

**DISABILITY INCLUSION
ACTION PLANS
PROGRESS REPORT
NSW Public Authorities
2020-2021**



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Executive summary

Background

Under the [Disability Inclusion Act 2014](#), all public authorities (NSW Government Departments, some other government agencies and all local councils) are required to develop a Disability Inclusion Action Plan (DIAP) and report annually on progress. This document provides an analysis of their progress during 2020-21 and, in accordance with the Disability Inclusion Act, is tabled to both Houses of Parliament by the Minister for Disability Services.

Disability Inclusion planning aims to reduce and remove barriers for people with disability and foster a more accessible and inclusive community.

When developing a DIAP, all public authorities are encouraged to consult with their customers, clients, residents, employees and suppliers with disability to determine actions and priorities in the four focus areas as outlined in the [NSW Disability Inclusion Plan](#). These are:

1. positive attitudes and behaviours
2. liveable communities
3. access to mainstream services through better systems and processes, and
4. access to meaningful employment.

It is important to recognise the excellent work being undertaken by public authorities throughout NSW to support the inclusion of people with disability.

Public authorities and the entire community of NSW faced significant challenges during this period. The COVID-19 pandemic, and flooding and bushfires within certain areas of NSW, affected both stakeholder engagement and the delivery of many planned programs and activities.

However, some positives emerged from these challenges:

- A number of public authorities adapted stakeholder engagement and service delivery to an online environment, helping to prevent social isolation and assisting communities to remain connected. (One council held a forum with aged and disability services on the creative opportunities/challenges in the recovery after COVID-19, for example). In some cases, staff received feedback from the disability community that they felt more connected than before.
- The prevalence of flooding and bushfires led to some councils developing improved evacuation and emergency procedures for residents with disability.

Highlights of progress reports

Public authorities' progress reports have been analysed using the four focus areas, noting whether objectives were achieved during the period. Those public authorities which reported making significant progress included: the NSW Department of Customer Service, the Australian Museum Trust, the NSW Department of Communities and Justice, City of Sydney Council, Narromine Council, Campbelltown Council, Randwick City Council, Lithgow City Council, Maitland City Council, Waverley Council, Sutherland Shire Council, Singleton Council and City of Ryde Council.

Some councils should also be commended for implementing significant numbers of planned activities despite the challenges of being small and/or regional. These include Port Macquarie Hastings Council, Kyogle Council, Lake Macquarie Council, and Bathurst Council. A special mention to Port Macquarie Hastings Council who stated in their report that their actions were 100% on target/achieved.

The two focus areas under which public authorities reported strong levels of achievement were Liveable Communities and Positive Attitudes and Behaviours. Examples of positive actions included:

- the design and distribution of innovative, fully accessible maps at community events (Singleton Council)
- the installation of a network of tactile street signs at every signalised pedestrian crossing (City of Sydney Council).

Recommendations for future disability inclusion planning

- Public authorities may wish to consider focusing more heavily on the area of employment, with actions to improve both the number of people with disability and the grades of employees with disability, ensuring a mix of both entry-level and more senior roles.
- Public authorities may also wish to consider including measurable outcomes in their DIAPs, with measurable goals which will allow identification of outcomes, improve tracking of progress, and enhance transparency.
- Public authorities could also consider intersectionality, specifically the needs of people with disability who are also members of other diversity groups (e.g., Aboriginal, culturally and linguistically diverse) when undertaking disability inclusion planning, and ensure that people with disability are considered in other diversity and inclusion initiatives.

The legislative and policy framework

NSW Disability Inclusion Act 2014

The NSW Disability Inclusion Act 2014 replaced the Disability Services Act 1993. It represented a shift from government simply providing services to taking action to include people with disability in our communities. The Disability Inclusion Act 2014 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.

NSW Disability Inclusion Plan

The [NSW Disability Inclusion Plan 2021-2025](#) (DIP) is the NSW Government's guiding document for building inclusion for people with disability in NSW. The NSW DIP strengthens the state's accessibility framework and outlines work underway to improve outcomes for people with disability.

This four-year plan builds on the work the NSW Government has undertaken to create more accessible and inclusive communities and provides the blueprint for increasing the social and economic participation of people with disability across NSW. It aligns with [Australia's Disability Strategy 2021-2031](#) and our obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The DIP provides a whole of government strategy. The plan has four focus areas that sets out how the NSW Government will improve the lives of people with disability. The focus areas, which were developed in consultation with relevant communities, are as follows:

Priority 1: Building positive attitudes

Priority 2: Creating liveable communities.

Priority 3: Supporting access to meaningful employment.

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

Public authority DIAPs put the principles of the DIP into practice.

Disability Inclusion Action Plans

The DIP is operationalised through the development of DIAPs. DIAPs 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.

Each NSW public authority must have a DIAP. A “public authority” is a NSW government department, a local council, and any other entity defined as a public authority in the [Disability Inclusion Regulation 2014](#).

Focus area key achievements

Whereas during 2019-2020, the predominant focus reported by public authorities on their DIAP progress was consultation and collaboration, the strongest theme during 2020-21 is accessibility. It is clear that most public authorities are working closely with their disability community, service providers, local businesses and other government entities to progress their initiatives.

Positive attitudes and behaviours

AIM: To build community awareness of the rights and abilities of people with disability and to support the development of positive attitudes and behaviours toward people with disability

Demonstrating and improving disability awareness

There was a clear emphasis on staff awareness training during 2020-2021. Most public authorities provided disability awareness training to staff, committees and in some cases, the public on a suite of topics including disability, mental health, DIAPs, and employment of persons with disability.

Highlights also included well-attended events celebrating International Day of People with Disability and Carers Week.

Consultation and collaboration

Many public authorities have internal and/or external committees (e.g., Inclusion and Access Committees, Disability Employee Networks). The role of these bodies varies with each public authority but usually consists of activities such as providing expertise and advice on implementing DIAPs, and promoting inclusion and equity. Where available, these bodies are consulted in the implementation and progress of DIAPs. Many public authorities also consulted more broadly in their communities and amongst their customers and residents, with most public authorities actively communicating with their disability community via activities such as:

- opportunities to give feedback (e.g., surveys on plans and strategies, community consultation portals, public forums, customer satisfaction surveys)
- regular, planned interactions with people with disability.

Councils have shown that they are collaborating with service providers and businesses on disability matters. Most regularly consult with service providers and liaise with interagency groups to look for opportunities to contribute to improved access and inclusion for people with a disability, with some providing a human resource to support partnerships and programs, or other services such as convening or broadcasting via their council website. As an example, one council has established an Access Advisory Committee which includes community members with disability as well as members of local disability organisations. The committee has gathered feedback from community members and provided recommendations to the council for consideration. Separate workshops have been held with these members, consultants and council staff to review and update the council's DIAP.

Promotion of the principles of inclusion

Many public authorities are utilising social media, website and live-streaming to interact with their residents, employees and customers, with some specifically reporting improving readability on mobile devices. Marketing and engagement techniques have been introduced or expanded to promote inclusion and accessibility in the community, with targeted campaigns to not only people with disability, but the broader community. As an example, a project proposal for an inclusive tourism business strategy was developed by one council who collaborated with a marketing agency to design the campaign.

Financial support to improve community inclusion

Many councils raised funds and used community grants to support the disability community in equipment and infrastructure projects and inclusive programs.

Some government departments ran grant programs in 2020-2021 that directly benefited people with disability.

Individual highlights

Randwick City Council:

- held a library exhibition of photographic stories on identity and inclusion, challenging negative attitudes and assumptions
- held participant-led webinar sharing the personal experiences of Australian women with disability.

Singleton Council:

- reported a very strong focus on disability inclusion across all four areas, most notably attitudes and behaviours, despite being a smaller, regional council. At large council events maps were handed out (also available online) to assist people to locate accessible parking, accessible toilets, and a disability-inclusion tent. This innovative initiative was developed based on community feedback.

City of Sydney Council:

- rolled out new Inclusion (Disability) Awareness Training for all employees.

Bega Council:

- provided 'Break Down the Barriers' awareness training to councillors and senior management.

Wollongong Council

- staff completed dementia awareness training.

The NSW Department of Communities and Justice (DCJ):

- content relevant to Courts, Tribunals and Service Delivery DCJ clients with disability was updated as part of the launch of the new NSW Civil and Administrative Tribunal (NCAT) website. NCAT staff undertook training and disability generally as well as on specific disabilities. . The NCAT leadership group participated in a presentation by the DCJ Disability Employment Network which helped inform the diversity and inclusion focus and deliverables in future department planning.

Liveable communities

AIM: To increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, transport, health and wellbeing

Accessible toilets and Lift & Change facilities

Councils funded and built many new accessible toilets, with existing facilities maintained and often upgraded during 2020-2021. Maps of accessible toilets were created/updated by councils, with some also updating the [National Public Toilets Map Register](#). Some accessible toilets were fitted with duress alarms, both auditory and visual, and some public authorities added braille to toilet facility doors.

Pedestrian access and mobility

Numerous accessible footpaths and pathways were constructed, repaired or renewed throughout local government areas during 2020/21. Some pathways feature better connectivity to other areas and wider pathways for mobility scooter and wheelchairs.

Wheelchair accessibility featured heavily in the progress updates of councils, with councils making areas such as art galleries, theatres, parks, community halls, beaches and viewing platforms more accessible. Improvements included widened and smoothed paths and kerb for easy entry and exit for wheelchair users, and wheelchair lifts.

Accessible parking has been managed by many councils as part of their DIAPs. A number of councils increased the number of mobility parking spaces.

Councils throughout NSW conducted numerous audits of property and process to improve pedestrian access throughout their municipalities.

Playgrounds

Many accessible playgrounds have been constructed or enhanced throughout NSW during 2020-2021. These spaces are usually fully accessible with intergenerational play equipment, mixed seating types, ramps, tactile indicators, shade, fencing, wide pathways and accessible BBQs and walkways.

Tourism

Councils have continued to focus on inclusive tourism, with some developing strategies to explore opportunities. Audits have been undertaken to identify, upgrade and promote accessible attributes of places and spaces. Virtual tours of attractions were offered by some councils during the COVID-19 lockdown periods.

Housing

Housing for people living with a disability has been a focus for some councils through participating in government strategies aimed at increasing the amount of affordable rental and social housing.

Designated events and programs

Some councils and other public authorities have developed and used accessibility checklists at the planning stage of events to cater for diverse needs (quiet spaces, accessible viewing areas, sensory tents etc). Many councils also reported organising events specific to people with disability.

Practical community support

Councils are continuing to offer community transport, often in partnership with community groups. Additionally some councils independently provide practical support such as taking bins in and out for collection and mowing the road verge for community members who are unable to do so.

Council libraries

Many councils have worked to make their libraries more accessible, with actions including:

- growing collections of audio, large-print, dyslexia-friendly books, and books for people with literacy issues
- providing accessible equipment, such as:
 - reader pens, which read the printed word when sliding over text
 - large print hi-contrast keyboards and large screens for using databases
- screening films with open captioning
- providing library sign-up sheets in easy read format
- providing “setting kits” and “dark dens” (tents creating a quiet, dark space) for children with sensory disorders
- providing picture - and gesture-based communication books and boards for people with communication difficulties
- braille signage
- home and mobile library services.

Individual highlights

Waverley Council:

- made more spaces wheelchair-accessible.

Bega Valley Council:

- had strong actions focusing on non-physical accessibility.

Orange Council:

- installed accessible play equipment in three playgrounds.

Junee Shire Council:

- had a strong focus on community transport, and a broad focus on disability inclusion overall.

Bathurst Council:

- installed a hearing loop in Council Chambers, allowing Councillors, staff and residents who are deaf or hard of hearing to fully participate
- installed charge stations for motorised wheelchairs at two venues.

Lockhart Shire Council:

- had a strong focus on accessibility with many noteworthy actions completed such as footpath upgrades and disability access carried out in various locations, with funds secured under the Drought Communities Program Extension.

Blue Mountains Council:

- prepared a fact sheet for the community on assistance animals.

Access to meaningful employment

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

Recruitment and retention of people with disability

Accessible recruitment

Many public authorities are enhancing their ability to provide accessible employment opportunities for staff with disability and to make reasonable adjustments to facilitate work placements. This includes in some instances creating designated roles focusing on people with disability, with others collecting data on disability access and inclusion at the recruitment phase.

Targeted recruitment

A number of public authorities report activities to enhance the talent pipeline of people with disability, including:

- identifying roles that can provide opportunities for people with disability
- removing unnecessary selection criteria
- working with disability employment providers to build skills and capacity of managers and staff to employ and sustain people with disability in the workplace
- providing paid casual employment through arrangements with disability employment providers.
- offering traineeships, work experience and volunteer work opportunities for people with disability.

Individual highlights

City of Sydney Council:

- achieved [Disability Confident Recruiter](#) status.

Bathurst Council:

- installed recruitment software that asks people with disability about their workplace adjustments.

Byron Council:

- now includes an inclusion statement in all recruitment advertising.

The Department of Customer Service:

- hosted (in partnership with the Australian Network on Disability) five interns with disability, with ongoing or extended contracts offered to some interns.

Tamworth Regional Council:

- entered into an agreement to employ 15 people with disability for three years at its waste management facility.

Blue Mountains Council:

- has an ongoing traineeship program for people with disability, with opportunities to transition to long-term employment.

The Australian Museum Trust:

- expanded its recruitment advisory panel to include two members from Autism Australia.

NSW Department of Communities and Justice:

- retained Disability Confident Recruiter accreditation and continued participation in the 'Stepping Into' Internship Program, taking 20 interns with disability across summer 2020 and winter 2021.

Access to mainstream services through better systems and processes

AIM: To ensure that people with disability are able to make informed choices about available services and to easily and efficiently access mainstream government services and other opportunities in the community

Communication

Many public authorities report actions to enhance the digital communication needs of people with disability, including:

- using disability-friendly fonts, text and colours and accessible formatting
- increasing the use of accessible online events (due to COVID-19) including using Auslan interpreters and real-time captioning.
- enhancing the digital accessibility of websites
- providing links to disability services and providers, and providing information on planned or existing works
- offering staff training on creating accessible web content and producing accessible documents
- promoting accessible venues, parks, playgrounds, toilets, mobility maps, events, transport and parking options through websites and social media.

