publications.
- Recognised and incorporated disability inclusion requirements as part of Council's contractor procurement processes through distribution of "*The tradies guide to good access*".
- Developed public messages and campaigns highlighting disability inclusion requirements and benefits to the community through the outdoor gym project and pool upgrades.
- Actively involved people living with disability in Council's communication campaigns around specific projects including housing, physical activity and access to transport and employment.
- Consistent with social equity principles, planned for the inclusion of people with disability service needs in guiding community development.

Creating liveable communities

- Identified indicative housing options that may be suited to people living with a disability or for older people by reviewing LEP provisions; Developer contributions and working with the Village communities

through the Visions of the Villages Master Planning process

- Attended meetings of established working group of people with disabilities facilitated by AbilityLinks and then when defunded, Social Futures. Engaged with Real Art Works to support young artists with disabilities to exhibit in the Stepping Up Gallery.
- Investigated options for short and long term incentives to accelerate housing accommodation development for older people and people with disability through Developer Contributions discounts.
- Developed social inclusion programs in partnership with third parties (such as AbilityLinks; Social Futures and Real Art Works) to ensure older people and people with disability needs continue to participate as valued community members.
- Continued to support the local Transport Working Group for local community transport planning purposes.
- In partnership with the Transport Working Group developed and promoted a transport information resource kit for community distribution within Kyogle Council area via links to the “Going Places” website.
- In partnership with the Transport Working Group identified options and implemented strategies to improve bus transport services within Kyogle Council area such as putting in new bus shelters in locations identified by the local community.
- Advocated improved access to key buildings and businesses within the local government area through launching the Accessible Shops project with local businesses and AbilityLinks.
- Planning for the review of the Council’s Pedestrian Access and Mobility Plan (PAMP) with an extended focus on disability inclusion and mobility issues as identified through the Visions of the Village planning process.
- Ensured disability inclusion remained a key part of Council’s village planning and projects.

Supporting access to meaningful employment

- Promoted the benefits of a diverse workforce, including people living with a disability, to Council’s organisation as a whole.
- Reduced procedural barriers to recruiting people from diverse backgrounds, including those living with a disability, without compromising any existing qualification, professional registration or Australian Standards requirements. During COVID working from home was instigated to support employees and reduce their risk of becoming ill.
- Facilitated succession planning, where practicable, for older employees or those that may develop a disability during their work life with Council by implementing phased retirement plans. Employees looking to retire take on trainees and apprentices to ensure the transfer of skills and corporate knowledge whilst enabling the employee to reduce hours of work over time.
- Encouraging people with a disability to apply for Council positions through statement on job advertisements (see #5).
- Providing an explicit diversity commitment, including people with a disability, in job advertisements by including the words “Council is an equal opportunity employer and encourages applications from people with diverse backgrounds, people living with disabilities and indigenous Australians”.
- Pro-actively sought a diverse range of applicants, including appropriately qualified/ experienced people with disability, for employment shortlists by encouraging people with a disability to apply for Council positions through statement on job advertisements.

Improving access to mainstream services through better systems and processes

- Council news and information is provided in a variety of accessible formats, including distribution of free hard copies throughout

the local government area and electronic forms are available on Council's website.

- Hearing Loop facilities are provided during formal Council Meetings.
- Provision of information through accessible platforms such as the web, Facebook, Twitter and Council's Newsletter.
- Continuing to implement e-Business initiatives to enable electronic access to development application and other Council processes such as payments.
- Providing accessibility options information for builders and developers interested in developing within the local government area by distributing "The tradies guide to good access".

Lachlan Shire Council

- Discussions with Hon Mark Coulton MP regarding possible funding models for Lake Cargelligo Retirement Home.
- Preliminary research completed on the need for a Dialysis service. Contact numbers have been established. Corporate services team have been liaising with interagency meeting participants to investigate options. Mayor and GM have raised the issues at meetings with Western NSW Local Health District (WNSWLHD).
- Some contacts established and issue discussed. Mayor and GM have met with representatives from Ochre Health, RaRMS and WNSWLHD to discuss ongoing medical services.
- Corporate services team have been liaising with interagency meeting participants to investigate options. Discussion held with GM and WNSWLHD regarding dialysis services. WPRD letter requesting re- introduction of Dialysis service at Condobolin Hospital supported. Information provided to WNSWLHD regarding lack of Community Transport Services to transport Dialysis patients to Forbes Hospital.
- Council has supported the implementation of a Suicide prevention officer funded by Western Primary Health Network Service included in Drought Communities Program, project application. Funding obtained under

SCCF3 for a Drought Support Worker employed through WPRD.

- Respite care now offered in Condobolin and Tottenham.
- Overview of HACC financial position well underway. Number of clients serviced have been increasing since late 2019 in both Condobolin and Tottenham.
- Emergency COVID-19 funding received from the Department of Health to maintain meal service delivery. Applied for and successfully received grant to support seniors in social isolation through COVID-19.
- Sensory Playground installed in Condobolin.
- Hearing Loops have been installed in the Condobolin Council Chamber. Funding is available in this year's budget (\$15,000) to install more hearing loops.
- Disability access audit to Council buildings complete. 10-year maintenance and upgrade schedule close to completion.
- Taxi service opened in May 2018 in Condobolin. Community transport service provided in Condobolin, Tottenham and Lake Cargelligo
- HACC community care regularly being used in Tottenham for transport between Tottenham and larger service centres. No formal advocating done. Taxi service now in place
- Installation of disabled parking and pedestrian ramp in Lachlan Street Condobolin. Further modifications required
- Spraying program for footpaths to control weeds and pests.
- Expand footpath network to the Condobolin Cemetery.
- Accessible play equipment upgrade, BBQ shelter and pathway at Gum Bend Lake.

Lake Macquarie City Council

Developing positive community attitudes and behaviours

- Continued to provide the 'Including YOU' tent at Council's major events, with four events attended
- Continued to build networks and skills of participants through the Me2 program. The program provides free, inclusive activities for people of all abilities. 11 sessions were organised, covering a range of topics including yoga, gardening, drumming, a tour of the Council Chambers/visit with the Mayor and a Sculpture Park Discovery Trail at Booragul. In total 132 participants attended, and were supported by care workers. As part of the program an Activate Sports Inclusion Day was hosted at Hunter Sports High in partnership with Sports NSW. 260 school students attended and participated in 10 sports activities. In addition, hosted a Great Get Together Picnic to celebrate Children's Week and the Lake Macquarie Family Day Care Service's 40th Anniversary. This inclusive event was attended by 200 children and families. Activities included yoga therapy, drumming workshops and therapy ponies. Service providers attended to connect with community.
- Participated and presented two Disability Conversations as part of the virtual speakers series developed by staff during the COVID-19 period.
- Prepared and distributed six e-newsletters to 600 individuals and service providers.
- Liaised with Lake Mac Libraries to host a sensory photo shoot with Santa.
- Continued to monitor the supply of free master locksmith access keys to eligible residents. A total of 63 keys allocated during this period.
- Followed up on seven access enquiries from the community and liaised with appropriate Council departments to resolve identified issues
- attended relevant networks and forums, including Hunter Future Choices Expo (an

annual school-leavers' expo for children transitioning to disability programs and employment)

- Participated in two NSW Ageing and Disability Commission Elder Abuse Collaborative meetings. The Commission was established in July 2019 to protect older Australians and older people with a disability from abuse. The collaborative role is to support information sharing and raise awareness of the referral pathway for individuals to report abuse.
- Participated in the NSW Disability Inclusion Act review.
- Facilitated four meetings of Council's Ageing and Disability Advisory Panel.

Creating liveable communities

- Completed works on the changing place at Toronto Swim Centre.
- Commenced construction of ramp, pathway and viewing platform at Blacksmiths Beach.
- Commenced a trial of installing beach matting over the soft sand at Caves Beach to improve access for all users (particularly mobility aid users). Council Lifeguards rolled the matting out and packed away at the end of the beach session or in the event of extreme weather conditions.
- Participated in Accessible Cabin design project. Four individual cabins were designed based on universal design principles to cater for broad range of people. The cabins will be installed at Swansea, Belmont Pines and Blacksmiths Holidays Parks in 2020/2021.
- Completed 10 non-discriminatory referrals for Council master plans and development applications for recreation facilities.
- Monitored the forward capital works program, resulting in improvements in non-discriminatory access to existing facilities including public toilet facilities and community halls.

Supporting access to meaningful employment

- Council engaged The Australian Network on Disability to commence a diversity

in recruitment review. The review will be reported internally and actions will be followed up on receipt of the review findings. It is anticipated that a small working group will be established to work on the recommendations.

Improving access to mainstream services through better systems and processes

- Continued to update Council's website during COVID-19 to include information for people with a disability and continued to update the National Toilet Map with new and upgraded accessible amenities.
- Completed new Council website to cater for all members of the community and to align with Web Content Accessibility Guidelines.
- Commenced discussions with St Vincent De Paul, Better Mapping Project staff. The project involves the development of an App to include access details in various Lake Mac Town Centres. Audits are required to be completed in the nominated areas by volunteers. A recruitment drive and training was planned, unfortunately the project was put on hold due to COVID-19. It is anticipated that it will recommence in 2021.
- Participated in the Signage Guidelines for the City including wayfinding to assist people with low vision.

Lane Cove Municipal Council Developing positive community attitudes and behaviours

- The Different Degrees Theatre Ensemble transferred their rehearsal program to Zoom to ensure preparation for their performance continued once COVID-19 restrictions allow the group to perform publicly again. The performers continued their work on two dances: 'Fire' and 'Water'. The moves for these dances are based around the themes of bullying, things they are proud of, and things that make them feel scared. These themes were chosen and developed by the performers.
- Kindy Cove, Council's long day care centre, continues to maintain an active Strategic Inclusion Plan and is recognised by the

NSW/ACT Inclusion Agency for its ongoing service commitment to inclusion with an 'Our Service Values Inclusion' Strategic Inclusion Plan sticker.

- Kindy Cove uses transmitters to assist children with hearing loss as well as flash cards with visual cues to help children with hearing, language and processing delays.
- In February 2020 the Dementia Café was launched, providing the opportunity for local people living with dementia, their carers and friends, to meet socially in a mainstream café once a week.
- Lane Cove Council continues to collaborate with City of Ryde and Hunters Hill Councils to promote the annual Northern District Business Awards – Business Inclusion Awards. A socially inclusive business recognises that every person matters, regardless of their circumstances. The inclusion award gives customers, staff and business owners the opportunity to nominate and reward local businesses for their efforts to be inclusive.
- The model for the life-drawing class held during the Seniors Festival was an older person with a disability.

Creating liveable communities

- The opening of The Canopy included a range of features that promote an inclusive community including Lane Cove's first Changing Place, a change facility with adult change table, hoist, shower, and peninsula door, which allows people with high support needs to fully participate in the community. The Changing Place is the only one available in a public space on the North Shore.
- The Canopy also has accessible toilets at each end of the park level and all connections to and pathways throughout The Canopy are at accessible grades. The playground includes a Sway-Fun glider ® and there are 14 accessible parking spaces located across the four levels of the underground car park which is supported by lifts and travelators to bring people to the retail and park levels.
- Pedestrian access to The Canopy for people living on the western side of

Rosenthal Avenue is via a pedestrian bridge including a lift and stairs.

- Library staff were trained in dementia awareness and staff members are now registered as Dementia Friends.
- Council is progressively installing over 70 upgraded and seven new bus shelters throughout the area which will meet the required standards under the *Disability Discrimination Act 1992* (C'th) (DDA). The new shelters include signs illuminating the name and location of the bus stop, tactile ground surface indicators, and improved undercover space for all users.
- The final stages of Mindarie Park are now complete. As well as the all-inclusive playground created in stage one, the park includes paths, signage, bubblers, seating, barbeques and picnic areas that are all DDA compliant.
- A new pocket park opened at 552 Mowbray Road with accessible seating, swing, barbeque and bubblers.
- The upgrade of the Finlayson Street Playground includes inclusive swings and spinner.

Supporting access to meaningful employment

- The Lane Cove Connection, a monthly newsletter for seniors and widely distributed across the area, advertised the Temporary Employment Register for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The register included a specific employment register for people with disability who want to work with the Disability Royal Commission.
- The "Hot Desk" held weekly at Lane Cove Library includes representatives from local disability services that can support and refer people to employment services.

Improving access to mainstream services through better systems and processes

- Council's Customer Experience Strategy was adopted in September 2019. A key focus of the strategy is to provide 'surprisingly simple' services to the

community and avoid complex and bureaucratic processes for customers in order to engage with Council. Council has been undertaking customer journey mapping which sets out a visual representation of every experience customers have with Council. This helps Council step into the customer's shoes and see Council services from the customer's point of view. One of the primary aims of the strategy is to improve online accessibility and useability of Council's website.

- Text only versions of festival programs such as *Sunset in the Village* and *Festival by the River* are available so people who are vision impaired can use 'text-to-speech' programs to hear about festival activities and events.
- Council initiated closed captions on new Facebook videos developed for online cultural events such as Fun Fridays.
- The Lane Cove Library hosts a weekly "hot desk" where representatives from a range organisation are available to provide information and referrals to local services.
- The *Lane Cove Connection*, a monthly newsletter for seniors, provides information on local services and events that are accessible. The newsletter is distributed via post, email and online to over 1,400 people as well as copies taken to doctors' surgeries, retirement homes and aged care facilities. Activities and events that are accessible are identified with the international symbol of access

Leeton Shire Council

Building positive community attitudes and behaviours

- Seed meetings for Disability Reference Group held 31 October 2019 and 12 December 2019, with representatives from disability service providers and carers. Discussed issues, format and regular agenda items, and Terms of Reference. Informal consultation on Council's major infrastructure projects was conducted. Encouraged attendees at meetings to consider participating in Local Health

Advisory Committee. 3rd meeting held 13 February, with a partial review of actions in the DIAP undertaken.

- Discussions with Kurrajong services led to a proposal for a combined activity with Gralee School to celebrate International Day for People with a Disability, which was successful in obtaining a Community Strengthening Grant. The event was held in Mountford Park on 5 December 2019, and attended by about 100 people

Creating liveable communities

- Construction of compliant kerb ramps at: Cypress St and Kurrajong Ave; Jarrah St /Reservoir Lane near Mountford Park; Cedar St and Pine Ave; four New Ramps at the intersection of Sycamore and Yarran Streets; with a total cost \$59,000.
- Installed footpaths along on Sycamore Street, Waratah Street, Cypress Street and Coolibah Street, in line with the Pedestrian Access and Mobility Plan (PAMP).
- Commenced work on the Leeton CBD Enhancement Project Phases 1 and 2, Wade Avenue and a new taxi rank, including four kerb ramps, more accessible road crossings and accessible parking spaces.
- A toilet facility with full disability access installed at Graham Park.
- A new playground commenced construction in the Golf Course Estate with disability access pathways.
- Funding was received to build an accessible carpark at the Leeton Early Learning Centre

Supporting access to meaningful employment

- Statements regarding the principles of Access and Equity have been integrated into Council policies, strategy plans and position descriptions.
- Council has long term employees with a disability and is welcoming and supportive of new employees and volunteers.

Improving access to mainstream services through better systems and processes

- A module on the DIAP has been included in induction package for all new staff.
- Community Grants Guidelines refer to Council's inclusive objectives – specific grants awarded: Kurrajong \$1000 towards hire of Roxy for performance by participants (Q1).
- \$1000 for International Day for People with Disability event.

How have you determined that you're meeting the needs of people with disability?

- As above, consultations have been conducted, and are ongoing, with people with disability and disability service providers regarding major infrastructure projects, and we are currently developing strategies for increasing engagement of people with lived experience of disability.

Describe your challenges and successes in delivering the DIAP

- COVID-19 restrictions stalled the progress of the Disability reference group, but regular communication was maintained with service providers by email.
- A planned project to inform and work with main street businesses to improve their accessibility was also stalled because of COVID-19 restrictions.
- A collaborative event to celebrate International Day for People with a Disability for the first time in 2019. This was so successful that the organisers planned to improve on it for 2020 and aim to attract more members of the general community to participate, but this has been hampered by COVID-19 restrictions.
- The most success has been in delivering infrastructure, such as footpaths, kerb ramps, accessible toilets, and accessible parking spaces.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Stronger and more effective mechanisms for engaging with people with lived experience of disability should be in place by early 2020.
- Discussions are underway with Leeton Arts Society regarding an accessible arts project that sees the local annual art exhibition. emphasising its inclusivity for people of all abilities, and the development of an annual plan of inclusive arts workshops and activities.

Lismore City Council

Key achievements in 2019/2020 in implementing the DIAP include:

- Waiving of fees for development applications for accessibility improvements.
- Bi-monthly meetings of the Access and Inclusion Advisory Group to provide advice to Council on disability access and inclusion.
- Continued provision of a hearing loop in the Council Chambers and live-streaming of Council's ordinary meetings and events.
- Provision of funding for AUSLAN interpreters for meetings.
- Continued incorporation of accessible standards e.g. footpath and cycleways (shared paths) into infrastructure design.

International Day of People with a Disability

- Council took part in activities at the International Day of Disability for the first time in December 2019 at The Quad.
- Council spoke with community members and service providers who were interested to learn about some of the services and assistance Council provides to people living with disability and their families/carers.
- These activities and services include the following:
 - Free hire of an all-terrain beach wheelchair. This wheelchair is

available year-round and can be used on all patrolled beaches or suitable walking tracks and can be folded for transportation in any medium-sized vehicle.

- Printing and distribution of the free Tradies Guide to Good Access, which provides builders and other construction workers with a quick reference guide to Australian standards for accessibility. Free copies are available from Council's Corporate Centre in Goonellabah.
- ReadSpeaker technology on Council's website, which provides text to speech services enabling people who are vision impaired to have website content read aloud at the click of a button.
- A Missed Business Guide to help businesses with hints, tips and simple ways to improve accessibility. The Missed Business Guide is free for all businesses to download from Council's website.
- A beachfront entrance and handrail at the Goonellabah Sports & Aquatic Centre for accessibility and an automatic wheelchair hoist. There is also lift access to the SWITCH 24-hour gym and a hoist at the Lismore Memorial Baths.
- The Lismore and Goonellabah Libraries are both accessible and provide a range of services and resources for people living with a disability including large print books, talking books, CDs, eBooks and eAudiobooks.
- Our libraries also provide a home delivery service and one-on-one tech training (bookings required) plus access to Victor Stratus Readers and Victor Stream Readers.

Lithgow City Council

Creating liveable communities

Enhance access to council's building and facilities

- Back of stage works including dressing rooms, as part of the Union Theatre upgrade, have been completed except for

the installation of the lift which has been delayed and is now due for installation by August/September 2020

Improve access to public toilets

- The national toilet map is updated as required
- Accessible toilets have been installed at the Adventure Playground.
- New accessible toilets have been commissioned for the skate parks in Wallerawang and Portland.
- The toilets at Pioneer Park, Main Street, Lithgow have been demolished and a new exeloo toilet will be installed in 2020/2021.

Ensure there are sufficiently well located disability parking spaces in the local government area

- During 2019/2020 one infringement notice was issued for non-compliant use of disability parking spaces.

Improve the number of accessible paths of travel to key destinations

- The following footpath assets were renewed in 2019/2020:
 - Read Avenue, - 46m
 - Rabaul Street – 32m
 - Roy Street – 78m
 - Tank Street – 89m
 - Hayley Street – 18m
 - Evelyn Street – 45m
 - Bridge Street – 78m
 - Barton Street – 92m
 - Willewa Street – 750m
- Portland Footpath Garden Beds
- Wlocal government area Street and Willewa Streets Portland.
 - Removal of Mop Tops and installation of Crepe Myrtles.
 - Removal of a number of high maintenance gardens and caused accessibility issues for pedestrians.

- Construction of a footbridge over Farmers Creek at Sandford Avenue and footpath linking Sandford Avenue and Albert Street.

Increase the number of accessible bus stops and shelters

- Bus Shelters were replaced at:
 - Pipers Flat Road (near Range Road),
 - Cullen Bullen (Castlereagh Highway)
- One additional frame purchased for installation in 2020/2021.

Improve Council's policy and planning tools to create better access

- Council's Community development committee have invited the community to nominate to represent the disability community on the CDC. There are two dedicated seats on this committee.

Increase access and inclusions to the Library and Eskbank House Museum

- Community development Officer regularly attends interagency meetings to maintain and develop partnerships
- In 2019/2020 a total of 4349 large print books and 2194 audio books were loaned out from the inclusive collection. A large number of these loans are distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 5164 eResources were loaned. Our eResources have continued to include; eBooks, eAudio, eMagazines & eFilms and the online study platform Linda has been added.
- The Library continues to host the Maker Space (play therapy program for children with disability) during operating hours.
- The library continues to develop programs that include and celebrate diversity. These include the ukulele group, which meets weekly, the colouring in group that meets weekly that is hosted by a young person with a disability and promoted to local disability services as an activity.
- The library team also encourage and support volunteers from within the disability

community to participate in programs such as Story time.

Increase recreational opportunities for young people with disability

- Council continue to collaborate with local organisations including Headspace and Uniting Care to enhance opportunities for recreation for young people with disabilities.
- Young people are encouraged to join the Youth council in order to contribute their diverse lived experiences including disability.

Supporting access to meaningful employment

Incorporate workforce diversity as part of everyday Council business

- Council continues to design work flexibly including the expansion of working remotely, variable hours, flexible leave arrangements, and the use of mobile technology

Promoting positive attitudes and behaviours

Undertake programs to promote access and inclusion

- Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace
- The Mayors Mental Health Taskforce has worked with a number of community organisations to improve the mental health and wellbeing of the community.
- Council continue to assess events and incorporate the need for accessibility using our DIAP as a guiding document.
- Council continue to use website and communications to highlight accessibility and inclusion at events.

Improving access to mainstream services through better systems and processes

Enable easy access to information

- Council continues to improve how it communicates with the community.

- Strong social media presence and regular media releases to promote events and programs. Target disability sector through the interagency mailing list.
- Council continue to engage with the interagency meetings bimonthly to improve information distribution for the disability sector.

Increase participation in Councils community engagement processes

- *Dedicated seats on the community development committee have been assigned however, we have not yet had any applicants for those seats. We will continue to encourage participation.*
- *Media releases providing information on upgrades to services are distributed via local and regional media, social media, Council's website and eNewsletter.*

Liverpool City Council

Developing positive community attitudes and behaviours

- Council secured two grants under the Stronger Communities Program to install six Communication Boards in the Casula Parklands and Carnes Hill Precinct. The boards are designed to assist communication among and with people, children and carers of people with disability or language barriers. They were designed by Council's Community Development and Communications teams, and the images and wording developed with the Autism Advisory Support Service.
- Council partnered with Civic Disability Services and Casula Powerhouse Arts Centre to host the 2019 International Day of People with Disability in December. It has been running since 1996. The event increases public awareness, understanding and acceptance of people with disability and celebrates the achievements and contributions of people with disability. The event was a success with more than 5500 attendees.
- The Michael Clarke Recreation Centre hosted International Day of People with

Disability. More than 100 participants with a disability and their carers took part in a morning group fitness session and accessed the stadium for sports activities.

- All programs across Council's three leisure centres are registered under the National Disability Insurance Scheme (NDIS). There was a total of 75 NDIS referrals in the year.
- The 2020 International Day of People with Disability planning is underway to showcase Council's achievements across various departments. Due to COVID-19 restrictions, the event will be held on Facebook.
- Council is discussing constructing and managing a Mobile Lift and Change Facility with internal and external stakeholders. This is a mobile accessible restroom for people with disability and includes an adult change table and hoist. The purpose is to provide accessible resources at major events hosted by Council.
- Council promoted accessible pathways in new parks during community consultation about draft plans. Examples include Kotlash Park, Lurnea and the upgrade to Croatia Avenue Park in Edmondson Park. These were promoted via Facebook, the Liverpool Champion and Liverpool Listens. Accessible paths in Speed Street, Liverpool, were also promoted via the Liverpool Champion and Liverpool Life e-newsletter, and
- The Shopfront Upgrade Program offers shop owners financial assistance to make the city more attractive to visitors and customers. It has specific criteria and offers design guidelines which refer to accessibility. These include providing level access and installing wider doors and doorways to allow a person with a walking frame or wheelchair to pass through.

Creating liveable communities

- Council endorsed a new membership term for the Liverpool Access Committee. Council conducted a recruitment drive to encourage new members to the Committee and successfully recruited 12 new members. The new Access Committee

members will hold their first virtual meeting in October 2020.

- The Disability Inclusion Action Plan (DIAP) Working Group was established to develop guidelines for accessible consultation and to explore options for walkability, parking, traffic and transport in the city.
- The DIAP Working Group expanded its role to include the development and implementation of a new Positive Ageing Plan for Liverpool. To reflect this change, it is now called the DIAP/Ageing Working Group.
- Council regularly consulted internally and externally on issues regarding inclusive access with Council facilities such as parking stations, halls, libraries, community centres and recreational spaces. The Liverpool Access Committee and DIAP/Ageing Working Group aim to progress to wider community consultation.
- Council regularly invites guest speakers to the DIAP/Ageing Working Group and Liverpool Access Committee meetings to speak on relevant matters and provide updates.
- An access audit is due to take place in October/November 2020 for nominated Council facilities, including libraries, the Casula Powerhouse Arts Centre and community centres.
- An access audit of Council's recreation and aquatic centres in 2019 identified accessibility improvements for Council. Items that could be immediately rectified have been addressed, with larger infrastructure items scheduled for progressive improvement.
- Council has ongoing consultation with people with disability and carers to engage them in planning and implementation of relevant Council projects.
- Council partnered with Variety Australia to build an inclusive playground at Lieutenant Cantello Reserve in Hammondville. The new playground will be a unique place where people of all abilities can play side-by-side in a fun and challenging environment.

- Council continued to deliver programs at its leisure centres specifically for people with a disability. The centres attracted 80 enrolments to the Take Charge! Program, which gives support for adults experiencing a specific range of mental health conditions to participate in fitness programs. The centres also delivered 65 lessons each week in the Swim Champs Program, which provides learn to swim training for children with a disability. Importantly a further 23 children were able to transition into mainstream swim classes after achieving the objective of aquatic independence.
- Access programs at the Casula Powerhouse Arts Centre (CPAC) saw a decrease in visitation due to restrictions imposed by COVID-19. However, 161 public and private workshops were conducted from July to March with a weekly visitation of 196 individuals living with disabilities (excluding carers). The annual visitation rate of individuals living with disabilities to programming at CPAC, including regular weekly programs, private bookings and International Day of Peoples Living with Disabilities was 4820.
- Council partnered with St Vincent de Paul's Access and Inclusion Program to provide libraries and the Whitlam Centre with the following kits for children with sensory disability:
 - Xtra Eyes Kit
 - The primary aim of Xtra Eyes is to provide an inclusive and comfortable space for people who may have low vision. It is designed to be a kit that businesses and/or organisations can use if a person requires assistance reading documents, forms or other resources. It contains items that include a magnifying glass, magnifier strip, magnifier sheet and wipes.
 - Escape the Noise Kit
 - This is being provided to community organisations and businesses as a resource to support people who may experience sensory overload. It can help create inclusive and comfortable environments. Having it available may allow people to engage and stay longer at events and activities. Noise-reducing headphones and earplugs lessen background noise, reducing the impact of sudden and loud sounds, while still allowing the user to have a conversation, follow directions and hear emergency warnings.
- Sensory Oasis Tent
- The Sensory Oasis provides a sanctuary for children who become overwhelmed by noise, smells, lights, crowds, and other sensory inputs. Reducing it allows a person to regulate their mood and avoid meltdowns which can be associated with sensory overload. The Sensory Tent includes a teepee, which contains sensory tools for children with neurological behavioural disorders such as Autism Spectrum Disorder, Attention Deficit Disorder, Attention Deficit Hyperactive Disorder, or a sensory processing disorder.
- Council completed upgrade and renewal works at:
 - Green Valley District Centre - Accessible parking, additional car space.
 - Voyager Point Community Centre - New accessible bathroom, Braille signage throughout centre, new accessible external ramp.
 - Dr James Pirie Community Centre – Upgrade and improvement works to accessible toilet electronic door, shared access.
 - Wattle Grove Community Centre - Improved accessibility entry to the centre, and
 - Heckenberg Share Care - Upgrade to existing bathrooms catering only to young children, new bathrooms that cater to the community organisation that offer programs to clients with disabilities (complies to Australian Standards).
- All of Council's community facilities currently meet legislative accessibility requirements, except Chipping Norton Lakes Boatshed. A review is currently underway to assess all sites and identify further opportunities to improve community outcomes and address community needs, and

- In May, the construction of an Assistive Technology Space at Liverpool City Library was completed. It features:
 - An accessible wheelchair lift to take patrons from Ground level to the accessible space on Level 1.
 - Height adjustable tables for wheelchairs.
 - Two large touchscreen computers with software for people with dyslexia and vision impairments.
 - Large high contrast keyboards with trackball mice, and
 - A large text magnifying camera to help people with vision issues to read magazines, newspapers and other text-based items.

Supporting access to meaningful employment

- A new Diversity and Inclusion Working Group was developed in consultation with various Council departments to explore ways to improve employment within target groups. An access audit of Council buildings at Moore Street and Scott Street will be conducted in November to ensure Liverpool City Council is an accessible workplace.
- Disability Awareness Training is available for Council staff on the Intranet with online specialist training provider SAP Litmos Solutions, and
- Council is reviewing recruitment processes and Equal Employment Opportunity policies to incorporate inclusivity and diversity measures.

Improving access to mainstream services through better systems and processes

- Council's website was previously audited against Web Content Accessibility Guidelines. Following this, a review is being made of it, including relevance of content and accessibility components. Council also launched a new Intranet with a page for its Disability Inclusion Action Plan and to make available its 'Teach Me' resources.
- The Liverpool Mobility Map was updated and is available in Council's Customer

Service Centre, other Council facilities and on Council's website. Information included covers locations of accessible parking and accessible toilets.

- Three Master Locksmith Access Keys have been distributed. These provide access for people with disability to accessible facilities after hours, including elevators at railway stations and public toilets. Numbers have reduced from previous years due to health restrictions around COVID-19.
- Information was provided to residents in a range of formats such as Braille communication boards for children, social media posts, newsletters, newspapers, online, general mail outs, telephone and emails.
- Council co-convened the South West Sydney Ageing Disability Forum and provided support through processes and upgrades to the support services website.
- Council is a member of the Multicultural Network for Ageing Issues and the Macarthur Disability Network for Disability Forum. They lobby for regional change and improvements for both Liverpool's ageing community and people, and for children with disability and their carers.
- An Auslan interpreter is available on request for Liverpool City Council meetings, and
- Council continues to advocate for access and inclusion to be a guiding principle in the development of plans of management prepared under the Local Government Act 1993.

Liverpool Plains Shire Council Developing positive community attitudes and behaviours and behaviours

- No actions resourced for delivery in 2019/2020.

Creating liveable communities

- Installation of kerb ramp for public amenities – George Street, Quirindi.
- Implementation of accessibility parking for public areas – George Street, Quirindi.

- Implementation of accessibility parking for public areas – Single Street, Werris Creek.
- Construction of accessible public amenities – King George Park, Willow Tree, and
- Construction of accessible public amenities – George Street, Quirindi.