Other forms of accessible communication reported have included:

- using Auslan interpreters and hearing loops at live events
- continuing to use non-technology-reliant methods to disseminate information i.e., newsletters, letterbox drops, community noticeboards, use of medical centres and aged care noticeboards.

Individual highlights

City of Ryde:

- created a 'regional recognition system' that identifies businesses that are accessible.

City of Sydney Council:

- published 40 Auslan and English story-time videos online.

Yass Valley Council:

- implemented a process to facilitate communication with customers with disability that includes options for a web self-service, web chat and video calls.

The Department of Customer Service:

- developed the Community Voice framework to educate, reduce harm and create opportunities for people with disability to have a voice in regulatory processes.

Recommendations for future disability inclusion planning

Public authorities may wish to consider the following two suggestions in their future disability planning.

Employment

Access to quality employment opportunities is essential for promoting financial security and enhancing an individual's wellbeing.

While some public authorities are working hard to increase the number and seniority of employees with disability, many DIAPs had an emphasis on external customers only. These public authorities may wish to emphasise internal employment in future DIAP iterations.

Public authorities may wish to consider actions to improve both the number of people with disability and the grades of employees with disability, ensuring a mix of both entry-level and more senior roles. Strategies could include: ensuring recruitment is disability-friendly; considering targeted recruitment practices; and offering training or resources for internal and external applicants with disability in job application skills.

Measurable outcomes

Public authorities may wish to consider including measurable outcomes in their DIAPs, and reporting against these internally and externally. Publishing measurable goals allows identification of outcomes, improves tracking of progress, and importantly, enhances transparency so that the public better understands the impact of actions and allowing other public authorities to replicate successful strategies.

Intersectionality

The DIP recognises specific cohorts within the broader population of people with disability who require particular consideration:

- People who are Aboriginal and/or Torres Strait Islander
- People from culturally and linguistically diverse backgrounds
- Women
- Children and young people
- Members of the LGBTIQI+ community.

Most public authorities reported no or very few actions specific to these cohorts. Future disability inclusion planning should consider the multiple identities and needs of people with disability from these cohorts.



Progress updates have been extracted from NSW Public Entities and Local Council Annual Reports or from progress updates provided directly to Disability Council NSW.

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Public Authorities Disability Inclusion Action Plan Progress Reports

This report comprises information as reported by NSW Public Entities and Local Councils in their Disability Inclusion Action Plan Progress Reports or their Annual Reports.

Australian Museum

The Australian Museum (AM) wants all our visitors to feel welcome and to enjoy the experience of visiting or engaging with the Museum. This means ensuring our heritage building, collections and exhibitions, programs and activities are inclusive and accessible to all. The AM's Access and Inclusion Action Plan (AIAP) provides the framework to deliver improvements to honour this commitment.

Approximately 90% of the actions contained within the 2019-21 AIAP have now been completed, helping to remove barriers, change attitudes and increase community participation and employment opportunities for people with disability.

- Project Discover has delivered significant accessibility improvements to the AM, including enhanced flows through the building, dedicated bathrooms for visitors with more complex needs and hearing loops now available in all galleries. In addition, a new bus bay provides safe and convenient pick up and drop off for visitors, and most permanent galleries now have audio-described tours.
- Funded through the Australian Museum Foundation, and developed in conjunction with Autism Spectrum Australia (Aspect), Early Birds: Autism and Sensory-Friendly Mornings were introduced aimed at making the AM visitor experience easier for people on the autism spectrum or with other access requirements, together with their families and friends. Three hundred and thirty three people attended the first two pilot events with a smaller, quieter and fully supported visit prior to the AM opening to the public.
- In survey feedback, 92.5% of respondents rated their overall experience as 'excellent.' The AM was honoured at the 2021 Autism Spectrum Australia (Aspect) Recognition Awards and received the Autism Friendly Achievement Award for its work to ensure the Museum is more autism friendly, including its Early Birds program.

- Other highlights for 2020-21 included expanding the AM's Advisory Panel, with two new members from Autism Australia and the establishment of an AM Pride group, with the objective of increasing acceptance, celebration and visibility of the LGBTQIA community.

Department of Communities and Justice

DCJ came into being on 1 July 2019, bringing together the former Departments of Justice and Family and Community Services. DCJ has worked in consultation with people with disability and their representative organisations to develop a new DIAP that promotes disability inclusion across our range of services.

During 2020–21, we continued to implement a range of disability inclusive strategies, services and initiatives, as described below.

Courts, Tribunals and Service Delivery

- All content relevant to clients with disabilities was updated as part of the launch of the new NSW Civil and Administrative Tribunal (NCAT) website in August 2020.
- NCAT increased its information resources for clients with disabilities. Information about the use of Augmentative and Alternative Communication (AAC) in NCAT was added to the NCAT website.
- NCAT developed two additional Guardianship Easy Read Fact Sheets on the topics of 'Ending or Changing your Guardianship Order' and 'The role of the Guardianship Division'.
- NCAT Guardianship Division Members provided representation on external disability-related committees including the Law Society of NSW's Elder Law, Capacity and Succession Committee, and presented about NCAT to Ageing and Disability Commission staff.
- NCAT continues to host consultative forums with key stakeholders representing members of the community living with disabilities.
- NCAT staff undertook disability-related training and specific disability awareness training. The NCAT leadership group participated in a presentation by the Disability Employment Network which informed the diversity and inclusion focus and deliverables in the 2021–2022 NCAT Registry Delivery Plan.
- Courts, Tribunals and Service Delivery continued to engage a disability service provider to clean the NCAT and Courts, Tribunals and Services Delivery premises in

Civic Tower, as well as Local Courts and District Courts wherever possible.

- In line with DCJ's DIAP, Court Services is aiming to increase the competency of staff in working, and supporting people, with a cognitive disability:
 - Court Services staff attend Justice Advocacy Service training.
 - Court clients are provided with assistance through the Statewide Community and Court Liaison Service and the Justice Advocacy Service.
 - Senior Managers in the greater metropolitan region attended a presentation by the Disability Employee Network (DEN).

Law Reform and Legal Services

- Anti-Discrimination NSW (ADNSW) launched a new website with improved access for people with disability. The new website meets Web Content Accessibility Guidelines (WCAG 2.0) standards.
- Following consultation with people with disability, carers and disability sector organisations in 2020, ADNSW designed a disability employment pilot project (July 2021 to June 2022). The project aims at increasing awareness of rights and responsibilities relating to reasonable adjustments in the NSW public sector. ADNSW will collaboratively work with Disability Employee Networks across the NSW public sector in project implementation.
- ADNSW actively engaged with disability stakeholders to discuss working together in the area of disability employment, as well as COVID-related discrimination.
- ADNSW participated in 25 community events and stakeholder meetings.
- ADNSW staff attend DCJ's Disability Employee Network meetings.
- The Enquiries and Conciliation team are working with the Community Engagement team on accessibility initiatives for complaint management.

Youth Justice NSW

During 2020–21, Youth Justice undertook research, collaboration and sought external feedback for the development of the Youth Justice Disability Action Plan 2021–2024. There are 38 projects across six themes to be completed by 2024.

The themes are Strengthening Partnerships, Early Intervention and Diversion, Workforce Capability

Improving the Evidence Service Delivery, and Rights and Inclusion.

The following projects have commenced:

- Client Information Management System upgrade, streamlining the system to improve disability field data collection and reporting.
- Development of a staff training package that includes a disability module and Youth Justice NSW and National Disability Insurance Scheme module to build capacity of Youth Justice NSW staff in supporting young people with disability.

Corrective Services NSW

- Trainee Custodial Correction Officers, case managers, Offender Services and Program and Community Corrections staff all completed disability awareness training specifically tailored to their roles.
- Statewide Disability Services (SDS) completed a pilot project using technology for offenders with a disability as part of work under the Reduce reoffending premier's priority. Offenders with cognitive and psychosocial disability from different correctional centres participated in a group program via video conferencing promoting access and inclusion in criminogenic programs.
- SDS undertook a review of all operations in the Additional Support Units (ASUs) including identification of key projects in Case Management, Education and Corrective Services Industries. SDS staff were trained in all offender programs to ensure access and equity in program participation for all offenders in the ASUs.
- SDS continued to provide support for NDIS access contributing to a further 58 applications during the 2020–21 financial year. There were 35 successful access request submissions with a further 15 awaiting a response from the NDIS.
- After a pilot in 2019–20, the Stand TALR (Talk. Ask. Listen. Refer) mental health awareness program, specifically designed for the custodial environment, has been rolled out in Corrective Services. Stand TALR promotes positive mental health and empowers staff to play an active role in addressing their own mental health challenges as well as looking out for their colleagues.
- RAW Mind Coach is an online training program designed to support CSNSW staff to manage job-related demands by building resilience and understanding how small changes can have benefits in their work and daily life.

Strategy, Policy and Commissioning

Achievements included:

- Implementing best practice standards for working with people with a cognitive impairment
- Providing building access for women with disability, delivered by People with Disability Australia
- Promoting the principles of access and inclusion in DCJ content.

Cross Cluster and DCJ Districts

- Western Sydney Nepean Blue Mountains (WSNBM) District established a Disability Advisory Committee (DAC) which meets quarterly and is represented by staff with disabilities or a lived experience of disabilities. The purpose of the committee is to provide WSNBM with an overview of how best to support and retain people with disabilities in our district, and to develop a culture in our workplace that values inclusion and diversity, actively supporting the employment and retention of people with disability. Issues, advice and resources are exchanged with the NSW Disability Employee Network so that there is consistency in messaging within WSNBM as per Disability Employee Network advice and recommendations.
- Engagement and Family Support (EFS) provided joint support under the Memorandum of Understanding with the National Disability Insurance Agency (NDIA) and Department of Social Services to families who are struggling to cope with supporting a child with disability in the family home, through the provision of disability and family support, EFS supported and built the capacity of our caseworkers to engage with the NDIS so children and young people in statutory care receive the disability supports they need to meet their goals, participate as active and valued members of the community, and reach their full potential.
- EFS established the cross-divisional DCJ Disability Coordination Group to provide advice on, and coordinate department-wide efforts to, improve the way we support people with disability.
- The Joint Child Protection Response Program (JCPRP) developed and implemented new criteria to better ensure children and young people with cognitive impairment, communication needs and/or physical disabilities are provided with enhanced access to the program.

- Information Access and Exchange participated in the Stepping Into program, to employ a university student with disability to increase their work experience.
- Community Services Statewide Services held a training session for 20 senior staff on workplace accessibility.
- We have two practice advice topics (Working with children with a disability and Working with parents with disabilities) to assist caseworkers in their work with parents or children with a disability.
- Our Hunter and Central Coast District Inclusion Action Plan commits to:
 - all staff involved with recruitment complete the Disability Confident for Recruitment training
 - rolling out training for all Hunter and Central Coast managers on workplace adjustments
 - engaging the district's Disability Employee Network members to improve staff knowledge and understanding of disability.
- Murrumbidgee Far West Western NSW District developed a draft Disability Inclusion Action Plan (DIAP) 2020–2024 against four key focus areas of:
 - developing positive and inclusive attitudes and behaviours among our staff and communities
 - providing more accessible workspaces and communities
 - supporting access to employment and career development.

DCJ staffing initiatives

In 2020–21, we:

- Supported access to meaningful employment as a focus area of our new Disability Inclusion Action Plan by:
 - providing a capability uplift course to managers and employees during their induction
 - expanding on our new Workplace Adjustment Policy and Procedure to develop a recruitment resource for jobseekers and applicants with disability
 - developing a new Inclusive Design workshop for project leads across our department to promote the benefits of this design approach in all project development and related consultation. Corporate Services leaders participated in the pilot workshop, and this is

now being applied to upskill our recruitment team further as they update their policies and procedures.

- Launched the new Workplace Adjustment Policy and Procedure to address a key barrier to ongoing employment and retention for employees with disability.
- Successfully retained our Disability Confident Recruiter annual accreditation to ensure that the attraction, recruitment and selection process for candidates with a disability continues to be accessible and equitable.
- Continued to participate in the Australian Network on Disability Stepping Into Internship Program, taking 20 interns across summer 2020 and winter 2021.
- Continued to improve attitudes and awareness of disability in our workplace through the DEN, which more than doubled its membership to over 300 people in 2020–2021.
- The new executive sponsor, the Executive Director, Infrastructure and Assets, works with the DEN and the Inclusion and Diversity team to ensure strategic objectives are met and the network is sustainable.
- Developed and piloted a new career coaching initiative, the Elevate Program, for 20 employees with disability and their managers, building manager skills in having meaningful career development conversations and employee skills in being the drivers of their career development
- Provided our bespoke leadership program Lead the Way to 15 employees who identified as having a disability to build our emerging leader pipelines, and consulted in-depth with the DCJ DEN to ensure accessibility was at the forefront of the program's delivery.

We monitored employee engagement scores for staff with disability through the People Matter Employee Survey 2020. The overall employee engagement score for employees with disability was 60 per cent, lower than the 64 per cent score for all DCJ employees.

Department of Customer Service

Service NSW is committed to the principles of the Department of Customer Service's Disability Inclusion Action Plan 2020-2025 (DIAP), which creates a five-year roadmap to ensure our services, facilities and workplaces are accessible to all. DCS launched the DIAP on International Day of People with Disability 2020.

Mapped to the NSW Disability Inclusion Plan, our DIAP uses ten key areas of access and inclusion to ensure that DCS includes all our customers, people and suppliers with disability. As well as publishing the full document, we have provided public summaries in Auslan and Easy English.