Supporting access to meaningful employment

- No actions resourced for delivery in 2019/2020.

Improving access to mainstream services through better systems and processes

- No actions resourced for delivery in 2019/2020.

How have you determined that you're meeting the needs of people with disability?

- Council has not actively undertaken any targeted consultation with people with disability during the 2019/2020 year.

Describe your challenges and successes in delivering on your parts of the DIAP

- Council has been able to deliver various infrastructure accessibility improvement projects (as listed above) that benefit people with disability, but has not resourced any projects in the remaining three focus areas of behaviour, employment, and systems and processes.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council will review its DIAP in the 2021 calendar year.

Lockhart Shire Council

Developing positive community attitudes and behaviours

- Financial support was provided to community/volunteer based committees including section 355 management committees, Men's Shed organisation etc. to support access to programs and events.

- Incorporated access and inclusion principles in event management plans approved by Council.
- Incorporated access and inclusion principles in Council's development application assessment processes.
- In 2019/2020 Council identified footpath upgrades and disabled access to local businesses as a priority project for which funds will be allocated from the Drought Communities Program Extension funding. Construction is scheduled to commence in 2020/2021.
- Council has adopted a Disability Inclusion Action Plan as well as requirements for all abilities access in its planning documents such as the DCP.
- A progress report on the implementation of the Disability Inclusion Action Plan was submitted to the Minister by the legislative deadline.
- Included all abilities access to local businesses in the Consultant's Brief for the preparation of concept plans for the Lockhart main street upgrade which formed the basis of consultation with local businesses and the broader community. Council liaised with shop owners on the benefits of investing in all abilities access to their premises.
- Council continues to promote inclusion within the community via its newsletters and events.

Creating liveable communities

- Council's Emergency Management Plan has been approved by the Regional Emergency Management Committee.
- Council works with stakeholders through its Local Emergency Management Committee and Interagency Group meetings held every four months.
- Council committed to the preparation of an Adverse Events Plan.
- All abilities access incorporated in all new community infrastructure projects progressed in 2019/2020 including: -
 - The Rock swimming pool refurbishment.
 - Lockhart recreation ground amenities building upgrade.

- The Rock Regional Observatory.
- Council parks are maintained and improved to allow access to all.
- Council has identified footpath upgrades and disabled access to local businesses as a priority project for which funds will be allocated from the Drought Communities Program Extension funding. Construction is scheduled to commence in 2020/2021.
- An all abilities playground was officially opened at The Rock Recreation Ground.
- Included all abilities access to local businesses in the Masterplan for the Lockhart main street upgrade.
- Council liaised with shop owners on the benefits of investing in all abilities access to their premises.
- Council works with stakeholders through its Local Emergency Management Committee and Interagency Group meetings held every four months.
- Council continues to advocate for all members of the community.
- Main Street traffic monitoring devices were installed to collect relevant data for determining appropriate actions.
- The Lockhart CBD masterplan incorporated accessible parking upgrades.
- Incorporate access and inclusion principles in Council's development application assessment processes.
- All ages and all abilities facilities and attraction was included in the annual Spirit of the Land Festival with the support of Eastern Riverina Arts and the IDEAS organisation.
- An all abilities playground was officially opened at The Rock Recreation Ground.
- A five year Footpath Plan is being prepared. Council has identified footpath upgrades and disabled access to local businesses as a priority project for which funds will be allocated from the Drought Communities Program Extension funding. Construction is scheduled to commence in 2020/2021.
- Country Public Transport Infrastructure Grant Scheme funds have been utilised to

replace the bus stop in Lockhart to ensure compliance.

- Included all abilities access to local businesses in the Masterplan for the Lockhart main street upgrade.
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- Country Public Transport Infrastructure Grant Scheme funds have been utilised to replace the bus stop in Lockhart to ensure compliance.
- Consideration to be given to further development opportunities at The Rock following completion of Carson Road Stage 2 subdivision.
- Ensure the forthcoming review of Council's LEP provides for diverse housing options.
- The Air Strip is inspected monthly and any required maintenance carried out.

Supporting access to meaningful employment

- Council continues to provide employment and work experience opportunities to all members of the community.

- Council has participated in a skills shortages in local government project by the Riverina Joint Organisation.

Improving access to mainstream services through better systems and processes

- Council worked with a service provider to convert a Council owned building into housing for the physically and intellectually disabled.
- Upgrade Council's website to ensure compliance with relevant standards.
- Incorporate access and inclusion principles in event management plans approved by Council.
- Provide disability awareness training to staff.
- Council continues to advocate for improved internet access across the Shire.
- Access demographic data from the ABS including most recent community profiles. Council continues to encourage the community to support and complete ABS data returns as well as other government surveys that provides important information regarding the community demographic.

Maitland City Council

Developing positive community attitudes and behaviours

- Over the year we worked in partnership with service providers to encourage and support initiatives that promote inclusion awareness within Maitland.
- The Including You Tent supported over 100 people with disabilities and their carers to attend and participate in Council's flagship and Drive in Cinema events, at the same time it raised disability awareness within the community. An audit was conducted to identify how the tent could be improved. Results indicated a need for communication boards for each individual flagship event and a provider has been engaged to develop these boards.
- Council's Section 356 Community Grants Program supported disability inclusion and

access through the following community managed events:

- 'Let's Dance' program delivered by Early Links Inclusion Support Service to build confidence and improve the quality of life of children living with disabilities.
- 'Let's Garden' delivered by Early Links Inclusion Support Service enabled a community garden to be built by the children supported by the community service.
- Club refurbishment at the Hunter Valley Gemmology Club provided improved access to the club house for people with disability.
- The Commemorative and Recognised Days Grant Program assists in the coordination of activities and events that directly relate to National and International Days or Weeks including Commemorative Days. One of these events is the International Week of Persons with a Disability. No applications were received for this recognised week during the funding rounds.
- ClubGRANTS provided support for projects that supported disability inclusion and access through the following programs:
 - Mental health early intervention program for young Maitland people that are living in families affected by mental illness.
 - Great Aussie Bush Camp delivered by Autism Spectrum Australia (Aspect).
 - Physiotherapy Baby Clinic delivered by Early Links Inclusion Support Service.
 - Youth Week applications for Youth Week Grants were amended to require a statement on how inclusion and accessibility would be addressed at events. Youth Week events were postponed due to COVID-19 restrictions however, organisations are able to use funds from successful applications to deliver events outside of the official Youth Week dates. These are yet to be scheduled.
- Community connections form - the Aged Persons, Younger People with a Disability and Carers Forum was reinvigorated to the

Community Connections Forum to align to community and service provider needs. The forum includes service providers and community members from the disability and aged persons sector.

The network has established an action plan to create opportunities for information sharing, joint projects, presentations and panels with guest speakers from key areas to provide the network with relevant information to use within the industry.

- A panel was facilitated in February to increase awareness of services available to older people leaving domestic and family violence.

Panelists included:

- Maitland Police Domestic Violence Liaison Officer Carries Place
- Jenny's Place.

Creating liveable communities

- Maitland Aquatic Centre:
 - The unisex accessible amenities at Maitland Aquatic Centre were improved through the installation of a mobile sling hoist and mobile shower trolley/change table. A sling hoist was also installed in the indoor pool and water wheelchairs will be provided.
 - Usage of the pool by people with disability has increased across all programs including Learn to Swim, User Group bookings and Casual User Groups.
 - There were nine Learn to Swim Program bookings by access and inclusion clients in term one, compared to five for the same period last year. There has also been an increase in carer visits, in 2019 Council had a total of 2,378 and in 2020 there were 2,603. General feedback identified a number of people with disability and their carers are travelling from outside the local government area to access the centre due to its improved facilities. Planning is underway to further improve the accessible amenities at the centre.
- Accessible slab boarding points have been installed to 90% of eligible bus stops, and

Tactical Ground Surface Indicators (TGSIs) to 63% of eligible bus stops. Works are on track to achieve 100% standardisation by the end of 2022.

- Maitland Regional Art Gallery (MRAG) supported access and inclusion initiatives through inclusive exhibition openings and events, the provision of Auslan interpretation, accessible seating and quiet space. Auslan interpretation was expanded during 2019/2020 with all major events translated and all requests for individual events successfully actioned.

The Art Gallery stocks a range of artful sensory products, proving invaluable for teachers and parents to support learning and address anxiety both in the classroom and in the home. MRAG also provides sensory processing assistance tools to gallery visitors. The Gallery provides inclusive access to exhibitions, public programs, shop and cafe for all its visitors, a wheelchair is available onsite.

Maitland Regional Art Gallery also:

- Supported INSIDE OUT - an inclusive group of artists who live or work in and around the Maitland region. The group was born out of Octapod's professional development program supported by Accessible Arts and Ability Links NSW.
- Supported participation in Journeys Creative Connections monthly workshops for adults with a lived mental health experience. Workshops are delivered in partnership with Flourish Australia and Aftercare, both NDIS agencies, and are facilitated by health workers and professional artists to extend professional skills, build resilience and confidence in a public art gallery environment.
- Continued the Conversations: Art & Dementia program with 44 free sessions presented and 350+ participants across 2019/2020. The program improves wellbeing and quality of life for people living with memory loss and their carers through engagement with the visual arts and sensory experiences.

- Piloted the Open Art program for people living with dementia and their carers, offering creative engagement with artworks and art making activities. The pilot was modelled on the Museum of Contemporary Art Australia's Artful.
- Art and Dementia program and falls within an 'arts in health' framework by using MRAG's community space and resources to promote and support health and wellbeing in the wider community.
- Consulted with the community to identify current and desired participation levels, in addition to barriers to visitation and critical community needs. The engagement found 38 key findings and focused recommendations on enabling MRAG to effectively engage, service and support the Maitland community into the future.
- Improved accessibility and opportunities for artists with a disability, in partnership with Accessible Arts, by hosting an online webinar focused on improving digital engagement during COVID-19. This webinar attracted 135 participants.
- Maitland City Library supported access and inclusion initiatives by offering sensory packs at all library branches, hosting a monthly book club for teenagers with complex communication needs at East Maitland Library (AGOSCI), expanding the digital audio collection for people who have low vision or who are blind as well as offering a Home Library service. Work progressed on the expansion of the accessibility of Maitland Library's collection and a collection of books is being provided in open dyslexic font. The collection of these books, as well as several Braille books, will be built on over time. Adult Literacy tutoring is offered by staff that have undertaken volunteer level tutoring training. A story time was introduced in February that was inclusive for children with sensory preferences and sensory processing challenges. This story time has been accessed by 20 children so far. It is hoped that this will encourage further participation in the library environment.

An Augmentative and Alternative Communication (MC) Book Club was trialed with a small number of meetings before COVID-19 restrictions came into effect. The continuation of the MC Book Club will be further explored next financial year.

- Council is undertaking a review of the Pedestrian Access Mobility Plan to guide the construction and renewal of footways across the City. The plan will include footpaths, kerb ramps, crossings, visibility, signage, bus stops, tactile floor indicators, lighting, some parking, path of travel auditing and standards. To inform the review, 13 service providers were engaged to provide feedback on the access needs of their organisation, their clients and the community. Information obtained will inform the development of the revised plan.

Improving access to mainstream services through better systems and processes

- The 2019/2020 financial year was the first full year of operation for the Access and Inclusion Reference Group (AIRG).

The AIRG provided feedback on numerous Council engagements and Public Exhibition periods including the review of the Community Strategic Plan, four year Delivery program,

2020/2021 Operational Plan, Local Strategic Planning Statement, Draft Maitland Destination Management Plan and Customer Experience Plan.

The group also developed project ideas that will be delivered in collaboration with relevant agencies to meet identified gaps.

- Council aligned the design of a number of local play spaces throughout 2019/2020 following the release of the NSW Government's Everyone Can Play Guidelines. Works included Willow Drive Park Play Space which received \$65,000 in funding through the Everyone Can Play Grant Program. The design of this play space forms a unique character and theme inspired by community members during the engagement process. It considers access that meets Australian Standards and the play space has been moved closer to the

road to provide improved access to car parking and footpaths, and to improve sightlines for safety. The site will include an accessible picnic table and rubber soft fall access to key play equipment.

- Accessibility information was provided for each flagship event on Council's website. This includes an accessibility page, which detailed a range of accessibility considerations including the site and surface information, accessible transport options and parking information.
- Council continued to accept the Companion Card for our ticketed flagship event Bitter & Twisted. All other Flagship events are provided free to the community.
- In response to COVID-19, Council began facilitating a Food Assistance Network with all organisations that provide food assistance across the Local Government Area. The network has enabled linkages between network members resulting in services being provided with additional meals for distribution and left-over meals from services being distributed to other providers for distribution.

Although many of the organisations successfully adapted their services, their biggest challenge was awareness about the services existing and their continuation. To address this, Council fast tracked the development and launch of a community noticeboard on Council's website which service providers began actively using. The noticeboard is a single point for service providers and community access information relating to food services and also other essential services such as financial and mental support. The noticeboard has been promoted in a number of inclusive formats including a DL flyer dropped to all Maitland households to ensure the greatest reach.

Challenges and successes in delivering the DIAP

Our successes:

- The upcoming DIAP review will be integrated within our Community Strategic Plan and Council's Delivery Program with

work progressed to increase inclusion in the engagement and planning process

- Council's new suite of Guiding Principles align with the direction of the DIAP
- The new Maitland Administration Centre will provide improved access over the current building.

Our challenges:

- COVID-19 delayed the delivery of projects and programs within the DIAP action plan
- Barriers to address obstruction free kerb ramps and footpaths in relation to street furniture.
- There is a priority for businesses to be operational, which requires flexibility around street furniture to cater for restricted operating environments associated with COVID-9
- Works may be required on heritage buildings
- Enforcement with current resources.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Facilitation of the AIRG and identified projects. Projects include improved community understanding of inclusion and improvement of the delineation in the transition between footpath and the roadway where blended kerbs are present
- Review and integration of the DIAP into the Community Strategic Plan and Delivery Program
- Implementation of planned works for additional accessible amenities at Maitland Aquatic Centre
- Implementation of inclusive programs and activities in the Libraries, Gallery, Events and community development areas
- Facilitation of the Maitland Community Connection Forum once COVID-19 restrictions have lifted
- Finalisation of the EOI process for the storing and facilitation of the Including You tent post COVID-19.

Mid Coast Council

Developing positive community attitudes and behaviours

- A decision was made on the most effective platform for a Community Directory, and we entered into an agreement with a not-for-profit organisation with a proven track record in hosting directories for a number of councils in the mid-north and north coast of NSW. Considerable work was involved in the set-up of the directory, and launch events occurred in February 2020.
- The directory is supported by an App for mobile devices, and the package provides information to residents and visitors on services available. The site is WCAG compliant, and the supplier is currently working to implement voice enabling to the platform.
- The Community Strengthening team continues to work to raise awareness of the Directory in the community, and encourage service providers to list their services for free.
- Council staff continued to host “Scoot Aware” information sessions for the MidCoast Community. The workshops provide information on
 - Who can use a mobility scooter?
 - Choosing a scooter that’s right for you
 - Scooter users’ rights and responsibilities
 - Road rules
 - Staying safe
 - Scoot aware training

Creating liveable communities

- Approximately 300-400m of Queen Street in Gloucester has been upgraded, with improvements to pathways and crossings.
- The traffic crossing facility at Cross Street in Old Bar has been upgraded.
- Primrose Street in Wingham has been upgraded to improve footpath and crossing facilities.
- As part of the Livvi’s Place (accessible playground) project, accessible parking and kerb ramps have been provided in

River Street, pedestrian movement facilities have been improved in Fotheringham Park, and a new pathway has been constructed around the new accessible toilet block in Fotheringham Park.

- Consultation with community for the Draft Pedestrian Access and Mobility Plan, including a Bike Plan was delayed by bushfires in the area in September. The Draft Plan has now been developed and will be placed on public exhibition early in the 2020/2021 financial year.
- Construction of a footpath wide enough for mobility scooter use, in Tea Gardens, opposite the shopping area was delayed due to bushfires and the COVID-19 pandemic, but is planned to commence in the 2020/2021 financial year.
- As part of planning to complete a pedestrian link between Gloucester and Barrington, Council worked with RMS to include pathways on the Barrington Bridge. Funds are now being sought to complete the link on either side of the bridge.
- The feasibility of installing kerb-to-kerb pedestrian crossings was investigated for busy locations in Forster, but was cost prohibitive due to drainage considerations and the fact that the crossing would be retro-fitted.
- Consideration will be given to pedestrian crossings during the design phase of roadworks as has been done in Tea Gardens, where kerb-to-kerb crossings are being trialled on Marine Drive.
- Strategic Planning has developed a Housing Strategy for MCC, with a draft placed on public exhibition from February to April. Feedback will be considered and be reported back to council early in the 2020/2021 financial year.
- The draft strategy has been informed by consultation with housing service providers in order to ensure opportunities for the provision of different types of housing to suit the community’s needs. The draft will also incorporate the need for accessible design principles to be included in medium-density developments.

- Manning Aquatic & Leisure Centre amenities were upgraded to improve access.
- The Manning Regional Gallery was successful in obtaining an \$80,000 Regional Cultural Fund Grant for a \$170,000 upgrade of the Gallery. The project included a new disability access ramp, front entrance stairs, and an automatic opening front entrance door. These improvements create 'one' entrance for the Gallery and also replaced the dangerous disability ramp and front entrance stairs. The community has responded with great feedback about both the visual improvements and the inclusive single front entrance.
- The Manning Entertainment Centre received an upgrade through the design and construction of a versatile flat floor studio space, making the facility more accessible and providing greater scope for inclusive entertainment. While the facility did have adequate access to the auditorium for mobility-impaired patrons and an extensive hearing aid loop covering the entire auditorium, it did not have adequate access to the stage, or accessible toilet facilities in the back stage. The new flat floor ensures it is versatile and accessible to all. The new auditorium will have a retractable seating bank for 160 patrons with four wheelchair spaces. Care has been taken to ensure the seating bank will be comfortable and have adequate hand rails and support for the mobility impaired. The new auditorium will have an extensive hearing loop for patrons with hearing impairment. The studio space will also have accessible toilet facilities in both the front-of-house areas and back stage, with the facilities having the capacity to be shared between the two venues greatly improving access.
- The PA system upgrade at the Manning Entertainment Centre main auditorium is complete. The new system provides incredible clarity for vocal recognition and has improved coverage across the auditorium, greatly improving the experience of patrons. The improved clarity of the system can be transmitted through the current hearing loop for the benefit of the hearing impaired.
- Despite delays resulting from restrictions associated with the COVID-19 pandemic, construction progressed for Council areas within the civic precinct, including a new library for Forster, and will be compliant with the requirements of the Building Code of Australia and relevant parts of accessibility requirements of AS 1428.1 Design for access and mobility - Part 1 General requirements, including:
 - Open, inclusive spaces from street, continuing throughout all public and staff areas;
 - All floor and pavement grades, thresholds, doorways, stairs etc;
 - Circulation space to all doorways;
 - Lift access to library and carpark. All access stairs include contrasting nosings, tactile indicators and compliant hand rails;
 - All public and staff areas accessible including public interface counters;
 - Public accessible facilities on ground floor including unisex accessible toilet and both male and female ambulant toilets; and
 - Accessible facilities for staff on both levels.
- An upgrade to the Nabiac Library was completed. Works include:
 - More accessible shelving;
 - Additional seating options;
 - Repair of floor and replacement of carpet to enhance mobility.
- Construction has commenced on Council's centralised head office at Biripi Way in Taree. A professional Disability Access Consultant was engaged to provide advice throughout the design process. Some of the accessibility design outcomes of this include;
 - Correct circulation space for wheel chairs throughout the building
 - The use of ramps rather than stairs throughout the building

- Provision of accessible parking
- Signage includes braille and provision for sight impairment (colour, font and text size)
- Hearing augmentation in all major gathering areas
- Tactile indicators where required
- Vision-safety strips installed on all glazing to assist the vision impaired
- Heights of all tables and work surfaces adjusted to suit wheelchair access
- Provision of disability access lockers
- Sit-to-stand desks can be lowered to wheelchair height
- Thought given to heights of power points, room booking panels, etc
- Contrasting flooring choices and colours to highlight changes in floor height
- Funding was secured for:
 - The installation of an elevator at the Wingham library. A Development Application for the works has been lodged, and it is hoped the project will be completed within 12-18 months.
 - Works to the Forster Community Centre (the headquarters of MidCoast Assist). The upgrade will include improved access.
- Council worked with community groups to secure funding and implement improvements at the following premises which are not owned or managed by Council:
 - Upgrade of Marlee Community Hall's exterior including access
 - Upper Lansdowne Hall: toilet upgrade to improve access
 - Coopernook Hall: toilet upgrade to improve access
 - Cundletown Hall: improved access
 - Dundaloo Services: accessible recreation facilities for people with disabilities and their families
 - Valley Industries: amenities upgrade
 - John's River Hall – improved access
- Planning on the MC1 Project (council software upgrades) progressed. The project will include a building inspection results section which will allow for needs-based priority list to be created.
- Funding applications were submitted for an upgrade to the Senior Citizens hall in Gloucester including upgraded flooring and a hearing loop integration. Senior Citizens, Gloucester Arts and Cultural Council Inc. (GACCI) and U3A are all major users of the facility.
- Fish-cleaning stations were upgraded at Endeavour Park in Taree and Manning Point, and are now include accessible fish-cleaning tables.
- The picnic facilities at Forster Ocean Baths were upgraded and now include accessible picnic tables, and an accessible BBQ. Access to the picnic area and amenities block was rebuilt to ensure improved access.
- The public amenities block in Little Street, Forster, was refurbished and now includes completely accessible toilets.
- The Variety Livvi's Place all-abilities playground was completed and opened to the public. The play space, located in Fotheringham Park, Taree, involved a partnership with Variety Children's Charity, with considerable funding contributed by NSW Department of Premier and Cabinet, NSW Department of Planning and Environment, Foundation for Rural and Regional Renewal, Dundaloo Services and Newcastle Permanent, and time and resources from a number of Council departments (Community Services, Property and Commercial Services and Community Spaces Recreation and Trades).

The project includes accessible parking and a new, accessible amenities block with lift-and-change facilities, funded by Department of Family & Community Services (administered by LGNSW).
- A multi-purpose pavilion was constructed at Stroud Showground which includes an ambulant and four accessible toilets.

- Accessible toilets were installed at
 - Allen Park (Stroud)
 - Aub Ferris Park at Nabiac
 - Cooperbrook toilet block near the river
- Works were completed to connect existing pathways and include some outdoor exercise equipment at Blackhead.
 - An upgrade to Tea Gardens Hawks Nest Surf Life Saving Club was completed, providing five cubicles, one of which is accessible.
 - Gloucester Recreation Ground was upgraded to provide all-abilities access.
 - Upgrades to facilities at Boronia Park (Forster) were undertaken to ensure improved access. The netball area is completed and works to the soccer area are in progress.
 - Harrington Dog Park and Foreshore was upgraded with the replacement of the BBQ shelter and seating to provide improved access.
- The following plans were progressed for installation/construction during the 2020/2021 financial year:
 - The demolition and rebuild of amenities at Pebbly Beach (Forster).
 - A new amenities block including an accessible toilet at Croki, with funding secured for the works.
 - Planning commenced for an upgrade to the accessible ramp at Forster Ocean Baths.
 - Planning commenced for the installation of an accessible fish-cleaning station at Crowdy Head.

Supporting access to meaningful employment

- Planning for a staff census progressed – in order to better understand the composition of our workforce and how the organisation can assist those who need it.

Improving access to mainstream services through better systems and processes

- ReadSpeaker is fully functional on Council's website, enabling customers to listen to a page in audio, or highlight any section of text on any page to listen to the selected text.
- Council's website continues to be improved in terms of quality and streamlining of forms on our website. Information on road projects has been greatly improved.
- A wheel in/out service is offered for a fee, for customers who don't have ability to wheel their bins out for weekly collection.
- Residents can report illegal dumping online, eliminating the need to visit a council office, or make a phone call;
- The mobile Community Recycling Centre continued to visit remote communities to assist them with disposal of problematic waste such as paint, gas bottles, oil and batteries.
- Council meetings are now live streamed, proving the opportunity for anyone in the community to listen to proceedings.
- Library Services continues to invest in and enhance its other services, including:
 - A significant collection of large-print and audio books.
 - Home library lending service, delivering books to people who have difficulty leaving their homes.
 - Substantial dyslexic and literacy collections.
 - A significantly expanding collection of eBooks and eAudio - online content was improved by 11% during the COVID-19 period.
 - Delivery of virtual story-time for children.
 - Author and workshop events being held by Zoom – open to all residents.
 - A wide variety of online databases and other resources.
 - Availability of 24/7 online services, including access to the catalogue and membership details.

Mid Western Regional Council

- Council and its Cultural Development Committee work to support a range of arts events and programs across the region, including the annual Sculptures in the Garden event. Council is also a supporter of the region's arts societies and encourages use of the Mudgee Town Hall Theatre for productions and events by local community groups, such as the Mudgee Readers' Festival, dance schools and disability service providers.
- Council also rolled out a series of community arts workshops across the region (and accompanying exhibition), made possible via a Country Arts Support Program grant.

Provide equitable access to a range of places and spaces for all in the community

- Council continues to monitor its public buildings and upgrade through the 30 year asset maintenance plan and the works request system. All maintenance and upgrades are in accordance with the current accessibility standards.
- Council continues to coordinate its Section 355 Access Committee which provides feedback on a range of matters relating to accessibility and inclusion for residents of and visitors to the region. Committee members meet regularly to discuss and provide feedback on a range of development applications received by Council.
- The Committee also commented on pathways planned within the Mudgee Showground facility.
- Stage 1 of implementing Council's new facilities booking software (Bookable) has been completed with all internal and public venue bookings made via Council trained staff using the system. The next stage will allow customers to view, book and cancel bookings directly and check availability of a particular venue from any mobile device or PC. This is planned for completion by the end of 2020. Once fully implemented, it is expected to increase patronage of community facilities through increased presence, accessibility and information.

Supporting an inclusive workforce

- Volunteer opportunities exist within Council's Meals on Wheels and Community Transport services. In the past, people with disability have opted to volunteer with the Meals on Wheels service and continue to be welcome to do so.
- The Recruitment and Selection procedure was reviewed during the calendar year. The procedure is designed to ensure that recruitment standards are consistent, appropriate, inclusive and free from discrimination or bias.
- Council teams work with local disability service providers in terms of negotiating supported employment opportunities and access to Council auspiced Community Services.
- Council has an Anti-Discrimination and Equal employment Opportunity policy. Specific training is provided to staff involved in recruitment on Council's Recruitment and Selection procedure with a focus on merit based recruitment.

Providing effective and efficient governance and leadership

- The Access Committee Terms of Reference were updated and endorsed by Council at its September 2018 meeting. The Access Committee will be reviewing Council's Disability Inclusion Action Plan shortly.
- Council now has a single Access Committee that meets monthly to discuss and provide advice to Council on operational and strategic issues affecting physical access and inclusion for all residents and visitors to the region. The Committee has ongoing interactions with Council staff across various fields of responsibility.
- Disability Inclusion is a standing agenda item for Council's Interagency meetings going forward.

Supporting the community to promote and celebrate diversity and inclusion

- Events and activities facilitated by Council's Community Development and Youth Services Officers welcome participation

by a broad range of community members and do not discriminate against people with disability. Council's libraries work with local disability services and provide regular study support for people with disability. Council has also provided workshops to people with disability for annual community art competition and exhibitions. Regular interagency meetings and communications also promote disability awareness and opportunities (such as grant funding and access to the NDIS) for people with disability. Council also collaborates with Rotary clubs to facilitate monthly accessible movie screenings.

- Internal staff training includes topics such as anti-discrimination and disability inclusion.
- Council delivered a "Waste to Art" program whereby disability workers created artwork that was exhibited publicly. Activities to promote and support this included PR activities, web content and social media.
- All new staff have included in their induction, information on disability inclusion and Council's DIAP.
- Council proudly supports initiatives such as annual Disability Inclusion Sports Awards, which includes the category '*Junior Athlete with a Disability Sportsmanship Award*'. Disability services are also encouraged to participate in annual art competitions and exhibitions with related workshops.

Actively promotes meaningful communication and engagement with the community

- Increased options of Council communications, such as Facebook videos with spoken narrative, and audio, video and visual versions of Community News are now available via Council's website.
- Council is a proud supporter of local business 'Clock Awards: which includes awards for excellence in community services and disability access. Council also proudly supports initiatives such as annual Disability Inclusion Sports Awards, which includes the categories '*Disability Inclusive Sports Club Award*' and '*Disability Inclusive Sports Volunteer Award*'.

- Accessible services for which Council is responsible are listed on Council's website, including Meals on Wheels and Community Transport services, and accessible playground and bathroom facilities.
- Council is a proud supporters of local business '*Clock Awards*', which includes awards for excellence in community services and ability access.
- Council also proudly supports initiatives such as annual Disability Inclusion Sports Awards, which includes the categories '*Disability Inclusive Sports Club Award*' and '*Disability Inclusive Sports Volunteer Award*'.
- Council also regularly updates its listings on the National Public Toilet register, which notes accessible facilities.
- Accessibility is always considered when updating or constructing new Council facilities.

Supporting improved physical access in the community

- Nine PAMP projects were completed:
 - Robertson Street West (Spring Road heading north for 60m).
 - Robertson Road West - Maher Place (existing path in reserve - 104m).
 - Robertson Road West - Spring Road to Maher Place (85m).
 - Winter Street North (corner in seg 40 through drainage reserve to Bellevue cycleway - 92m) Bellevue Pathway (Fairydale Lane - Bellevue Park).
 - Douro Street West {pedestrian refuge and build-out between Inglis Street and the railway line}
 - Inglis Street North (Douro and Court Streets) Mayne and Tallawang Streets (pedestrian refuge and build-out).
 - Rylstone Pedestrian Footbridge over the Cudgegong River.
- Council's building network comprises over 200 buildings and its Asset Management Plan establishes condition inspection program.

- Council's Asset Management Plan acknowledges greater demand for accessibility and services for an ageing cohort. It also notes that renewal plans are to include increased access at facilities.
- Council's Community Grants Program closely aligns with its Towards 2030 Community Plan, including strategies on providing equitable access to a range of places and spaces for all in the community, providing infrastructure and services to cater for the current and future needs of our community and maintaining the provision of high quality, accessible community services that meet the needs of our community.
- Library staff visit retirement homes and make home deliveries to housebound residents.
- Council continues to support the training and promotion of a minimum of four contact officers across the organisation.
- The EEO Management Plan was updated and is in draft format awaiting the General Manager's performance reviews and inclusion of any relevant targets set within. One project budget was specifically linked to balancing of EEO in areas across Council and making more traineeships accessible to targeted areas as an investment in skills development and employment for the future. As noted project budgets were not advanced due to COVID-19 budget roll over.

Moree Plains Shire Council

All our projects take into consideration, as a matter of course, the special needs of people with disabilities. Since the adoption of the Disability Inclusion Action Plan ("DIAP") in 2017, Council has been actively working through the DIAP to achieve the desired outcomes to enhance inclusive activities and accessibility.