Key actions to date are:

- Including DIAP Key Performance Indicators in the performance plans of senior leaders
- Implementation of a centralised funding model for workplace adjustments
- Formation of an Accessibility Working Group which resolves accessibility issues as they arise, and supports and promotes user testing of new products and services with people with disability
- An increased take-up in disability confident manager and disability confident workforce training
- Hosted (in partnership with the Australian Network on Disability, Service NSW) five interns with disability, while one person remains in an ongoing role many have gone on to extended contracts or other ongoing roles
- Hosted (in partnership with the Australian Network on Disability) four mentees in 2020 and 2021, that is one mentee in 2020 and three mentees in 2021
- Updating our internal mentoring program to allow prospective mentors to specify that they wish to mentor a person with disability, and promoting this to our people with disability
- An increase in targeted recruitment activities across several of our divisions and agencies
- Inclusion of hearing loops in the meeting room standard, with loops in a number of Service NSW sites and all meeting rooms updated to provide automated captioning features, and
- NSW guidelines of accessible content (NSW Design Standard), recruiting a dedicated Digital Accessibility Specialist to drive capability and culture uplift, digital, and accessibility training for our software engineers and product designers and other activities as part of annual Global Accessibility Awareness Day.

Department of Education

The department's Disability Inclusion Action Plan 2016-2020 (DIAP) was developed in consultation with a range of stakeholders, including employees with disability, disability groups, parents and carers, and principal representatives.

The plan complies with the requirements of the NSW Disability Inclusion Act 2014 and is consistent with the objectives of the national Disability Discrimination Act 1992. It sets out more than 40 actions for improving access and inclusion across 4 areas of focus.

The department's current DIAP was extended for 2 years (2021 to 2023) due to COVID-related delays to anticipated amendments to the NSW Disability Inclusion Act 2014 and the development of a new National Disability Strategy. It is now governed by the department's Diversity and Inclusion Council.

The DIAP was updated to include:

- Our commitments in response to the 2017 NSW Legislative Council's inquiry, Education of students with a disability or special needs in NSW
- The Diversity and Inclusion Strategy (2018-2022)
- The Disability Strategy for Education
- The departmental response to the Australian Network on Disability's benchmark report into its Access and Inclusion Index.

Our service provision

We strive to build an inclusive education system where children with disability can thrive academically; develop good physical, mental and emotional health; and gain the skills to live a fulfilling, independent life post-school.

The Disability Strategy sets out our vision for a more inclusive education system. In 2020, the department implemented several key initiatives and delivered more than two-thirds of its immediate focus areas under the strategy. The department also identified and commenced new pieces of work to drive strong educational and wellbeing outcomes for students with disability in NSW public schools. The 2020 (and 2021) [Disability Strategy progress report](#) is available on the department's website.

Our achievements in 2020 included:

- Expanding the range of evidence-based professional learning for school staff
- Testing innovative ideas to improve outcomes for students with disability with 30 public schools and 2 government preschools
- Improving access to school facilities by installing lifts, accessible toilets and high-visibility markings and bollards
- Delivering accredited courses to more than 2,000 staff on key areas of student need,

including autism, challenging behaviours and dyslexia

- Rolling out a training course on 'Personalising Learning with Technology' to more than 1,900 staff, helping them choose and implement supportive technology
- Training more than 1,100 staff on supporting student wellbeing and mental health.

Supporting students with disability and additional learning and support needs

In 2020, more than 135,000 students across NSW received adjustments to their learning because of disability and additional learning and support needs.

More than 80% of these students attended mainstream classes. To help schools better support our students, the department:

- Allocated more than \$294 million to every mainstream school for specialist teacher time and flexible funding to support low-level adjustments for disability
- Provided more than \$240 million in targeted funding to more than 11,000 students with moderate and high levels of need in mainstream classes
- Provided specialist teachers supporting more than 2,600 students with vision or hearing impairment
- Provided personalised and specialised learning for more than 25,200 students in around 3,600 support classes in mainstream schools and schools for specific purposes (SSPs)
- Transitioned to remote learning for 8 courses supporting teachers and schools to meet the needs of students with disability and additional learning needs
- Implemented the Specialist Allied Health Scheme, a pre-qualified panel that streamlines school access to specialist therapy services.

The department's Disability Strategy sets out our vision for a more inclusive education system.

In 2020, we implemented several key initiatives under the strategy, including:

- Welcoming the first cohort of 160 successful scholarship recipients who commenced a Master's Degree in inclusive/special education
- Successfully piloting a new professional learning course on trauma-informed practice, with 1,400 participants from 128 schools completing the first 2 modules and more than 650 participants completing modules 3 and 4

- Delivering training on the strategy to more than 2,220 non-teaching staff in schools
- Delivering a new online inclusive learning support hub to make it easier for parents and carers to find information on how to access support
- Mandating Disability Standards for Education training for all school leaders by the end of January 2021.

The 2020 (and 2021) [Disability Strategy progress report](#) is available on the department's website.

Additionally, the department released its Inclusive Education Statement for students with disability, furthering its commitment to building a more inclusive education system for students with disability in every NSW public school.

Employment opportunities and outcomes for people with disability

In 2020, we implemented a range of initiatives to achieve higher rates of meaningful employment participation by people with disability. In 2020 we:

- reviewed the teacher recruitment process to ensure accessible information and application processes
- worked with the Australian Network on Disability to benchmark our performance against its Access and Inclusion Index, including identifying areas of strength and opportunities to improve
- established a new disability employment and inclusion position to provide subject matter expertise and guidance on workforce matters, and champion inclusion as a 'business as usual' practice
- continued to collaborate with government agencies, non-government organisations and the private sector to strengthen employment outcomes for people with disability
- published an implementation strategy for embedding accessibility requirements in the procurement of information and communications technology
- continued to work with the Disability Employee Network on workforce issues and initiatives to support people with disability in the workplace.

Awareness and inclusive practices

In 2020, we implemented a range of initiatives to promote and support disability awareness for students and employees and improve inclusive practices throughout the department.

In 2020, we hosted 10 'drop-in' sessions for principals and directors, educational leadership on the new Inclusive Education Statement and what it means for their inclusive practices.

The department also promoted the Public Sector Commission's disability awareness e-learning module for employees, in conjunction with events for Global Accessibility Awareness Day, Age of Inclusion and International Day for People with Disability. Since the module was launched, 8,706 employees have completed the module and 1,221 managers have enrolled. Course completions increased by 20% in 2020.

Employees with disability

People with disability made up 2.6% of the department's workforce in 2020. We recognise additional work is required to achieve the Premier's Priority target of 5.6% by 2025.

In 2020, the department:

- enabled the Lead for Disability Employment and Inclusion to provide ongoing advice, advocacy and support to staff with disability
- undertook a review of the teacher recruitment process to identify and remove barriers to attracting and retaining staff with disability
- created and published advice on the implementation of Australian Standard AS EN 301 549: Accessibility requirements suitable for public procurement of ICT products and services
- hosted 8 professional online workshops on creating inclusive documents, reaching more than 1,000 staff
- created an online resource hub to support staff to create, curate and procure inclusive digital products
- supported staff to be more inclusive in their practices through the provision of strategic advice on inclusive design and accessibility
- published guides on personalising technology and hosting inclusive meetings to support the wide range of visual, hearing, cognitive and physical needs of attendees and encourage different perspectives and authentic participation

Carers charter

Our action plan to implement the NSW Carers (Recognition) Act 2010 reflects the principles of the NSW Carers Charter in business activities. There is a dedicated page on our internal website

with information, online resources and useful links, including to Carers NSW, for staff who are carers or who work with people who have carer responsibilities.

The Child Protection Health and Mental Wellbeing team leads support for young carers at school, which is an element of the NSW Carers Strategy 2020-2030. We worked with Carers NSW to update the resource Being a Carer, Being a Student, and Being a Kid. The revised resource and related information is available through the department's website at www.education.nsw.gov.au.

Carers NSW also presented at inductions for school counselling staff to raise awareness about young carers and provide resources. The department provides flexible working options for staff with carer responsibilities, including part-time work, job sharing, leave without pay and flexible working hours. As a result of the COVID pandemic, most of the department's corporate employees were able to adapt and work productively from home. The lessons learnt provided us with an evidence base to modernise flexible work practices for all corporate staff, particularly staff members with carer responsibilities.

A range of resources were developed to help employees access flexible work and working from home while caring for a child or other dependent. These resources are available on our internal website and include the revised Flexible Work Arrangements for Corporate Employees Policy, procedures and other information relating to flexible work options.

Staff members with carer responsibilities can also access the Employee Assistance Program, an independent, confidential and free professional counselling service to support the health and wellbeing of employees. We continue to consider options to enhance support to carers by continuously re-evaluating our human resources policies and practices to ensure they remain aligned with the NSW Carers (Recognition) Act 2010.

Department of Enterprise, Investment and Trade

The Department of Enterprise, Investment and Trade is a newly created department who will not be adequately staffed and operational until after April 2022. The team responsible for the DIAP will commence writing the plan prior to the end of the financial year.

Department of Planning and Environment

In line with its Disability Inclusion Action Plan, the Department supports people with disability in its workforce by implementing a Workplace Adjustment Policy. It also developed an online Workplace Adjustment Passport that will support disability inclusion and eliminate barriers at work for people with disability or who may acquire a disability. The Department will continue to support employees with disability by applying for JobAccess government funding to acquire tools and equipment necessary to maintain employment

The Department also promotes disability inclusion through initiatives such as:

- launched AbilityAware, a six-month campaign to challenge the way staff think and feel about disability and includes educational messages and videos on disability inclusion
- rolling out a campaign to encourage employees to share diversity information with a focus on staff with disability (Workplace posts, videos and a new intranet page are part of this initiative)
- implementing Program Elevate, a disability targeted employment program aimed at providing an additional level of support for both employees and managers during the recruitment process
- piloting disability awareness training through KnowledgeAbility, an educational program focusing on promoting disability awareness and understanding through immersive learning
- celebrating the International Day of People with Disability in December 2020
- reviewing current recruitment processes to ensure Disability Confident Recruiter status
- relaunching the Department's Disability Employee Network to include all employees following machinery of government changes in 2019
- launching the Age of Inclusion campaign started by the Public Service Commission to encourage all agencies to promote disability awareness
- partnering with JobAccess national disability recruitment coordinators to promote selected roles to an Australian-wide Disability Employment Services provider network
- launching the Workplace Adjustments passport in December 2020 resulting in a reduction of workplace adjustment costs by 78% compared

to the previous financial year. The Department has 267 employees with an adjustment passport.

Land and Housing Corporation

The Land and Housing Corporation (LAHC) is firmly committed to initiatives put in place to ensure that people with disability can access services and participate fully in the community. LAHC's maintenance contracts are focused on social outcomes and an average of 18.45% of the work was undertaken by disability enterprises and/or community service providers.

The Department is committed to growing, developing and retaining a talented, diverse and inclusive workforce through initiatives such as:

- the creation of a Harmony Council that provides oversight and guidance on all matters relating to diversity and inclusion
- launching the Department's Diversity and Inclusion Workforce Plan 2021–25 and Multicultural Plan 2021–25 on Harmony Day 2021
- partnering with various divisions to develop bespoke Diversity and Inclusion action plans to support the achievement of the Premier's Priorities by 2025
- providing support to employee groups and networks to encourage networking, peer learning, knowledge sharing and professional development. This includes the Disability Employee Network.

The Department, in consultation with its Harmony Council, has developed a calendar of significant days of observance and it hosts events and encourage participation which includes International Day of People with Disability.

In 2021, 3% of staff were a person with disability up from 2.4% in 2019 and 2020.

Department of Premier and Cabinet

Premier and Cabinet's Disability Inclusion Action Plan is incorporated into its three-year overarching Diversity and Inclusion Strategy.

- Strategic focus areas are:
 - Culture of trust and inclusion
 - Attraction
 - Retention.
- 4.4% of its people work with a disability

- 'Stepping into' Australian Network on Disability Internship Program participation increased across the department. Interns were actively given opportunities to shadow senior executive leaders, build confidence and explore career paths. In the last period, five Stepping Into interns were offered post internship employment.
- The department has championed the sector wide 'Age of Inclusion' communication and initiatives across the Premier and Cabinet cluster. It has continued to implement flexible working including iLead flexibility training and the inclusive leadership program.
- Premier and Cabinet completed the Australian Network on Disability Access and Inclusion Index to gain insight into inclusion of people with disability across the department. The report will form a roadmap to accelerate year on year progress for the inclusion of people with disability.
- The Diversity and Inclusion Network is a voluntary, employee led group that drives support and action to ensure an inclusive working environment for all employees. Its tagline 'Come as you are' is reflective of the aim for all employees to bring – and be supported in bringing – their authentic selves to work.
In 2020-21, the group's membership focused its support within the department across four work streams: wellbeing and mental health, DPC Pride, disability and accessibility, and reconciliation.
- Promotion of calendar events including International Day of People with Disabilities and R U OK? Day.

Department of Regional NSW

The Department is committed to reducing barriers for people with disability to be able to obtain employment, develop their career and participate equally within the Department.

Since the Department's establishment on 2 April 2020, the Department has:

- Invested in resources to build the Department of Regional NSW (DRNSW) Disability Inclusion Action Plan in consultation with Australian Disability Network.
- Continued support and advocacy of the DEN, a voluntary staff community for employees with disability and carers. The DEN raises disability awareness in the workplace.

- Supported and championed the Age of Inclusion via embedding inclusion recruitment and workplace culture, and ensuring accessible workplaces are provided. The Age of Inclusion campaign was launched in July 2020.
- Augmented recruitment activities to ensure that they meet the Australian National Disability Network standards.
- Simplified the reasonable adjustment process to ensure fit for purpose.

The Department of Regional NSW is committed to ensuring that it is an employer of choice by providing opportunities to assist staff in achieving their potential, irrespective of age, cultural background, disability status, Indigenous background, religion, sexual orientation or gender identity.

In relation to employment, since the Department's establishment on 2 April 2020, the Department has:

- Established a Diversity and Inclusion Council that is responsible for:
 - acting as a diversity sponsor and advocate to raise awareness of the importance of diversity and inclusion
 - identifying and prioritising strategic projects or initiatives to improve diversity and inclusion across the Department
 - ensuring the Department celebrates diversity and inclusion focused events and drives key strategic projects that enhance the Department's diversity profile
 - providing advice on policy and strategic initiatives taken by other parts of government in relation to diversity and inclusion
 - developing a framework to monitor the delivery of diversity and inclusion projects and programs.
- Identified key programs and projects that will enhance workforce diversity and inclusion outcomes in the Department.

Destination NSW

Destination NSW is committed to providing an accessible and inclusive workplace and supports the inclusion in the community of individuals with a disability. Destination NSW will continue to plan and implement inclusive events for people living with a disability through accessible events and experiences, including Vivid Sydney.