Infrastructure works, such as mobility friendly roundabouts, have been installed and the formation of the Disability Network Group, still continue to make improvements to the shire. These accomplishments display Council's commitment to the DIAP and its goal to provide an inclusive environment for community members of all abilities.

- We continuously recognise and address access issues for people with disabilities. These initiatives are carried out as part of our works program.
- The Disability Action Plan was completed in 2017 and a committee has been formed from services and consumers for the purpose of providing ongoing information around needs to Council.
- Council recognise and celebrate the achievements made by people with a disability through the provision of financial support to a local disability group to co-host the International Day of People with Disability.

Mosman Municipal Council *Developing positive community attitudes and behaviours*

Listen to people with disability

- Accessibility improvements highlighted in newsletters and local media (share feedback and actions to improve accessibility taken by Council with Council staff)

Promote understanding and positive attitudes among Council staff

- Dementia awareness training provided to six staff and Anxiety and Depression training offered to five staff using expert facilitators.
- We hosted a Sector wide forum that discussed dementia and disabilities for 15 participants.
- Staff participated in a Norther Sydney Disability Expo and disseminated information within Council.

Promote understanding, positive attitudes and connections in the community

- Library held a special story time for International Day of People with Disability 3/12/2019 presented by hearing impaired outreach librarian.

- The Local Area Coordinators presented to the Principal's liaison Group around NDIS and inclusion strategies for children with a disability and parents.
- Initial contact made with Ability Links for investigation, & Gig Buddies for Council's Volunteering Expo.
- Volunteering opportunities provided within Council programs, including an adult with a disability and a young person with a disability.
- In 2019/2020 five volunteers were recorded as LWD.
- Promotion of International Day for People with Disability, available programs and services, and new accessible facilities (Raglan St West carpark), in local media, including images.
- Engaging with community to promote inclusion
- All In! Inclusion Guide links provided to all sporting clubs in August 2019.
- Regular quarterly meetings were scheduled and held by library to engage with local Principals to seek feedback on library services for their schools and an update on their areas.

Creating liveable communities

Listen to people with disability

- Council supported a successful Government Grant application by Committee members that assisted in funding accessible toilets at Mosman Junction.
- Council worked also with its Access and Mobility Committee to identify locations for and install an accessible ramp at Clifton Gardens Beach.

Progressively increase access in the local community and to Council facilities

- The upgrade of Clifton Gardens playground included fully accessible play equipment. New works on accessible amenities and beach access were also undertaken in consultation with the Access and Mobility Committee, together with smaller works such as pram ramps.

- Work on the Clifton Gardens Beach access ramp was completed in August 2020.
- Planning and design works were completed for the Raglan Street West accessible toilets.
- For all other footpath or building upgrades an assessment took place around access improvements and was implemented where possible.

Improve access for providing access supports

- Request for assistance with bins is assessed on a case by case basis and referred to the waste contractors for assistance.
- An audit of mobility parking was completed and the new requests are being assessed on case by case basis.

Collaborate with state government to improve access

- Continued to collaborate with B-Line project.
- Council liaised with RMS for proposed pedestrian crossings and refuge islands at Spit East where improvements were made.

Supporting access to meaningful employment

Ensure council recruitment process is accessible

- Equal Opportunity Employer statement listed on all job advertisements.
- No requests for assistance despite applicants being prompted during interview process.
- Reasonable workplace adjustments covered in recruitment and selection corporate practice and training provided to all recruitment managers.

Ensure council is an inclusive and accessible workplace

- 10 staff were trained in inclusive workplace culture through induction training
- Software is reviewed prior to procurement to ensure accessibility options are available.

Explore volunteering opportunities for people with disability

- Actively promoted access and inclusion to schools i.e. Mosman High and universities for volunteer opportunities at Council.
- Actively promoted support of people living with Dementia and facilitated support groups and activities.
- 5 recorded volunteers LWD this year.
- Recruitment and promotion in the second half of year impacted by COVID-19.

Support employment opportunities in the community

- No opportunities to date to explore opportunities to procure services from Australian Disability Enterprises and businesses employing people with disability.

Improving access to mainstream services through better systems and processes

Policy and corporate practice

- Access and inclusion considered when reviewing policy and corporate practice.

Improve council website and information access

- Council website upgraded and constantly improved for WCAG compliance. Implemented a web reader plug in on all 3rd level content pages on the Council website, as well as the Gallery and Events sites.
- Encourage all software suppliers to improve accessibility with new updates
- Documents continue to be digitised by Council's Information Management Team.
- In relation to developing standard templates for Council documents and forms to ensure accessibility of both print and online versions - Accessibility options continue to be investigated and implemented, noting that some operating systems now have accessibility options built in.
- Ensure customer facing staff identify people's preferred forms of communication and share this information across sections

of Council so people do not have to make the same request to different sections – Council's Customer Service Charter includes helping customers' access services, with internal communication processes subject to ongoing review and improvement.

- Updates made to people with disability page of website, plus the inclusion of a Parks accessibility rating document
- Interactive map of accessible parks available on Council's MyMosman app.

Provide accessible events and services

- Council's major events are held at wheelchair accessible venues with accessible facilities
- Hearing loops have been installed in the Senior Services Hall.
- Council's events and community care teams consider accessibility as part of overall event planning.
- Consideration (such as use universal icons and highlighting accessible locations e.g. toilets, parking) is given to accessibility in event promotion.
- Mosman Community Care continues to provide Friday Youth Group to young adults LWD. New marketing and promotional changes took place to promote the program. Stories written about participants to be used on website promotion. Due to COVID-19, this program was suspended from March to June 2020.
- Council's programs, including Community Grants, encourage local service providers to consider and include people with disability.
- Within guidelines, use of Council venues is proactively provided.
- A local disability service, Fighting Chance are regular market stall holders (Mosman Markets) and are supported by Council in their participation. Regular promotion of Council services at Mosman Markets.

Feedback, consultation and meetings

- All meetings & consultations held in Council's accessible venues.

Murray River Council

Developing positive attitudes and behaviours

- Manager Community Services appointed as the DIAP lead.
- Access and Inclusion Committee to be appointed.
- Local awareness program being developed.
- Cross council DIAP awareness sessions planned.
- Low desk included in new Moama Customer Service Centre

Creating liveable communities

- Vulnerable People Network formed
Community Transport options promoted.
- Maintained Community Living and Access during periods of COVID restrictions.
- National Parks installed disabled Canoe/Kayak launching pontoon at Mathoura.
- Asset Review by CT Management includes disability access.

Supporting access to meaningful employment

- Murray River Council employment policy does not discriminate.
- Regular contact with disability employment agencies.

Accessible systems, information, or processes

- Mobile library being brought into service with disabled access.

How have you determined that you're meeting the needs of people with disability?

We have had significant community engagement through:

- The MRC Adverse Event Planning engagement process and
- Through the MRC 'Rolling with Resilience Project' that offers service improvements and training opportunities.
- We can do better in 2021!

Describe your challenges and successes in delivering on your parts of the DIAP

- Obviously COVID-19 and social distancing has hampered our activities to a large degree.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- We have appointed an officer responsible to ensure that councils DIAP goals are achieved and that there is ongoing dialogue with disability groups via the Access and Inclusion Group

Additional information and comments about the information provided

- MRC has had a number of staff changes, COVID restrictions, the tyranny of distance and eight separate facilities that has slowed progress during 2019/2020.

Murrumbidgee Council

Developing positive attitudes and behaviours

- All information received by Council regarding disability initiatives and developments, or changes that Council has made to facilities to allow improved access, is shared on Council's Facebook page and through community newsletters.

Creating liveable communities

- All upgrades to footpaths and buildings carried out in 2019/2020, including the Jerilderie Pool, John McInnes Square toilet upgrade and provision of new toilets at Lions Park, Coleambally, as well as tender documents for the Brolga Place redevelopment in Coleambally and new toilet block in Lions Park, Darlington Point have included disabled access provisions.

Supporting access to meaningful employment

- No progress during 2019-20 was made on this focus area. Discussions with NDIS providers and employment agencies dealing with people with disabilities is a priority for 2020-21.

Improving access to mainstream services through better systems and processes

- Disabled access and facilities at Council's Darlington Point office has been improved with renovations carried out during 2019/2020.

How have you determined that you're meeting the needs of people with disability?

- Surveys were undertaken initially to identify priorities and these have been included in future planning.

Describe your challenges and successes in delivering on your parts of the DIAP

- Challenges have been around lines of communication with people with a disability and their support providers.
- Successes have been with increased government funding to allow for new infrastructure with disabled access.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- All new infrastructure plans include disabled access and toilet facilities.

Muswellbrook Shire Council

In May 2017 Muswellbrook Shire Council adopted a Disability and Social Inclusion Strategy. This strategy requires a continued focus on policies and actions that promote social inclusion and participation in Muswellbrook Shire. This includes the delivery of existing employment, community events and activities that provide improved liveability, services and facilities that support people of all abilities, families and older residents as they move towards retirement.

Most residents in our Shire are engaged, feel a sense of pride in their communities and feel safe and secure in their homes. However, there are still a number of people who have indicated that they are seeking more. Youth

services and facilities and services for older people along with a desire for support for local communities are areas of priority.

Residents from across the Shire and our visitors already have access to a wide range of community, government agencies and Council services appropriate to their age and needs.

Council also works with health, welfare and educational organisations from the government and non-government sector to improve outcomes for individuals and our community. This occurs through liaison, advisory support, assistance with the use of Council premises and provision for opportunities for networking.

The Disability Inclusion Strategies, Plans and Actions in Muswellbrook Shire include;

- Adapting existing services to ensure that they meet the needs of people with disabilities, is an ongoing action across all parts of Muswellbrook Council
- Ensuring that physical access to public buildings and facilities is improved to meet current building codes and standards
- Providing information to our community that is in formats which meet the communication requirements of people with disabilities in an ongoing goal of Council
- Delivering training to staff as required to ensure that advice and services are relevant to the needs of people with disabilities
- Partnering with other service providers to support the participation of people with disabilities in civic activities and public spaces that are appropriate including the Disability Inclusion Tent at events which includes adaptive assistance aid to people with varying needs.
- Partnering with Muswellbrook Healthy and Well, and Warrior Disability Services to coordinate Muswellbrook Connect social media content and encourage the community to adopt healthy and sustainable habits
- Business Clean Up Day saw 32 people from AGL Macquarie, Warrior Disability

Services and Denman Children's Centre clean up around Denman.

- The internal oversight of accessibility has not required a meeting of the Internal Accessibility Audit Committee. Alternatively these matters are raised during Pre-development Application meeting with the Planning Business Unit and through Construction Certificates. Accessibility reports are a requirement for all significant development proposals as part of "Business as Usual" for Council's planning and building section.
- Council's approved General Building Renewal Program 2019/2020 includes works identified in accessibility building and property audits. Works programmed for 2019/2020 have been completed.

Nambucca Valley Council

Developing positive community attitudes and behaviours

Support the Access Committee to continue its advisory and promotional work on inclusion and access

- Monthly meetings have proved to be a challenge, with meetings cancelled due to November 2019 bush fires and then COVID-19 restrictions. Virtual meetings were not pursued as they would have excluded some members who have limited access to technology.
- Meeting minutes are presented to Council for its information or endorsement of formal recommendations for action.
- The Committee has provided planning input into projects such as Highlighting Our Heritage (Macksville Bridge), Scotts Head Pedestrian Access Management Plan and the Adult Lift and Change Facility as well as providing advocacy for improvements to public spaces e.g. Nambucca Plaza Cinema complex.

Conduct meetings of Council within the community at accessible venues with accessible facilities

- A portable PA is available for on-site or outdoor meetings.

Increase visibility of people with disability in publications and online

- Some improvement with a small increase in images being used. A photoshoot during 2019 undertaken for Council's tourism function has resulted in professional images of local people in local environments and includes older people, people using mobility scooters and wheelchairs (see report cover). These are being used across Council documents.

Promote accessible business and tourism

- The Access Committee continued to work on "Access at Glance" in collaboration with Blue Sky Community Services (previously Mid Coast Communities) to identify and promote accessible businesses. The project experienced some delays due to the COVID-19 shut down.
- One of Nambucca Valley Council's major roles in tourism is the development of appropriate infrastructure. A couple of achievements from the year follow:
 - Construction of a 3m wide boardwalk between Gordon Park and the RSL car park Nambucca Heads. An existing narrow boardwalk was replaced by this wider and more accessible structure which has passing room for two wheelchairs. This is a very popular attraction for tourists and visitors.
 - Located on the banks of Warrell Creek and opposite Gaagal Wangaan National Park, this popular basic campground is now more accessible for people with disabilities. A new amenities block was constructed and the facilities now include a compliant unisex disabled toilet and outdoor accessible showers.

Creating liveable communities

- Location of public toilets is available on the National Public Toilet website. The map has the following: Valla Beach (3), Nambucca Heads (15), Macksville (5), Bowraville (3), Taylors Arm (1), Scotts Head (2). All Council owned public toilets are listed. Listings for new amenities include photographs.

- There were five access ramps installed during the past year – two in River Street Macksville; two in Ridge Street and one in Gordon Park, Nambucca Heads.
- A series of footpaths, including this access ramp have been installed in Gordon Park, Nambucca Heads. This improves connectivity and increases the options for paths of travel within the Park and along the river-side boardwalk.
- Improved access between foreshore levels along River Street Macksville has been completed. The work around the public toilets is a significant improvement to access for people with disabilities who previously needed to go onto the roadway to transition between the street and the foreshore. Installation of a ramp, whilst maintaining steps provides options for everyone.
- A landmark playground in Coronation Street Bowraville was designed under the “Everyone Can Play” guidelines and was completed in the reporting period. This extensive playground was constructed under inclusive principles and provides variety for children and families including specific equipment for children with disability.
- The Staff Newsletter, published every month, recognises employees who demonstrate our values of professionalism, accountability, community focus, team work, value for money, safety and leadership.
- The Staff Newsletter also promotes mental health awareness activities and the Employee Assistance Program.
- Part of Council’s COVID-19 response included working from home arrangements, consideration of special needs i.e. staff with compromised immunity, splitting teams to prevent risk of virus being spread.
- Applicants for vacant positions are given the option of requesting special assistance via a standard question which prompts the need for consideration by Human Resources.
- A number of items of equipment were purchased and changes to the workplace were made during the past year e.g. prescription safety glasses, specialised ear protection, stand-up desks and a compact portable sit/stand option for short term use in response to employees specific disability needs.

Supporting access to meaningful employment

- The Workplace Equity and Diversity Strategy continues to be implemented and includes the following objective:
Create a harmonious and supportive work environment and an organisational culture that values and promotes equity, fairness and diversity. The response to this has been a range of activities such as the following:
 - Special events – BBQ, morning teas, theme days to promote causes such as RUOK and encourage inclusion.
 - Code of Conduct training.
 - Core corporate values of ethical conduct and teamwork are included in every Position Description.
 - The Induction for new employees covers the Code of Conduct

- An Employee Assistance Program is in place to assist people with health and well-being.
- The Nambucca Valley Council has work practices which provide for Carer’s Leave and flexible leave for people requiring long-term recovery or rehabilitation. There is also a Return to Work program and Ergonomic Assessments to assist people with special needs to re-engage in the work place.

Improving access to mainstream services through better systems and processes

- Location of accessible facilities, parking and has been made available online.
- Council’s website now meets WCAG (Web Content Accessibility Guidelines)
- A new Tourism website which will meet WCAG was completed in 2017

Narrabri Shire Council

- During 2019/2020 the Access and Inclusion committee successfully held two meetings. COVID restrictions during the early part of 2020 impacted reaching a quorum for scheduled meetings occurring. The Terms of Reference were changed to include more community representatives due to increased interest in the Committee. Expressions of Interest were called for, and an additional three members were accepted onto the Committee.
- As part of a combined event Social Inclusion Week / International Day of People with Disability in November 2019 Narrabri Shire Council launched an Easy Read version of their Disability Inclusion Action Plan 2017 -2021. This event was attended by over 40 people who witnessed the Website launch in three formats - DIAP Easy Read, DIAP E-Book and a DIAP Audio Book. This was the first time Narrabri Council had provided documents in these three formats.
- A Council representative continues to attend and participate in the Narrabri Interagency monthly meetings. As there is a variety of service provider participation this enables Council to maintain working relationships and networks with important community groups and government organisations. Together they participate and assist with local events as well as identifying gaps for services in the area. It was felt a need for an offshoot committee to deal specifically with issues of concerns for Disability. Council is working with Best Employment's Disability Employment Officer to develop a Disability Interagency and hope for it to be launched early in the new financial year.
- Council continues to attend bi-monthly Narrabri Dementia Friendly Community Steering Committee meetings. During 2019/2020 Council committed to having all front-line staff complete online Dementia Awareness training to assist when dealing with customers who may be affected. It is intended that the Dementia Friendly training get imbedded into new Council staff Induction training.

- Throughout 2019/2020 Council's Corporate Planning and Workforce Section aimed to encourage and support people with a disability to apply for positions at Council. They plan to identify and promote opportunities into 2020/2021.
- Research was undertaken on ways to provide and educate businesses to be more accessible and inclusive. It is proposed for Narrabri Shire Council to develop a brochure in 2020/2021 to assist business with a checklist.
- Council, along with the Access and Inclusion Advisory Committee, continue to work together to implement the actions in the 2017-2021 Disability Inclusion Action Plan. A new DIAP is due in July 2021. It is proposed to launch a Disability Access and Inclusion Survey in 2020/2021 to form part of the community engagement for the new Action Plan.

Narrandera Shire Council

Note this council reported via a table with actions – just cut and pasted comments as of 30 June 2020 outlining progress. Added in occasional word (highlighted) that ensures the comment makes sense

Developing positive attitudes and behaviours

- Council has placed items in the media highlighting funding opportunities for persons with a disability, suggestions have also been directed to local businesses that they should reassess their points of access and egress therefore potentially increasing customer opportunities for sales.
- Council has created a new website with a page dedicated to providing information to people living with a disability, including advising of local businesses who are accessible (<https://www.narrandera.nsw.gov.au/community/our-people/people-living-disability>).
- Using the many media platforms available, Council has also showcased people living with a disability including a post for the Lake Talbot Water Park Slides opening, the Lake Talbot Water Park change rooms

opening and members of Kurrajong with support staff using Library facilities and participating in programs.

- During the COVID-19 pandemic Council's Community Support team assisted persons deemed as vulnerable with essential services such as the purchase of food items and medication with this service extensively advertised.
- As part of the Council staff annual training and development program the Human Resources team are currently looking at available options for awareness education.
- Council staff are aware that persons with a disability have a lot to contribute to the community and make sure that arrangements are in place to assist persons with a disability.
- Staff regularly participate in and contribute to meetings that share disability resource information both internal and external to Council. Relevant information for persons with a disability and their carers is disseminated where possible either through social media or traditional print.
- Where possible Council staff participate in appropriate forums such as the Local Health Advisory Committee and Interagency Group meetings also meetings with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network. The weekly Transfer of Care meetings with service providers such as those co-ordinated by the Narrandera Hospital to discuss patient discharge needs are invaluable.
- The Road Safety Officer delivered the 65Plus workshop which provides advice and safety tips for people in the community aged 65 or over to help make safer choices when driving, riding, walking, using a mobility scooter or catching public transport. The workshop profiles the changes to health that can come with age, and how conditions such as vision impairment and dementia can affect abilities as road users. Checklists are included to help develop safer driving habits and make better choices when walking and crossing the road.

- The Road Safety Officer presents the community safety section of the 'Stepping On' program when requested by Narrandera Health Service. This presentation focused on pedestrian safety for people with reduced mobility and included information for mobility scooter users

Creating liveable communities

- As footpath projects are undertaken and/or Pedestrian Access & Mobility Plan projects are constructed within the Narrandera CBD they will be assessed for tactile indicators against current standards.
- Council annually undertakes repair works to the footpath network to reduce risk and hazards with these works undertaken on a priority basis. The repair program is collated from data gathered by routine inspections by Council staff and from complaints received by the community.
- As part of the Development Application process, all applications are assessed for compliance with the Building Code of Australia and respective Australian/New Zealand Standards. Council's Development Control Plan (DCP) incorporates recommendations from the Universal Housing Design Guidelines based on the Australian Standards for Adaptive Housing and for Access and Mobility.
- The Economic Development Manager facilitated a business survey prior to the launch of the new Council website seeking information on businesses that provide disabled access arrangements. This information is located by selecting the following link: <https://www.narrandera.nsw.gov.au/community/our-people/people-living-disability>.
- Council's Building Maintenance Co-ordinator has assessed Council owned premises and has compiled a scope of works to retrofit older structures as funding becomes available. Any new build projects are designed to ensure compliance with the Australian Building Code and relevant Australia/New Zealand Standards.

Supporting access to meaningful employment

- Special needs students are welcomed and have undertaken work placements at the Narrandera Shire Library, these placements are normally organised through Narrandera High School with Council being very supportive to retaining this ongoing partnership.
- Council currently provides volunteer work opportunities for disabled persons through the Community Support team and the Narrandera Shire Library.
- A section of Council's Administration Centre has recently been remodelled to provide disabled access for a current and potentially future members of staff with a disability to access an office space and amenities.
- Council has a program of implementing adaptive office furnishings to provide a better working environment for disabled persons
- The Human Resources team provide commentary at the start of every recruitment interview that Council is an Equal Employment Opportunity workplace and does not tolerate discrimination within the workplace; similarly upon appointment the successful applicant undertakes a workplace induction where the principles of Equal Employment Opportunity and the Code of Conduct are enforced.
- The Economic Development Manager intends to make a presentation to the Narrandera Business Group at the next available opportunity.

Improving access to mainstream services through better systems and processes

- Council's website is now complete and has an easy to use engaging layout. Using the 'Wave' Accessibility Check platform (<https://wave.webaim.org>) currently has zero errors, only four contrast issues and 19 alerts. Council is also investigating a site check by National Manager Digital Access, Vision Australia, with quote received but pending funding availability.

- Council has begun using video to communication information as a method of alternative communications. Currently 15 videos have been created and are listed on various places across the website and all have been placed on social media.
- Council events are considered and managed with consideration to the access requirements of specific groups.
- The Community Transport and Home Support Programs provide NDIS services to those who require them to allow greater community access.

Narromine Shire Council

Developing positive community attitudes and behaviours

- Strategic actions implemented as per Disability Inclusion Action Plan
- Ongoing inspections held and improvements completed as funds become available. Consultation with residents, disability service providers, disability access home solutions providers to gain a greater understanding; how the Shire can increase access for our residents and visitors to facilities or use of pathways and parking areas.

Creating liveable communities

- Council has committed to a focused approach in identifying facilities in the Shire that require upgrade, improvement and or provision of additional facilities to meet the needs of our community and visitors to the shire.
- DIAP works have been completed in both Narromine and Trangie to provide more accessible road crossings and pathways for users. This includes additional car parking options for disability users.
- The refurbishment of a council building to convert the premises into a co working space has commenced and due to be completed by mid-May 2021. The refurbishment is inclusive of greater user access for disability impaired users with accessible bathrooms and ramp access into the building.

Supporting access to meaningful employment

- Disability Inclusion Action Plan is considered in all workforce activity. All Council recruitment encourages people with a disability to apply.

Improving access to mainstream services through better systems and processes

- Access to community transport locally and to Dubbo has been maintained, with advocacy continuing for this service.
- An accessibility audit completed in 2018/2019 determined several council facilities require upgrading of facilities. Grant funding has been applied for in economic development funding streams to try and enable these improvements with the aim of upgrading local parks bathroom amenities to be inclusive of accessible and ambulant access, catering to the hearing and sight impaired also to accommodate all needs.
- Narromine Shire Council is awaiting the outcomes of grant applications to enable these improvements.

How have you determined that you're meeting the needs of people with disability?

- Consultation and feedback from the community has prioritised the audit of Council Facilities for compliance and scope of works recommendations.

Describe your challenges and successes in delivering on your parts of the DIAP

- Challenges
 - Continued lack of funding streams for Disability Access Improvements, delays the delivery of improvements.
 - Increasing the level of awareness and understanding among landowners and business occupiers as to why greater accessibility is required in our CBD's.
 - Financial constraints on land owners and business occupiers to make modifications to buildings.

- Successes
 - Increased acknowledgement within the community of the need for greater accessibility and mobility friendly services.
 - Improved consultation with disability service providers and disability specialists in the region.

Additional information and comments

- Narromine Shire Council have in the current financial year undertaken construction works undertaken within the township of Trangie to increase access for pedestrians and disability users. These projects were funded through grant funding via Drought Communities Program and aimed increased access capacity for users throughout the township. The following is a summary of the projects undertaken;
 - IGA Trangie Disabled Parking
 - Pharmacy Disabled Parking
 - Public School Disabled Parking
 - Challenge Disabled Parking
 - High School Disabled Parking
 - Footpath and Ramp Access Trangie Catholic School
 - Footpath and Ramp Access Trangie Swimming Pool
 - Footpath and Ramp Access Trangie High School

North Sydney Council

Over the past twelve months Council has continued to deliver on actions identified in the DIAP. Some of the key achievements include:

Developing positive community attitudes and behaviours

- training provided to Senior Leadership Team on Disability Awareness and Confidence
- celebration of significant calendar events in the community, including the Lost Bird Found Project and International Day of People with Disability

Creating liveable communities

- Upgrade to Miller Street bus stop, one of the principal access links to Council Chambers
- Upgrade to paths of travel surrounding Council Chambers
- Upgraded signage in and around Council Chambers
- Refurbishment of Primrose Park Arts and Craft Centre

Supporting access to meaningful employment

- Ongoing access to health and wellbeing programs for all staff, including access to the Employee Assistance Program (EAP) Counselling Service
- Celebration of significant calendar events, such as R U OK? Day and International Day of People with Disability

Improving access to mainstream services through better systems and processes

- Ongoing use of software to identify access barriers on Council's website
- Training to staff who author web content on creating accessible content, as well as training on producing accessible documents

International Day of People with a Disability

- Local school children participated in this full day event held at the Coal Loader Centre for Sustainability to celebrate International Day of People with Disability.
- In line with the theme '*Everyone is a Superhero*', students and teachers experienced first hand some of the challenges of living with a disability. Students got the chance to get close and personal with a guide dog and speak with her owner, before navigating an obstacle course blindfolded. Wheelchair basketball was the most popular event of the day.

Northern Beaches Council

Amongst many ongoing actions, 12 actions were completed this year, with some great progress across all focus areas.

Developing positive community attitudes and behaviours

- A new staff learning module was developed on disability awareness, with content from the Human Rights Commission and experts in job access, inclusive culture and behaviours.
- Staff across five teams were trained in accessible and inclusive events.
- Our inclusive programs include those run by the events team, community development, children's centres, libraries, environmental educators, bushcare and aquatic centres.
- This year we held the Disabled Surfing Competition at Collaroy Beach in our accessibility precinct.
- Our Access and Inclusion Award will recognise inclusive businesses in the 2020 Northern Beaches Local Business Awards, later in the year.
- We are also developing a business seminar on inclusive employment practices.

Creating liveable communities

- This year four new accessible playgrounds were completed at Lionel Watts Reserve (Belrose), Manly Dam, Tania Park (Balgowlah Heights) and Birdwood Park (North Narrabeen).
- New accessible amenities include North Narrabeen Rockpool, sports facilities at Nolans Reserve and Balgowlah Oval, Queenscliff Surf Life Saving Club, Beacon Hill Community Centre, Jacka Park (Freshwater) and Bilarong Reserve (Narrabeen).
- Various paths, kerbs, bus shelters and trails have been improved, and the final section of the Narrabeen Lagoon Trail circuit was completed as an accessible boardwalk.
- Disability inclusion is now embedded in our planning and project management frameworks for future plans and works,

including plans to encourage affordable and adaptable housing.

- Our disability liaison staff direct key community programs, advocacy, host the disability information hub on our website and provide a regular newsletter for the community.

Supporting access to meaningful employment

- We provide a wide range of opportunities for volunteering and student placements, including for people with disability – key areas include libraries, community services and the Coastal Environment Centre.
- Our Local Strategic Planning Statement will guide the development of commercial centres, and includes specific actions for access and inclusion to help increase local employment opportunities.
- We are also developing more inclusive and flexible employment practices for the Council workforce.

Improving access to mainstream services through better systems and processes

- Ongoing reviews have improved our online forms and booking systems for consistency, readability and ease of use.
- All new Council documents online are meeting new standards for visual content and readability, including the use of a range of formats.
- Media such as video is developed with audio descriptors, transcripts and closed captions.
- Customer Service Centres continue to provide computers for customers' use as an alternative to paper forms.
- Our website is compliant with industry guidelines for web accessibility to a high standard, and our library website was improved to enhance user experience and accessibility.

Oberon Council

Creating liveable communities

- Implemented provide more regular cleaning of toilets.
- Implemented overall better maintenance of public toilets with focus on Oberon Common, Cunynghame Oval and Cook Park facilities.
- Consideration of access to toilets in playground and review width of pathways to accommodate wheelchairs and prams implemented during playground equipment replacement program.
- Improved lighting and signage included in council toilet facility upgrade.
- Considerations for more disabled access toilets around the region-access upgraded to all facilities.
- Council has commenced program to upgrade and increase footpaths in and around Oberon local government area. The new paths are slightly wider to allow access for prams and walking frames.
- Council is currently developing a master plan for The Common which will include facilities for disabled, such as lower tables and barbeques.
- Council has automatic doors at most facilities. The Community Centre will be upgraded during the development of the Community Hub.
- Council continues to advocate for a taxi service and improved bus services in and around Oberon. Oberon Community Transport (LiveBetter) provide transport services to elderly and disabled.
- There has been an increase of four disabled car parking spots around Oberon.
- Council's community services team ensure that all events are accessible and promotional material is placed in written and verbal format on social media.
- Sensory garden/water play areas to be developed in consultation with PWD and services. Assist with planning, planting and maintenance - this will be undertaken as part of the common master plan.

- Council has increased ramp access within the business district to allow easy access to shops and footpaths.

Improving access to mainstream services through better systems and processes

- Council is in the process of developing a new website and will consider hearing/ vision impaired.
- Create opportunities for staff members to participate in courses and information session to assist people with disabilities. This is considered when considering training opportunities for staff.
- Council produces its Community Newsletter in large print and makes it available at the Oberon Library.

Orange City Council

Developing positive community attitudes and behaviours

- Business group meetings included awareness regarding the importance of inclusion for people with disability for business outcomes. A 'Missed Business' guide was developed to provide to local business owners.
- The Council Event Kit and application form provide requirements for access and inclusion.
- The Disability Inclusion Action Plan is covered in the employee induction including a video on diversity and inclusion.
- Staff completed online disability inclusion training in the period.
- Council develops a comprehensive annual training plan for all staff. Council's Learning and Development Officer can also provide career development advice and support to staff.

Creating liveable communities

- Council's Future City project launched. The project addresses barriers and inclusion in design considerations for the future development of the city including renewed street furniture in the CBD.