As at 2021, 0% of Destination NSW's workforce had a disability, down from 1.5% in 2019. In 2019

and 2020 1.5% & 1.4% of the workforce was a person with disability requiring a reasonable adjustment.

Investment NSW

Investment NSW reported their percentage of staff with disability to be 2.8%. Of those people with disability, 1.2% required a work related adjustment.

Ministry of Health

NSW Health reports that it has extended the period covered by their current DIAP (2016-2019) due to the impact COVID-19 continues to have on resources and staff across the health system. For the same reason, the Ministry has not submitted a 2020-2021 DIAP update but intends to do so by the end of the financial year.

The Ministry reports that NSW Health's new DIAP will be informed by consultation across NSW Health and with key disability sector stakeholders to align with key strategic documents. These include:

- Australia's Disability Strategy 2021- 2031
- NSW Disability Inclusion Plan 2020-2025
- NSW Disability Inclusion Act 2022 once available.

State Library of NSW

This year the Library commenced its new Accessibility Action Plan 2020-23. To formulate the plan, both readers and staff members were invited to participate in a survey to identify the areas in which the Library was successful in supporting access to people with disability, and the areas where it could improve. Several insights were gathered and served as the basis from which concrete actions were developed. This plan has been submitted to the New South Wales Disability Council and registered with the Australian Human Rights Commission.

- We continue to work closely with our Accessibility Advisory Committee to remove all the barriers we can, so that when people visit the Library, disability doesn't mean any less of an experience.
- Completion of accessible entrance and pathways between the Macquarie Street building and Mitchell building are on track.

Despite the continued impacts of COVID delaying some actions, significant progress has been made towards meeting our commitments this year.

Developing positive attitudes and behaviours

- Featuring improvements in accessibility and inclusion via social media and digital channels
- Updating the NSW Public Library Building Guidelines 'People Places'

Creating liveable communities

- Developing and implementing an accessibility checklist to set standards for planning and design in State Library exhibitions
- Providing large format gallery guides with all new and existing exhibitions
- Development Applications approved for installing a permanent accessible lift at the entrance to the Mitchell building, a solution to the sloped entrance from Macquarie Street into the Library and removing the Dalgety Walkway to create an accessible pathway between the Macquarie Street and Mitchell buildings
- Developing a mobile gallery app to provide captions and audio for selected items on display. All audio guides have transcriptions.
- Dixson Room hearing loop is active and further upgrades to the audio system are planned
- Continuing to purchase large print and talking books and make available through the Public Library Network
- Audio books added to Indyreads™ platform.

Supporting access to meaningful employment

- Developing a wellbeing calendar including a suite of mental health programs, awareness resources and initiatives for staff.

Improving access to mainstream services through better systems and processes

- Ensuring that key Library information, policies and guidelines are available in accessible electronic formats
- Providing refresher training for staff in the use of adaptive technology available in the Library
- Updating general information on all publications to ensure any infrastructure changes are captured
- User feedback and testing sessions for the new catalogue included participants with disability – providing the Collection Experience Program team with insights and requirements to improve the accessibility of the new catalogue

- Transcripts for manuscripts and books, where available, have been implemented in Collection Experience Program - accessible via the book viewer and downloadable.

Accessibility Advisory Committee

The Committee's responsibilities are to:

- Monitor the implementation of the Accessibility Action Plan and update as required
- Recommend ways to make it easier to navigate the Library both physically and online
- Advise the Library about ways its services and offerings can be made more inclusive and accessible and make recommendations to the Library's Executive when necessary
- Review the Library's public programs and exhibitions and make recommendations where appropriate to ensure that they cater for people with disability
- Review feedback and data relating to readers' and visitors' experiences of the Library relating to accessibility
- Advise the Library about communications relating to accessibility in publications, the Library's website, intranet and social media platforms and make recommendations when necessary.

The Committee met twice in 2020-21, in July and November 2020.

At the close of the first year of the new Accessibility Action Plan 2020-23, of all the actions identified: 10% are complete, 53% are on track, and 37% are not yet started.

Sydney Olympic Park Authority

Access and inclusion has been integral to the planning, design and delivery of the suburb of Sydney Olympic Park. It is essential that everyone can use the Park independently, equitably and with dignity.

Through the Access and Inclusion Leadership Committee, the Authority continually seeks advice and expertise from industry experts and the community on access and inclusion matters.

Significant achievements for the Committee through the year include:

- A new process for access and inclusion expertise to be integrated into new development projects, through the Design Review process. This has resulted in the committee providing formal advice on the proposed Metro station at the design stage,

to achieve best-practice access and inclusion outcomes

- Increase in the proportion of accessible housing at Sydney Olympic Park to support people with accessibility needs throughout their lifetime. This has seen 20% of the Authority's affordable housing apartments be classed as adaptable housing to "Class B" requirements as set out under the provisions of Australian Standard 4299-1995
- Site visit to inspect the adaptable housing sole occupancy units by Summer Housing at the newly constructed Mirvac Pavilions Development at 2 Figtree Drive, Sydney Olympic Park. This set a new benchmark in developments at Sydney Olympic Park, with high quality fittings and well-designed accessible layouts that can adapt to different needs, abilities and life stages
- A significant review to the Authority's Access Guidelines.

The Access and Inclusion Guidelines project is a key deliverable of the Authority's Disability Inclusion Action Plan 2019-22. The new guidelines will go beyond compliance and aim to guide delivery on social and wellbeing outcomes, as well performance outcomes for the built environment.

Access and inclusion is also a key consideration in our service delivery, including provision and coordination of events, activation and programs. Some highlights are below:

- To celebrate International Day of People with Disability in December 2020, the One World Paralympic sports and creative arts activation was delivered in partnership with Achieve Australia and True Sports Events. This told inspiring stories of people with a disability from different parts of the world.
- A new large-scale 50m long Snakes and Ladders floor mural was created by Digby Webster and Nadia Odlum, in conjunction with Accessible Arts at the entry to the Olympic Park Train Station. Visitors can play the giant game by bringing their own dice or using a custom-made digital 'Digby Dice' accessible onsite by using a QR code.
- Funds were granted to the Autism Advisory and Support Service, to assist with the presentation of the Autism Gala Day event in 2021.
- The Paralympic Australia Para Sport Come & Try Day was hosted in the Sports Halls. The event was attended by 70 people and provided people an opportunity to learn about and try Paralympic sports including Taekwondo,

Athletics; Basketball, Tennis, Table Tennis, Boccia, Goalball, Archery.

There were also a range of asset upgrades throughout the precinct. These included:

- Six (6) Class 10a amenity buildings were redesigned to include accessible features as set out in Australian Standard, 1428.1 – Design for Access and Mobility
- Pedestrian Lighting in Station Square and Yulang was upgraded to the Australian Standard for Public Area, in addition to the Bicentennial Park connection through to Concord West Train Station and upgrades at P4, P7 and P6 carparks.
- Major playground upgrades to existing play spaces in Cathy Freeman Park, Blaxland Riverside Park and Wentworth Common
- Major BBQ system upgrades to existing picnic areas in the parklands
- Jacaranda Square and Pop- Up Park. Both include new community notice boards and moveable park furniture.
- A new 1000m2 Accessible and Inclusive play space and 3000m2 dog off leash at Bicentennial Park West (under construction)
- New 700m2 play space, outdoor fitness station, community meeting area with DDA accessible BBQ as part of Linear Park Stage 1B (under construction).

Access and Inclusion Leadership Committee

The Access and Inclusion Leadership Committee (AILC) provides strategic advice to the Authority on emerging trends and opportunities, and how the Authority can integrate more access and inclusion in the development.

During the last financial year, the Authority hosted four meetings to share information and to seek input into key projects in strategic planning, development, asset improvements, service delivery and community engagement.

Transport for NSW

Transport is an essential service that everybody needs to access, but people with disability can often face barriers when using such services. Equal access to transport is a crucial first step to ensuring that people have the means to participate in education, employment, recreation and all aspects of community life.

In December 2017, Transport released its Disability Inclusion Action Plan 2018–2022. It contains more than 160 actions under 5 key outcome areas and renews Transport’s commitment to reducing and eliminating barriers to access to ensure that everyone in NSW has the opportunity to participate fully in our community.

The key achievements during 2020–21 to improve accessibility for customers and employees are outlined below:

Creating liveable communities

- The Transport Access Program is an initiative to deliver accessible, modern, secure and integrated transport infrastructure. During the year, upgrades to 12 railway stations and 2 ferry wharves (Woolwich and Kissing Point, Sydney) were completed. Also, planning commenced for upgrades to an additional 24 railway stations.
- NSW TrainLink is in the final stages of preparing the Mariyung fleet for passenger services. The new 55-train fleet will provide improved accessibility including dedicated spaces for wheelchairs and accessible toilets. The new fleet will also offer increased comfort for people with disability with wider, more spacious seating for extra room.
- Transport completed an accessibility audit at 373 train stations and 48 ferry wharves across NSW. As a result, a new set of wheelchair accessibility classifications was developed to provide customers with simpler and more accurate information about accessibility. This enables customers to plan their journeys and use public transport services more easily. Information about facilities and accessibility features on the transportnsw.info website have been updated to align with the accessibility classifications and the findings of the audit.
- Transport has over 8000 buses operating in the Greater Sydney area, with more than 90 per cent of this fleet being low-floor wheelchair accessible buses. In 2020–21 a further 43 new replacement low-floor replacement buses were approved by Transport for procurement.
- From November 2020 onwards, the Taxi Transport Subsidy Scheme transitioned from a manual paper-docket system to digital Smartcards. Smartcards are progressively being rolled out across NSW. Customers can tap and go, which will improve the overall experience for customers and drivers.
- Transport and Transdev have worked together on the extensive modernisation of the Sydney Ferries fleet, with the following occurring in

2020–21: The construction and delivery of 10 new River Class vessels to service the Parramatta River and inner harbour, and 3 new Emerald Class ferries to service customers on the F1 Circular Quay – Manly route. These stateoftheart vessels are accessible to people with disability and limited mobility, due to wheelchair access, priority seating, Braille and tactile signage and hearing loops.

- The start of refurbishment of 2 Freshwater vessels, which will remain in service. It includes wheelchair locations, priority seats, Braille and tactile signage, and hearing loops.
- The refurbishment of the First Fleet vessels, which will continue throughout 2021 as part of the First Fleet Life Extension program. The program has refurbished 5 vessels with a total of 9 to be completed.

Improving access to mainstream services through better systems and processes

Transport has continued to participate in the reforms of the Disability Standards for Accessible Public Transport 2002. The reforms are being led by the Australian Department of Infrastructure, Transport, Regional Development and Communications. Transport has continued to represent the NSW Government and advocates for positive changes for customers with disability. During the year, the NSW Government, supported by Transport, responded to the Disability Standards for Accessible Public Transport: Consultation Regulation Impact Statement. The outcomes of this feedback are expected in late 2021.

Accessible customer information technology and research

- Transport, in partnership with Google, has captured street view imagery for 189 train stations in Greater Sydney to publish in Google Maps. This will provide transport users with an interactive panoramic indoor tour of the stations to assist customers navigating through the Sydney Trains network.
- Data was collected for 65 Sydney train and metro stations, publishing accessible instation turnbyturn navigation instructions to Google Maps. This makes travel easier and smoother for people with disability and those who are navigating unfamiliar or complex journeys.
- Technology made it easier for customers with disability and mobility impairments to plan accessible journeys, including a voice command virtual assistant Transport Bot

that provides real-time service information, information on mobility aids and travelling with assistance animals. The Bot already has over 180,000 active users.

Inclusive customer service and feedback

- Since July 2020, Transport has held five Accessible Transport Advisory Committee (ATAC) meetings virtually, as well as projectspecific consultations. Two consultations were: Ferry program: ATAC members were able to attend both physical and virtual sessions to review and provide feedback on the changes made to the River Class and First Fleet ferries.
- Regional rail project: A number of online sessions were conducted to gain user feedback to improve the design of the new fleet. These included sessions to allow customers to view mock-ups of sections of a train.

Supporting access to meaningful employment

- The Public Service Commission's disability awareness training has continued to be promoted to all senior service employees during 2020–21. During this financial year, 464 senior service employees and 312 employees completed the training. A total of 1157 senior service employees and 554 award employees have completed the training since inception.
- Transport took part in the Public Service Commission's Tailored Talent Pilot Program. This program is designed to bring autistic and neurodiverse talent into State Government agencies. As one of five government clusters who participated in this pilot, nine of the program's 14 candidates joined Transport in our information technology and finance teams. A primary focus of the program was to challenge traditional recruitment practices and remove the barriers that are experienced by people on the autism spectrum. The program allowed candidates to showcase their natural talent for skills like lateral thinking, attention to detail and technical capabilities. The program not only provided an opportunity for neurodiverse talent and drove inclusivity and diversity in our workforce, but enabled Transport to tap into the unique talents of people on the autism spectrum to bring about business and cultural benefits for Transport.
- The Centre for Inclusive Design was engaged by Transport to conduct assessments on the inclusive design of 5 workplaces across Greater Sydney. The assessments encompassed the working experience and a high-level

assessment of primary ICT used across those sites. Overall, they concluded that Transport has achieved great advances in inclusivity, however there was further work to be done with removing barriers. Transport is implementing the recommendations.

- On 3 December 2020, Transport hosted a live, online event for International Day of People with Disability. The keynote speaker was the founding Chief Executive Officer of EyeSyght, Santiago Velasquez, who delivered a powerful message on the benefits of having an inclusive workplace. The event highlighted how Transport was contributing to improved outcomes for employment and inclusion of people with disability.
- In April, 40 of our talent acquisition specialists took part in Disability Confident Recruiter training via the Australian Network on Disability. This training aimed to increase knowledge and capability to embed inclusive recruitment practices, while removing barriers for people with disability throughout the recruitment process. In addition, employees undertook the 'More than Just a Job' training run by the Council for Intellectual Disability. This included how to support people with intellectual disability in the workplace and covered topics on inclusive recruitment and job carving.