- A new concrete path has been installed along the Autumn Street frontage of Newman Park – linking the amenities, accessible picnic table and children's play facility.
- Accessible play equipment with consideration to the NSW 'Everyone Can Play' guidelines has been installed at Cook Park and at Lake Canobolas Reserve.
- Ramp at Lucknow Men's Shed ramp brought into compliance with new design.
- Renovation to the Jack Brabham amenities block to include an accessible toilet.

Supporting access to meaningful employment

- Information on Council's recruitment processes are available on our website. Human Resources also includes both phone numbers and email addressed on all job advertisements so interested candidates can make contact if they have any questions or require any assistance.
- Council considers and supports a broad range of requests for work experience placements for students enrolled in education institutions.
- The Volunteer Policy includes reference to equal employment legislation and ensuring volunteers are appropriately supported. Each area promotes their volunteering opportunities and applications are assessed on a case by case basis in accordance with the policy. If necessary and deemed appropriate, reasonable adjustments are made to the work environment to suit the needs of the individual.
- All job candidates are asked when applying for positions to outline any reasonable adjustments they may require to participate in the recruitment process.

Improving access to mainstream services through better systems and processes

- The Access and Inclusion Learn to Swim program members integrated with Learn to Swim classes.
- Audio loops regularly maintained.
- Mobility Map update funded.

- Hoist maintenance and repair completed in the Changing Places accessible bathroom at the Orange Aquatic Centre
- After School and Vacation Care program for young people with disability expanded to a younger age group.
- Council continues to support people with disability through providing group homes for adults with intellectual disability, services to provide support in home for people with disability and after school and vacation care for people with disability.

Parkes Shire Council

- Provisions for accessibility and inclusion were developed for the Parkes Elvis Festival, with designated accessible “drop off zones” and viewing areas at the Main Stage in Cooke Park to allow for good visibility for disabled festival goers.
- The Parkes Library is currently being upgraded. The building will be accessible on completion.
- Parkes Shire Council Access Committee was re-established in 2017/18 continues to function. Council funds the administration of Interagency and ensures a representative of Council is in attendance at meetings.
- Council strives to make all community events and facilities as inclusive as resources currently permit. It is estimated over 62% of its events provide accessibility options for wheelchair attendees. New Wheel chair accessible amenities have been constructed in Lions Park during the year and tourist maps that Council provide in places such as the Destination Guide and Town Map signs include information on accessible parking and toilet facilities.
- Parkes Shire Council Website is WCAG 2.0 level A compliant. Its use of fonts and colour in documents and publications are considered to be in “easy read” format. A CMS upgrade and redesign of the Visit Parkes Website to these standards was also undertaken in March 2018.
- Council attends quarterly interagency meetings where people with disabilities and disability advocates have the opportunity to provide Council with both formal and

informal feedback, and also have input into Council’s programs, initiatives and events. Six meetings were attended by council representatives during the reporting period.

Penrith City Council

- Council was successful in being awarded “Everyone Can Play” grant funding of \$140,000 to upgrade three playgrounds in Oxley Park, Cranebrook, and Glenmore Park, in order to improve accessibility and inclusiveness of these play spaces. Other access improvement initiatives undertaken this past year include upgraded toilet amenities at Ripples pools in St Marys, and installation of a hearing loop at the St Marys library branch.
- Council has demonstrated a commitment to progressively improve the provision of publicly available adult change facilities across the LGA which include a hoist and change table, in addition to an accessible toilet. They have been installed in the arcade off Triangle Park in Penrith, East Lane, St Marys, Jordan Springs Community Hub and Thornton Community Centre.
- Additionally, through Council’s Development Assessment process, some private developers have upgraded their accessible toilet amenities to include adult change facilities including at Nepean Village Shopping Centre. This is a great outcome for residents, having a place to shop without the need to go home if they need to use the toilet.
- During public consultation about adult change facilities within Penrith in early 2020, Mayor Ross Fowler OAM received a letter from The Disability Council NSW commending the excellent leadership shown by Council around accessibility for people with disability, specifically adult changing facilities, and for becoming the first council to exceed National Standards in NSW for constructing these facilities in venues not currently requiring them.
- Penrith City Council continues to lead the way on projects related to accessibility in the community, providing amenities for those with special needs that enable them

to participate in the vibrant community life that Penrith offers.

Developing positive community attitudes and behaviours

- Council's 2019 Volunteer Expo was an opportunity to showcase the contribution of local people with disability and promote volunteering.
- Council continues to support Nepean No Boundaries Art Group, Art West exhibition, and other cultural programs that are inclusive of people with disability.
- The capacity of a range of Council staff is being increased to achieve the priority actions for the DIAP.
- Council officers are investigating best practice for provision of adaptable housing, as part of developing Council's Affordable Housing Strategy, and are also examining how to best achieve accessibility and inclusion outcomes through the review of Council's Development Control Plan.
- A comprehensive analysis of Council's front counter operations has also been undertaken, with new processes being trialed by staff before the staged refurbishment (including increased amenity and accessibility features) commences.
- Development of the e-learning module for staff training in Disability Confidence.

Creating liveable communities

- Development of Council's affordable housing strategy has commenced and will be completed in 2020-21.
- This review, of accessibility elements within Council's Development Control Plan, has commenced, and an initial community consultation about adult change facilities lead to the Mayor receiving a letter of commendation from The Disability Council NSW commending the excellent leadership shown by Penrith City Council on accessibility for people with disability, specifically with adult changing facilities.
- Four accessible bus shelters were installed during 2019/2020, at sites in Werrington, South Penrith and Kingswood (2). At high

usage bus stop locations, tactile indicators have also been installed.

- 1,230m of shared pathway, and 4,135m of footpath installed during 2019/2020.
- Improve accessibility to the river at Tench Reserve – project has been completed.
- Penrith's Sport and Recreation Strategy was adopted by Council in April 2020. 'Everyone Can Play guidelines' have been embedded in the strategy to guide future playspace design. Council has recently received three Everyone Can Play grants to improve inclusive opportunities at The Carriageway (Glenmore Park), Ironbark Reserve (Cranebrook), and Brian King Reserve (Oxley Park).
- Boarding points and tactile indicators at six bus-stops in high priority locations (including construction of paths to connect with existing path network) were delivered in 2019/2020. Footpath widening occurred at three primary schools in Cambridge Park, Colyton and South Penrith.

Supporting access to meaningful employment

- The Nepean Jobs For All (NJFA) project was completed in September 2018. Extensive information about NJFA is available on Council's website.
- Council's 2020 traineeship program employed two trainees who identified as having a disability.

Improving access to mainstream services through better systems and processes

- When writing to the Mayor in early 2020, The Disability Council NSW commended the excellent leadership shown by Penrith City Council, and the Access Committee, on accessibility for people with disability. The Access Committee continued to advise Council on a range of access matters.
- The staged process of refurbishment for Penrith Civic Centre has commenced. Expected completion date for this project is mid-2021.
- Improve website accessibility - This project was completed in February 2019, and

Council staff continue to maintain the accessibility of the website.

- In September 2019, Council engaged the Centre for Inclusive Design to facilitate training in Creating Accessible Documents in Word, Excel, and PDF format. Twenty staff members have undertaken this training, and resources are being developed that will be available on Council's staff intranet site.

Port Macquarie-Hastings Council

Developing positive attitudes and behaviours

- Council community events and engagement meetings are held at accessible venues.
- Seniors Expo held at Panthers, free sponsored venue. 1450 attendees and 102 stallholders.
- Access Committee (PMHC Function Room). Cr Peter Alley, Chairperson and 11 members.
- Attended NDIS Interagency Network meeting.
- Attended two Dementia Friendly Communities Steering Committee Meetings.
- COVID Recovery Wellbeing Group
- MNC Health and Wellbeing Recovery Committee X 12
- Healthy Communities MNC X three3
- Due to COVID we were only able to hold three Access Committee meetings. Focus included prioritisation of projects such as footpath and kerb ramp requests from residents and reviews of draft Council works designs.
- Three X access-friendly business excursion days
- 27 X car parks audited and data collected to be entered into an 'app' that will enable those with a disability to easily locate disability- friendly carparks across the local government area.
- Annual report card and Council report submitted to State Government

- International Day of People with Disability held at McInherney Park with a BBQ lunch, Finska competition and trophy presentation. In attendance were disability service providers Aces Foundation and NewIDAFE, plus members of the Hastings Access Sub-Committee.
- Due to COVID-19 only three local businesses were visited: Wauchope Country Club, Lake Cathie Bowling Club and Northpoint Apartments Port Macquarie
- In 2018 Economic Development completed the Port Macquarie- Hastings Skills Audit which outlined the significant employment growth - and likely skills gaps - in the Health and Social Services Sector. Council has since directed efforts to growing the number and capability of providers operating under the NDIS program, and attracting skills to meet the demands of this growing industry. Support to NDIS start-ups includes selection of a disability transport provider in the PMHC/CSU Hackathon, and in 2019 Council worked with NDIS providers to support the trial of a monthly NDIS Industry network at The Hub Business and Co-Working Centre. Efforts to attract skills for the Health and Social Services Sector include development of a relocation attraction video targeting the health sector, and plans for a flyer-drop of the Live, Grow, Be industry attraction brochure at the 2020 National Disability Services Conferences in NSW and QLD (both cancelled due to COVID).

Creating liveable communities

- Footpaths completed in 2019/2020 include:
 - Hill Street, from Parker Street to Lake Road (Port Macquarie, 150m)
 - Ocean Drive, from Brotherglen Drive to Sirius Drive (Lakewood, 700m)
 - Mooney Street, from Telegraph Point Public School to Log Wharf (Telegraph Point, 800m).
- 13 kerb ramps at:
 - Port Macquarie: Hollingworth & Bridge Street, Ackroyd & Gore Street, Parker & Savoy Street, Heather & Morton Street, Table & Gore Street

- Wauchope: Glenview Drive, Cameron & Azalea Street, High Street & Gowrie Street
- Port Macquarie Senior Citizen Hall has been reviewed and only the toilet in the Pioneer Room is suitable to bring up to DDA compliance at a cost of \$15,000
- Comboyne Hall installed new toilet at \$77k (2018/2019). Completed
- Bonny Hills amenities reconstructed due to vandalism. Completed
- Grant received through the Stronger Country Communities Fund (\$255,030) for new amenities at PMQ Plaza car park. An additional contribution from the Access Committee resulted in the inclusion of an adult change table & gantry hoist within this facility. Completed
- Pilot Beach Amenities to be rebuilt to meet all current standards Construction to start in October 2020.
- Blackbutt toilets to be upgraded in 2020/2021. Construction to start in November 2020.
- Allocated Grant for 2019/2020 to develop off-leash dog exercise park in Port Macquarie (Stuart Park Regional Sporting Precinct) Completed.
- Wauchope Dog Park Completed. These facilities will also be used by people with assistance animals and guide dogs to train their puppies. Both Dog Parks include seating and easy access for people with disability.
- Wheelchair ramp to outdoor play space installed.
- DIAP Budget: \$13k. Completed
- The terminal has been completed to meet requirements of AS1428, with specific access and mobility features incorporated into the design including:
 - Provision of compliant ambulant and disabled amenities to both the male and female landside and airside areas.
 - Compliance with thresholds, walkways, ramps and landing grade requirements.
 - Continuous accessible paths of travel and circulation space.
 - Provision of low-height DDA compliant check in counter and car rental service desk.
 - Provision of low-height DDA complainant flight information display screen to departures lounge.
 - Inclusion of hearing loops to the check in and departure lounge areas
 - Statutory signage inclusion.
 - Access Committee undertook an inspection of the new facility.
- Additional changes to the security and being accessible will be part of the 2020/2021 report.
- Reviewed. Access Committee decided not to proceed due to cost of mobi-mat (\$26k for 60metres), inefficiencies of set up and pack down requiring four staff twice per day and beach tractor, and difficulties with high and low tide requiring different lengths of matting.
- During 2020/2021 Recreation & Buildings are to explore other options such as more permanent solutions with recycled tyre ramps.
- 2018/19 Budget \$170 for 450 x brochures distributed to Visitor Information Centre, CSC's & disability groups.
- 2019/2020 Budget \$200 for signage to be displayed at Shelly Beach.
- Detailed design of these facilities is underway - completed
- \$50k DIAP budget allocated for wheelchair-friendly carousel and playground fencing completed November 2018.
- \$10k DIAP budget contribution to Liberty Swing, Town Beach completed 2017/18.
- Site selection complete. Tender for detailed design and approval has closed, currently reviewing submissions. Note: disability access to be included within the facility's design.
- All council-owned buildings and facilities have been scoped and prioritised for

any access improvements. The Access Committee reviews this on an annual basis.

- Port Macquarie Seniors Facility investigating costings to install
- Compliant wheelchair-accessible amenities 2020/2021 as per item 2.2.
- \$30k DIAP budget allocated for Town Beach accessible picnic setting completed 2020/2021
- \$15k DIAP budget allocated to Kew wheelchair-accessible picnic table and shelter 2019/2020
- Auditing commenced with over 90 bus stops reviewed.
- In 2019/2020 we installed five new bus shelters, funded via the NSW Government CPTIGS program, at:
 - Port Macquarie x 2.
 - Laurieton x 1.
 - Wauchope x 1 Herons Creek x 1.
- Grate for Coles Port Macquarie taxi zone found to be not feasible and kerb ramp installed instead at taxi zone.
- Rangers have continued to enforce illegal parking in disabled zones.
- 44 infringements were issued in the 2019/2020 year for disability access offences. Note: parking infringements were suspended for four months due to COVID-19
- Access Committee has audited 127 accessible parking spaces in Port Macquarie. An App is in early development stage with Geospatial Information Systems team to input data on accessible car parks in our local government area. Upon project completion the app will be available for the community and will be widely promoted.

Supporting access to meaningful employment

- The Equity and Diversity Strategy 2019/2024 was adopted in November 2019. The strategy outlines initiatives to promote diversity and inclusion within Council's workforce.

- Supportive practices are used in Council's recruitment processes, to remove potential barriers to employment.
- A Health Plan template and process has been introduced and is being actively used. A health plan is a tool that supports reasonable adjustment in the workplace and documents adjustments and support for employees who may have a temporary or permanent disability or medical condition that requires support.
- During 2019/2020 there have been 23 employees who have been provided with flexible working arrangements, adjusted duties and other supports due to temporary and permanent disabilities acquired.
- Carer's Leave Procedure reviewed and adopted June 2018.
- New Flexible Working Arrangements Policy is currently in draft, with consultation with staff expected during 2020/2021.

Improving access to mainstream services through better systems and processes

- Council's website is compliant with the WCAG 2.0 AA checklist. Auto review reminders are set for every 12 months.
- Staff attended National Relay online training in late 2018 with updates set out to staff regularly.
- We have the new staff familiarise themselves with the site and provide them with the link to the website and access to the Tip Sheet. The online training is no longer available however there is a PDF that shows an introduction to the relay calls and we go through that with the new staff.
- The tip sheet & introduction information is in our team room for easy access.
- No requests have come in for an alternative format to receive information.
- Information is distributed in pdf format, recognised universally as the most accessible format.
- In 2019/2020 \$55,000 was allocated to large print, \$27,000 was allocated to audio and \$10,000 to Eaudio. The delivery

service for people who are housebound continued as normal except during the COVID-19 lockdown.

- Eight sessions delivered in 2019/2020 with 44 participants up until February. March -June were cancelled due to COVID-19.
- Annual budget spend for this program is \$1,062.
- There was a shift in programming to digital programming and the following were delivered via digital platforms:
 - 3D interactive digital tours - creating an opportunity for anyone to get up close and personal with the artworks on display digitally.
 - Zoom Craftanoons- an accessible program that assisted and delivered interactive learning.
- Attendants included elderly, young children or teens and visually impaired, and people with mobility issues. Often attending the sessions with their carer each participant had access to personalised instruction.
 - Short films- digital up close and personal with local and established artists. Accessible to all.
 - Online downloadable kids and craft activities - free resources with instructions. Accessible to all.
- 215 companion card tickets issued in 2019/2020, noting the venue was only operating for nine months due to COVID-19
- JR Richards currently provides Wheel Out - Wheel Back services to 48 residences and the service is available to any residents that require it (based on a property assessment).
- Opportunities will continue to be explored to include better viewing areas or platforms for future event design plans if the site permits.
- Ground level viewing areas made available at side of VIP tents/side of stage at Australia Day.
- Celebrations held in Wauchope and PMQ in 2020.
- Collaboration between SailAbility NSW - PMQ Branch and PMHC staged aquatic

activities on Australia Day 2020 providing an inclusive sailing experience for all along the Hastings River.

- Ground level viewing areas made available adjacent to Town Square and on Town Green as part of Council's Annual Countdown to Christmas Celebrations held in the CBD
- Celebrations held in Wauchope and PMQ in 2020.
- Collaboration between SailAbility NSW - PMQ Branch and PMHC staged aquatic activities on Australia Day 2020 providing an inclusive sailing experience for all along the Hastings River.
- Ground level viewing areas made available adjacent to Town Square and on Town Green as part of Council's Annual Countdown to Christmas Celebrations held in the CBD

Port Stephens Council

- Thanks to a \$600,000 grant from the NSW Government, we built a new 750 metre-long shared pathway to increase access to one of our most popular parks. Boomerang Park covers over 20 hectares and this pathway makes it easier to access more areas of this incredible regional park,' said our Mayor Ryan Palmer. The pathway has been designed to meet accessibility requirements and provides better connections to accessible playground equipment, public toilets and rest areas.
- We opened a new playground at Bagnalls Beach East with inclusive play elements and accessible pathways connecting the car park, playground and BBQ.
- We made access improvements to our public amenities at Raymond Terrace and Mallabula tennis club. They now include an accessible toilet, shower and adult change facilities
- We built a new recreation area at Robinson Reserve Anna Bay. The new park includes accessible public amenities and an accessible basket swing.
- We drafted a Public Domain Plan for Raymond Terrace. It includes accessible

parking and ways to promote accessibility and mobility in the town centre and along the riverside.

- Our Council endorsed the Port Stephens Local Strategic Planning Statement — a long-term vision for land use. It includes actions to encourage accessible tourism and the development of a Community Wellbeing Plan to promote accessibility and inclusivity.
- We built a new multipurpose amenities building at Karuah's Lionel Morton Oval including accessible public amenities and accessible car parking.
- We're continuing to make our communication channels user-friendly for all by writing in plain English, making our website and social media content accessible, and creating easy-read summaries for complex documents.

Queanbeyan-Palerang Regional Council

Developing positive community attitudes and behaviours

- Council supported the annual celebration of diversity and inclusion event 'Festival ONE'.
- Council employment application packs included inclusive statements encouraging applications from individuals with diverse backgrounds or those with disability.
- Members of the public were consulted to resolve issues raised in relation to improving road safety and access for pedestrians, cyclists and people with mobility scooters on a number of roads and intersections in the region.

Creating liveable communities

- A new inclusive playground was opened at Braidwood Ryrie Park, catering for all ages and abilities including a basket swing, accessible carousel, double flying fox with an inclusive seat and the signature windmill combination climber.
- Funding has been secured for an adult change table at Braidwood public toilets in Ryrie Park.

- A mobility parking bay near St Gregory's school gate in Queanbeyan was relocated to create two designated bays, an access area and a kerb ramp.
- A mobility parking bay was completed at Jerrabomberra tennis courts.
- A new inclusive playground was opened at Braidwood Ryrie Park, catering for all ages and abilities including a basket swing, accessible carousel, double flying fox with an inclusive seat and the signature windmill combination climber.
- Funding has been secured for an adult change table at Braidwood public toilets in Ryrie Park.
- A mobility parking bay near St Gregory's school gate in Queanbeyan was relocated to create two designated bays, an access area and a kerb ramp.
- A mobility parking bay was completed at Jerrabomberra tennis courts.

Supporting access to meaningful employment

- Council's Equal Employment Opportunity and Diversity Policy and Council documents were updated to encompass current language and requirements for workplace diversity.
- 92 Queanbeyan Palerang Regional Council (QPRC) staff completed the e-learning disability module in 2019/2020.
- New employees were provided information on a range of mental health support organisations, through the Employee Assistance Program and Peer Support Program.

Improving access to mainstream services through better systems and processes

- Accessibility outcomes were incorporated into the QPRC Community Engagement and Participation Plan.
- 'ReadSpeaker' web reader was made available for users of the QPRC website.
- Council meetings were streamed online, making them accessible to all of the community.

- The Home Library Service was provided to any community members with disabilities, mobility or age-related limitations, health conditions, or who were transport disadvantaged.
- Library staff consulted with people with disabilities to provide a range of programs and resources relevant to their abilities, interests and needs.
- In early 2020, Council established the COVID-care program to support residents affected by COVID-19. The program was established as a conduit between the community and service providers, with residents put in touch with suitable agencies. The program was advertised via social media, newspaper advertising, letterbox drop and Council's e-newsletter.
- Held two Older Persons and Access Advisory Committee meetings. These meetings provided a forum for raising community issues of concern regarding access; and also gave council the opportunity to seek comments on specific projects and policies, e.g. the Recreation Needs Study. The number of Older Persons and Access Advisory Committee meetings held was lower than planned due to COVID-19 restrictions

Creating liveable communities

- Provided 25 designated accessible parking spaces for residents with mobility limitations, following an assessment of their needs. Information on applying for a designated accessible/mobility parking space is available on Council's website.
- Held National Disability Insurance Scheme (NDIS) information sessions in partnership with St Paul's Society NDIS Area Coordinators to learn more about their role and how they can help people with a disability and their carers, in understanding and accessing the NDIS.
- Held Safe TALK – Suicide Prevention Awareness Training Seminars in partnership with Lifeline providing suicide prevention training for carers of someone with a mental illness.
- Convened and resourced Eastern Sydney Aged and Disability Services Interagency meetings involving: Community service providers, State and Federal Government officers, and Local Government officers. Regional issues are discussed at these meetings, and opportunities for joint projects are developed.
- Designed and built new and upgraded buildings in accordance with the relevant Building Code of Australia (BCA) and Australian Standard access requirements.
- Provided accessible transport to Council events such as the Eco Living Expo. Council events also provide accessible entry and exit paths for people using wheelchairs, preferred wheelchair seating allocation and accessible toilets.

Randwick City Council

Developing positive community attitudes and behaviours

- Coordinated the Creative Opportunities and Challenges COVID-19 Online forum for Aged and Disability Services and Consumers.
- Coordinated the Advance Care Planning, Older People, Pain and Medication seminars; as well as Safe Talk Suicide Prevention Awareness Training for people caring for someone at risk of suicide.
- Delivered seminars on Healing Grief & Loss, New treatments for Depression and other Psychotic Disorders, Understanding Anxiety and Depression in COVID-19 and Coping with COVID-19 for Carers.
- Issued 262 infringement notices to persons parking illegally in designated accessible parking spaces.
- Promoted a range of community and development-run programs through eNews and Facebook.
- Featured a story on accessibility in Randwick City Council's SCENE magazine that listed a range of facilities, parks, buildings and beaches which are accessible to everybody.

- Held a Stay Standing six week falls prevention program for people with mobility impairments.
- Held 'Chasing Away the Black Dog' seminar on new treatment for depression to 90 participants.
- Enabled persons with limited accessibility to access activities through live streaming of community events such as the Anzac Day Service, Virtual Spot Festival and a virtual tour of the La Perouse Museum exhibition.
- Installed 'No Parking' zones in preference to 'No Stopping' zones to allow for persons to drop off and pickup persons – which can be helpful for persons with limited mobility.
- Constructed 1.65km of new concrete footpaths; renewed 1.34km of footpaths; constructed 72 new kerb ramps; (including upgrade of non-compliant ramps) and upgraded 30 bus stops to comply with DDA requirements.
- Provided financial support through Council's grants programs, and workshops to assist persons to navigate the NDIS, and a community dance to celebrate International Day of People with a Disability.

Supporting access to meaningful employment

- Reviewed and amended Council's employment policies and practices to minimise barriers and improve opportunities for a diverse workforce, including persons with a disability.
- Advertised all major procurement opportunities in the Sydney Morning Herald, the tendering portal, and also on Council's website to enable opportunities for relevant social enterprises to tender.
- Two Disability Awareness sessions were scheduled for staff but cancelled due to COVID-19 restrictions. These are now being delivered virtually

Improving access to mainstream services through better systems and processes

- Made ongoing improvements to the accessibility of website content by ensuring the use of plain English, integrating a

greater use of on-line forms, reviewing the visibility of web pages, and making the Council's website more readable on mobile devices.

- Council's Brand Guidelines are also being updated to ensure use of photography, language and typography is accessible and representative of the diverse communities of Randwick City.
- Provided a virtual tour of the Spot Festival, live streamed events, and produced a virtual tour of the La Perouse Museum and its displays.
- Rescheduled the production of an access map pending audit of access infrastructure. This is to ensure that the newly constructed access facilities are included in the access map.
- Promoted local accessible facilities, for example the installation of the new all-access beach mat at Malabar Beach. This included a front page photograph and story in Council's Scene Magazine.

Richmond Valley Council

Our highlights:

- Accessible elements included in playground upgrades
- Analysis of key events to improve accessibility
- Continuous accessible paths of travel included in new master planning exercises and continue to increase in regular maintenance of current paths
- Further improvements to Council's website to standardise access
- Council also works with ON-Q which is a not for profit organisation, providing Disability Employment Support to enable people to realise their full potential through meaningful employment, with one candidate achieving permanent employment in 2019/2020.
- Council's recruitment processes now include a variety of Equal Employment opportunity questions in its initial application form. These include Do you have a disability?

- Council also continued upgrades of the Stan Payne Oval playground area (\$80,000) in Evans Head with a new toilet, footpath network, barbecue and picnic shelters, and a disability access ramp to connect the site with the Evans Head Aquatic Centre carpark. Upgrades were carried out to the Stan Payne Oval playground in Evans Head. The works included approximately 60m of replacement footpath linking the nearby sealed carpark with the playground, three new picnic tables, a bench, barbecue area and a new disability access ramp from the carpark.
- Main Beach foreshore (\$185,510) in front of the Evans Head-Casino Surf Life Saving Club. The project was made possible by a successful grant application to the NSW Government's Stronger Country Communities Fund and delivered a raft of modern improvements to the busy area including redesigned beach access points and viewing platforms, new showers with raised decks, a new sandstone retaining wall, and wheelchair and pram accessibility.

Shellharbour City Council

Developing positive community attitudes and behaviours

- One of the key ways Council promotes positive community attitudes and behaviours towards people with disability is through the support of International Day of People with Disability. In support of this event, Council coordinated the production and distribution of the 'Calendar of Events'. The calendar covered the period of 23 November to 11 December 2019 and featured 22 events hosted by eight organisations. Several hundred people attended the range of events on offer.
- Council hosted activities included free use of Council's pools for the calendar period, a craft session, movie marathon, as well as information sessions on the NDIS (National Disability Insurance Scheme).

Creating liveable communities

- The Disability Access and Inclusion Plan advocates that inclusive parks are needed across the City. This year, Council

playground renewals and upgrades featured many accessible and inclusive features. The new farm themed playground at McDonald Park, Albion Park Rail, is a highlight. The space incorporates a variety of play opportunities suitable for a range of ages and abilities. It includes a fusion climber, an inclusive carousel, an activity tower with a slide and interactive sensory panels, a nature play trail and picnic shelter. The new playground was officially opened on 3 July 2020.

Supporting access to meaningful employment

- Council participated in a cross council forum including Wollongong, Shoalhaven, Kiama and Shellharbour Councils as well as representatives from LGNSW and Campbell Page recruitment to discuss strategies for reducing barriers to employment for people with disabilities. This work was put on hold due to COVID and will recommence again shortly.

Improving access to mainstream services through better systems and processes

Many of Council's systems and processes are being improved to ensure they are more accessible and inclusive. Incorporating access and inclusion considerations during preliminary planning ensures that the needs of people with disabilities and their support networks are key considerations in all stages of land use and project development. Highlights include developing:

- A Local Strategic Planning Statement (LSPS) that includes a range of planning priorities and actions on how Council will deliver the land use planning vision over the next 20 years. It demonstrates an understanding of the changes that will shape Shellharbour City's future, so that we can create a future that is desirable for our community and visitors. This includes recognition of the needs of people with disability.
- An updated Open Space and Recreation Needs Study and Strategy, that has looked at the open spaces across the City. The study has reviewed what open spaces we

have and provides actions on how we can improve these spaces to best meet the needs of growing population.

- Master Plans for key recreational areas at McDonald Park and Reddall Reserve, to include destination inclusive facilities.

Shoalhaven City Council

Demonstrate and promote a culture of disability awareness and inclusion

- Staff have previously completed online content creation training. Disability awareness training planned for Council staff, training was planned to commence mid 2020. Due to COVID training was postponed, currently reviewing how to incorporate the training to an online platform for all staff.
- Work is currently underway with Councils Senior Business Improvement Specialist to ensure future funding prioritisation for actions.
- Council's corporate documents do incorporate on a regular basis a range of abilities, ages, cultures, and disability diversity. This approach will continue and ongoing enhancements to our photo library are continuing.
- Council continually promote and support events promoting disability and inclusion as part of our ongoing work.

Progressively increase the availability of accessible toilets across the Shoalhaven

- Council current priority with public toilets is to replace
 - Existing.
 - Highly utilised toilets.
 - At the end of their life or before their condition detracts patronage.
 - That do not comply with current accessibility standards. Council has 120 Public amenities of which 78 meet the needs of persons with disabilities enabling inclusivity. Council's strategy is to provide toilets that can be modified or replaced by accessible toilets.

- National construction code has been updated in 2019. Lift and change facilities are now required for large sports stadiums and large shopping Centres. Council adopted a lift and change masterplan in 2020 to increase facilities across the Shoalhaven for the next 10 years. A priority list of twenty public toilets was adopted in June 2018. Out of those 20 four toilets are to accommodate people living with disabilities.
- National toilet map is updated annually to include locations of all accessible toilets in the Shoalhaven. The locations of accessible toilets can be found at <https://toiletmap.gov.au/>.

Plan to progressively increase the amount of continuous accessible paths of travel to key destinations within the Shoalhaven

- A formal structure for community consultation exists through IAAG and report will be provided through assets and traffic as required. A workshop was held 28th October for IAAG to view priority maps for selected locations throughout the Shoalhaven.
- Council has re-established an annual allocation of funds for new footpaths and works with the State Government (RMS) to maximise the amount of grant funding that allows a continual extension of the cities network of cycleways and accessible paths.
- Council reviewed the accessible pathway and cross in the vicinity of Nowra Aquatic Park. Existing path network deemed to be accessible under national code.
- Council's first accessible and inclusive event policy was completed. Meeting Guidelines being developed.
- Further work occurring on improvement internal meeting rooms and meeting space.
- Commenced - Community Development currently investigating options to develop a template for an accessible event checklist to ensure increased inclusion options for SCC events
- Ensure NAIDOC Organiser have inclusive event guidelines.

Progressively increase accessibility and inclusion of places of recreation, learning and leisure.

- Nowra Library attended inclusive service training and sought grant funding to purchase accessible computer desks for each library branch
- Libraries acquired several resources for people with print disabilities including:
 - Dyslexia-friendly collection of 180 youth and junior books held at Shoalhaven Libraries.
 - eBook service (Overdrive) has dyslexic font as an option on platform/eMagazine.
 - eNewspaper database/ (Pressreader) has text to voice capabilities.
 - Large print books have been purchased and are available for loan at Shoalhaven Libraries
 - A growing collection of audio books in various formats have been added to the collection
 - Extension of Council's Home Library Service to members of the community that are not able to physically access library services.
 - Information on accessible library resources.
- Engagement being done under Pop-up art workshops, accessible and inclusive workshops that can cater to people living with a disability.
- In 2020 Shoalhaven Regional Gallery hosted an exhibit '*An Unending Shadow*' exploring the impact of dementia on families and communities and a solo show by local artist Bernard McGrath who has early on-set Parkinson's Disease.
- Self-managed NDIS funded patrons are continuing to undertake programs in Learn to Swim and Teen gym programs. Self-managed patrons also utilise the swim and fitness centers facilities, engaging with physiotherapists and exercise physiologists.
- Council have beach wheelchairs available for hire from seven locations throughout the Shoalhaven with posted signage at all locations notifying community of chairs. This information is also available throughout SCC website and promoted throughout the media leading into the summer holiday season.
- Barfleure beach Vincentia beach access is currently in initial concept design. This was sourced through grant funding. Other locations are on hold.
- Currently Mollymook All-inclusive Play space is the only fully fenced park. Marriot Park Masterplan includes a fenced Play Space and Clifton Park is partially fenced. This Information is on Councils website.
- The major Boongaree Oval masterplan includes for all facilities to be fully accessible, including parking, amenities, children's play areas and other recreational areas. This requirement is specifically identified in the Brief to the project's Project Manager. The project is scheduled to be completed in 2021. Accessible BBQs installed at.
 - Parkes Crescent Reserve, Tilbury Reserve,
 - Moona Creek Reserve Accessible toilets at.
 - Clifton Park, Parkes Crescent, Moona Creek Accessible Picnic Tables/Shelters.
 - Moona Creek, Mark Radium Park, Crookhaven Headland,
 - Accessible Playgrounds; Clifton Park, Gumley Reserve, Yulunga Reserve.
- Council are working on a range of projects which seek to increase or improve accessibility of public spaces, some significant projects include (but are not limited to):
 - Plantation Point installation of new inclusive playground with accessible equipment including carousel and liberty swing, and construction of new amenities building fit with adult lift and change facilities.
 - Adoption of Marriott Park Masterplan and preparation of concept plan of an inclusive play space. The Masterplan

includes a range of accessible components including new accessible amenities building, new inclusive play space fit with various accessible equipment pieces, accessible car parking, improved and widened footpath that circulates around the entire park.

- Conjola Park improvements are being delivered at Hoylake Grove Reserve following the allocation of grant funds towards establishing an accessible electric BBQ and accessible picnic table and shelter.
- The development of Boongaree at Berry has commenced with Stage 1 commencing in September 2020, which includes inclusive play space with accessible equipment including carousel and flying fox, construction of new amenities building fit with adult lift and change facilities and inclusion of improved parking including accessible parking spaces.

Increase awareness of accessible parking

- Rangers proactively patrol known accessible parking areas throughout the City concentrating in our towns, villages, and coastal areas seven days a week. Active enforcement action has been taken to deter, detect, raise awareness, and provide education. In 2019 Rangers have issued 172 penalty notices and 72 warnings for vehicles found parked within accessible parking areas without a valid permit or reason. Rangers also report on any defective or vandalised signage observed to ensure accessible spaces are maintained to standard and clearly identified.

Improve access to Council operated buildings and providing better way finding

- The Shoalhaven Entertainment Centre has increased the number of accessible seats in the Auditorium from two to 10. This new seating plan has been used for all performances from January 2018. Internet bookings are not possible for reserving accessible seats; however, telephone booking fees are waived for people requiring an accessible seat.

- Front counter of the Nowra information Centre has been redesigned to meet accessible standard and display stands have been placed to allow access for people with mobility limitations.

Continue to encourage, support and promote accessible tourism in the Shoalhaven

- The '*Shoalhaven Visitor Guide*' is an annual publication with 100,000 copies printed and distributed and thousands downloaded online per year. The Tourism team is committed to promoting accessible tourism throughout the guide.
- A double page spread was published in the 2018 visitor guide showcases inclusive itinerary, product, and a link to itsheaven.org for further inclusive detail. A double page spread in the 2019 guide highlighting accessible experiences and linking out to our long-time partner itsheaven.org.shoalhaven.com/guide. 2020 guide covers a range of inclusive and accessible activities, as well as continuing to promote inclusive tourism.
- Landing page with accessible product and inclusive itineraries prominent on Tourism website homepage, and continued project to collect accessible information from operators for itsheaven.org/shoalhaven.com/inclusive. Website continues to update and provide accessible itineraries.
- Tourism website has been upgraded and is currently at WCAG 2.0 AA Standard.

Progressively enable the provision of inclusive forms of communications and alternative formats when required

- Council branding guidelines host information on accessibility and inclusion. Executive Strategy staff attended Accessible Content Creation Training. Council new website meets WCAG 2.1 AA standards and the platform used to build the site has a certification from Vision Australia.
- Council offer translation services in over 150 languages through TIS. Further resource allocation needed to create

additional guidelines. Several details are already included in existing guidelines and documentation.

- Council web developer has obtained WCAG accreditation and Council new website meets WCAG 2.1 AA standards and the platform used to build the site has a certification from Vision Australian.
- Council page has been updated to include information on speech, hearing and interpreter services when contacting Council.

Review all Council complaint and feedback processes to ensure they are accessible to people with disability

- Council currently have three options for reporting complaints and problems, those include online, in person and phone, Further work is required to scope out other ways for people to leave feedback such as Talk to Text capabilities.' This requires costing.

Develop a process to ensure that access and inclusion is systematically incorporated into policy development

- Review of council policies to identify public/community facing policies. Next step is ensuring Community Development are consulted with these policies are reviewed. Community Development will provide feedback to the policy custodian in relation to access and inclusion practices
- Review of council policies to identify public/community facing policies. Next step is ensuring Community Development are consulted with these policies are reviewed. Community Development will provide feedback to the policy custodian in relation to access and inclusion practices.

Review recruitment and employment processes to ensure they are barrier free to candidates who have a disability

- Equal Employment Opportunity Management Plan draft was reviewed to reflect Councils core values. Community Development staff have reviewed and provided feedback on the plan to ensure

an inclusive approach. Human Resources to finalize the review before reporting to Council Executive Management Team.

- Council work with disability employment agencies to promote available opportunities within the organisations. This is part of Council's workforce plan. Council have collated list of disability employment services. However, under the Local Government Act recruitment is based on merit and all applicants must meet these requirements
- Data being collected in relation to disability access and inclusion as part of the on-line recruitment process. No disability declared during the reporting period.

Singleton Council

- These plans have been developed in collaboration with the Disability Advisory Committee and the community to ensure greater participation for people with a disability in all aspects of life in Singleton.
- Disability Advisory Committee meetings
 - Bi-monthly meetings held August 2019, October 2019, December 2019, February 2020, April 2020, and June 2020.
 - International Day of People with Disability Project subcommittee continues to plan an annual event.
 - Access Audit sub-committee formed to monitor the development of Access Audit 2020.
 - Meetings attended by community members, councillors, community development officers, Asset management officer and various guest speakers including Singleton Track and Field, Accessibility in the City, Spinal Life Australia, Harry Kirkwood.
- Accessible Events checklist developed and implemented for each event held by Singleton Council and made available to event organisers within the local government area includes;
 - Provisions for accessible toilets, signage, seating, public transport, parking and assistance dogs.

- *Including You* are accessible elements including the Tepee with soft toys, weighted pillows, fidgets, noise cancelling headphones and vision kits are available for use at the Library, the Visitor Centre, community events and council facilities.
- Accessible events planned during 2019/2020 included Christmas on John Street, Twilight on 25th January, Emergency Services Day on 16th March, Singleton Festival in April and Firelight in May however due to catastrophic bushfires and COVID-19 these were cancelled.
- An International Day for People with Disability sub-committee formed to hold a high tea with Harrison Kirkwood (Past member of the State Youth Advisory Council, youth ambassador for Save Sight institute, past member National Disability and Carer Advisory Council, current member of Guide Dog Advisory Council) as guest speaker on 3 December 2019.
- Sponsorship received from Glencore Hunter Valley Operations \$1500, Hello world Travel \$800, Arts Upper Hunter \$500, Majestic Cinemas \$50 voucher.
- In lieu of Singleton Stories for 2019/2020, a high tea was held on 3rd. December to celebrate International Day for People with Disability and recognise the efforts of committee members and guest speakers who have contributed to the work of the Disability Advisory Committee over the past 12 months. The event showcased guest speaker Harrison Kirkwood at the event and through local media.
- The Disability Advisory Committee commissioned an updated Accessibility Audit on 14 Council owned buildings which was delivered in two stages. Part one was delivered by June 30th and included six of the 14 buildings.
- The Access Audit sub-committee was formed to monitor the progress of the Audit and report regularly to the Disability Advisory Committee.
- The Access Audit sub-committee recommended actions on the audit as it proceeded.
- Spot checks have been completed on council community facilities which have resulted in;
 - Kerb and footpath works including pram ramps have been installed in various locations to increase accessibility.
 - Disability parking has been upgraded at Singleton Mall to meet Australian Standards
- The completion of the all-abilities playgrounds at Rose Point Park and Riverside Park are significant achievements in providing accessible facilities for the community and have been featured in state awards.
- Council has also supported Singleton Track and Field to address accessibility elements at Alroy Oval.
- Address access issues with the Town Centre Revitalisation
 - Presentation on stage two design and consultation held with Disability Access Committee.
 - Submissions on design called for.
- Singleton Public Library provides resources to assist people with vision or hearing impairment as well as those residents with reduced mobility.
 - In 2019/2020 the library had 1,953 large print books and 779 audio books available for loan. Access to 1,392 electronic audio books and 5,000 electronic magazine titles (and their back issues) was also offered.
 - The Home Library Service provided regular home deliveries to residents with reduced mobility, including 700 individual and 174 institutional visits throughout the year, resulting in a combined total of 88,694 loans delivered.
 - During COVID-19 restrictions the Library introduced new programs to continue servicing the community throughout.
 - LIB-olation resulted in 224 deliveries throughout the local government area of 2,352 items, covering 1,768kms.
 - 95 Call & Collect requests produced

937 loans and 85 digital programming sessions were delivered, with 4,500 views over 80,000 minutes.

- The Library Service saw an increase in home lending, due to COVID-19 restrictions
- Council supported Singleton Track and Field to address accessibility elements at Alroy Park and Oval.
- Singleton Track and Field successfully gained funding for a regional level all abilities long jump pit.
- Establishing Council as a disability friendly employer - Adjustable workspaces including desks installed
- Assist with the transition of people with disability into the workforce - Ongoing support for programs, such as the Careers pathway Programs which support all abilities employment
- Council website enhances the accessibility of Council information to both staff and residents. Website meets the principles and standards outlined in the Web Content Accessibility Guidelines 2.0. Features include use of plain English, change text size, navigate pages using their keyboard, photo captions, and page design and page structure with assistive technologies in mind.
- Staff training to enhance understanding of disability access is ongoing.
- Provision of a single source of information online through a quality website for council - <https://www.singleton.nsw.gov.au/507/Disability-Services>
- Council's Asset Management Plan contains elements of the DIAP objectives and recognises Council's access and inclusion vision and objectives
- Council's customer service delivery continues to meet best practice standards for quality.
- A number of priority access issues have been addressed in the Singleton CBD and street scapes including the Queen Street connection and cycle way on Allan Bull reserve. In addition, kerb and footpath works including pram ramps have been

installed in various locations to increase accessibility. Disability parking has been upgraded at Singleton Mall to meet Australian Standards

- Council partnered with Ability Links to include a number of innovative elements which improve inclusivity at our events and facilities. Elements of the 'Including You' Tent including the Tepee with soft toys, weighted pillows and fidgets are available at the Library to encourage accessibility. The noise cancelling headphones and vision kits are available for use at the Library, the Visitor Centre, community events and council facilities.

Snowy Monaro Regional Council

Developing positive community attitudes and behaviours

- Successful International Day of People with Disability events held in Cooma and Jindabyne.
- Ongoing engagement with schools has been productive.
- Continued direct service provision of NDIS services.

Creating liveable communities

- Accessibility upgrades to pedestrian infrastructure during maintenance and as BAU.
- Achieved access upgrades to Council facilities e.g. electric door at Head Office, Cooma.
- Visitors Centre upgrades, streetscape projects.
- Inclusive and Accessible Community Events policy drafted.

Supporting access to meaningful employment

- Information on inclusion and Inclusive Communities made available on staff intranet.
- The move to increased working from home and use of online platforms has enabled new types of participation for many Council employees.

Improving access to mainstream services through better systems and processes

- The bushfire season highlighted gaps in communication and information processes for people with disability, older people, and people with vulnerabilities. Our communication actions, in partnership with other stakeholders such as the LEMC, aimed to ensure that information was accurate, timely and accessible. We worked with local service providers to ensure that emergency services were aware of vulnerable people where appropriate, and that additional supports were deployed.
- Through the Health and Wellbeing Recovery Subcommittee we have capitalised on existing resources for recovery and preparedness such as the AIDER program and Red Cross RediPlan.
- The shift towards online platforms has expanded on the offering of physical spaces, e.g. Library programs. There are now more services easily accessible from home and has led to increased engagement with the physical spaces where possible.

How have you determined that you're meeting the needs of people with disability?

- Continued engagement with community groups and networks that include people with a disability and service providers.
- Consultation with service recipients and their families/carer.
- Feedback included in community development scoping documents

Describe your successes in delivering on the DIAP

- Partnerships with service-providing organisations Increase in positive behaviours and attitudes; more people seeing inclusion as a fundamental principle and actively working towards.

Describe your challenges in delivering on the DIAP

- Staff capacity.
- Cost, in particular retrospective accessibility upgrades.

- Competing priorities, especially bushfire recovery.
- Changing environment, especially COVID-19 related (many events cancelled or postponed e.g. Business Awards).
- Engagement: we were unable to recruit a suitably representative membership for an Inclusion Action Committee so this has been postponed.
- Organisational awareness of the DIAP and its objectives.

Snowy Valleys Council Developing positive community attitudes and behaviours

- There has been a shift across the organisation in awareness of the plan and responsibility for actions.

Creating liveable communities

- The surfacing of the pathway for Adelong Creekscape was changed from the original plans to a surface that would be wide enough and be smooth and level to accommodate mobility devices.
- The Rail Trail has been developed with all abilities in mind, enabling access to the outdoors that is safe and provides opportunities for exercise or to be able to enjoy as everyone else does.
- Upgrades to gardens and facilities were undertaken with disability access in mind. Plants that allow sensory function through smell, sight and touch have been planted, disability accessible toilets installed, all abilities play equipment and parking spaces to accommodate vehicles that carry mobility devices created.

Supporting access to meaningful employment

- Council renewed Resource Recovery Services Agreement with VALMAR Support Services VALMAR for recycling services in the Local Government Area.
- Council Human Resources have agreement with Snowy Valleys School to accept students on work placement.

- Council has staff who have disability are employed in meaningful work across the organisation.

Improving access to mainstream services through better systems and processes

- A hearing loop was installed at the refurbished Counter customer service counter in Tumut.
- The council's website continues relationship with IDEAS disability services, with a direct link to local and Australian disability services.
- The council's website has ReadSpeaker installed to help people that suffer from reading difficulties, dyslexia, visual impairment, but also non-native English users and Seniors to access council's website information.

How have you determined that you're meeting the needs of people with disability?

- This has been achieved through monthly meetings of the Disability Inclusion Access Reference Group (DIARG). The membership is people with disability, carers of people with disability, disability organisations and community members. The DIARG consults with the wider community and feeds back to the monthly meetings. Council has a Community Welfare group who meet bi-monthly, they feed identified disability issues to the DIARG, who in turn identify solutions or make recommendations to Council.
- When issues or ideas arise about council facilities and events, the relevant people within council are invited to DIARG meetings to discuss and identify possible solutions.
- Another indication is that this year saw the start of all thirty six actions of the Disability Inclusion Action Plan and completion of 13 actions.
- Besides the thirty-six actions of the plan, other issues for people with disability have been fed back such as off – leash areas for dogs, the need for installation of hand rails

in facilities and carpark areas, trip hazards for sight impaired and the elderly and general access issues to businesses and facilities.

Describe your challenges and successes in delivering on your parts of the DIAP

- COVID -19 has brought changes to the way the DIARG interact. Most of the meetings were via ZOOM which inhibited participation for some members. At the same time this created a change in thinking and achieving actions of the DIAP

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability

- Disability access and facilities at the refurbishment of the Tumut Swimming Pool.
- Evaluation and further development of the DIARG for 2021 – 2025.
- Inviting feedback from people with disability on draft plans before proceeding to gain insight into possible issues and what needs to be considered for people with disability.
- Creation of Equal Opportunities plan.

Strathfield Municipal Council

- Strathfield Council developed a new Disability Inclusion Action Plan for 2020-2024
- Strathfield Council became a member of Australian Network on Disability in June 2020
- Worked in partnership with Settlement Services International, Chalmers Road School and Strathfield South High School to create an educational video for our local community in celebration of International Day of People with Disability
- EOI for membership to join Access and Mobility Committee in late 2020. First meeting to commence in March 2021.
- Launch of new Community Directory
 - Will include a section on disability services

- Disability page on the website
 - Kept with up to date information
- Synthetic Sports field Strathfield Park and Cooke Park build November 2019. Pathways built around the field to make it more accessible to the whole community for viewing purposes.
- Bark Huts amenities building built in June 2019 & Cooke Park amenities building built November 2019
 - Both include disabled toilets and improved accessibility with pathways to the buildings
- The new Strathfield Park amenities building has been designed to enable disabled access
- The new Maze project at Hudson park is designed to enable disabled access. This will include a large sensory garden for the whole community to enjoy.
- The Strathfield Library and Innovation Hub underwent a new refurbishment.
 - Includes accessible toilets
 - Ensured all areas of the library are accessible including a ramp and lift
 - Sensory Oasis Tents are available which provides a sanctuary for children and young adults who become overwhelmed by noise, smells, lights, crowds and other types of sensory input. These were donated by St Vincent De Paul Society.
 - Xtra Eyes are available which provide an inclusive and comfortable space for people who may have low vision. These were donated by St Vincent De Paul Society.
- Council audited all 1106 pram /pedestrian ramps towards the end of last year and have come up with a plan to repair and make good those that are non-compliant
- New bus stop covered sheds are currently being rolled out that have the latest disabled code features
- Homebush West Town centre was upgraded with new footpaths, that are level and without trips

Sutherland Shire Council

Our Disability Inclusion Action Plan 2017-2020 outlines our commitment to ensuring that people with disability are provided with the facilities and services that enable them to participate fully in the community. Below is a report on outcomes achieved during 2019/2020:

Developing positive community attitudes and behaviours

- Community Development staff give advice and guidance regarding issues related to access and inclusion.
- An inclusion guideline has been developed within our Children's Services, to inform daily practices.
- Autism Unpacked community seminar provided in collaboration with the St George and Sutherland Disability Interagency
- Accessing NDIS for people with Psychosocial Disability webinar held in collaboration with the St George and Sutherland Shire Mental Health Interagency and Disability Interagency
- Two NDIS Help Desk events held in collaboration with St Vincent de Paul NDIS Local Area Coordinator
- Early Childhood Early Intervention webinar held in collaboration with Lifestart NDIS Partner in the Community
- ShireAbility Film Competition celebrating 'ability and inclusion' for International Day of People with Disability with screenings held at Hazelhurst Art Gallery and Cronulla Cinemas.
- ShireAbility Family Fun Day held at Centenary Park in celebration of International Day of People with Disability.
- Council supported Tune In Festival for Mental Health Month providing 13 in-person and online events for the community.
- Disability Confidence Training provided for employees with 20 attendees exploring concepts of disability, its definitions and the myths and facts surrounding it, as well as respectful language and communication.

Creating liveable communities

- Our libraries and community services are providing Auslan interpreter services at their key events.
- Accessible beaches program included over \$30,000 of accessibility improvements for Cronulla beach, including electric and beach wheelchairs and Mobi Mat providing access to Cronulla Beach for people with a disability.
- A 'Changing Places' accessible toilet is planned for North Cronulla Surf Life Saving Club.
- A 'planning accessible events' checklist is included in our events tool kit, available on our website to assist event planners. The event application also includes reference to recognition of the Companion Card.
- Access Audits were undertaken on Sutherland and Cronulla Libraries.
- Hearing Loops available in Council Chambers.
- Customers can communicate with Council via the National Relay Service.
- Accessibility considerations have been made for the Cronulla Masterplan.
- Accessibility considerations have been made for the Sutherland Entertainment Centre.
- Playground by Children's Services, to ensure accessibility for all children regardless of ability.
- Sport Services have updated the website to provide an All Abilities page highlighting inclusive opportunities to play sport.
- Home library services deliver to any community member with disability who requests the service. Format and content is tailored to customer preferences and assistance is provided to use technology to access content.
- Library purchases dyslexic-friendly formats and readers/audiobooks, hold regular sessions for school groups with disability and children's programs include content that portrays children of all abilities e.g. books, song sheets.

Supporting access to meaningful employment

- We have a varied range of employment types and employees to add diversity to Council's makeup. Meaningful employment opportunity is provided, giving a sense of purpose, belonging and value.
- Children's Services have continued to provide employment and volunteer work to support people with disability.
- Through our annual Access and Inclusion Award, Shire businesses are motivated to consider access and inclusion and a diverse workforce as good for business.
- Employment webinar provided in collaboration with the St George and Sutherland Shire Disability Interagency.
- Disability employment provider used for Council's internal catering.

Improving access to mainstream services through better processes and systems

- Action items from the Access Committee are investigated and outcomes reported back to the Committee in a timely manner.
- Access Committee formed the ShireAbility Working Party to organise events for International Day of People with Disability and promote inclusive events across Sutherland Shire.
- Council's Children's Services staff continue to provide quality inclusive practices so that children's needs are being met and responded to appropriately. We work collaboratively with the Inclusion Support program agency to embed inclusion strategies and practices, increase knowledge, skills and confidence of educators, all centres have developed a Service Support Plan.
- Community consultations for Masterplans have included accessibility considerations and focus groups with people with disability have been undertaken to inform design for accessible and inclusive facilities.
- We continue to strengthen our connection with disability services in the local area

and investigate ways we can respond proactively to the NDIS via the Disability Interagency.

- Creation of DIAP Working Party to review the 2017-2021 DIAP and provide input for the 2021-25 DIAP.

Tamworth Regional Council

- The last update to the Disability Action Working Group (DAWG) terms of reference was in 2019.
- 'Auslan signing events at the Library in 2019.
- Read Aloud Accessible software included in Council website.
- Five TRC venues have hearing loops installed: The YOUTHIE, Capitol Theatre, Community Centre, AELEC, and Sports Dome.
- Tamworth Regional Council Sports Dome organised and delivered the Disability Expo in partnership with Rugby NSW, Jack Newton Junior Golf, Pickleball NSW and Country Rugby League. It is estimated that 50 community members participated in sports activities.
- Regular DAWG meetings were held.
- A transport provider is a permanent member of the Disability Action Working Group.
- The Regional Disability Transport Hub working group are facilitating the construction of a Disability Hub at a site within Taminda.
- Council has been unsuccessful with funding applications and continues to explore funding opportunities for the construction of a Disability Hub at Bicentennial Park.
- The Tamworth CBD High Pedestrian Activity Zone (HPAZ), reducing the speed limit to 40km/hour and the construction/installation of various pedestrian improvements such as kerb blisters, concrete medians, line marking, lighting and signage have been completed
- 3.5km of new footpath across the region completed.

- Year 1 - approximately 2.5km of new shared path- of the Cycling Towns and Priority Cycleways funding programs has been delivered -. Years 2 & 3 of the program expected to be delivered in next 12 months (remaining \$2 million).
- Forest Road shared path which provides a safe route to the Mountain Bike Park has been completed. Awaiting finalisation of design from TfNSW to complete Goonoo Goonoo Road project.
- Secured \$850,000 for the construction of a 2.5m wide shared path along Kent Street from Duri Road through to Goonoo Goonoo Road.
- 32 new pram ramps were constructed: North Barraba 4; West Barraba: 3; Manilla 2; North Tamworth 8; East Tamworth 8; South Tamworth 7.
- Mobility Maps for the region are available in Council's website <https://www.tamworth.nsw.gov.au/live/community/aged-and-disability/access-and-inclusion>.
- Tamworth Access Guide is available online.

Temora Shire Council

Developing positive community attitudes and behaviours

- Ongoing progress in relation to creation of accessibility guidelines for events in Temora Shire.
- Access and inclusion criteria have been included in the Event Application Form.
- Direct Me guide has been developed and updated in early 2020. Direct Me uses a diverse range of images and includes information on NDIS & disability services.
- Review access to public buildings and businesses in conjunction with TBEG - ongoing review and improvements where new development requires upgrades to existing entrances.
- New accessible toilets provided at Temora Memorial Town Hall. New ramp entry to building.

Creating liveable communities

- Accommodation for people with disability - new home under construction – estimated move in date for clients is February 2021. Will have vacancy for one additional client (pending individualised Supported Independent Living funding).
- Upgrades to Temora Recreation Centre completed with new accessible change room and toilets, new paths and automatic door entry, accessible gate exit.
- Access improved at upgraded sporting facilities – Nixon Park accessible toilet, paths and club house entry, Temora West Sports field accessible toilet, Aria Park Recreation Ground.
- Access improved at Gloucester Park playground – new paths around equipment.
- Access improved at Lake Centenary playground – new paths around equipment.
- New playground at Nixon Park including rubber soft fall and path access.
- Plans for upgrades to community facilities are presented to the Access and Equity Committee for their review and input at the design stage – including Temora Library outdoor reading room and toilet upgrades, Temora Arts Centre extension and refurbishment.
- Review existing accessible car space provision – ongoing in conjunction with Access and Equity Committee.
- New accessible car parking spaces provided at Lake Centenary and Temora Memorial Town Hall.
- Ongoing improvements to Council footpaths in accordance with footpath plan and in response to new development demands.

Supporting access to meaningful employment

- Progress community-based employment opportunities – review council's procurement policy to address local and social benefit – ongoing.
- Working from home or remote environments has been well tested in the

past months with staff working remotely due to COVID restrictions. Flexible work practices are also the norm given the number of part time positions. The impact on the rest of the organisation always needs to be considered in these instances.

- HR officer investigating options for suitable disability awareness training to staff as well as Councillors.

Improving access to mainstream services through better systems and processes

- Stock photo images have been taken to include people with disability engaging in the community. Publications including Direct Me and Narraburra News, along with social media and websites all include a diverse range of images.
- Pinnacle Community Services promotes NDIS and continues to support clients to navigate the NDIS system through assistance with plan reviews, plan implementation and support to liaise with allied health and GPs.
- Pinnacle Community Services promotes available NDIS support services through social media and other opportunities as they arise.
- Pinnacle Community Services has a presence at local interagency meetings.
- Council's website also provides linkages to NDIS.
- Health services are promoted through Direct Me.
- Client survey undertaken – poor response to extending the hours of operation of community transport.
- Meeting held with Taxi providers in March 2020. Discussions on how collaboration may be possible between Pinnacle and Taxi service - Put on hold due to COVID-19.
- There has been an ongoing management of staffing levels to maintain service level provisions to meet the needs of all Pinnacle Community Services clients.
- Encouragement and support provided to Support staff to complete relevant training to increase knowledge and skills to enable

optimum client care in relation to Pinnacle Community Services clients.

- Ongoing recruitment of support staff will continue to be monitored to ensure ongoing service provision levels in relation to Pinnacle Community Serves clients can be maintained.
- Undertake systems mapping to support collective impact for disability inclusion across the Interagency Network – ongoing.
- Council representatives attend local Interagency meetings.
- Narraburra News, Temora Independent & facebook used to recruit volunteers. Pinnacle's MOWs supports persons with disability to volunteer for Meals On Wheels (MOW) delivery to residents, enabling social connections that would not otherwise have occurred. Temora Library also supports persons with disability to volunteer with suitable tasks.

Tenterfield Shire Council

Developing positive community attitudes and behaviours

Our actions:

- Disability Inclusion Access Advisory Committee meetings occurred when possible.
- Distribution of information and any potential funding opportunities.

Progress has been made in:

- The library promotes the services available for people living with disabilities on Council's website, in Council's newsletter and the online Tenterfield in Touch newsletter when and where appropriate.

Creating liveable communities

Our progress:

- All events consider inclusive planning for our community.
- Infrastructure projects are planned considering creating more liveable communities.
- Funding proposals and grant applications consider how to best create a liveable community for our Shire.

- Sport and recreation access – planning occurs in regard to access to sport and recreation opportunities and any ways that we could do better or have better approaches. This is then reflected in access planning.
- The upgrade to toilet facilities at Shirley Park has been completed.
- Construction of a new toilet block at Memorial Hall which encompasses accessibility requirements is near completion. This hall is also used as our evacuation centre therefore these changes are vital for creating a more accessible place.

Progress has been made in:

- Our local cinema and theatre creates inclusive events.
- All events at our local library are accessible by people with disabilities. Our toilet facilities are also accessible.
- Seniors Week and Youth Week planning considers access needs to ensure that the activities are inclusive.
- With State Government grant funding Council has constructed new accessible amenities at Legume, Liston, Urbenville and Drake.
- Our town library, Tenterfield Public Library has outreach services to Drake, Torrington and Urbenville.
- Building infrastructure upgrades also to our Council Chambers and Council building that includes access ramps and increased accessibility to services.

Supporting access to meaningful employment

Our actions:

- Recruitment practices – Tenterfield Shire Council has a meaningful number of staff with identified disabilities on the payroll including audio visual dyslexia, autism and numeracy and literacy issues.
- Several employees are receiving training with a view to ultimately gaining employment.

Our progress:

- Building upgrades to our local Council chambers and main administration building have included enhanced access.
- The Council Works depot has had additional works with upgrades to access including an accessibility ramp. This will provide a greater opportunity to employ people with disabilities and will provide easier access for community members and people with disabilities.
- The Tenterfield Visitors Information Centre has had electronic automatic doors installed for increased accessibility and has disability accessible toilet facilities.

Improving access to mainstream services through better systems and processes

Our actions:

- Website accessibility—our website is now more accessible and access to information is easier and more user friendly.
- Community transport—is provided within our Shire and information is shared between our community organisations on events happening and services available.
- Free access to computers is available at Tenterfield library for all community users.
- Home library service for the town area is provided for those who may experience accessibility issues.
- A wide selection of large print books and Talking books for hearing and sight impaired community members are available at the town library and access to online databases via the Council's website.

Our progress:

- A new website for Tenterfield Shire Council has been development and is more user friendly and easily accessible.
- Drinking bowls for companion animals are always present at our local Tourism Information Centre in Tenterfield.
- Systems, information and processes are constantly reviewed to ensure ease of access to information.

- Website planning and information sharing takes into account all members of our community to enhance accessibility.

How have you determined that you're meeting the needs of people with disability?