Treasury

Progress included:

- An ongoing commitment to disability inclusion, which remains Treasury's greatest diversity and inclusion opportunity in terms of achieving the Premier's priorities
- Delivering key events, including NAIDOC Week 2020, Wear It Purple Day 2020, Reflect Reconciliation Action Plan Launch, Carers Week 2020, International Day of People with Disability 2020, International Women's Day 2021, Mardi Gras 2021, Harmony Day 2021, National Reconciliation Week (27 May-3June 2021) and The Business Case for Inclusion with Dr Jane O'Leary.
- Embedding our Diversity and Inclusion network, with working groups and Bank 2 (Executive Director level) sponsors established to champion project streams.

Treasury supported staff to balance their work and personal life commitments, recognised their achievements, and encouraged learning opportunities. This included:

- Delivery of an updated Flexible Work policy and a new Hybrid Work policy and tools to support hybrid working at Treasury.

People with disability made up 2.9% of NSW Treasury's workforce. 1.50% of NSW Treasury's workforce was a person with disability requiring a reasonable adjustment.

On 14 September 2020, Treasury completed the Australian Network on Disability (AND) Access and Inclusion Index Comprehensive Self-Assessment. We received an overall score of 18 per cent, indicating Treasury is still very much in its infancy on its journey towards inclusion of people with a disability. From July 2020 to September 2021, we undertook significant consultation to form the DIAP.

Disability Inclusion Action Plan 2022-2025

A number of consultation channels were used:

- Meetings with eight Treasury business units to complete the Australian Network on Disability Access and Inclusion Index and to ideate, iterate and confirm actions (from July 2020 to August 2021)
- Human-centred design workshop with 24 Treasury employees including solution owners,

people with a disability, carers and allies in December 2020

- Two human-centred design workshops with 18 external stakeholders, most of whom were small business owners with a disability in February 2021
- Targeted interviews with key stakeholders such as the Council of Small Business Organisations Australia and the NSW Indigenous Chamber of Commerce in early 2021
- Anonymous online staff survey from April to May 2021 with 139 completions representing 18 per cent of Treasury's total staff. 13 per cent of respondents identified 'as someone with a disability/lived experience of a disability' and a further 19 per cent as having a family member and/or close friend with a disability.

Three drafting rounds ensured the views of all stakeholders were accounted for in the DIAP. We obtained feedback from stakeholders with a disability and had strong engagement from the functional areas that will help us deliver our action plan. As part of our quality assurance process, we benchmarked our DIAP against the action plans of five other NSW public sector agencies. The DIAP includes specific actions for ongoing consultation with Treasury stakeholders and staff who have a disability.



Local Councils Disability Inclusion Action Plan Progress Reports

Albury City Council

- 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 Council and the Albury City 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

Building positive attitudes

- In May 2021, Armidale Regional Council had to re-establish an Access Advisory Working Committee to focus on and lead the community in areas of access and inclusion. This Committee met three times prior to its recent cessation due to Local Government elections and the required Caretaker period.
- A series of workshops with representatives from the Access Advisory Committee, Council staff and Communities have been conducted with the view to access and update the DIAP which is due for publication July 2022 (extended deadline).

Creating liveable communities

- Council, through our Facilities Management team and Parks and Shared Spaces 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 created the front of our

- Home Support Services office (Nicollii House) in Guyra to promote access for clients.
- Additional capital works on Guyra's main street have included curb side access and disabled car spaces.
- Disabled toilets have been constructed at the Curtis Park playground on the creek lands.
- Curtis Park Playground features equipment such as sensory garden and a flying fox with a seat for community members with restricted mobility.
- Upgrades to halls in our villages such as Wollomombi have included wheel chair access ramps, with Dangarsliegh Hall earmarked for future.

Supporting access to meaningful employment

Limited progress has been made in this area.

Improving access to mainstream services through better systems and processes

- The Access Advisory Committee provide, a strong conduit for information to and from Council, and community on issues of access.
- Council staff have refined their notification process for the commencement of works (footpaths, crossings and road works) to these committee members to forward onto their respective clients.
- Input has been sort into Wombat Crossings and questions raised and answered regarding standards on guttering, etc.

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

- To date, it has been largely from consultation and anecdotal feedback. Members of the newly established Access Advisory Committee, include community members with disabilities as well as members of the disability organisations. They are charged with the task of gathering feedback from community members. This information is used to raise issues and concerns at the committee level and, any recommendations are fed to Council for consideration.
- Separate workshops have been held with these members, consultants and Armidale Regional Council Staff to review and update the Disability Inclusion Access Plan (DIAP). To date, this

consultation and input has been received positively as a step in the right direction.

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

Aspirations need to meet resources. This is a constant challenge with any department, however presently Armidale Regional Council have had a long standing vacancy with respect to Community Services that will be recruited for with a pending organisational restructure in April. Delivery will be encumbered until this position can be filled.

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

- The development of the DIAP has surfaced a number of initiatives to better help with staff understanding and consideration of people living with a disability in infrastructure and planning.
- It is intended to revive an initiative call "Adopt a Disability Day" as part of the launch of the new DIAP in July. ARC will use this as a promotional initiative to draw attention to the importance of considering access in the community. It will highlight commitments in the DIAP and encourage community members and businesses to follow suit.

Ballina Shire Council

Ballina Shire Council's Disability Inclusion Action Plan (DIAP) has been prepared to meet the requirements of the NSW Disability Inclusion Act 2014. The DIAP has been developed by listening to people with disabilities, their families, carers and local organisations who work with people with disabilities.

A Disability Access Reference Group has also operated in Ballina Shire Council for over 20 years. The group includes individuals with a range of abilities and lived experiences that provide Council with advice on development applications, proposed redevelopments and a broad range of access and inclusion issues.

Council has undertaken a range of projects and implemented actions that directly support the needs of people with disabilities. We aim to ensure that access and inclusion is a key consideration in all areas of our services and operations.

Recent projects delivered under the four key areas as identified by the NSW Government and in Council's DIAP include:

Building positive attitudes

- Access Reference Group continues to provide advice to Council on disability access and inclusion issues
- Membership of Dementia Inclusive Ballina
- Images of people with disabilities included in Council publications.

Creating liveable communities

- Shared pathway network expanded to include Shaws Bay precinct
- 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
- Provision of accessible design elements in upgraded parks and reserves including BBQ's, seating area, picnic areas waste bins and pathway network
- Beach wheelchairs available for hire free of charge
- Playground upgrades include accessible play options
- Accessible design elements included in approved plans for Wollongbar District Park.

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
- 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 has established the Strengthening community Access, Inclusion and Well-being Committee who are:
 - Commenced the research and development of a local and visiting health & wellbeing services' directory for the area, identifying service 'gaps' to advocate for unmet needs
 - Supported Council with the development of the Balranald Shire Community Health Profile via the Western NSW Primary Health Network
 - Advised Council on areas relating to Access, Inclusion and Wellbeing including providing support with the Disability Inclusion Action Plan.
 - Council has also established the AgeingWell, Aged Care & Facilities Advisory Committee who are:
 - Advising and supporting Council with the Senior Citizen's Week event, including helping with the food preparation and the supply of board games and playing cards for the Games Afternoon
 - Providing Council advice and recommendations in reference to Bidgee haven Retirement Hostel
 - Providing advice and recommendations to the Senior Citizens building and facility
 - Undertaking a survey and research on the needs of the Shire's senior citizens.
 - Providing recommendations to Council on needs and options for an ageing population.

Building positive attitudes

- Inclusion tent provided at three Shire events.

Creating liveable communities

- Balranald Riverfront Walking Trail footpath completed
- Balranald swing bridge designs completed and contract given to widen the swing bridge to 2m wide (wheelchair accessible) with bridge approaches to be upgraded
- Disability friendly toilet facilities installed at Euston Cemetery & Anzac Park in Balranald

- Consideration of inclusion for all in the design and construction of the Balranald Riverfront project.

Supporting access to meaningful employment

- Code of Conduct training is delivered to all staff across the organisation. Council has the appropriate policies and procedures in place to govern the Equal Employment Opportunity (EEO) management plan. Council actively supports the principles and practices of EEO.
- The induction process and job advertisements adhere with EEO policies.

Improving access to mainstream services through better systems and processes

- Large print and audio books purchased at the Library for vision impaired.

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

In accordance with the Disability Inclusion Act 2014, Council made a resolution at its 17th November 2020 Ordinary Meeting to review the current Disability Action Plan. Council will be seeking recommendations and input via its Strengthening community Access, Inclusion and Well-being Committee and Ageing Well, Aged Care & Facilities Advisory Committee during 2021/22 into the new plan.

Bathurst Regional Council

Disability inclusion initiatives undertaken in the 2020/2021 financial year include:

Building positive attitudes

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 totalling \$15,000 on an annual basis and administrative support for the grant
- Assists the committee with the provision of a Councillor delegate.

The provision of a range of programs and activities:

- The Bathurst Library All Ability Lego Club
- Winter Festival Live Better Accessibility Day
- Continued promotion of Council's accessibility through social media
- AUSLAN introduced at Baby Rhyme Time at the Library.

Creating liveable communities

- Continuing to implement strategies in the Bathurst Regional Council Access and Cycling Plan 2011 with a focus on the width of footpaths
- Council has also completed some major footpath renewals in the CBD including sections in William, George, Keppel and Russell Streets. With further sections to be completed as more funding becomes available
- Footpath maintenance ongoing with priorities identified through BRAC
- Footpath constructed in Perthville, Trunkey and Wattle Flat with drought relief funding
- Bathurst Access Improvement 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
- Purchase of portable ramps for use at Council events
- A hearing loop is 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/Ary Gallery and BVIC
- Accessible Parking included in CBD Master Plan
- Continued provision of accessible toilets, parking and site access for major events.

Supporting access to meaningful employment

- Training provided to Council staff regarding the Disability Inclusion Action Plan at induction
- Recruitment software asks People with Disability to specify what additional requirements they need to assist them during the employment process.

Improving access to mainstream services through better systems and processes

Promotion of disability services and access to Council information:

- All Council websites provide Readspeak function including an enlarge font button
- Disability Service Directory available on Council's website
- Council staff trained to improve customer service for people living with disability.

Bayside Council

Council commenced work on developing a new Inclusion Action Plan (Disability) (IAPD) 2022 – 2026 with a range of engagement activities. Due to COVID it was not possible to have all engagement activities face to face, however where it was possible it did occur.

Council has implemented a number of actions to improve inclusion and accessibility which are highlighted in this report.

Building positive attitudes

- The promotion of inclusive attitudes and behaviours occurred through a range of events, projects initiated, grant opportunities, Council run programs, grants submissions.

- Art and Events - Council initiated Bayside Women's Week in 2020 hosting a cross generational panel on leadership and featured a panel member living with disability from a refugee background.
- Council supported and hosted Peer2Peer Café, the online social network for people with disability in the east for International Day of Disability in 2020.
- Bayside Council holds a Sculptures at Bayside annually, tours are supported for people with disabilities and older residents.
- Council provides an Annual Community Grant to Community Organisations. In 2021 Council supported Windgap's initiative for the International Day of Disability 2021 Accessible Arts Market.
- Children and Youth - The Disability Yes Project from Youth2Community Youth Service in Brighton conducted an access audit of Rockdale Library in 2020 with young people with a disability.
- Rockdale Library continued to run a story time program for St George Special School.
- Bayside 2019 Youth Week includes an interactive exhibition for young people with sensory processing issues.
- Community Development - Council initiated a fortnightly drop in event at Eastlakes Community Housing in Maloney Street and Florence Avenue Social Housing. Connecting with socially isolated residents including people with disability through engaging activities and sharing stories over coffee.
- The ongoing development of the Community Garden based at Maloney Street, welcomes people with disability.
- Council was successful in obtaining funding for a project which will identify training and resources for emergency preparedness in an inclusive and welcoming manner throughout the housing estates in Bayside.

Creating liveable communities

Council built and upgraded a range of facilities improving access:

- Eastgardens Library and Customer Service upgrade
- Amenities upgraded at Scott Park, Peter Depena Reserve, Boralee Park & Jellicoe
- Accessible Toilets at Bexley Oval, Kyeemagh Boat Ramp, Scarborough Park and Tonbridge Reserve

- Inclusive Playground at Chapel St Rockdale
 - Alf Kay Accessible Toilet
 - Botany Town Hall upgrade including a lift, accessible toilet and ramp
 - Hillsdale Community Centre upgrade, accessible toilet facilities
 - AS Tanner Reserve Accessible Toilet and Accessible Archery facility
 - Arncliffe Youth Centre a new accessible facility.
- Our Library- extended the Home Library Service to include four additional nursing homes. Staff take physical resources for residents to access library materials and specific aids for people with sight impairment.

Our Child Care Centres – Hillsdale Child Care Centre was accredited as an inclusive service for children with additional needs. We were successful in acquiring funding from the Inclusion Support Program for children with disability or undergoing a diagnosis. We successfully applied for a grant from the Inclusion Support Program to assist children with disability or undergoing a diagnosis.

Our Beaches – Bayside Council and Ramsgate Life Saving Club provide a Beach Wheelchair at Ramsgate Beach. This was donated to Council by St George Special School.

Supporting access to meaningful employment

Council continued to provide employment opportunities for people with disability. Bayside staff undertook training, workplace adjustments were available to staff with disability and staff are supported through the Employment Assistance Program.

Employment Opportunities - Bayside Garden Centre offers diverse supported employment opportunities for people with intellectual disability and is managed by Council staff. This is made possible through our partnerships with Intellectual Disability Foundation of St George and the Bayside Garden Centre.

Our staff - Council provided training and support for staff on mental health. We provide workplace adjustments and arrangements for our staff with disability. Staff have access to an Employment Assistance Program which provides free counselling and support. Council also has a Preventing Workplace Bullying, Harassment & Discrimination Policy.