- Feedback has been received from our community in regard to uneven or incomplete footpaths and parking access in our central business district in particular.
- Tenterfield Shire Council has upgraded paving in our central business area to ensure accessibility of people with a disability.
- Feedback and concerns raised by the community in regard to the needs for people living with disability in our Shire has been fed back to numerous Council departments for planning considerations. For example parking planning, toilet upgrades and accessibility enhancement planning.
- This has been incorporated into current and future planning by reporting back to the various departments within Council for action.

Describe your challenges and successes in delivering on your parts of the DIAP

- Challenges - Some of our small businesses have toilet facilities down a number of stairs and a lot of entrances into the shops are a big step up. Heritage considerations also apply to many.
- Due to the CBD listed as a heritage precinct business access can only be approved when building owners apply for an upgrade of their facility through the development application process. We actively encourage building owners to upgrade their entrances to their business when it is appropriate.
- Successes – there have been a number of upgrades of infrastructure within our Shire – including upgrades to our paving in the main street on both sides and to public facilities.

Additional information and comments about the information provided

- We have an ageing population in our Shire and we are in a rural regional area. This at times comes with its own challenges in regard to access to services and transport.

The Hills Shire Council

Developing positive community attitudes and behaviours

- Positive portrayals of people with a disability, and information about inclusive services, are provided as new opportunities arise. A recent story published is the repurposing of the hoist from Waves pool by Warrah's Waratah Cottage.
- Disability Inclusion Awareness training has been included in the 2020-2021 calendar.
- Community engagement practices include opportunities for engagement with groups representing people with a disability.

Creating liveable communities

- Council reviews our building by way of physical inspection (either planned or reactive) or Council may be notified of an access to premises issue by other department staff or the community. If an access issue is discovered at a location or facility, then an improvement plan is put in place, with a time frame depending on the level of severity and impact to people with disabilities.
- Council continues to work with Transport for NSW regarding accessible public transport.
- Program to ensure compliance with standards for accessible public transport is ongoing.
- Funding is provided annually in Council's Works Program in relation to ensuring compliance with relevant standards for accessible public transport.
- Recreation Strategy adopted by Council in late 2019, recognises the importance of providing accessible facilities wherever practical. Accessible facilities are also accounted for in all projects. Most recent

example includes the access ramp to the operation platform at the Castle Hill remote control car club facility.

- For each financial year, the building asset management team present and prepare a list of capital works projects to be programmed for delivery during the year. The list of capital works projects will cover a range of community buildings and amenities. Any building that is listed for capital works will be reviewed to see if there are any access to premises issues that can be improved, and therefore included into the scope of work. Sometimes, the whole capital works project will be to solely accommodate an access upgrade to a community or amenities building.
- Due to the COVID-19 pandemic all libraries within the Hills remained closed during April and May 2020. Castle Hill and Vinegar Hill Memorial Library re-opened for loans and returns on 1 June 2020. Public health guidelines prevented the Library holding any in house events during this quarter however a home delivery service for seniors over the age of 65yrs serviced 290 customers during the closure period enabling them to continue to engage with Library services during this time.
- Council considers access and inclusion essential in all Council lead events and provides accessibility parking, seating, toilets, and wheelchair access and an under covered easy to access area for guests at specific events.
- As part of community event applications Council asks all event organisers to detail how their events are accessible and strategies they will implement. Council can provide people with the accessible events guide when needed.

Supporting access to meaningful employment

- Council's recruitment process continues to uphold EEO principles.
- Through Council's partnership with the Sydney Hills Business Chamber, we launched an inaugural Charity Expo. This event provided our business community an

opportunity to meet and learn more about disability employment service providers and other not-for-profit community organisations. A key outcome achieved at this event was demonstrating the value to our local business community in matching the abilities and skills of people living with disability, with job vacancies. This event attracted over 80 businesses.

- Through Council's business visits program, business owners are kept abreast of opportunities and requirements for people with a disability in the workplace.

Improving access to mainstream services through better systems and processes

- Council's communication and media activities are inclusive of people with a disability.
- Engagement opportunities are inclusive of people with a disability. Throughout COVID-19 a further opportunity to participate was provided through the launch of Council's new 'Have your Say' e-newsletter.
- Community Information Directory company (Datadiction) recently updated 800 records of community services, schools and businesses, and disability services which is available on our website. A record update request is sent out annually to services in the Hills local government area. Council is currently investigating if this current system is viable or not.
- EMPLAN has been recently reviewed and adopted. Document includes updated listings of vulnerable facilities.

Tweed Shire Council

Developing positive community attitudes and behaviours

Maintaining our skills and knowledge in Council

- Council's Community and Cultural Services team in partnership with Human Resources delivered a social enterprise model for the Brett St C.A.F.É. launched in February 2020.

- Community Development team in partnership with Human Resources conducting research of training needs within TSC organisation, research of possible providers, research of easy English requirements, and research of qualifications requirements.
- Council's Building and Environmental Health staff supported to gain qualifications - CPP50711 Diploma of Access Consulting Course for Building Surveyors.

Partnerships to promote access for inclusion

- Council's Community Development team has supported connections and collaboration with the following partners:
 - Tweed Holiday Parks and The Tweed Tourism Co. on access improvements and accessible tourism opportunities.
 - Murwillumbah Show 2019 with Social Futures and Equal Access Advisory Committee.
- Council's Planning and Regulation team in preparing submissions and advice on access issues and requirements for major development and infrastructure including the proposed Kingscliff Hospital.
- Local community organisations in providing technical advice on accessible building standards.
- Local community groups and associations in providing support and advice on foreshore access improvements and through Owner's Consent for community tenanted facilities.

Highlights

- A collaborative partnership with Council's Equal Access Advisory Committee, Social Futures and organisers of the Murwillumbah Show 2019 saw improved accessibility features introduced and (check main report) promoted to the public at the event held in November 2019.

This included an information table staffed by Council staff, Equal Access Advisory Committee members and Social Futures

staff to engage and educate the public on access and inclusion issues, new laminated signage and mapping highlighting accessible features, and training staff to assist and advise patrons with access inquiries.

Liveable and accessible communities

Adopt a Universal Design approach across Council.

- Council adopted the Open Space Strategy 2019/2020 and Implementation Plan in August 2019, which incorporates a universal design approach for outdoor spaces.
- Council adopted the Tweed Community Facilities Plan 2019/2020 in March 2020.
- Upgrades of Lions Park Kingscliff, Fingal Foreshore Park and Knox Park, Murwillumbah were completed, which included accessible pathways, viewing areas and picnic furniture.
- NSW Government 'Everyone Can Play' program which aims to improve access and inclusion in children's playgrounds is being delivered through the concept design of Goorimahbah Inclusive Playspace underway. This project also delivers inclusive community consultation and engagement of people with lived experience.
- Preliminary planning is underway to redevelop of Pottsville Environment Centre.

Parking

- Upgrades to Designated Accessible Parking Bays have been delivered in Kingscliff foreshore, Murwillumbah and Pottsville.

Public transport

- Council's Roads & Stormwater team has led community survey and consultation with people with lived experience to inform and complete access upgrade works to six new shelters at bus stops and 18 upgrades at existing shelters, as part of the Country Passenger Transport Grants Scheme.
- Council staff participate in bimonthly Tweed Public and Active Transport Working Group.

Wayfinding

- The Goorimahbah Inclusive Playspace Concept design currently underway will incorporate wayfinding design, which will inform a Shire-wide plan.

Information

- Hearing augmentation is included in quarterly Auslan tours at the Museum and the Gallery.
- Captioning is applied to all newly-commissioned video material at Tweed Regional Museum.
- Launch of "Untold Stories: Living with ability – Online Exhibition" by the Tweed Regional Museum in May 2020.
- Council is incorporating closed caption on videos, expanding catalogue of video blogs.

Highlights

- Council completed the redevelopment works to the Tweed Heads Civic and Cultural Centre and officially opened the site to the public in March 2020.

The upgraded facility includes an outdoor plaza with a direct pathway for easier access to the library and auditorium and Council's Tweed Heads Administration Office.

It also provides contemporary landscaping, an improved drop-off area, accessible parking, better lighting and a more accessible after-hours library book return facility.

The project is jointly funded by the Australian Government's Building Better Regions Fund and Tweed Shire Council.

Supporting access to meaningful employment

Tweed Shire Council as an employer

- Upgrade works completed of Tweed Heads and Cultural Plaza completed providing improved access to the library and Tweed Heads Administration Office.
- Construction commenced to upgrade the Murwillumbah Civic Centre Auditorium, including the refurbishment of the foyer and provision of accessible toilets.

- Council’s Human Resources and Community Development teams developed a work experience program with necessary workplace adjustments made.
- A social enterprise model has been developed in partnership with Council’s Human Resources Unit, as part of Brett St C.A.F.É.
- Recruitment and induction training protocols have been updated to incorporate information on an unconscious bias and raise awareness about inclusion.

Highlights

- Brett Street C.A.F.É. (Community Access For Everyone) is a social enterprise initiative and accessible café which opened to the public in February 2020 at Tweed Civic and Cultural Centre.

The social enterprise framework funds programs to help disadvantaged people in the Tweed to enter the workforce and thrive.

Brett St C.A.F.É also supports the community providing nutritious, subsidised and affordable takeaway meals during COVID-19 crisis.

Improving access to mainstream services through better systems and processes

Council as a provider of information

- Council’s Communications and Customer Experience Unit has delivered initiatives to improve customer experience including reforms to social media platforms, the launch of a web-chat online tool, improved after-hours service, and supported training of two web developers in web accessibility and user experiences.
- A project to focus on plain language has commenced and will see the introduction of a revised Communication Style Guide, review of the current in-house business writing skills training and consideration of plain language champions across the organisation.
- As part of the website improvement project a set of Digital and Web Standards, with

accessibility as its guiding principle, will be completed. This will set new standards for how Council writes content for the web and other digital standards to ensure quality customer experiences.

Council as a source of information

- Council’s Website Customer Experience Improvement Project is underway and will deliver significant improvements to accessibility of information and ways people can get access to Council information. This involves the redesign of Council’s main website and three facility sites (Gallery, Museum and TRAC) to improve access to online information, achieve a Gold Star Plain language certification benchmark and be compliant with the Web Content Accessibility Guidelines (WCAG). It also includes an independent accessibility audit and customer user testing.
- Council has shifted delivery of some community services, activities and resources to online platforms and other different formats to cater for a variety of needs.

Highlights

- “Untold Stories: Living with ability – Online Exhibition” is a Tweed Regional Museum project exploring some extra-ordinary stories of living with disability, told through audio, video and text recordings.

The online exhibition was launched in May 2020 during COVID-19 lockdown period which saw the closure of community facilities.

Along with the “History at Home” initiative, this online exhibition gives community access to information and resources on the rich and diverse history and heritage of the Tweed.

Upper Hunter Shire Council

Developing positive attitudes and behaviours

What the issue is about

- The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life.

Consultation to date has identified that attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact.

Developing positive attitudes involves increasing awareness and changing negative perceptions over time. This is a long term goal that may need to be dealt with in stages.

What the community told us

- We need to raise the awareness of our staff so they can be more empathic and provide more appropriate services for people with disabilities
- We need to raise awareness in the general community about people with disabilities
- Our media-social and hardcopy needs to support raising awareness and presenting positive role models who have a disability
- We need to highlight the achievements of people with disabilities
- We need to provide information for people with disabilities about facilities and activities in our Shire in a range of accessible forms
- We need to consult or have access to specialist staff
- We need to support the work of other disability services in the Shire.

Our actions

- 36 staff attended Disability Access & Inclusion workshop at Council to raise awareness and enhance skills, in partnership with Ability Links.
- Council's Sports Participation officer attended Autism Awareness training

through the Special Olympics Committee and Inclusion in Sport training with Sport NSW.

- Staff attended Understanding Dementia and Preventing Dementia through University of Tasmania and Seniors Mental Health Webinar.
- Community Services Officers participate in the Upper Hunter Community Services Interagency and the Mental Health Network to enhance knowledge of service availability in the sector.
- Children's services staff attended training with Where's there's a Will - Strength Stars Curriculum to support positive education and well-being in the community.
- A Council representative is a member of Transcare Board of Directors to support governance of this local NDIS provider.
- Worked collaboratively with Ability Links to provide resources to the Library, Youth Centres and Children's Services to raise awareness of and support people living with a disability.
- Council has included inclusiveness as a project aim in the Cultural Activity Grants.
- Council hosted a range of inclusive well-being activities across the Shire e.g. Ukulele Learning Circle, craft workshops, Computer classes, seniors festival and yoga.
- First Aid with St John's Ambulance plus a session with Sarah Green from RAMHPs for community members.
- Partnership with Rebecca Mcalister from Uniting to produce the Sporty Kids in Profile (SKIP) which was sent to our local clubs for them to give to their coaches an easy way for parents to provide info on their child's needs.
- Access and Inclusion Committee has been developed to focus on community concerns, achievements and support awareness raising projects.
- Family Fun Day / Colour Run in Scone included a service expo for families and young people who are vulnerable or have additional needs.

- Digital and hard copy media promote positive media information about people with disabilities is ongoing.
- No requests to date have been made in relation to producing documents in an alternate format (large print, easy read documents etc)
- Disability services brochure reviewed for Murrurundi area.
- Council subscribed to SportNSW and is therefore able to access resources from their Disability Sport Inclusion Department
- Hunter Community Services Interagency and the Mental Network distribute relevant information.
- Regular updates to the Community directory on the Council website
- Access and Inclusion Committee has been developed to focus on community concerns, achievements and support awareness raising partnerships.
- Australia Day special award to acknowledge achievements nomination and acknowledgement of a local of people living with a disability.
- Special Guest Invitation to a young person living with a disability to present at the International Women's Day event.
- Recognition of achievements of people with a disability through community awards and the Rural Women Hidden Treasures roll.
- Australia Day Ambassador for UHS Council was a Paralympian who spoke at the Australia Day Ceremony and joined in activities at the Pool Party
- Support the Neighbourhood Centre to source funding to install an all ability inclusive playground at the sports complex in Scone
- Worked collaboratively with Ability Links to provide resources to the Library, Children's Services and Youth Centres to raise awareness of and support people living with a disability.
- Council's Sports Participation Officer supported access for people with disabilities to a range of opportunities.
- Community Services Officers participate in the Upper Hunter Community Services Interagency and the Mental Network to share information within the sector.
- Council staff supported the Transition to School Seminar, with Children's Services highlighting local service providers who can assist parents who are concerned about possible developmental delays of their children.
- A key role of the Access and Inclusion Committee is to support Council consultation processes.

Creating liveable communities

What the issue is about

- Creating liveable communities will focus attention and resources on the elements of community life that most people desire. Creating liveable communities for people with disability is more than modifying the physical environment, it covers areas such as accessible housing, access to transport, community recreation, social engagement and universal design.

What the community told us

We need to:

- Improve our pathways of travel and the paths themselves.
- Work on transport options for people with a disability getting around our Shire.
- Look at how we can improve access into shops and services in our towns.
- Increase the number of accessible toilets and adult change tables in key areas of the central business districts.
- Improve access to our buildings.
- Provide more parking for people with a disability.
- Consult more with people with a disability and experts working in the disability design field.
- Improve access to our pools and other community recreation areas and facilities.

Our actions

- A key role of the Access and Inclusion Committee is to support Council consultation processes.
- Presentation from a representative of the Town Revitalisation Committee at the Access and Inclusion Committee to discuss plans and consultation opportunities.
- A planning discussion was facilitated in the Upper Hunter Community Services Interagency to consider gaps in service delivery.
- Purchase of new bus with improved access.
- Town Revitalisation Committee are active in each district. Planning to consult with Committee regarding access issues.
- Ongoing through revitalisation planning.
- Meeting convened with Chambers/Progress Associations in each town to highlight issue (representatives with a disability to be included)
- Applied requirement to ensure footpath entry into businesses where footpath improvements and CBD upgrades have been planned.
- Reviewed Council halls and community centres in regard to standards is continuing to be enforced.
- Council infrastructure projects include consideration and provision for accessibility and inclusion issues.
- Pram ramp upgrades have been completed in various locations in the Shire.
- Footpath extension completed in Graeme St, Mackenzie St and Segenhoe St Aberdeen.
- Upgrade to the curb, gutter and footpath access to Hill St Scone, adjacent to Scone Public School.
- New library purchased to develop accessible library in Scone.
- Disabled access toilets for Old Court Theatre - complete
- Scone Gymnastics Centre – disabled access facilities Upgrade complete.
- Disabled access toilet designed for Murrurundi Gold Club – awaiting funding
- Disabled access toilet upgrade at Wilson Memorial Oval, Murrurundi – to be completed 2021
- Investigated funding opportunities for further improvement to facilities across the Shire.
- A key role of the Access and Inclusion Committee is to support Council consultation processes.
- Representatives from disability sector attend Councils S355 Community Services Committee.
- Inclusion & Access Committee formed but COVID-19 has delayed some discussions with significant staff.
- Bus upgraded with improved accessibility for Hostel and community.
- Manager (Manager Business Enterprise and Tourism) position filled. Work to be undertaken including improve disability access into business.
- Hall inspections undertaken and priority works developed.
- Scone Library replacement site purchased and accessible planning being undertaken – survey of residents to seek information on priorities completed.
- Murrurundi Library upgraded with Accessible features.
- Planning for major Council infrastructure projects has included consideration and provision for accessibility and inclusion issues at: Scone Saleyards, White Park Centre, Proposed Horse Display Centre, Scone Airport.
- Accessible Upgrades undertaken at Merriwa and Murrurundi Libraries.
- Planning progressing for new Scone Library.
- Review of Council pools in consultation with the Disability Advisory Committee – to be reviewed by the Access and Inclusion Committee when able to meet.

- Disabled access toilets installed for Old Court Theatre.
- Disabled access toilet installed for Murrurundi Library.
- Disabled access toilet installed for Murrurundi Gold Club.
- Disabled access toilet upgrade at Wilson Memorial Oval, Murrurundi – awaiting funding (SCCF).
- Disabled access toilet upgrade to Merriwa Skate Park.
- Disabled access toilet upgrade to Jefferson Park, Aberdeen – awaiting funding (SCCF).
- Disabled access toilet upgrade to Merriwa Oval – awaiting funding (SCCF).
- Disabled access toilet for Merriwa Showground – awaiting funding (SCCF).
- Scone Gymnastics Centre – disabled access including toilets completed.
- Shire Accessible toilets placed on National Toilet list by Ability Links.
- Inclusion and Access Committee formed and commenced meeting until COVID-19 Pandemic limitations impacted
- Representatives from disability sector attend Councils S355 Community Services Committee

Supporting access to meaningful employment

What the issue is about

- While there are many aspects to consider in executing a diversity and inclusion employment agenda, most benefit will come from taking an ‘inclusion by design’ approach. That is, employers and managers will maximise their ability to employ and retain a diverse workforce if they build inclusion into work design, workforce strategy and system-level decision making (as opposed to simply making reasonable adjustments to accommodate persons with disability on a case-by-case basis).

What the community told us

We should:

- Employ more people with disabilities where possible and adapt the environment and work conditions to the individuals special needs
- Ensure our employment systems enable people with disabilities to apply and be considered for positions
- Provide opportunities for people with disabilities to increase their employment skills
- Set an example to other businesses in our Shire and promote the employment of people with disabilities
- Provide training for our current staff to raise its awareness of dealing with people with disabilities.

Our actions

- Review of human resources policies and procedure around diversity and inclusion workforce planning is ongoing.
- 36 staff attended Disability Access & Inclusion workshop at Council to raise awareness and enhance skills, in partnership with Ability Links.

Improving access to services through better systems and processes

What the issue is about

- A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community.

Some of these difficulties stem from the quality of service and training of front line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback.

There is often confusion about what services are provided across the three levels of government, and there is frequent repetition of information to be provided to public authorities and services.

What the community told us

We need to:

- Improve our documentation, digital media and communication methods so information can be accessed by more people with disabilities
- Improve opportunities for inclusion of people with disabilities in community activities such as sports, workshops, and community events
- Continue to communicate face to face with the community (as the DPOP consultations have been appreciated) and build further links with disability organisations
- Ensure that people with disabilities are represented on Council committees.

Our actions

- Inclusion & Access Committee working party met to determine interest in reviewing options for having key documents in a choice of accessible formats e.g. large print, braille, spoken word, plain English language (will be functioning in year 3).
- Funding application submitted to Sport Australia Grant – Tai Chi for Ageing Community (not successful).
- Grant application to upgrade accessibility in Murrurundi Library successful and project completed
- Grant application to upgrade accessibility in Merriwa Library Stage 2 was successful and project completed
- Council received funding to subsidise registrations to sporting groups for people with a disability
- Council's sports participation Officer has supported access for people with disabilities to Gymnastics and futsal.
- A large number of applications submitted for funding accessible toilets.
- Inclusion & Access Committee working party met to determine interest in relation to establishing and seeking nominations for a Disability Advisory Committee of council (will be functioning in year 3).

- When seeking nominations to all Council S355 Committees, advertising promotes opportunities for people with disabilities to join or participate is ongoing.
- Inclusion and Access Committee formed and met but COVID-19 has limited meetings and project development.

How have you determined that you're meeting the needs of people with disability?

- Council has received limited feedback from members of the community with a disability.
- Council will need to identify strategies to more effectively reach members of the community with a disability.

Describe your challenges and successes in delivering on your parts of the DIAP

- Council has limited resources and funding to provide meaningful projects / initiatives.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Council will need to effectively engage with the community as part of the review of the DIAP to ensure meaningful projects / initiatives are adopted.

Uralla Shire Council

Input into the Glen Innes Severn Council Annual Report

Developing positive attitudes and behaviours

- Uralla Shire Council considers disability inclusion in all aspects of business.

Creating liveable communities

- Planning was completed for an accessible change room for the Uralla swimming pool incorporating toilet, shower and basin in accordance with AS 1428.1. Tenders will be called for construction in the 2020-21 financial year.
- The most often quoted difficulty was access to shops in the main street. Access is now available to some shops in Bridge Street via

access installed in the kerb near the local pharmacy. The pharmacy itself can then be accessed through the rear door. Some shops have notices to call and are happy to deliver services e.g. coffee and food to the footpath where the building isn't accessible.

- There were also opportunities for improvements at Alma Park and the swimming pool.
- For Alma Park it was suggested:
 - Shade over the picnic tables. Some shade is available, the rotunda was renovated. Covered picnic tables at Hampden Park.
 - Access across the kerb, to the Liberty Swing, and to the public toilets. Completed.
 - Fencing for the playground. Only around the Liberty swing
 - Upgraded playground equipment. Yes including nest swings for children of all ages to improve foundational development of agility, balance and coordination.
 - Outdoor Gym equipment-either at Alma Park or elsewhere. Installed at Hampden Park during a general upgrade of facilities.
- For the swimming pool:
 - Access into the pool for people with a disability. Is currently only suitable for people who can walk but a lifter is being sourced.
 - Heated pool. Solar heated.
 - Improvements to change rooms, including access. Plans are developed and tenders will be called in 2020-21.
- There is a high priority for a disability park at the Hill Street Medical Clinic with access to cross the kerb. Council's role is to advocate. The responsibility sits with the business owner.
- Transport was also seen as a high priority and changes to aged care and the introduction of the NDIS has seen a reduction in transport availability. Council has two accessible vehicles and the rail bus is accessible if identified at time of booking.
- Uralla Shire Council considers disability inclusion in all aspects of business.

Supporting access to meaningful employment

- No specific initiatives were undertaken by USC in relation meaningful employment for people with disability.

Improving access to mainstream services through better systems and processes

- Council meetings were broadcast live during this year.

How have you determined that you're meeting the needs of people with disability?

- Most feedback from people with a disability has come through the Library and Tablelands Community Support and Transport. All very accessible to community members and visitors. The feedback has largely been positive around the caring and accommodating nature of the services and facilities.

Describe your challenges and successes in delivering on your parts of the DIAP

- Group activities were limited by COVID restrictions and social distancing but it is positive that the feedback in this area has remained positive.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Planning is not yet complete for the new Operational Plan or the new Delivery Program.
- The swimming pool accessible change room is one proposed future development for 2020-21.

Additional information and comments about the information provided

- A Mobility Map was developed as part of a Main Street Project. Businesses were also surveyed, issues identified and ideas collected for improvement.

Wagga Wagga City Council

Highlights

Wheelchair accessible lift

Our latest refurbishment at the Civic Theatre means that the whole theatre is now accessible for all community members whether they are on stage or in the audience. Recently a member of the Riverina Comedy Club provided us some great feedback on our facility improvements.

Playground upgrades

Our recent park upgrades saw the upgrade of seven (7) local playgrounds include replacing old equipment, installing connection pathways and installing rubber softfall within the playgrounds to make them more accessible.

Levee Bank Project

As a part of the Levee Bank Project Council installed five (5) accessible ramps leading up to the walkway along the levee at multiple locations including near the Visitors Information Centre, Narrung Street, between Wiradjuri and Hampden Bridge, Hammond Avenue and Mason Street.

“Oliver has been a part of our comedy club for four years and recently used the Civic Theatre’s wheelchair lift. It was easy to use and made every feel safe and comfortable. Oliver really enjoyed his time at the Civic Theatre and said it is one of the best venues”
Dane Simpson, Riverina Comedy Club.

2019/2020 progress

- A permanent accessible lift is fitted to the access area and accessible backstage toilet.
- Promote the recharge scheme with local businesses and shopping centres to increase access for people with mobility devices through promoting locations to recharge their devices. This is complete.
- A suite of inclusive programs are offered across the City of Wagga Wagga’s cultural facilities that include targeted programs, shows and exhibitions for people with disabilities. This is complete.

- Promote programming in cultural facilities to services working with people with disabilities and included in council news. This is complete.
- Include images that represent the diversity of our community in future plans and publications e.g. people with disabilities and culturally, socially diverse groups – in progress
- Promote days and weeks that celebrate ability and diversity such as Mental Health Month, International Day of people with a disability to our community. This is complete.
- Work with local agencies and organisations that provide awards e.g. Wagga Wagga Seniors festival community service awards, service clubs, business chamber to advocate for an accessibility award to recognise businesses increasing access through redesign, policies and process to increase access for people with disabilities. This is complete.
- Raise awareness with local services and businesses about how they can become more inclusive in the layout of their design (e.g. shops) and how they can attract the business of people with a disability.
- Review options to increase accessibility to Lake Albert for recreational fishing etc.
- Increase number of accessible parking spaces to reflect proportion of permit holders in the community.
- Supply and install of one fixed accessible adult change facility is located in the CBD. This is complete.
- Supply and install accessible toilet in the Bolton Park precinct to service the all abilities playground. This is complete.
- Promote subsidised schemes and community transport. This is complete.
- Improve bus shelters to be accessible (rolling scheme upgrades). This is complete.
- Promote what council has achieved in accessibility in the community through council news and online. This is complete.

- Publicise the availability of accessible facilities through online mapping e.g. accessible parking spaces and toilets and hearing loops. This is complete.
- Upgrades to existing parks and playgrounds are undertaken in line with existing works schedule to increase accessibility where possible. This is complete.
- Support funding for community groups and services to improve accessibility and apply principles of universal design in buildings and service delivery. This is complete.
- Develop a maintenance schedule to ensure all access devices are well signed and maintained to appropriate standards or updated when required. This is complete.
- Provide training to all employees on bullying and harassment. This is complete.
- Provide mental health first aid training to identified employees. This is complete.
- Review recruiting and volunteering policies and procedures to include equitable provisions for improved access by people with a disability. This is complete.
- Undertake annual employee opinion survey of employees to gauge workplace diversity and employees attitudes to inclusion and accessibility. This is complete.
- Maintain support to employees through the training of Employee Support Officers (ESO) and through the provision of the Employee Assistance Program (EAP). This is complete.
- Provide Equal Employment Opportunity training to all employees as part of corporate training package. This is complete.
- Develop the Council website to level AAA on all consultation forums. This is complete.
- Conduct annual consultation both internally and externally to monitor Councils progress in delivering commitments outlined in the Disability Inclusion Action Plan and inform the community of these. This is complete.
- Amend Events guide to include an accessibility checklist for anyone organising an event include recommendation for accessibility resources and support

services Auslan Interpreters. This is complete.

- Promote the companion card to reduce cost for carers required to accompany a person with a disability. This is complete.

Walcha Council

Developing positive community attitudes and behaviours

- Key Council staff have undertaken Mental Health First Aid courses.
- Our Community has suffered through drought and bushfires. Several community events were held to increase social inclusion and provide people with information and key contacts for accessing mental health support.

Creating liveable communities

- The disabled toilets have been upgraded in one additional local park
- The access into shops has been improved by removing steps and creating ramp access.
- The installation of an automatic door into the local library. This has enable mobility challenged people better access to this service.
- Work is continuing on upgrading the footpaths throughout the community.

Supporting access to meaningful employment

- Council continues to employ a person with a disability who was on a temporary placement, in a permanent part-time position. He has changed his work role and is a valuable and reliable employee.

Improving access to mainstream services through better systems and processes

- No signification changes have been made to our website. This is planned for early 2021.
- Community Care brochures are available in large print and easy to read formats
- Audio and large print books are available at the local library

- During COVID shut downs, borrowings were home delivered to allow people to continue to access materials.

How have you determined that you're meeting the needs of people with disability?

- Several items identified in our DIAP have been completed
- Customer requests regarding access are actioned as soon as is possible. The installation of the new door at the library is one example.

Describe your challenges and successes in delivering on your parts of the DIAP

- It is time to reengage and connect with people with disabilities and their carers to update and review our DIAP. In preparing our initial DIAP our response rate was quite disappointing. We have implemented some of the key items raised in the original DIAP, and we need to reach out to the community to seek further input and direction.
- Taking DIAP items to our Community Care advisory group for their input and suggestions is also challenging as there are no people with disabilities (or their carer's) on our committee at this stage.
- COVID has created many challenges for all people in the community. Essential services where continued and modified to ensure vulnerable (disabled and aged) continued to receive assistance.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- The replacement of footpaths and improvement to shop access will continue in the future
- The Community Care Advisory Committee membership will be reviewed and an advertisement placed encouraging people with a disability to apply. This was planned for early 2020, however COVID halted our plans. It is now planned for 2021.
- There are future plans in 2021 to redesign the council website and to include more accessibility features.

Walgett Shire Council

Developing positive community attitudes and behaviours

- Our community development team have staged numerous community engagement events across the Shire with people with disability encouraged to participate.
- Our team also promote opportunities other service provider's offer through our extensive community contacts and email lists/interagency groups.
- We generally participate and play the lead role in annual events (International Day of People with a Disability (IDPD) however this year was postponed due to COVID concerns. We look to showcase abilities of all and acknowledge the important part people with disability play in our community.

Creating liveable communities

- The walk ways, paths and accesses points to the parks within our Shire have undergone extensive improvements. Sitting alongside and complimentary to these improvements are several local residents that are wheelchair bound. They are our source of identification and feedback. Along with these improvements are new playgrounds with DIAP alignment in Ridge, Collie and Walgett accessibility is foremost in Council direction regarding facilities and amenities going forward.

Supporting access to meaningful employment

- Council is proud to inform we have several young people with disabilities within the workforce here at Council. We have one gentlemen working on the outdoor staff and another working within our youth development team.
- Both are community role models and we are making the necessary adjustments and changes to make the workplace an enjoyable experience for both.
- We have been advised by their carers that we are to offer employment for a set of hours that does not hinder their Disability payments and enhanced their role within the community sector when working within our teams.

Improving access to mainstream services through better systems and processes

Focusing of accessibility and information:

- Our Libraries and youth centres now offer equipment for those with disabilities to engage in actions and have the same / equal opportunities to play, recreate and engage in our Shires youth centres and community spaces.
- We are working on systems in relation to “contact council” (as a rate payer) and placing concerns for those with speech/hearing impairments and along with further supporting mechanisms things are looking positive and real for our information dissemination to whole of community.

How have you determined that you're meeting the needs of people with disability?

- As mentioned previously we have a group that advise of our work, our direction and offer us is simply put, “priceless feedback” into areas we are addressing and working towards. We as a Council are under no illusions that things can change overnight and are working towards our action plans with commitment and a positive attitude to improve the lives of people with disabilities in our Shire and community as a whole.

Describe your challenges and successes in delivering on your parts of the DIAP

Council believes we are heading in the right, positive direction with services, accessibility, inclusion, liveability for those with disabilities within our Shire.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- This is a “live area”..... We work to deliver actions and at the same time seek further feedback from our advisory group/people in relation to big picture. We measure what is feasible to do so, and review our actions on implementation and completion of project.

Additional information and comments about the information provided

- We will continue to commit and deliver as per action plans and reviews for our residents, those with disabilities, carers and families to improve the life for all within our Shire.

Warren Shire Council

- Council has delivered the ‘Paths and Cycleways’ project in 2019. This project is developed as a result of the findings of the ‘Warren Health, Sporting and Cultural Precinct Connections Study 2016’ and ‘The Pedestrian Access and Mobility Plan 2015’. The project included the installation of solar lighting and CCTV cameras to improve safety of those using the pathways.
- Via the website, which is compliant with accessibility requirements, the community can utilise an online form to request services.
- The Macquarie Park Revitalisation Project has improved the safety and appearance of Warren Shire’s largest and most frequented park, Macquarie Park. The works included construction of pathways, installation of new playground equipment as well as landscaping trees/gardens and park furniture (accessible BBQs and seating). The upgrades were jointly funded by the NSW Government and Warren Shire Council. This project was completed in 2019.
- Pathways and Cycleways Around Warren - This project has significantly improved pedestrian and cyclist conditions and connections. It has created a more accessible, connected and safe network through Warren to the Warren health, sporting and cultural precinct. This project is developed as a result of the findings of the ‘Warren Health, Sporting and Cultural Precinct Connections Study 2016’ and ‘The Pedestrian Access and Mobility Plan 2015’. The project was funded by the NSW Government. This project was completed in 2019.
- Work is progressing rapidly on the new Council Chambers/Community Centre/

administration areas of Council's main office building. Council commenced planning 15 years ago and this year through restricted funding will complete this \$1.6 million project. The new chambers will allow all members of the public to attend this building as it is fully accessible.

- Council website is accessible.
- Works are underway as part of the Carter Oval Youth Development area include the construction of a splash park, playground, cricket and soccer fields, LED lighting and amenities, BBQs shade structures, tree planting, accessible footpaths and parking. This park will be accessible and 'everyone can play' friendly. It allows all age groups to mix and grow as a community.

Warrumbungle Shire Council

Developing positive attitudes and behaviours

- Council through provision of the 2017-2021 Warrumbungle Shire Council Disability Inclusion Action Plan provides a sound advocacy for an inclusive and welcoming community, and for advocating for access and equity for all residents within our communities. The DIAP is made available on Council's website.
- Warrumbungle Shire Council's Children Services facilitate a Social Inclusion policy and practice, with individualised social inclusion plans for children with specific disabilities and sensory, cognitive, developmental or needs for early intervention.
- Council has established a DIAP staff working group to review the organisations commitment to the DDA (1992).
- Council made a submission into the NSW Parliament Inquiry regarding Health to report on health outcomes and access to health and hospital services in rural, regional and remote New South Wales.

Creating liveable communities

- Council facilitated an examination of signage on Council buildings to ensure they were accessible, clear and easy to read.

- Organisational Development ensured relevant discrimination legislation was articulated in EEO Policy, Staff Induction and Recruitment Training.
- A development application for the Sport Centre considered how to improve accessibility of the parking area, and reconsidered the quality and type of the play equipment to enhance accessibility.
- The Coonabarabran Pool ensured that the electronic lifting harness was maintained so that people in a wheelchair could be effectively lifted in and out of the pool. All new lifeguards were trained in its operation. Toilets, change rooms and wheelchair accessibility into the facility were maintained.
- A Tender and development application for an improved and safer wheelchair access was approved for the main office at Coolah.
- Pedestrian Access Mobility Plans accompany major development applications to integrate local pathways.

Supporting access to meaningful employment

- Council has developed Organisational Development strategic policies and practices that articulate fairness. Potential employees are ensured equal access to employment opportunities with Council vacancies. Organisational Development staff provide support where required, and the organisation will make the necessary physical and ergonomic adjustments in a work environment where required. WSC made significant adjustments to the store environment to accommodate a staff person in a wheelchair to provide them with stores management opportunity.
- The Organisational Development team facilitated an Employee Engagement Survey 2020 to seek feedback from individual staff as to how council can enhance and support them at the workplace, and seek recommendations for improved inclusive practices.

Improving access to mainstream services through better systems and processes

- Council sought an Expression of Interest from individual staff to form a Disability Inclusion Committee in November 2020. Agenda and Terms of Reference were distributed in early December 2020 for the inaugural meeting rescheduled to February 26th 2021. The group will meet twice a year to provide a layer of internal review of our work place practices, WSC Social Plan, and to monitor community feedback to our organisation about disability themed issues. These will be summaries and provided the WSC Executive Leadership team.
- Council has created a tender/DA process to engage a concreting company to improve the access into our office complex at Coolah with the installation of a new Disabled Access Ramp to be built in February 2021.
- Council chambers has the capacity for a hearing loop to be utilised when required.
- WSC Council meetings are audio recorded and uploaded onto Councils' website for ease of access to residents across the local government area; and are live-streamed using Face Book.

How have you determined that you're meeting the needs of people with disability?

- Council facilitates monthly Warrumbungle Interagency meetings. A broad range of community services are represented including agencies with a disability focus. A number of sub-committees/working groups address particular individual and group needs and advocate for the same, such as:
 1. National Disability Insurance Scheme (NDIS).
 2. Little Persons task force – 0-8 years.
 3. Coonabarabran Yarn, Support, Connect Suicide Prevention Network.
 4. Warrumbungle Community Drug Action Team (WCDAT).
- Council has a social media process to communicate to the community and seek

their feedback and recommendations about how best to meet the needs of residents, including people with disability.

- Warrumbungle Community Care is facilitating two focus groups with their diverse customers and volunteers to access the lived experience of disability and how to improve access to the range of services on offer. One focus group is being facilitated in Coolah for service users in Mendooran, Dunedoo and Coolah; whilst a second focus group is facilitated in Coonabarabran for local, Binnaway and Baradine clients.
- Council ratified funding for the facilitation of a consultant for a whole of shire Stakeholder Engagement/Consumer Satisfaction Survey. The tender process under way.
- Council facilitated community consultations twice in each of its six towns with several staff participating. Minutes are uploaded on Council's website and staff action the recommendations.

Describe your challenges and successes in delivering on your parts of the DIAP

- The Warrumbungle Aged and Disability EXPO was cancelled due to the precarious impacts of COVID. Most of our exhibitors cancelled their attendance. We didn't have much choice. Since, then, all regular participants have deepened our understanding of how to monitor our own behaviours with social distancing in delivering such an important community event. The guidance from NSW Health during 2020 has provided us with a keen strategic awareness of event management in a COVID type space to ensure we keep visitors/staff and residents' safe; and the requirements for COVID Safety Plans by Warrumbungle Shire Council, will permit us to convene the event in 2021.
- Council facilitates and support the OZ Tag disability knock out day held each year (not 2020 due to COVID) This is a whole day of league tag that is put on for the inclusion of people with Disabilities - not only Coona but Tamworth/Dubbo and any other disability services that wish to attend. Council support the Breakthru group, but the High

School and Public Schools also participate. Challenge and Northcott organisations who provide services to young people with disabilities from Tamworth and Dubbo also bring buses over for the day. This is a Disability specific day, and other like-minded services participate with information stalls on the day.

- A major challenge in delivering services to people who are wheel chair bound and transport disadvantaged in our local government area, is that our current fleet has only 1-wheel chair accessible bus. Going forward, however, as vehicles reach their 300,000kms turn over, we will enter into lease back arrangement for more versatile vehicles and locate a wheelchair accessible vehicle in each of the six towns across our local government area.
- In response to community feedback, Council provided new accessible parking and signage in Baradine near the shopping centre.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- During 2020 the Western Wellbeing Initiative facilitated Trusted Advocate Training on the Weathering Well App, which is funded by the Federal Government. An outcome planned for 2021 by the Western Wellbeing Initiative, is a plan to create opportunities for Trusted Advocates in each location/town in our local government area.
- Council's Manager of Community Services and the Community Services Connections Officer are planning to facilitate a 'disability' focus group in each town in the Warrumbungle's to gather specific information and identify disability types by location and what gaps in service delivery exist.
- Council will seek expressions of interest from residents following the individual town focus groups to form a DIAP Advisory Committee or Working Party.
- November 2021 the Aged and Disability EXPO will be staged at the Coonabarabran Town Hall or the Showground with COVID

Safety Plans in place. We intend to provide more people with access to the event, extend opening hours from 10.00am to 2.00pm to 10.00am to 7pm, and provide a booked accessible transport service.

Additional information and comments about the information provided

- Unfortunately, we had to cancel the 11 November 2020 Aged and Disability EXPO due to the impacts of COVID. We are clear and confident in our understanding of event management within a pandemic context, that we can now safely deliver this important event in 2021.
- We will ensure greater access to the information provided by the various services on the day by establishing a booking system for Warrumbungle residents, increasing the hours the event will run, and deliver information to out of town residents via the established community hub network.
- Little consultation work has been undertaken with regards to Youth (12-24 years) with disabilities. We will progress communications during 2021.
- The Coonabarabran main street pedestrian crossing for people to use in a wheelchair will need to have a risk assessment.

Waverly Council

Developing positive community attitudes and behaviours

- A number of early intervention and prevention awareness initiatives were held including:
 - Sixty parents attended seminars on communication and speech development for children 0 – 3.
 - A Principal's symposium focusing on prevention strategies to identify and support young people at risk of poor mental health and anxiety.
 - Eastern Suburbs Youth Network and Inner Sydney and Eastern Sydney Aged and Disability Interagency focused on support for people at risk of mental health and anxiety conditions including

people not eligible for the National Disability Insurance Scheme.

- Stage two of the Access Bondi initiative aims to increase access and inclusion at Bondi Beach by partnering with key agencies. A memorandum of understanding was signed with Bondi Surf Bathing Life Saving Club to assist with beach access at Bondi on weekends. Work with Royal Rehab and Spinal Cord Injuries commenced to promote beach access and inclusion.
- A consultation forum was held in partnership with Inner Sydney Voice and surrounding councils to understand the impacts and support required for local aged care and disability services due to the impact of COVID-19.
- The Waverley Community Living Program's personal stories project Our Vision for Inclusion was completed. The launch is placed on hold due to COVID-19 restrictions.
- The positive image library continues to assist Council to better reflect the diversity of the community in its publications.
- An eLearning package is integrated into Council's learning framework to develop staff confidence and skills in relation to workplace modifications and working with people who have a disability. Council's staff induction program includes information on disability awareness and responsibility for DIAP implementation.
- Job specific training attended by approximately 30 staff from across the organisation included: how to develop easy read information, National Disability Insurance Scheme(NDIS) worker orientation modules, supported decision making and risk enablement, dealing with challenging behaviour and professional boundaries to support for people with intellectual disability during the pandemic, beach matting and roll 'n stow usage and how to hold inclusive events and meetings.
- The Business Awards were cancelled due to COVID-19. A new package is in development to include a stronger focus on awarding businesses for inclusive practices.

Creating liveable communities

- Waverley Community and Seniors Centre implemented actions within the Wellness and Enablement plan and commenced a review of the Centre's policies and procedures.
- The Waverley Community Living Program successfully completed a quality and safeguarding assessment and audit required to retain National Disability Insurance Scheme (NDIS) registration to 2022. The programs, policies and procedures were updated to better reflect current practice under the NDIS.
- Waverley Early Education Centre successfully completed a quality assessment.
- Waverley Family Day Care initiated a new Intergenerational Playgroup in partnership with Uniting Edina Nursing Home. The monthly playgroup was a great success fostering understanding and building respect between generations. It is hoped the program can be expanded next year with more children and other Uniting facilities.
- Council's Community Services continued to operate throughout the COVID-19 pandemic. Significant work was required by each service area to modify their business models and operations, including remote operations and face to face service provision.
- Council endorsed a new Community Grants Policy to support the delivery of essential community services, cultural activities, and small projects.
- Council continued to support the Sculpture by the Sea -Tactile Tours and funded Bondi Surf Bathing Life Saving Club to provide lifesaving experience for children with autism and learn to swim programs at Little Heroes Swim Academy for children with disability.
- A targeted grant that aims to support participation and inclusion of people with disability in mainstream initiatives is in development

- Support was provided for the regional Commonwealth Home Support Program (CHSP) conference You Ain't Seen Nothing Yet Futures Australia Conference held in February 2020 with more than 200 people in attendance.
- Information promoting local services, NDIS, My Aged Care and Carers Gateway were promoted through networks, online and at the Seniors Centre.
- An access map for Bondi Beach was developed.
- An online mapping system is available showing the location of mobility parking and accessible toilet facilities.
- Council's Events Policy was reviewed and endorsed. An access and inclusion checklist and guide will be included in Council's Events Management Guidelines which are currently in development.
- An internal events policy was developed which integrate disability awareness and best practice strategies when holding internal events
- Council continued to provide a broad range of recreation, social and cultural programs at Bondi Pavilion, Margaret Whitlam Recreation Centre and Waverley Community and Seniors Centre. Waverley Community Seniors Centre provided gentle exercise classes and social activities for people aged 55 years and over. Margaret Whitlam Recreation Centre provided low cost fitness classes for people aged 50 years and over.
- Waverley Library provided three Movie Club film screenings with closed captions, and fortnightly deliveries to home library members. There are also large print and audio collections for people who are visually impaired.
- Arts programs included a pottery program for people with an intellectual disability. Eight workshops were held as part of the Sydney Children's Hospital Art Ex Program and the Art of Ageing Exhibition at the Waverley Library.
- A make music day held was inclusive of all ages. The Seniors Concerts and Sunshine Singers continued to be well supported and since going online both music groups have attracted large numbers of participants...
- Due to COVID-19 many face to face programs were suspended from March 2020. The Home Library Service continued and some classes transitioned to online sessions.
- Waverley Community and Seniors Centre organised seven weekly gentle exercise classes and provided on call support for people who needed such support.
- Council continues to provide a social housing program for people aged over 55 years and nine places for people with an intellectual disability.
- Plans to redevelop a social housing property at Edmund Street is in progress and this project will include one fully accessible unit.
- Waverley Local Housing Strategy was adopted in June 2020. Key priorities include improving liveability, sustainability and accessibility through high-quality residential design and increasing the amount of affordable rental and social housing.
- Waverley's Local Strategic Planning Statement (LSPS) was endorsed in March. The LSPS notes the increasing demand for a diversity of housing options and need for the planning system to intervene to ensure the delivery of diverse and suitable housing such as adaptable and accessible housing, seniors housing and larger dwellings for downsizers and families with children.
- Waverley, in partnership with Woollahra and Randwick Councils co-ordinated the first eastern beaches street count in February 20, identifying 28 people sleeping rough across the eastern suburbs.
- Council is preparing an Open Space and Recreation Strategy (OSRS) to ensure these spaces and facilities meet community needs and expectations, including accessibility improvements.
- An Inclusive Play Study was initiated to inform the design of play spaces and playgrounds to be inclusive for everyone. The project has included targeted consultation with younger and older people

with a range of disability and service networks.

- Marks Park was upgraded and provides a continuous accessible path to the playground, amenities block, seats and an accessible lookout providing access to coastal views. The upgrade will enable people with physical disability to participate in events held in the park such as Sculptures by the Sea.
- Bondi Pavilion upgrade is in progress. Access improvements include accessible toilet and change amenities and a recharge point for mobility scooters.
- The Boot Factory redevelopment in conjunction with updating facilities at the Mill Hill Centre was approved. Upgrades will include a new lift to access upper levels and accessible toilet upgrades. A commitment to improve the accessibility of the courtyard, community bus parking and pick up and drop off parking to support people attending the Senior's Centre are also planned.
- The Street Design Manual was updated to include universal design principles which will support improved accessibility to streetscape upgrades.
- Streetscape improvements to Spring Street Bondi Junction are in progress.
- The new access ramp at Bondi Beach was completed, providing access to the beach and children's pool for wheelchair users.
- Plans are in progress to improve access to the southern end of the promenade from Bondi Pavilion and to new southern amenities.
- Council launched Access Bondi on 1 February 2020 to celebrate inclusion and promote the infrastructure improvements to make Bondi Beach accessible for everyone. The launch was held in partnership with Bondi Surf Bathing Life Saving Club and supported by Waverley Community Living Program participants, Royal Rehab and Spinal Cord Injury Australia.
- Motorised mobility scooters recharge stations were trialled at the Mill Hill Centre, Waverley Library and Bondi Pavilion.
- Council is partnering with Transport for NSW to implement a number of transport projects such as sharing data between community transport, Transport for NSW and Council to better understand and address the transport need of all people in the area.
- Discussion with stakeholders continue in relation to creating direct access from the train station to Bondi Junction Mall.
- A walking strategy which will include an audit to identify accessible continuous paths of travel has been delayed.
- Twenty pick-up and drop-off (PUDO) spaces were installed across the local government area. Ten bays were installed as a trial to provide safe access for ride share vehicles, taxis and the general public to pick-up and drop-off passengers safely in high traffic areas. The trial spaces are not yet accessible but there is a commitment to make spaces accessible if the project is continued.
- Accessible parking spaces were increased across the local government area to support access to facilities and to meet verifiable individual requests.
- One hundred and ninety-one infringements were issued for misuse of mobility parking spaces (MPS) including for using lost, stolen or expired permits and using while not transporting the MPS holder. Five hundred and one infringements were issued for parking in a mobility space without a valid permit.
- A wayfinding initiative is planned for 2021.

Supporting access to meaningful employment

- Waverley Community Living Program (WCLP) continued to deliver skills development program which includes independent living skills, cooking classes, tenancy management, finance management, cyber safety and infection control.
- Living the Dream is a group of people living with intellectual disability that meets regularly to work on projects that raise

awareness of inclusion and human rights for people with disability.

- In 2019, participants created a documentary video featuring their personal stories about bullying, inclusion and social stigma. Participants told their stories while learning new skills such as storytelling and scriptwriting.
- Information for employers is in development. The focus has been to promote financial assistance packages since the outbreak of COVID-19.
- Council continues to implement its Diversity and Inclusion Policy and Plan. HR resources were reviewed. Job advertisements encourage people of all abilities to apply and assistance are provided for applicants who request assistance.
- A staff survey held in 2019 included questions to identify the number of staff with disability and any support requirements.
- Staff reporting a disability were low suggesting a need for more work in this area to identify how best to recruit, support and retain staff with disability.
- Council's Procurement Policy was reviewed and includes options to procure from disability enterprises.
- A project with NSW Council for Intellectual Disability to improve mainstream employment for people with disability is planned.
- Review of the Council's volunteer policy is in progress.

Improving access to mainstream services through better systems and processes

- Web content is reviewed and updated regularly and significant documents are made available in alternative formats if requested.
- A read / speak plug-in was trialed. Further work to increase the accessibility of the website is planned.
- Council utilises the National Relay Service and Snap Send Solve application to help

identify and resolve issues within the public domain.

- A wayfinding application to assist people accessing Council facilities buildings was investigated.
- The Access Committee reviewed recruitment and reporting processes. Review progress was delayed due to COVID-19.
- Council endorsed the Waverley's Community Participation Plan. The plan commits to support diverse community representation in consultation processes and tailored consultations in relation to urban planning and development in the area.
- Targeted consultation was undertaken in the development of the Inclusive Play Study.
- Waverley Community Living participants were involved in the development of the program's policies and procedures review.

Weddin Shire Council

Outcomes achieved through the Weddin Shire Council DIAP include:

- New and improved footpaths, including widening, handrails and ramps for ease of access as well as the provision of more accessible car spaces as part of the Grenfell Main Street Renewal project.
- New accessible toilets at Taylor Park (Grenfell's first MLAK keyed accessible toilet), Henry Lawson Oval amenities building and the amenities block at the Grenfell Racecourse.
- Council's communications incorporate language and formats that promote inclusion.

The underlying basis of Council's DIAP is about supporting the fundamental basic right of choice for people with disability in our community. Council's desire is to recognise and ensure people with disability have the same right to choose how to live, work and enjoy community life as we all do.

Wentworth Shire Council;

Ensure public consultation is undertaken

- Council continues to provide all information seeking community input on its website.
- This year Council has also expanded its advertising in the local newspaper to include a full-page advertisement on Saturday's, promoting the range of activities and consultations seeking community feedback.
- Council's Facebook presence also continues to increase, with a growing number of posts providing information on Council activities and a growing number of followers.

Identify and remove barriers to entry

- During 2019/2020 Council purchased 24 Bariatric height adjustable chairs to cater for people with mobility issues. These chairs have been placed across Council's facilities including the libraries, function venues and Council Chambers.

Convenience under the stronger country

- Communities Fund Council has sourced funding to increase disabled access to public conveniences across the Shire. This includes the addition of disabled access toilet cubicles at both James King Park in Gol and Darling Street in Wentworth.

Public buildings and spaces are accessible to all

- Council continues to upgrade its shared ways and footpaths across the municipality. This has included improvements to access at the following locations: Pitman Avenue, Buronga, Darling Street, Wentworth and Devenport Street, Dareton.

Libraries

- Wentworth Shire Libraries continued to increase the stock of large-print, audio and digital products available for borrowers during the 2019/2020 financial year. This included \$7,825 of large-print, \$9,600 of audio and \$7,000 of digital products.
- This was particularly valuable when Council was required to close during the

Coronavirus pandemic, as it allowed the Libraries to continue providing services to their members. During this period staff regularly checked in with members to see how they were, exploring options of how they could continue to deliver library services to them during this time in a COVID-safe manner.

Proactively deliver services which cater for all residents

- Council's Disability Inclusion Plan continues to be available to the public on Council's website.

Communicate effectively to the public

- During the year Council has upgraded its website to be more user friendly.
- Council also continues to increase its social media presence through Facebook, where information is provided in easy English wherever possible.
- The weekly What's On full page advertisement in the Sunraysia Daily each Saturday also helps increase the range of information available about Council's activities in an easy to read format, with pictures to help explain where possible.
- Council has also undertaken an increased media campaign with regular media releases produced throughout the year and an increased presence on the local radio updating residents on what is happening.

Willoughby City Council

Developing positive community attitudes and behaviours

- Training sessions for the Lower North Shore Commonwealth Home Support Program volunteers were provided. Training including:
 - Volunteer Practical Practices - to help support clients with disabilities.
 - Effectively navigating client conversations – for volunteers assisting clients with mental health issues.
 - Volunteer Induction – one-on-one training on inclusion and working with clients with diverse needs.

At Home with Willoughby Volunteer Handbook updated with a greater focus on inclusion.

- The National Relay Service is a standing agenda item on the Customer Service team meetings. This ensures knowledge/training on of the use of this service is kept up to date and offered by Customer Service Staff when required.

Customer Service currently liaising with other Councils and National Relay Services on customer service inclusive practices and assistive technology as there is minimal requests for the National Relay service.

- NSW Inclusion Agency provided training to all Youth and Children Services staff on inclusion practices.

Willoughby City Council Youth team and Willoughby Youth Action team attended Youth Council Conference and gained a greater understanding on issues such as mental health and social inclusion.

Further training scheduled for Youth Services staff development day on inclusion of children with disabilities in Youth and Children services.

Resources and publications promoted to all Youth and Children services at staff meetings and through electronic communications.

- Positive images of people with disabilities were used in promotional material across the year. Marketing materials were available in a number of formats and social media influencers were sourced to promote; the Seniors Festival program, 'Connect, Collaborate, Celebrate' art competition, Pride of Workmanship Rotary Awards, 'Little Actions, Big Difference' dementia awareness event, Dance to the Nines disability dance.
- Council has partnered with a number of organisations to provide events that raise awareness of and promote access and inclusion. These include:
 - Dance to the Nines Disability Dance. During COVID-19 lockdown this was event was provided through a virtual platform. Over 45 people with a disability linked in from their living rooms and

enjoyed live music provided by the band Evergreen from their recording studio.

- Connect, Collaborate, Celebrate art completion aimed at celebrating Social Inclusion week and International Day of People with a Disability. The competition saw 24 entrants with the winner receiving a solo exhibition at the accessible Dougherty Community Centre's Blend Art Space.
- Seniors Festival with 30 plus events across the month of February at various accessible facilities across the local government area.
- Willoughby City Council Men's and Women's Shed.
- Be Connected Tea and Tech Sessions.
- Lower North Shore Disability Interagency Forums.
- Blend Art Exhibition Space Exhibition.
- Chatter Cino Dementia Café.

Council provides community services for people with a disability including Meals on Wheels, Linen and Out & About transport and Social Support group services.

- Council launched its new website which has the option to include an on-screen 'text to speech' reader. This appears to be the most efficient way to make all documents on Council's website accessible and available in an alternative format. Please see attached link for example <https://willoughby.prelive.opencities.com/Tests/General-Page-Test>
- Council's People with Disability page was updated with links to various support services including the NDIA, Carers Gateway, providers and employment services.

Creating liveable communities

- Access and Inclusion committee continued to meet on a monthly basis and have provided advice on access and inclusion issues within the local government area on projects such as:
 - Spring Street and Harden Road Disability Parking.

- Pedestrian Safety Fencing – Mowbray Road.
- Chatswood Chase car park upgrade.
- Council’s Bus Stop Audit.
- Willoughby City Council Integrated Transport Strategy 2036.
- Willoughby City Council Community Engagement Project.
- Willoughby City Council Local Strategic Planning Document 2019.
- The Committee reviewed and endorsed the annual review of DIAP actions and measures.
- A Draft 2019 Footpath Asset Management Plan was developed and is currently under review. Once reviewed and changes accepted, the plan will be released for public consultation.
- A review of all bus stops throughout the local government area was completed. The aim of the review was to determine the extent of works required at each stop in order to meet the Disability Standards for Accessible Public Transport DSAPT 2002 standards.

Initial results indicate that works are required to approximately 400 bus stops. This work varies from general maintenance, installation of TGSI (tactiles) and concrete pads. Not all of the upgrades will be done by Council. For example Transport for NSW will also need to upgrade or install bus stop signage where missing/broken etc.

Due to the number of bus stops to be upgraded, work will be completed over two financial years. However, work will be prioritised to ensure upgrades to stops adjacent to retirement villages, care homes, hospitals etc. will be upgraded first. Bus stops identified by the Access and Inclusion Committee will be given priority.

- A dedicated webpage for accessible parks/ playgrounds has been developed. As parks/ playgrounds are upgraded across the local government area, accessibility features are listed on the website and linked to the People with Disability webpage.

<https://www.willoughby.nsw.gov.au/Residents/Parks-and-Recreation/Parks-Reserves-and-Playgrounds/Gore-Hill-Park>

The Willoughby City Council Access & Inclusion Committee continued to meet on a monthly basis with the aim of increasing inclusion and access across the Willoughby Local Government Area.

Minutes of the Committee meetings are available on the Council Website.

- The Dance to the Nines working party continues to meet on a quarterly basis with the aim of increasing inclusion and access to entertainment activities suitable for young adults with disabilities.

Virtual Dance to the Nines activities had been planned for the remainder of 2020 to ensure participants remain connected to their friends and the community during COVID-19 restrictions.

Supporting access to meaningful employment

- As part of WCC new corporate system Technology One implementation, People and Culture are currently updating the Recruitment & Selection policy and associated training to reinforce diversity and inclusion processes and reduce unconscious bias.
- Employment Branding project currently being developing and will incorporate and promote an inclusive and diverse workplace.
- All recruitment ads will include the statement *‘Willoughby City Council is committed to providing a flexible, diverse and inclusive workplace for all employees.’* Job design and position descriptions will also be reviewed. Both projects are due for completion by October 2020.
- An accessible checklist to be refined in light of the new recruitment modules.
- People and Culture team continue to identify roles that can provide work opportunities for people with disabilities and remove unnecessary selection criteria from roles to reduce barriers for people with disabilities.

- Council's 'Employment' website page includes reference to respecting diversity and actively encourages people with a disability to apply. Information is also provided various formats including softcopy, hardcopy and on-screen 'text to speech' reader.
- Council's 'People with Disability' webpage has been reviewed and updated and contains links to Disability Employment and Job Access services.
- Council provide employment and volunteer opportunities for people with disability throughout the organisation.
- Council People and Culture team encourage employees with a disability to self-identify confidentially.
- Workplace adjustments and ergonomics are discussed during the induction process and can also be raised through Work Health & Safety, 'Safety Matters' system at any time. When necessary, external providers are engaged to provide assessment on site.
- Personal Emergency Evacuation Plans (PEEP) information system is still under review. People and Culture to organise training to Emergency Management team and wardens on the development of PEEPs.

Improving access to mainstream services through better systems and processes

- An upgrade of Council's website was undertaken in 2019/2020. The new website meets the Web Content Accessibility Guidelines (WCAG) 2.0 of the World Wide Web Consortium (W3C).
- Council's webpage for People with Disabilities provides information and links to disability services including NDIS, Carers Gateway, employment services, support and social services and accessible parks and playgrounds.
- Council's webpage for Older Adults provides information and links to aged services such as My Age Care, Carers Gateway, support services such as Meals on Wheels, Linen, Out and Out transport, social support group and individual services and Chatter Cino Dementia Café.
- Council provide a Community Development office to support partnerships and community programs for people with a disability.
- DIAP progress is embedded in the Integrated Planning and Performance framework and reported bi-annually in Councils progress report and Council is reviews the delivery of the plan.
- Information regarding disability recreation and creative arts opportunities were provided under the relevant Council Directories and including:
 - Social Inclusion Week and International Day of People - art competition titled Connect, Collaborate, Celebrate. The completion saw 27 local artists with disabilities exhibit their work at the easily accessible Dougherty Community Centre.
 - Visual Arts (VA) Team partnered with Macquarie University to feature Art Space on The Concourse & Incinerator Art Space in their Dementia Friendly Spaces booklet of accessible cultural spaces in Sydney. Publication distributed for free through all participant venues.
 - Both art spaces have accessible features; access via lifts & ramped flooring, IAS has accessible toilet; CAS accessible toilet nearby. VA Team will update art space documents & webpages so information about accessibility & "how to get there" is more clearly stated.
 - In 2019, Visual Arts partnered with Dougherty Community Centre to provide curatorial support for Connect Collaborate + Celebrate. VA Team will continue to offer support for 2020 to help inclusion exhibition grow.
 - In 2020, the hire program includes exhibition by a Deaf artist that will offer a perspective of 'Deaf culture' in a 'hearing world'.
- Information on Dance to the Nines disability dance appears on the Council's People with Disability webpage and is distributed through Council's disability networks.