Improving access to mainstream services through better systems and processes

Council over the last four years has improved our communication methods such as access to online platforms, accessibility to recent technology and information. This includes:

- Our Website - Council installed Browse aloud, an assistive technology that turns text into speech, changes font size, translates language and has a simplify tool.
- Connecting with People - Our online engagement projects identify people living with disability to understand any differing outcomes and needs. Our engagement project web page Have Your Say adheres to the Web Content Accessibility Guidelines (WCAG.) All online engagement projects identify people living with disability. Easy Read surveys are offered where possible. Hard copies of the survey are included in Engagement Kits which allows for people to send them back. Contact details are available of a staff member to talk more about the survey if they need assistance.
- Advocacy - Council continued to actively resource and/or participate in Disability Forums across Bayside Local Government Area. This includes co convening the Bayside, Georges River and Sutherland Disability Interagency and attending the Eastern Sydney Age and Disability Forum.
- Captioning - Council uses captioning at regional disability interagency meetings, at public online meetings with the Mayor during COVID, videos for mental health month, multicultural week and multicultural messages produced for COVID.

Bega Valley Shire Council

During the 2020-21 financial year the following progress was made in the four focus areas of the Disability Inclusion Action Plan.

Building positive attitudes

Improve staff awareness of disability issues

- Council's corporate induction program included a session on Council's Code of Conduct and PLaCE values. This session provides an overview of Equal Employment Opportunity legislation and staff responsibilities concerning inclusive service provision.
- Council engaged with its employees through a Consultative Committee which met every

six weeks. The committee has a designated position for a staff member with disability which focuses on disability inclusion and awareness in the workplace.

- Current Councillors and senior management have undertaken 'Break Down the Barriers' awareness training as part of their induction and in consultation with the Access and Inclusion Advisory Committee (AIAC).

Celebrate inclusive practice and access outcomes

- Access and inclusion continued to be a focus across Council. The Communications and Events team promotes inclusive projects and programs that improve access and inclusion via social media, media releases, Council's website and regular Council newsletters.

Establish partnerships that address community wide barriers to access and inclusion

- AIAC meetings were held on 13 July, 10 August and 9 November 2020, as well as 8 February and 10 May 2021. There are three sub-committees that focus on business, community and tourism. The AIAC assisted in determining the Community Access Improvement Grant program recipients that contributed \$15,600 for four local projects. The committee also provided feedback on access design to a range of projects.
- Council continued to facilitate the multi-agency Health and Wellbeing Committee that was established with representatives from disability services to coordinate disaster recovery efforts.
- Council provided feedback to Community Industry Group (CIG) on the difficulties faced by people with disability during the Black Summer bushfires, to help inform their resource 'South East NSW Bushfire Crisis – Impact, Response & Recovery Report', which provides recommendations for immediate and future actions.
- Council continued to work with key community stakeholders on accessible business and tourism initiatives. Representatives from these sectors are represented on the AIAC.
- A project proposal for an inclusive tourism business strategy was developed by the AIAC and collaboration with Sapphire Coast Destination Marketing is underway to progress this.

Creating liveable communities

Contribute towards liveable and accessible public places

- Council seeks continuous improvement in the implementation of a strategic approach to community input at concept design stage on identified projects in public places. This action is supported by Council's Community Engagement Strategy.
- Plans have been approved for the redesign of Council's entrance, customer service desks and Regional Gallery in Zingel Place to improve access to Council offices and customer service.

Increase access to community assets

- Access outcomes are prioritised in renewals and upgrades of community assets.
- Access criteria are included in the management of community facilities and assets.

Projects with improved accessibility elements delivered in 2020–21 include:

- Blackfellows Lake boat ramp upgrade
- Bermagui River boat ramp upgrade
- Great South Coast Walk stage 1 (Wallaga Lake)
- Bermagui Apex Park – All Abilities Playground
- 'A Destination for All' Coastal Accessibility Projects (Bruce Steer Pool Bermagui, Short Point Merimbula, and Pambula Beach Reserve)
- Zingel Place Redesign – new gallery precinct will improve accessibility to the gallery and customer service area of the main building
- Sapphire Coast Tourism project proposal
- Fish cleaning table upgrades
- Eden Fitness Trail
- Wolumla Recreation Ground, Pavilion upgrade.

Additionally, projects that are underway or in the development stage and where consultation with the AIAC has occurred include:

- Barclay Street Eden, Sportsground Revitalisation – including detailed design of play-skate area, using Everyone Can Play principles
- Bega Valley Regional Sports hubs
- Barclay Street Football (Soccer) Pavilion improvements

- Accessible Nature Trails – Tura Coastal Reserves
- Tathra Beach accessible change facilities.

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

- The benefits of accessible business practice are promoted through the Business Forum and Chambers of Commerce.
- The Access Improvements Grants program awarded the following grant applications, to the total value of \$15,600:
 - Panboola Pambula Wetlands and Heritage Project Inc – Improving disability parking
 - Bermagui Surf Life Saving Club – 'Same Wave – An All Abilities Aquatic Program'
 - Wolumla Football Club – Wheelchair friendly picnic tables
 - The Trustee for the Australasia Property Unit Trust – 'Accessing the Australasia' project.

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

- Council facilitates the Bega Valley Local Traffic Committee to improve access outcomes and transport equity in the shire.
- One AIAC committee member is allocated to each new project to enhance consultation/engagement outcomes.

Supporting access to meaningful employment

Develop and enhance employment opportunities for people with disability

- Council has a work experience program which supports young people with 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' web page.
- Council's library services actively encourage and support high school work experience placements for students with disability and current volunteers with disability are engaged in digitisation, local history, collections and support projects.
- A disability social enterprise has been engaged to provide resource maintenance and other services in the library and Community Connections service areas.

Provide volunteering opportunities for people with all abilities

- Council engages with staff and volunteers who identify as having a disability, primary caring responsibility or as coming from a diverse background, to better understand and meet their unique needs.
- Volunteering and job vacancies are promoted via community networks, schools, TAFE and Universities.
- Bega Valley Regional Gallery (BVRG) has a proud 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, accessible systems, information and processes.
- Council continues to work with local community groups and tourism businesses to promote the concept and importance of inclusion to improve volunteering and visitation rates.

Improving access to mainstream services through better systems and processes

Ensure accessible and inclusive community engagement

- Council uses an Engagement Toolkit which requires employees to consult, engage and collaborate with relevant stakeholders on associated work projects and development across the organisation.
- The document includes tools for engaging with people with disability and people from diverse backgrounds.
- The draft Disability Inclusion Action Plan (DIAP) 2022–2025 was made available for public exhibition and comment in both original and Easy Read formats.
- DIAP consultation/engagement activities were conducted in accessible venues.

Continuously improve processes to achieve access and inclusion outcomes

- An audit of accessible car spaces in the Bega Valley Shire was conducted.
- National Disability Insurance Scheme (NDIS) documents are available to scheme participants in Easy Read format options
- Senior management from across the organisation were engaged in the development of the draft DIAP 2022–2025 and processes to

improve the measurement of progress against outcomes have been identified.

Council events and community programs are inclusive

- Council's community funding programs are promoted within the disability sector.
- The COVID pandemic impacted the delivery of Council's library services programs, and these were moved to digital format where possible. Inclusive programs included Storytime (accompanied by an Auslan interpretation video) and chair yoga videos for those with mobility issues.
- Library services are delivered through a range of accessible options such as live webchat, phone and email plus a Home Library Service that delivers library materials to those who cannot access the library due to disability, health vulnerability or lack of connectivity.
- Library services increased home delivery services for people with disability or health vulnerabilities and implemented a new 'library link' service to locations across the shire. Click and Collect services were introduced in all branches.
- The library offers 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 several free platforms, and eBooks and e-magazine 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.
- Council's main website, library and gallery websites are W3C compliant for multi device accessibility.
- Council's Children's Services provide improved staffing ratios and additional support for children with disability, under the Disability Inclusion Program grant. This increases the ability of identified children to participate in our early childhood education and care programs.
- Council delivers Support Coordination and Plan Management for NDIS participants.

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

- Council has established a Community Engagement Strategy which seeks to obtain

community input at concept design stage on identified projects in public places.

- Access outcomes are prioritised in renewals and upgrades of community assets.
- The AIAC consulted on all major projects and a Committee member is assigned to each major project.
- Council applies inclusive design principles such as those in the Everyone Can Play Guidelines to identify and include improvements in recreation project development.
- A project management module has been developed for Council staff with specific consideration of access and inclusion embedded in its process.

Bellingen Shire Council

Building positive attitudes

- Council has undertaken a review of its Human Resources Policy register. During the reporting period Council has reviewed and updated policies including Equal Employment Opportunity, Dignity & Respect in the workplace, Grievance and Disciplinary procedures. Anti-bullying training and grievance policy training was delivered to all staff between December 2020 and January 2021. Mental Health First Aid was also offered to staff and rolled out over the year.
- Occasional activities have had speakers who have promoted achievements and dismissed stereotypes, most notably the Active Inclusion Sports Day with all abilities sports people engaging with a significant cohort and the International Day of People with a Disability events.
- This has been done mostly through promotion of the Ian J Cooper Awards which take place every second year. In addition International Day of People with Disability was promoted on I Love Bello Shire, which was used to promote an inclusive activity "Dance for Life". These awards are given out every second year and recognise individuals, groups and businesses who are providing excellence in inclusion and access.
- The Ian J Cooper Awards for Access and Inclusion were held on 3 December 2020 and were combined with the acknowledgement of the completion of the State Government funded accessibility project. Certificates and Awards were given to organisations and businesses throughout the Shire.

- Over the last 4 years businesses have been consulted about barriers and provided with a reference guide called Missed Business which provides positive ways business can support inclusion. In addition, support has been provided to other groups including Ability Links to engage with the business community around better inclusion which resulted in the "sticker project where local businesses display stickers based on features of the business. In addition, an Accessible Tourism guide has been developed which outlines accessible areas in the Shire for visitors to the area.
- Councils Customer and Business Services team organised and promoted RU OK Day within Council.
- Bellingen Shire received funding for the Suicide Prevention Project through the Primary Health Network to deliver actions to reduce suicide, including events, resources and training opportunities. Some of these activities impacted by COVID. Mental Health street stalls are also held throughout the year in partnership with various agencies in each of the townships to help raise awareness.
- 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.
- Bellingen Shire 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.
- Bellingen Shire 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.

Creating liveable communities

- Bellingen Shire Council became a member 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.
- Regular engagement has occurred with the community to gain insight on issues relating to the public toilets in the Bellingen Shire.
- An accessible toilet has been built at Coronation Park.
- The provision of MLAK toilets have been promoted on Councils website. Information on the National Public Toilet map has been

updated and MLAK toilets noted in the Bellinghen Shire mobility map.

- Footpath renewals have occurred in the Dorrigo and Urunga areas of the Bellinghen Shire in the last 12 months.
- The pedestrian crossing in Dorrigo has been modified as part of the Dorrigo Roundabout project and as a result is more user friendly for wheelchair users.
- An accessible pathway was constructed in Mylestom along the river.
- 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.
- Markers have been installed at the Dorrigo roundabout. This is done as part of Councils ongoing parks and gardens maintenance works.
- Building condition reports have been completed for many Council buildings which include some reference to accessibility, but a specific accessibility audit has not been conducted.
- Funding to improve access to Memorial Hall has been received and funding to improve Dorrigo Hall and Dorrigo Library have been initiated.
- Ramp access to Raleigh Hall has been completed. An accessible toilet has also been installed.
- Coronation Park at Dorrigo gained funds for a redevelopment and an all abilities piece of playground equipment has been included in the design as well as an accessible toilet and pathways. Funding also received for Connell Park for inclusive play equipment to be installed.
- Installation of a hearing loop at Bellinghen Memorial Hall is planned as part of the Hall redevelopment. Installation at Dorrigo Public Hall and Dorrigo library subject to funding availability.
- Handrails were installed at Mylestom tidal swimming pool.
- Funding was received to upgrade Coronation Park in Dorrigo which in addition to new footpaths has included an additional disability parking space, inclusive playground equipment, a toilet block with 2 accessible stalls and a BBQ shelter with 3 accessible tables and 2 accessible BBQs along with improvements to the accessible parking space. An accessible viewing platform at Dangar Falls has been completed.
- New pedestrian crossings installed with Tactile Ground Surface Indicators in Bellinghen. Roundabout installed which makes crossings on all 4 intersections more user friendly.
- The availability of resources has been promoted including at meetings and through email networks and on the Council website.
- Review of the Mobility Map is still in progress and will be made available as a map on Council's website. It will include a QR code link for access to additional features.
- Community Transport have continued to promote the services they deliver to the community. This was especially beneficial at the beginning of the COVID pandemic.
- 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.
- Additional consultation has indicated there are sufficient public seats on Hickory Street, but not enough in the village of Mylestom which has seen two additional public seats installed.
- Completion of Dangar Falls viewing platform in Dorrigo.
- Recycled plastic decking installed at the beach at Urunga to improve access. Investigated for North Beach and a funding application has been submitted.

Supporting access to meaningful employment

- Anti-bullying training and grievance policy training was delivered to all staff between December 2020 and January 2021. Mental Health First Aid was also offered to staff and rolled out over the year.
- Bellinghen Shire Council is an inclusive employer. The Bellinghen Shire Council Workforce Strategy 2020-22 was reviewed and updated enhancing reference to workplace diversity which includes employing those living with disability. It recognises actions to ensure

staff awareness training is delivered and strengthening of partnerships with TAFEs and NDIS providers to provide access to recruitment pathways.

- The Bellingen Shire Council Workforce Management Plan 2017 – 21 makes reference to workplace diversity which includes employing those with a known disability.
- Council has undertaken a review of its Human Resources Policy register. During the reporting period Council has reviewed and updated policies including Equal Employment Opportunity, Dignity & Respect in the workplace, Grievance and Disciplinary procedures.
- Council continues to review its recruitment processes to ensure open and inclusive language is used in delivering merit selection and other recruitment processes. Training has also been delivered throughout the reporting period focusing on Dignity & Respect at work which aims to promote positive behaviour and respectful dialogue in the workplace.

Improving access to mainstream services through better systems and processes

- Even though there is no official advisory committee model, Council has other committees that include people with lived experience of access and inclusion challenges.
- In line with Council's engagement outcomes, Council use plain English in its communication channels.
- Council have purchased a new website platform which has been checked against web content accessibility guidelines and tested by people with lived experience of disabilities. The new website has strong accessibility function to ensure Council meets AA+ standards in digital publications. An intranet is also being delivered and an updated corporate brand and style guide which will provide reference to font size and accessibility considerations when preparing correspondence.
- 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 section if required on a case by case basis.

- Access / accessibility defects requests are integrated into general service requests and actioned.

Berrigan Shire Council

Building positive attitudes

- 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 COVID
- Dementia Friendly Communities Finley – continued to promote this group on social media pages – relaying positive messaging and support for families and carers
- Planning for the Hosting of Tri-State Games 2021 (Social Games: An event for Disabled Athletes representing NSW; Victoria and South Australia) – this event is now on hold due to COVID.

Creating liveable communities

- Continued implementation of Berrigan Shire Pedestrian Access and Mobility Plans – extension of accessible path network in Barooga and Finley
- Completed the construction of family friendly and accessible facilities Collie Park – Barooga
- Commenced construction of fully accessible play facilities Foundry Park – Finley in addition to commenced construction of fully accessible river view café and shops – Tocumwal
- Installed additional street furniture and seating Berrigan – funded by Commonwealth Government's Drought Communities Program.

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
- Accessible systems, information or processes actions (2020/21)
- Council continues to monitor and is implementing its online and website accessibility improvement program.

Blacktown City Council

Building positive attitudes

The COVID pandemic and its associated constraints had a profound impact on those living with a disability who already faced challenges around access and inclusion. Under the then-current Blacktown City Council Disability Inclusion Action Plan we:

- undertook extensive consultations to inform the development of our new Disability Inclusion Action Plan (DIAP) 2021-2025
- received advice and support about our services and programs from our active Access Advisory Committee which met bimonthly
- held our 4th annual Talent Showcase and 3rd annual Disability Awards. This is a joint event for disability leadership and achievement, recognising and celebrating the extraordinary contributions and leadership shown by people with disability, their carers, advocates and local disability service providers in Blacktown City. The event reflects what is important to people with disability and services, and the positive ways they are influencing change and pursuing access, inclusion and equity for our community. The 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.
- Due to the COVID pandemic, the event was livestreamed, with an Auslan interpreter, for the general public to watch. 24 people including award winners and supporters attended the event at IDPwD 2020. There were six winners and 11 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 written and circulated from the Blacktown City Council media unit for the 2021 Disability Awards and Talent Showcase Event.
- Updated Council's disability webpage with relevant information and links to services that people with disability will use.

Please refer to:

<https://www.blacktown.nsw.gov.au/Community/Our-people/People-with-disability>

<https://www.blacktown.nsw.gov.au/Events-and-activities/2021-International-Day-of-People-with-Disability-TALENT-SHOWCASE-DISABILITY-AWARDS-EVENT>

Creating liveable communities

- developed an accessible playground checklist for when we plan or develop new playgrounds
- promoted Blacktown City's purpose-built disability centre, the Sargent Centre, to people with disability and their support networks. This Centre has sensory rooms, gardens and other facilities for people with disability and their support services
- established a weekly wheelchair tennis program at Stanhope Gardens Leisure Centre
- obtained funding and commenced planning for a new inclusive play space at Nurragingy Reserve
- successfully advocated for a pedestrian lift at Doonside Railway Station.

Supporting access to meaningful employment

- continued work on actions highlighted in our previous update
- commenced development of an internal workforce diversity strategy
- flagged the new DIAP 2021-2022 is to include actions targeted to meaningful employment for people with disability.

Improving access to mainstream services through better systems and processes

- established a new disability interagency which brought together over 45 local services for collaborative planning
- enhanced our library services large print collection, introduced large print high-contrast keyboards for sight impaired patrons and assistive listening devices for use in children's story times
- received additional funding to support children with additional needs in 7 of our Kids Early Learning Centres.

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

In 2020-2021 we:

- commenced work on the 2021-2025 DIAP through research and consultation with community members, disability service

providers, Access Advisory Committee and Council staff

- we received feedback from the IDPwD events held each year
- proposed new actions in the 2021-2025 DIAP to include receiving feedback and having discussions with stakeholders, aiming at having greater impact on the needs of people with Disability.

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

Blacktown is a City of diverse cultures – a home to around 403,000 people representing around 188 birthplaces and 182 different languages. Blacktown City is the largest local government area in NSW, and home to around 1 in 68 Australians.

This large, diverse population, requires an increase in financial and human resources to do comprehensive inclusion work in the City. Council currently does not have full-time Disability Inclusion Officer.

We have promoted the requirements of the NSW Disability Act throughout Council with the result that most sections of Council have proposed actions for inclusion in the 2021-2025 DIAP.

- Current enhancement of the Blacktown CBD is actively addressing safety, access and inclusion.
- We have promoted collaborative action and information sharing for services at the Blacktown Disability Interagency.

Bland Shire Council

- 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.
- Bullying and harassment training held for all staff in the 2020 – 2021 financial period.
- People with disabilities and their carers encouraged to provide feedback to Council in the development of the Disability Inclusion Action Plan.
- Councils Access Awards and National Day of People with Disability Celebrations held in December 2020. Promotional material was

circulated on multiple occasions for these events and Councils Access Incentive Scheme Grant.

- Community education session held around mental health and Psychosocial disabilities held with local schools through the resilience project digital program and the Butterfly Foundation youth sessions.
- Information regarding Councils Access Incentive Scheme Grant stream published in Council Notices and on Social Media.
- International Day for People With Disability event was not held in 2020 as a result of COVID implications. Social media promotion was used to mark the event, encourage the community to have their say on access and inclusion, to promote the access map and grant scheme and to increase community knowledge and awareness of access issues.

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.

- The customer satisfaction survey was held in 2020 with a majority of the community satisfied with Council's public spaces. This included accessibility.
- Steps and handrails have been installed at 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. The Mobility Access Map will be updated in 2021.
- Information on Australian access design requirements and compliance standards is readily available on Councils website.
- Councils Access Incentive Scheme Grant fund, to improve access to local businesses and community organisation premises, was promoted across social and print media during the 2020 – 2021 financial year.
- Funds allocated to Councils Access Incentive Scheme Grant for the 2021 – 2022 financial year.
- Council's facilities are reviewed on an ongoing basis with Australian access design requirements and compliance standards considered when making any upgrades to or constructing new Council facilities.
- Installation of new accessible public toilets within the shire.

- 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.
- Only one Community Reference Group meeting held within the past financial year due to COVID implications.

Supporting access to meaningful employment

- Council conducted an access audit as part of its most recent Access Map update to ensure the provision of a safe and accessible workplace for all Council staff and visitors.
- Fire Warden training, which included assisting people with a disability during emergency evacuation procedures, was held in July 2020.
- Training, for people with disabilities to assist them in the workplace, will be made available as required.
- 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 recently moved to a new and far more user-friendly website platform to enable better online access for residents and users. The website continues to be updated regularly to ensure it is accessible for all residents and users.
- Council employs 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.
- 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).

Blayney Shire Council

Building positive attitudes

- In relation to raising awareness of the contribution that people with disability make in the community Council:
 - Include positive images of people with disability in general promotional material
 - Use of correct language in all media and publications when referencing people with disabilities.
- As documents are published a review for inclusiveness is undertaken
- Staff disability awareness training will be conducted when new Council elected
- Council website more accessible with Read Speaker web reader. With this feature content on website can be read aloud to the user.
- Current revamp of website will incorporate adherence to Web Content Accessibility Guidelines
- Council offers free Access Consulting funding – however no business utilised Councils free Access Consulting funding during the period. One business may need the program prior to CC being approved.

Creating liveable communities

- Assessment of the suitability of paths of travel to key destinations such as recreation facilities, parks and community facilities completed
- Active Movement Strategy Works completed
- Charles St Blayney, Crouch St Millthorpe Renewals completed
- Spot renewals and repairs completed for Belubula St Carcoar, Adelaide St Blayney, Ogilvy St Blayney
- Concept plan adopted by Council for Beaufort St Blayney future open space. Detailed design

to include Everyone Can play principles and commence upon identification of funding opportunities.

- New compliant toilets completed at Blayney Tennis Centre, Carcoar Sportsground, Dakers Oval cricket nets and commenced at Blayney Library. Contractor engaged for KGO change room buildings and accessible amenities.
- Accessible parking made available at refurbished pavilion at Newbridge Showground.
- All Construction Certificate applications assessed in accordance with the Building Code of Australia and the Disability (Access to Premises-Buildings) Standard 2010.
- Access Consulting Support Program promoted to business. The program assists businesses by providing preliminary accessibility compliance advice triggered when a Construction Certificate is lodged.
- Accessible outcomes are included in part D of the Development Control Plan (DCP) 2018.
- No business utilised Councils free Access Consulting funding during the period
- Event Management Plan and associated approval process promotes accessible events
- Audit of all Council assets conducted to ensure accessibility to identify priorities for upgrades - Accessibility, assessed as part of proposed renewals and upgrades as project and funding becomes available. A number of accessible car parking projects have been completed throughout the Blayney Shire, including; CentrePoint, Blayney Library, Dakers Oval, Central West Equestrian and Livestock Centre and multiple village toilets. Audit of accessible car parking within the Blayney Shire completed. Identified works being incorporated in project renewals and upgrades.
- Funding obtained for improvements to Council facilities including CentrePoint and Library. Library access project in progress
- Existing accessible parking spaces reviewed and works incorporated in project renewals and upgrades
- Preliminary meeting and associated planning conducted as part of Council plans to develop mobility maps for promotion on its website
- Through the Event management approval process event organisers are asked to consider accessible facilities and parking with event planning. Associated information is also provided

- 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 2021/22 Operational Plan fees & charges
- Council engaged with a number of agencies and service providers involved in service provision to the aged and people with disability whilst planning Blayney Wellbeing Health Fair. Many were in attendance at the event conducted by Council held 16 June 2021.

Supporting access to meaningful employment

- Council is an EEO employer
- Interagency meetings support, hosted by Council.

Improving access to mainstream services through better systems and processes

- Principles of access inclusion included in Media and Publications
- Operational Plan included program with \$5K funding for use as a contribution to assist businesses if engagement of an access consultant report was required when lodging a DA and/or CC
- Access Committee met in July and reviewed Active Movement Strategy and 2 members of Access Committee appointed to KGO reference group
- (infrastructure) Design staff have previously undertaken accessibility training.

Blue Mountains City Council

Building positive attitudes

- Blue Mountains City Council has promoted the inclusion of people with a disability, through Committees and Working Groups such as the Council Access Advisory Committee, and representation on Development Application reviews.
- As part of the Master Planning process, Council has hosted 'disability walks' with Council staff, people with a disability and residents with temporary mobility difficulties. This is to highlight to Council staff and businesses, the difficulties that can present in terms of access, and to offer some simple solutions.
- There was a continued facilitation of Mental Health First Aid workshops for front line

Council staff to assist staff with identifying first hand challenging behaviours and providing communication etiquette when engaging with customers with a mental health issue and or disability.

- Council has continued to promote an understanding about the importance of Assistance Dogs for everyday living, both with accommodation and entertainment providers in the Blue Mountains. This was also done internally with the Council's Visitor Information Centres and Open Space and Recreation staff. The importance of providing accessible water bowls and toileting areas for assistance animals has also been emphasised with these groups.

Creating liveable communities

- Provide Lift and change facility at the Glenbrook District Park to complement the inclusive play space at Glenbrook that was launched in February 2021. Through provision of this facility there are now four lift and change facilities across the Blue Mountains – the Blue Mountains Theatre & Community Hub at Springwood, the Visitor Information Centre Echo Point at Katoomba, and the Blue Mountains Cultural Centre, also in Katoomba. In 2022, a fifth facility will be considered for the upper Blue Mountains at Blackheath. Through these four facilities we now have an adult change in the lower, mid and upper mountains for residents and tourists alike to access.
- Provision of an inclusive play space at Glenbrook District Park to enable children of all abilities to have an all- inclusive experience together. The play space comprises of a number of accessible playground elements including a sensory area with tactile elements, accessible playground equipment e.g. a nest swing, boat swing and flying fox.
- Replacement of the play space at Wentworth Falls Lake with a more inclusive play space is now complete and opened in November 2021.
- Action Upgrade to the play space at St Johns Blaxland (under construction) including an accessible toilet
- Action Provide new accessible toilet and improvements to grade of main path (under construction) at Blackheath Soldiers Memorial Park
- Upgraded footpath and install new tactile indicators at Station St Wentworth Falls to indicate the bus stop. Completed October 2020.
- Design of (under construction) new accessible connections and showers and child's pool in the Katoomba Aquatic Centre

- Design of (for imminent construction) an accessible connection to the play space in Neate Park Blackheath
- Replacement of standard non accessible bus for a Low floor 14-16 seater wheelchair access bus for community use
- Continued to provide accessible pathways of travel and facilities within natural areas:
 - Cahill's Lookout Katoomba which is a peak tourist natural area now has a 25 metre of accessible pathway and picnic table, with an additional 90 metres of accessible pathway to a new lookout. There is also new accessible parking provided (See photos attached).
 - Mt Blackheath – 60 metre accessible pathway to new viewing platform, picnic table and seats. Carpark and accessible toilet installed.
- Hargraves Lookout Shipley Plateau Blackheath – 65 metre accessible 1:14 pathway to the western lookout and installation of accessible toilet
- Fully accessible path of travel to Echo Point Katoomba Walking Track and Gathering Place –to Prince of Wales and Queen Elizabeth Lookouts. Gathering place provides access to the stage and the rear bleacher. Completed October 2020.
- Supported the local croquet club with advice from Council's Access Committee to upgrade the toilet facilities and parking areas for equal access
- Offered advice to the local OPSM business in Katoomba and Services Australia at Springwood with improved physical access.

Supporting access to meaningful employment

- Continuation of traineeship program for people with a disability this year. A trainee with a disability now transitioned to long term employment with Council.