- Council's Dougherty Community Centre provided Tea and Tech sessions and the Internet Kiosk program to enable greater access to and training on accessing systems and services, information on Council's website.

How have you determined that you're meeting the needs of people with disability?

- Council provided an Access and Inclusion Committee and Seniors Advisory Committee to gain feedback from community members regarding access issues.
- Council participates in and provides a venue for the Northern District Disability Network.
- Access and Inclusion is embedded within community consultation and engagement for major capital works including upgrades to parks and facilities.
- Community Wellbeing survey conducted in February with results identifying areas of need and improvement.

Describe your challenges and successes in delivering on your parts of the DIAP

- Ongoing review and reporting against Disability Action Plan without funding or designated Disability Officer.
- Retaining ongoing momentum for inclusion during COVID-19 shutdown and restrictions.
- Funding for upgrades of infrastructure to improve access.
- Review of all bus stops in Council's local government area completed.
- Collective Impact project underway with Local Service providers.

Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?

- Adult Lift and Change facility to be incorporated into the Dougherty Community Centre refit.
- Community Well-Being survey.

Wingcarbee Shire Council

Developing positive community attitudes and behaviours

Council supports and encourages positive and inclusive attitudes and behaviour towards people with disability:

- Council partnered with Disability Services Australia to hold an International Day of People with Disability (International Day for People with Disability) event at Lake Alexandra, Mittagong on 3 December 2019, with approximately 100 people attending.
- A Pop-up Information Kiosk for International Day for People with Disability was held in Corbett Plaza, Bowral on 5 December 2019, supported by local disability service providers.
- Three meetings of the Access Community Reference Group were facilitated online, with the Reference Group monitoring the implementation of the Disability Inclusion Action Plan and reporting to Council through the Community Development Advisory Committee.
- 'Tool box talks' about inclusive language and communication were held with customer service staff.

Creating liveable communities

- Council secured an additional accessible parking space at the Moss Vale War Memorial Aquatic Centre and ensured a supply of accessible parking spaces at the conclusion of the Kirkham Road reconstruction project in Bowral.
- Construction of the Renwick Shared Path, which will connect Renwick to Mittagong Railway Station via a footpath of approximately two kilometres in length, has commenced and will include ramps at intersections that meet access requirements in accordance with the Australian Standards.
- Several of the Shire's community facilities and open spaces received upgrades to improve access and inclusion, such as:
 - An access ramp was constructed and the internal toilet converted to meet accessibility standards at Wingello Mechanics Institute.

- An elevator was installed at the Bowral Rugby Clubhouse in Burradoo as part of the upgrade works, to ensure for accessible access to the first floor.
- Improved access to toilets at Burrawang Oval, Winifred West Park in Mittagong and Leighton Gardens in Moss Vale was provided as part of renewal works.
- Council was awarded a \$200,000 grant by the NSW Government under the Everyone Can Play grant program to upgrade the playspace and amenities at Seymour Park to provide an accessible playground, two accessible parking spaces and an accessible toilet within the new amenities building.
- The Paws N Tales program continued to be implemented at Bowral Branch Library to encourage children with learning and reading difficulties to enjoy books whilst having support from volunteers and specially trained dogs.

Supporting access to meaningful employment

- The Disability AWARENESS online training module for disability awareness has been incorporated in the new online training platform for Council staff, which will be implemented in 2020/2021.
- Council continued to apply the principles outlined in the Equal Employment Opportunity General Manager Practice Note and Procedure to ensure that recruitment and employment processes are accessible to people with disability.
- Council's Branch Libraries continued to offer free computer and wireless access as well as Tech Time, a program providing help with technology problems to build confidence and skills in using computers and mobile devices.

Improving access to mainstream services through better systems and processes

- The Master Locksmith Access Key (MLAK) process was revised, including updates made to the application form in August 2019, to ensure that the key is easier to obtain for residents with disability to gain

24 hours a day, seven days a week access to a network of public facilities including wheelchair accessible toilets.

- Council's webpages on Disability Services were updated to ensure that accurate information continued to be provided to the community.
- The Bowral Branch Library undertook an accessibility project at Bowral Branch Library by removing and redistributing books so that the bottom shelf of the Adult Fiction collection is not in use, thereby making books easier to access.
- Following a review and update, Council's Community Engagement Strategy was adopted on 11 December 2019. This references Social Justice Principles and the DIAP, and includes the objective 'Manage a proactive program of community engagement, ensuring all sectors of the community are included'.

Wollondilly Shire Council

Developing positive community attitudes and behaviours

- Wollondilly Library Services have been working in collaboration with members of the Inclusion and Access Advisory Committee to provide Auslan Story time.

A video is released each week on the Wollondilly Library Facebook page of the Children and Youth Librarian reading a story or reciting a nursery rhyme whilst a deaf staff member translates in Auslan.

The short videos have been a very popular addition to the Library Facebook with aspirations for an inclusive storytime to continue in person once COVID-19 restrictions have eased.

Creating liveable communities

- Accessibility upgrades to public transport including railway stations and bus stops is a key desire for Council supported through its Transport Advisory Committee.
- Council has been carrying out detailed design of intersection upgrades, including increased pedestrian safety, for the Station St and Menangle St intersection in Picton

and have recently commenced a transport study of Tahmoor to increase accessibility to the Tahmoor Railway Station.

- Council renewed a number of bus stops including a facility at Mt Hunter and Camden Park.
- Council has applied through the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) for future upgrades in Appin.

Supporting access to meaningful employment

- The Wollondilly Youth Advisory Committee (YAC) were successful in obtaining the Youth Opportunities State Government grant to roll out a project targeted at up-skilling young people in the Wollondilly to prepare them for future career pursuits. ‘
- Adulting 101’ will offer free training in Responsible Service of Alcohol, Responsible Conduct of Gambling and barista training courses available to young people in Wollondilly including young people with a disability.
- To complement these courses, the YAC is also organising resume and interview skills workshops, free printing cards, a clothing pool for interview-appropriate clothes and fortnightly ‘Study Cram’ tutoring sessions.

Improving access to mainstream services through better systems and processes

- Council is committed to ensuring the implementation of the Monsido accessibility program which is being rolled out across the main council website.

Council identified the need to monitor the accessibility on the website daily especially during covid-19 restrictions when residents were encouraged to engage with council using council’s website.

- Accessibility changes to the website during the 2019/2020 period have included:
 - Fixed 66 level A compliance issues with 67 left.
 - Fixed 8 level AA compliance issues with 25 left.

- Adding alternate text to all images and documents being uploaded to site.
- Provide training to those who have edit access on the website to ensure they are aware of accessibility requirements.
- Overall accessibility compliance sits at 63.17%.

Describe your challenges and successes in delivering on your parts of the DIAP

- A recent community survey highlighted that the Wollondilly community has been heavily impacted by COVID-19, bushfires, floods and drought of 2019/2020. Consequences have included increased social isolation, mental health concerns such as anxiety and depression and shortages of food/household items.
- COVID-19 has impacted Council’s ability to meaningfully engage and support face to face community based projects that aim to support the disability community. Due to ongoing restrictions and increased vulnerabilities, Council has been unable to facilitate face to face community projects since March 2020.
- The ongoing effect of bushfires and other natural disasters living in a semi-rural community include the emergence of post-traumatic stress disorder and other anxiety associated impacts for residents. Residents have highlighted that local service provision including access to health and wellbeing services is at capacity and they have been unable to access immediate supports at their most vulnerable time.

Is there anything else you’re doing or planning for the future to contribute to greater outcomes for people with disability?

- DIAP be promoted to development process through the Development Application process is on track.
- Playground upgrade in Warragamba to be an Inclusive playground in partnership with Touched by Olivia Foundation is completed.
- Advocacy for completion of access upgrades to all bus stops is completed.

- Advocacy for upgrade of all train stations is on track.
- Strategic Commitment when we work to a minimum standard to upgrade our council buildings and facilities is completed.
- Utilise International Day of People with Disability to promote inclusion to the greater community is completed
- Quarterly Disability Information Forums to inform the community in an inclusive and accessible setting is active
- Provision of Accessible Community Bus available to hire to transport and socially disadvantaged groups in the community is completed
- Provide Talking Newspaper is on track.
- Community Engagement Strategy to include a checklist on inclusive consultation is completed.
- Engage external facilitator to develop and deliver comprehensive inclusion training is completed.
- Continue to employ Ageing and Disability Officer after salary subsidy ceases 30 June 2018 is completed.
- Council wide annual inclusion & diversity month with all teams working on a mini inclusion project is on track.
- Flexible working hours for staff to facilitate and support staff work life balance, family and caring commitments and support staff who have disability is on track.
- As part of Council's Workforce Management Strategy, include and develop new guidelines for inclusion and Equal Employment Opportunities is completed.
- Review recruitment processes, forms and language for accessibility is on track.
- Identify and work with a disability employment organisation to assist with opportunities for employment and Job Access to support employees in their role is on track.
- Develop an Inclusion and Access tool for Council staff to use when organising public events and activities is completed.
- Customer Service Training delivered to all staff (including new starters) to include Disability Awareness is completed.
- Use plain English in our communication is completed.
- Promote that Information is available in a range of formats on request is completed.
- Council internal Steering Group to implement the DIAP and track progress is on track.
- Develop and implement plan to ensure web content compliance with Web Content Accessibility Guidelines 2.0 of AA standard as required by the National Transition Strategy is completed.
- Investigate closed captioning of Council archived videos including is completed.
- Disability Access Advisory Committee is on track.

Wollongong City Council

Developing positive community attitudes and behaviours

Council has worked to promote positive community attitudes and behaviours towards people with disability, including:

- Collaborated with Shellharbour City Council to produce a calendar of events to celebrate International Day of People with Disability. The calendar was launched in partnership with Dressed for Success, a social enterprise supporting women to achieve economic independence through the provision of support, professional attire and styling sessions. Twelve local women with disability attended the launch and participated in a styling session and employment preparedness workshop.
- Provided and promoted accessible exhibitions and programs at the Art Gallery, including a Rosie Deacon exhibition and an 11-week art therapy mental health program with Rumpus.
- Incorporated a range of inclusive practices at VIVA la Gong 2019 including an Auslan interpreter at the launch to interpret the Welcome to Country and Lord Mayor's speech, the Quiet Space and a tour of the site the day before as it was being set up

for people with autism. The tour included an explanation of what would happen on the day.

- Incorporated a range of inclusive practices across Council's Library services including a Christmas Papercraft activity delivered by a person with disability, purchase of an adjustable table to provide wheelchair access to the sewing machines in the makerspace in Wollongong Central library, continuing to support a NSW Guide Dogs Association knitting group for people who are blind or have low vision and developing social stories for Corrimal, Dapto, Thirroul and Warrawong libraries that are now included on the Wollongong City Libraries website.
- Hosted a variety of programs which included an Auslan interpreter, including a Gingerbread House-making workshop and a MyGov information talk.

Creating liveable communities

Council delivered a range of infrastructure projects to improve access to the built environment for people with disability, including:

- Installed four new unisex accessible toilets at Wiseman Park, Webb Park, Russell Vale Community Hall and Wollongong Senior Citizens Centre.
- Improved access at six bus stops by installing continuous accessible paths of travel from the bus stop to the kerbside. Tactile ground surface indicators were installed at four of these bus stops.
- Completed 37 projects to install new footpaths and kerb ramps. We also upgraded existing footpaths and kerb ramps in 18 locations. Improved access at 11 pedestrian crossings including footpaths, pedestrian refuges, kerb ramps and traffic lights.
- Delivered a major access upgrade to the kerb ramps at the Railway St / Princes Highway intersection in Corrimal Town Centre.
- Installed two new cycle/shared pathways and upgraded two existing cycle/shared pathways.

- Renewed and upgraded accessible parking in three Council car parks.
- Purchased and installed wheelchair accessible matting for two beaches (Thirroul and Austinmer) and built a wheelchair access ramp at Bellambi Rock pool.
- Improved access in two playgrounds, including installation of wheelchair accessible play equipment at Charles Harper Park, Helensburgh and a braille sign at Luke's Place Corrimal to assist people who are blind to find their way around the playground.

Council delivered a range of planning and design projects, including:

- Created a design upgrade for amenities at Austinmer Bathers Pavilion.
- Undertook access appraisals at four pools (Helensburgh, Corrimal, Western Suburbs and Berkeley) to inform future upgrades to the pools.

Supporting access to meaningful employment

- Council has provided opportunities for people with disability to participate in work experience, including:
 - Developed and piloted an eight-week work experience program for six students from Aspect South Coast School for Autism. The students worked at a variety of Council sites including the Botanic Garden, Beaton Park, working with the Foreshore crew, Youth Services at the Wollongong Youth Centre and in the Council administration building with the Community Development and Social Planning team.
 - Provided two work placement opportunities for tertiary students in Council libraries.
- Council has delivered a range of learning and development opportunities for Council officers to promote and support their understanding of disability, including:
 - Delivered Diversity Awareness Training for 50 Council officers.

- Provided six Autism Awareness Training sessions for 51 Council officers to increase staff awareness and understanding of Autism Spectrum Disorder and how to support and work with people with Autism.
- Provided Disability Awareness Training as part of Council's lifeguard induction.
- Arranged an Autism Spectrum Disorder Workshop that was co-facilitated by a person with autism, with 29 Council officers attending. Council officers learnt about the challenges people with autism face and about different concepts, including theory of mind. For each point of theory discussed, the presenter provided real-life examples to help further explain the concept or challenge.

Improving access to mainstream services through better systems and processes

- Updated the playground website to include information on accessibility. We have added social stories for some of our playgrounds to this website.
- Upgraded Wollongong City Libraries and Wollongong Botanic Garden websites to meet current access standards. The content for both sites was completely rewritten using more accessible language. Information has also been added to assist people to access these services, such as details about physical access, programs for people with disability, and resources to support customers with different needs. Distributed our new Disability Access Guide that provides information about the accessible services and facilities Council provides.
- Developed a Social Enterprise supplier data base which is available for Council officers and the general community through Council's website.

Council has continued to engage people with disability, including:

- Engaged 275 people with disability and their carers to inform the development of the 2020-2025 Plan for Council.
- Convened the Walking, Cycling and Mobility Reference Group. This group includes

representation of people with disability and their carers and provides advice to Council to inform our projects, policies and plans.

Woollahra Municipal Council

Developing positive community attitudes and behaviours

- Disability awareness training of all public facing staff covering awareness of disability legislation and responsibilities is incorporated into EEO presentations, comprising of a two hour module at induction and two hour refreshers.
- Since staff have been working from home, HR have provided online 'Woollahra cafe' mental health and wellbeing related topics:
 - Managing Your Wellbeing at Home (16.04.20).
 - The challenges and Necessities of Habits and Routines (2.06.20).
 - A Pragmatic Guide to Meditation and Mindfulness (9.06.20).
 - Self Confidence - Building it and rebuilding it (2 part series. 11.06.20 and 16.06.20).
 - Food and Mood (30.06.20).
- A new Staff Wellbeing Guide resource with tips on ways to boost mental health and reduce stress has been sent to all staff. It includes a list of websites and phone numbers to use or share with others.
- Managers and the Executive leadership team received training from Black Dog Institute about creating a Mentally Healthy Workplace.
- An early childhood qualified Inclusion Support Teacher is employed to plan and implement Individual Learning Programs for each child and works closely with support agencies to track each child's progress.
- All Customer Services staff are familiar with the use of the National RELAY Service.
- All Library, Community Development and Cultural Development and some Customer Services staff have completed Dementia Friends training.

- The Woollahra Dementia Alliance advocates for dementia friendly environments and will work in partnership with HR to coordinate wider staff training. Members of the Woollahra Dementia Alliance have also approached a number of local Pharmacists to encourage them to undertake the CPD on line dementia awareness training.
- Staff have been advised that the Pre-Event Site Inspection Checklist and the Event Management Plan and Checklist include accessibility information for all of Council's parks and venues, recommended site layouts to include accessible paths of travel, and advice around signage, seating and traffic management.
- There is now a section in the Style Guide that references '*Designing for Accessibility*' which includes: typography (size, colour contrast and legibility), use of colour and web design resources and tips.
- The events form on the website now has a tick-a-box for people to indicate whether or not their event is accessible.
- Staff look for images which include those with disability when making new image purchases. The new multimedia image library (Photoshelter) used by Council includes images of people living with disability, some of which have been sourced from local agencies for use in Council publications as appropriate.
- The Skill Up program included '*boost your brain*' dementia awareness that was provided to 22 attendees in September 2019. A 2-day accredited mental health first aid training was provided in October 2019 and attended by 15 people.
- The Access Forums have been combined with the Skill Up program (above) that provides mental health and other inclusion information sessions.
- In addition, Council has worked in partnership with Holdsworth Community to provide one-on-one information sessions to assist people with registering for My Aged Care.
- Eastern Suburbs Police Area Command, Holdsworth Community, Miroma and Jewish

Care joined Council in providing activities, entertainment and lunch for 40 people living with disability in Robertson Park, Watson's Bay. To celebrate International Day of People with disability.

Creating liveable communities

- Building condition audits are undertaken six monthly, safety inspections are undertaken monthly and audits are undertaken annually. Any accessibility deficiencies are recorded and upgrade works are prioritised in future Capital Works programs.
- Building designs are undertaken by qualified architects to ensure that facilities are built to comply with all Australian Standards.
- Appropriate signage, highlighting that the Customer Service Centre and Council Chambers are accessible, has been designed and installed.
- Accessibility features of all three Library Service points are listed in the general Library brochure (accessible toilets at all three Libraries; lift and hearing loop at Woollahra Library at Double Bay) and a list of accessible features at our hire venues, where applicable, is included in the Venue Hire brochure. Hearing loop information is included on Community Development and Library promotional material where it is available.
- Accessibility features of all Council's parks, libraries and venues are described on Council's website.
- Upgrades consider access issues as a matter of course. Council engages access consultants for larger projects. Recent upgrades have included:
 - Access improvements to the E J Ward Paddington Community Centre including a lift, widening of the doors, a new accessible toilet and improved paths of travel.
 - An access upgrade to Sherbrooke Hall that includes a new accessible toilet and improved paths of travel via accessible ramps.
 - The former library at Double Bay is being redeveloped as the Woollahra Art

Gallery and community hub. Works have commenced including a new lift providing access from New South Head Road which will also provide access between floors of the building.

- Council explored establishing a reference group for comment and feedback on planned infrastructure upgrades but, as qualified consultants cognisant of accessibility guidelines and standards are appointed when undertaking upgrades, it was decided not to pursue a reference group. A proposal is before Council to establish a reference group of people living with a disability, over 70 or a carer to be part of an accessibility reference group.
- The audit, of parks and public spaces for accessibility features, has been completed and improvement works included in a schedule e.g. the public toilets at the Gunyah in Watsons Bay have been identified as requiring an access upgrade and works have commenced.
- The MLAK locks on Council's accessible public toilets have been modified so that they can be left unlocked during the day. Signage with clear instructions and emergency contact details has been installed for when the accessible toilets are locked at night. The accessibility features of toilets throughout the Municipality are described on the National Public Toilet Map.
- A map of water fountains throughout the Municipality has been compiled and is available on Council's website. The Plum Reserve park upgrade will include water bubblers at accessible heights.
- Council has completed a major upgrade to the Parsley Bay Reserve playground, resulting in an all-abilities inclusive play space featuring wetpour rubber soft fall to provide wheelchair and pram access through the playground.
- An accessibility assessment report of McKell Park and Darling Point Ferry Wharf has revealed that it is not practically achievable to make these areas Disability Discrimination Act compliant. Mitigating

measures to improve current accessibility of McKell Park are:

- An upgrade of pathway and pedestrian ramps on Darling Point Road leading to the park.
- Preparation of a report to Traffic Committee to change existing parking signage and install a layback at the cul-de-sac of Darling Point Road to allow for passenger drop off and pick up.
- Upgrade of the internal pathways and extension of the pathway from the circular meeting area to the existing seat to create a compliant viewing area.
- Mitigating measures to improve current accessibility of Darling Point Ferry Wharf are:
 - That Council will continue discussions with Sydney Ferries in relation to an upgrade.
 - Improvement works to footpaths have been completed. The parking recommendation is in progress.
- Under a feasibility study into including braille in wayfinding signage - This did not happen in 2019/2020 year. Council's Active Transport Consultant will be directed to consider including braille in our wayfinding signage types.
- In relation to an access audit on footpaths and develop a program of works - Council has recently undertaken a condition assessment of all footpaths across the Municipality which has been used to formulate future capital works renewal programs that prioritise works based on a number of factors including condition and pedestrian numbers.

Council also has a regular inspection program which is completed by Council's Asset Inspection Officer. Any defects identified are recorded and maintenance and repair works are prioritised and completed.
- Council is currently updating Plans of Management for Sir David Martin Reserve and other sites throughout the Municipality. Wayfinding signage will be referenced within these plans.

- In addition to one male and one female toilet, an accessible toilet is now available in Chiswick Gardens.
- The key objective of the Active Transport Plan is to develop walking and cycling routes across the Municipality and may also include actions to upgrade and install assets such as pram ramps and tactile indicators. Council constructs approximately 80 kerb ramps each financial year.
- Council promotes our accessible parks and facilities via the website.
- Council continues to fund Holdsworth Community to provide a range of services and programs for older people and people with special needs, including the provision of community transport.
- The Sir Roden and Lady Cutler Foundation received a Community and Cultural Grant towards their 'Pick Me Up' service that provides free door to door medical related transport to people in the Woollahra local government area who are physically, mentally, socially or financially disadvantaged. Each year, this provides over 5,000 free trips to residents of Woollahra.
- Council's Woollahra Integrated Transport Strategy gives consideration to access for children and people with disabilities and mobility issues. Council has committed to ensuring our roads, footpaths, cycleways and transport systems accommodate, as far as is practicable, people of all ages, life stages and mobility abilities.
- Approximately 100 residents continue to utilise the service whereby Council organises for bins to be brought out for collection. A draft policy exists and will be finalised.
- 11 residences utilise the service where Council mows the road verge for those unable to do so, as documented in Council's Verge Mowing Policy.
- Calvary Community Care, Care Connect Ltd., Home Modification Information Clearinghouse and Randwick Home Maintenance & Modification Service are listed in Council's disability services directory.
- In relation to the Home Library Service for housebound people/people with limited mobility, after a review, a new best practice registration procedure was put in place to allow clients or a person on their behalf to apply online for the service.
 - Over the 2019/2020 period, the Home Library loaned a total of 4578 items. At June 2020, the Home Library had 87 active members (41 living in their own home, 46 living in Aged Care).
 - All Envoy Connect Audio Players underwent a Firmware update with the result being a more user-friendly device.
 - Courtesy phone calls were made to both past and present Home Library members in the months of April and May 2020, which resulted in a number of Woollahra residents re-joining the service.
- Woollahra Preschool Inclusion Support program continues to provide priority access and reduced fees for children with identified additional support needs.
- New amenities including an accessible playroom, toilets and hydraulic children's change facilities, -and outdoor playground with ramps, catering for 20 children at Woollahra Preschool have been completed.
- Council activities run at the Woollahra Library at Double Bay and at Council Chambers are accessible and inclusive. We promote the hearing loop services to be requested in advance through Eventbrite registration. Inclusive images are used on activity promotional materials.
- Programs supported through the Community and Cultural Grants Program have included: an art exhibition showcasing the creative talents of individuals living with disability; peer support group meetings for people living with mental illness; a family fun day in support and celebration of young people living with disability; sailing for people with disability and their carer; and free door-to-door medical related transport for people who are physically, mentally, socially or financially disadvantaged.

- Woollahra Libraries have offered a 'Don't Forget Fridays' program at Watson Bay Library for people living with dementia and their carers.
- The Woollahra Dementia Alliance coordinated a silent disco at Paddington Library and two dementia friendly tours of the Youth Photographic Award exhibition at Double Bay Library.
- 28 Mobility Parking Spaces are available across the Municipality, in addition to those in Council car parks.
- Six Health Carers Permits were issued to medical practitioners (for example Agency home nurses) across the Municipality.
- Council continues its annual funding contribution to Holdsworth Community to provide a range of services and programs for older people and people with additional needs, including the provision of community transport, support with registering for My Aged Care and HomeShare information.
- Council has worked in partnership with the State Government to implement an accessibility upgrade at Edgecliff Station that includes sheltered seating, a fully accessible ramp to replace the old one that didn't meet disability standards and the installation of a second lift to the station platforms.
- As documented in Chapter EB of the Woollahra Development Control Plan, all development applications of 10 or more dwellings are required to have at least 10% of those dwellings to Class A certification under AS 4299- Adaptable Housing.
- Review works schedule to ensure s7.12 levy funds (previously s94A) are directed to Council's current buildings to improve disabled access - where the levy is applied, contribution funds are allocated as per Council's 'Summary of Works Schedule', some of which pertain to accessibility.
- Council contacts all organisations offering independent/retirement village living, residential aged care beds and/or dementia-specific residential aged care beds in November each year to ascertain capacity and the availability of beds. In

2019 some were at capacity whilst others had vacancies: supply was meeting demand:

- Based on 2019 population projections, 720 beds will be needed in 2021 to meet the benchmark of 88 beds per 1,000 people aged 70 years and older (NSW Growth Centres Guidelines) there are currently 747 beds.
- Disability housing is not monitored as dwellings with DAs deeming them accessible are not subsequently routinely used as housing for people living with disability. There are no group homes for younger people living with disability in Woollahra.
- Council maintains a disability directory and senior's accommodation listing, both of which will be reviewed and updated next year.

Supporting access to meaningful employment

- HR continue to provide Interview and Selection training for staff new to recruitment panels, as well as one-on-one refresher training, that covers:
 - Legislation: Local Government (State) Award 2017, Industrial Relations Act 1996, Local Government Act 1993 and Anti-Discrimination Act 1977.
 - Equal Employment Opportunity: a positive way of describing the absence of workplace discrimination so that employment decisions, including recruitment, selection, opportunities and employment conditions, will not be made on the basis of irrelevant characteristics such as a person's age, sex, marital status, race, colour, pregnancy, sexuality, religion, political belief, impairment or disability or association with a person(s) having such characteristics. Basing decisions on these characteristics is both unfair and unlawful.
 - Merit Principle: matching the abilities and qualifications of the candidate to the requirements of the position so that the system of assessing is fair and consistent.

- Job Access: the national hub for all things disability employment. Funded by the Australian Government Department of Social Services, JobAccess provides information on, for example: financial support, workplace modifications, help with finding and changing jobs, creating flexible work environments, links to career advice and training courses, connecting with employers, providers and peak bodies and a range of other tools and resources for people with disability, employers and service providers.
- The National Disability Recruitment program has ceased to exist. Job Access (the parent organisation) provide ongoing monitoring and evaluation of opportunities within Council.
- Continued Council's EEO Policy that defines disability discrimination, responsibilities of staff and Council, remedies for instances of discrimination.
- Completed and endorsed. Mental health (reasonable adjustments) training has been provided to the Executive Leadership Team, Managers and Team Leaders.
- Added a specific disability inclusion and reasonable adjustment policy to the EEO Management Plan to ensure a diverse and skilled workforce, a workplace culture displaying fair workplace practices and behaviours and improved employment access and participation by EEO groups.
- JewishCare's Print35 employs people living with intellectual disability. Council continues to work with Print35 to produce both a monthly Library brochure and the Seniors' Festival brochure.
- Improving access to mainstream services through better systems and processes
- Event registration is available via Eventbrite online booking system on any device at any time. Registrations can also be made via phone, email or in person at any Council or Library service point. Council website and Eventbrite setup meets Web Content Accessibility Guidelines.
- Council is currently using Zoom to host activities, allowing for a wider diversity of people registering and participating.
- Where possible, activities have been held at the fully accessible Woollahra Library or at Council Chambers. Due to social distancing requirements during the pandemic, many activities March - June 2020 were held via Zoom which led to an increase in accessibility. Some of these webinars and workshops have been recorded and made available on Council's website, with close captioning where appropriate.
- The current Disability Directory listing on Council's website will be reviewed and updated in consultation with local service providers. The current listings on Council's website includes services provided in neighbouring areas.
- Preschool staff are aware of the Supporting Children with Additional Needs Policy and Procedure and the Priority of Access Guidelines which give priority to children on the wait list with identified additional support needs.
- A bi-monthly hard copy large print 'Library What's On' guide is available at each Library service point. A large print Exhibition Guide is produced annually for the Woollahra Small Sculpture Prize.
- An accessibility page on Council's website lists Council's accessible venues, parks and playgrounds, upcoming accessible events, current and planned works with accessible features and a link to additional resources such as the accessible toilets map.
- Council engages in regular automated and manual testing to ensure the website complies with the guidelines.

Yass Valley Council

The DIAP is a part of Council's hierarchy of plans and strategies and includes actions relevant to all areas of Council. The actions in the DIAP Implementation Plan have been reflected in Council's Delivery Program and Operational Plan and reported on annually.

Developing positive community attitudes and behaviours

- Online Disability Awareness training sourced. Community services and library staff promoted availability to staff.
- On line information, on making your event accessible, available on Council's web site as part of event information.
- Interagency meeting for all community services (including disability services) in place. Council's Community Planner now Council's representative in the forum.
- Utilised International Day for People With Disability to promote inclusion to the general community.
- Pre and post survey to determine business owners attitude towards access Access must be considered as part of any approval for publicly accessible buildings and is routinely part of pre-lodgement discussions.

Safe and accessible community facilities

- Physical access improvements to main entry of Council's Administration Office design completed and approved.
- Work programmed for 2018/2019 financial year not completed. Project placed on hold pending the design and development of a new Council Precinct. (note on hold)
- A disabled toilet facility provided but access to it is not compliant. No further work is planned on the present facility as Council is currently arranging for the design and development of new administrative offices as part of a new Council Precinct.
- Project brief prepared for undertaking an audit of designated accessible parking spaces on-street and in car parks in the CBD, town and villages to identify the number of spaces available in close proximity to key services and their compliance with access standards and develop a strategy to address needs.
- Installed automatic doors at the Yass Visitor Information Centre.
- Prioritisation of DIAP actions and integration of these actions are considered

in the development of the PAMP and annual budget allocations.

- Developed and implemented a program for installing and upgrading kerb ramps and footpaths to improve continuous accessible paths of travel and deliver access outcomes. Priority locations include: Town and village centres, Council buildings linked to designated accessible car parking and key transport nodes.

Improving access to mainstream services through better systems and processes

- Format for printed documents altered so captions included for all illustrations/ photographs and colour contrasting being used.
- New website launched August 2018 compliant with the relevant standards. Website also complies with the web accessibility national transition. Access Committee representative joined working group to review format.
- Ongoing advocacy undertaken seeking upgraded facilities at Yass Hospital.
- All Development Applications are required to be assessed against the Disability Discrimination Act 1992 and the Building Code of Australia.