Improving access to mainstream services through better systems and processes

- Accessible Signage Strategy developed via Maynard Consultancy and engagement with people with a disability in the community, including Blue Mountains Vision Impaired Support Group, Dementia Australia, and local neighbourhood centres, Councils Access Advisory Committee. Engagement with these groups was via telephone interviews, online

- surveys and emails. Plus via onsite meetings where possible, at their venue of choice.
- Provided IPADs for language translation to assist customers whose first language isn't English at Council's Customer Service Counter at Katoomba
 - Provided Internet terminals for accessibility at all Council Libraries to enable vulnerable community members' full access to Internet services
 - Provided eBooks and eAudio books via Council Library website for the visual impaired in their homes using their own devices
 - Provision of a Pop up Library @ home for the frail aged, people with a disability and those who are isolating, to enable easy access of books. This was a contactless delivery.
 - Provided Emergency Preparedness Workshops and Information Sessions for people with a Disability via online forums in partnerships with disability service providers
 - Provided Auslan Interpreters for Civic events
 - Updated Councils Master Lock Access Key Brochure (MLAK) in partnership with people with a disability via Councils Access Advisory Committee to advise people with disability of additional accessible facilities available fitted with the MLAK key system especially for the new Adult Change table at Glenbrook District Park.

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

Community Engagement has been complicated by COVID restrictions however, despite this, Council has continued to seek feedback from people with a disability through the following channels:

- Council's Monthly Access Advisory Committee which has people with a disability on its membership and disability service providers. Through this committee designs for park upgrades and town centres have been presented to people with a disability for comment.
- Community Care Forum which comprises of disability services and their clients. Of particular significance the service Self Advocacy joined the membership of the forum this year. This has been instrumental in assisting Council to have a better understanding of the needs of people with a disability in the Blue Mountains Community and how best to engage with them and have a understanding of their needs.
- Master Planning Processes- Council through its master plan process for Katoomba Master Plan and natural areas have hosted several stake holder meetings with people with a disability directly via services clientele and people with a disability on Councils Access Advisory Committee.
- Councils Community Strategic Plan – Council, via the monthly senior's festival hosted in April this year, and via Councils Access Advisory Committee have undertaken a community survey to ascertain the needs of people with a disability. This survey has been in an easy format for people with a disability, and where people had difficulty undertaking the survey Council staff assisted them in filling out the survey to ensure people with a disabilities needs were understood.
- Engagement via these above forums has consisted of telephone interviews, online meetings, completion of surveys and onsite meetings where possible at venues chosen by community members with a disability to ensure full inclusiveness.
- Through these engagement processes Council has made a commitment to its current and future planning to ask people with a disability how they would prefer to be engaged. Instead of expecting and assuming that the person with a disability should be consulted by traditional methods of engagement, and or come to a select venue chosen by Council to be consulted.

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

- Success has occurred in terms of consultation work with Council's Open Space and Recreation Team and delivery of Liveability projects. There are still long term challenges with public education with regards to footpaths. Some community members feel that safe paths of travel are a visual blight and that concrete paths are out of character in the Blue Mountains. This is an education process with certain parts of the community that will be ongoing.
- In consultations with carers and disability professionals, we are finding it difficult for them to articulate their needs, or comment on plans, in ways that Council can incorporate into designs. Often feedback is given after the project is finished on how the outcome could have been better. In acknowledging this challenge, Council is looking at ways to improve

consultation methods so that information is understood by all parties.

- Council will be reviewing the Disability Inclusion Action Plan (DIAP) as part of writing the new four year plan. This will include Disability Awareness training for Council staff as part of development and raising awareness of the new Disability Inclusion Action Plan for 2022-2026.

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

- Post COVID Council will undertake further mobility consultations with people with a disability for the townships of Leura, Wentworth Falls, Katoomba and Glenbrook. Our plan to do these consultations with people with a disability unfortunately didn't occur per the initial goals of the DIAP for 20/21. From information obtained from these consultations, recommendations will be made for the improvement in disabled access to Councils Pedestrian Access Mobility Plan (PAMP) Active Transport Links, Master Planning Upgrades and provision of Mobility Maps for the town centres.
- Disability Awareness training in 2022 with Council staff.

Bogan Shire Council

Council adopted a Carer's Leave Policy in March 2013 with a revised version adopted in June 2019.

Council adopted the Disability Inclusion Action Plan (DIAP) in April 2018. The DIAP's focus is on removing barriers and enabling people with a disability to participate fully in their communities.

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.

Bourke Shire Council

Council in the undertaking of planning for the construction and/or upgrade for facilities gives consideration to ensuring that the facilities are able to be utilised by all members of the community.

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

- Installation of toilets with disability access at Rotary Park and Renshaw precinct
- New access ramp at the renewed Olympic pool
- Commenced the upgrade to paths and laybacks from the CBD to the hospital to make our community easier to get around.

Council adheres to equal employment opportunity, and all employment and volunteer opportunities with Council are inclusive.

Community consultation will be commenced to review the Disability Inclusion Action Plan ahead of drafting a new plan for adoption at the 2021 local government election. Feedback from community members will be incorporated into the Disability Inclusion Action Plan 2021-2025 and community consultation on the draft plan will incorporate direct contact with individuals and disability groups to seek their feedback on the plan.

Broken Hill Council

Council commenced works on priority areas identified within the Active Transport Plan to make movements for both pedestrians and road users safer and inclusive.

These works provide connectivity and safe passage. New pathways include Blende Street (Central Business District) area, O'Farrell Street and Patton Street.

Building positive attitudes

- Review and development of staff annual training programs, promoting inclusivity

- Training to develop alternative formats in Word, PDF, PowerPoint provided to Corporate Services staff. With Corporate Services then providing guidance and assistance to relevant areas as required.
 - Support provided during weekly Asset and Infrastructure team meetings, to enhance staff confidence and communication skills to effectively engage people with disability. Autism Awareness training provided to Council and YMCA staff.
 - Training provided and partnerships developed by Library staff to develop Social Stories to assist children to participate in program activities/groups. Regular service, program and activity reviews undertaken to ensure accessibility, inclusion and participation for all.
 - Disability Inclusion Action Plan progress reports provided to DIAP Monitoring Group and the community on the implementation of Council's Disability Inclusion Action Plan.
 - 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.
 - Inclusion awareness training to be incorporated into review of induction processes. This will be included in Council's review of its Corporate Orientation and Onboarding induction process. New Corporate Induction is being trialled online for all Council staff, with Corporate Orientation and Employee Onboarding processes being drafted to align with new online staff induction requirements. Council has requested specific module to be created for disability inclusivity within Council's online training portal.
 - Annual Training program development underway and will be included in Council's review of its Learning and Development Framework process.
 - CAMMS Talent system audit review commenced in August 2020 for employee learning and development programs to be entered for Annual Performance reviews for 2020/21. CAMMS Talent audit was completed with annual reviews to be conducted through CAMMS Talent online for FY 2020/21. Employee training on CAMMS Talent commenced in May/June 2021 with all staff attending sessions. New Corporate Online Annual Compliance training is now incorporated into mandatory annual training requirements for all staff commencing FY 2020/21 for employee annual performance reviews.
 - Documentation within the Customer Service Framework includes sections on Inclusion and Accessibility and incorporates awareness and effective communication with customers who may have disability.
 - All new and revised existing documentation is being reviewed by Corporate Services to ensure that compliance for alternative formats is made available under disability inclusion requirements. Training in creating alternative document formats to be further investigated. Current accessible documents have been assessed through Council's communications and digital marketing department to meet inclusivity standards.
 - Website Content Accessibility Guidelines awareness and compliance forms a standard part of Social Media, Open Forms, and Open Cities training provided to content creators.
 - Support provided to Assets and Infrastructure team to enhance disability confidence and communication skills and liaising with community in responding to CRMs, is included in weekly team meetings. Process embedded into ongoing consultation and communication plans.
 - All training programs are being assessed for inclusivity factors. Online learning training platform has commenced for all annual compliance staff training which meet this requirement.
 - Disability Inclusion Action Plan has been referenced in all relevant releases and statements.
 - Council has 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.
 - 80% targeted attendance at education/training sessions by YMCA staff - Invitation sent to education/training sessions to YMCA. Evaluation by Council and YMCA staff attending autism awareness training indicates an increase in confidence in meeting the needs of children with autism and their families.
- The Library, Gallery and Museum make regular adjustments to programs for people with disability to attend.

- The Gallery has resumed programming (February 2021) and is now running a regular after school art program (arts/COOL), along with school workshops and Tour groups. The Gallery remains accessible with participation open to everyone for these programs.

The Gallery has continued to offer and endorse an inclusive environment where participants feel comfortable to visit and attend.

- Adjustments are made for participants with a disability and these adjustments are successfully reflected in our current programs where children and adults with disability are currently enrolled.
- Enrich workshops have resumed (March 2021), where groups of medical students from the University of Sydney: School of Rural Health visit the Gallery. These workshops aim to broaden the understanding and use of visual arts and creative practices as an important and relevant communication tool to prepare and relate to a practitioner/client environment.
- The Geo Centre has continued to offer and endorse an inclusive environment where participants feel comfortable to visit and attend. Adjustments are made when and where required for people to attend who may have a disability.
- Library early literacy programming commenced in January 2021.
- Library programming remains accessible with participation open to everyone for these programs.
- The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs.

Creating liveable communities

- Council received funding from Roads and Maritime Services (RMS) to develop a city-wide Pedestrian Access and Mobility Plan (PAMP) commencing in 2018/2019. The PAMP has been upgraded to an Active Transport Plan (ATP) which also incorporates a bike plan. The project incorporates community consultation and development of a reference group however, advertising for participation for this group resulted in a lack of response. The reference group has been removed from the project and will now be communicated through Council. An invitation was extended to the community for public consultation sessions,

with representation from disability organisations attending.

- Grant funding of \$977,101 in Phase -1 and Phase -2, has been secured from Infrastructure, Transport, Regional Development and Communication under the Local Roads and Community Infrastructure Program, for footpath upgrades in accordance with Council's Active Transport Plan (ATP). Tender for the work was awarded to a panel of contractors in December 2020 and works commenced in March 2021. Shared footpath upgrades have been completed in the following footpath links: O'Farrell Street from Morgan Street to Williams Street, Patton Street from Bonanza Street to Queen Street, Galena Street from Williams Street to Talc Street, Blende Street from Sulphide Street to Chloride Street. The first phase of work commenced in March 2021 and was completed by 30 June 2021. The second phase of work is to be completed by December 2021 in accordance with the grant funding agreement.
- PAMP review as part of the Active Transport Plan completed. Council actively prepared media releases for key stages of the project where relevant. During the community consultation phase, Council promoted the completion of the community survey on social media. The General Manager undertook a radio interview explaining the project on the ABC Radio. Consultations completed.
- Broken Hill Event Guide, events and event planning templates reviewed and updated to ensure accessibility and inclusion are incorporated and made available to event organisers.
- Accessibility features of the Library, Art Gallery, Visitor Information Centre and GeoCentre buildings documented and made available on websites and displayed at facilities. Regular service, program and activity reviews undertaken by the Library, Art Gallery and GeoCentre to ensure accessibility, inclusion and participation for all.
- Accessible public amenities fall partially under the umbrella of the Active Transport Plan as access to toilets is part of a pedestrian network and is underway. The provision of accessible toilets is a separate project which requires the development of a works program to be supported by the community. The Communications team to work with Infrastructure on a consultation plan to discuss the upgrade of public facilities for disability access. Audit is complete. Consultation to be carried out in 2021/2022.

- Public toilet upgrade was carried out in Patton Park 2019/2020, the design of the toilets was consulted on with the community and designed to comply with accessibility standards, codes and legislation, with Council installing a state-of-the-art accessible amenities block. For future replacements/upgrades of public amenities, the Infrastructure team is to develop a replacement schedule and type of toilet facility for public comment. It is aimed to have a replacement plan completed during 2021 and community consultation and advertising for consultation to be conducted in 2022.
- 75% of audit completed on public toilets. Upon 100% completion and review, the program will be used to inform future capital works.
- The National Public Toilet Map www.toiletmap.gov.au assists people with disabilities to know what toilets are accessible and where they are located. The online database includes all features of the Public Toilet and can include information such as the size of the toilet room, photos and other vital information.
- Research undertaken by the Corporate Services team indicated that the National Public Toilet Map was the preferred database by Councils and other businesses. A link to the National Public Toilet Register has been included on Council's website under 'Facilities'. The National Public Toilet Register is updated regularly. Further investigations and considerations required for the development of accessibility features PDF at each amenity. Public toilets are reviewed and linked to National Toilets Map register.
- Council has been proactive in the installation of adult change tables at key locations such as at the Broken Hill Regional Aquatic Centre and the Patton Park amenities block.
- Training provided and partnerships developed by Library staff to develop Social Stories to assist children to participate in program activities/groups.
- The Art Gallery hosted workshops for Maari Ma health group clients. The Gallery and Museum and GeoCentre make regular adjustments to programs to ensure accessibility, inclusion and participation for all.
- Gallery exhibitions are increasingly becoming a lot more interactive, including sound elements with recorded stories.
- Council's departments share templates and resources internally on an ongoing basis.
- Accessible and inclusive guidelines are accessed as required from industry bodies and government agencies.
- All Civic events include disability access in the planning template.
- Accessible event planning incorporated into Council's Event Guide. Broken Hill event guide complete and available for event planners via Council's website.
- An Accessible Meeting Checklist has been researched and developed for communication and implementation in 2021.
- An Accessible Meeting Process has been researched and developed for communication and implementation in 2021 and includes the Accessible Meeting Checklist.
- All Councils facilities have been inspected and recorded, the relevant site information is being converted to PDF format and is to be installed in a prominent area within all sites. Expected completion date is 31 July 2021.
- The Art Gallery has its own dedicated website with a page regarding access including building accessibility and all other appropriate information - <https://www.bhartgallery.com.au/Visit/Access>
- The GeoCentre continues to include accessibility information in marketing material and will work towards including this on the website as well.
- The Broken Hill City Library promotes sensory friendly afternoons for the community and has uploaded information regarding accessibility on the Library website - <https://www.brokenhill.nsw.gov.au/Facilities/Library/Library-services/Library-accessibility>.
- The Broken Hill Visitor Information Centre displays accessibility information for the Tourist and Travellers Centre via the Australian Tourism Data Warehouse and the Broken Hill City Council website. Signage for ramps and disability parking is displayed at the facility.
- Accessible public computers are available at the Library for use by the community.
- The Library website provides access to the Central West Zone online BorrowBox "Mindful and Well-being" collection which is supported by the Books on Prescription grant from the Library Council of NSW.
- For those members unable to visit the Library offers two outreach programs: Home Library Service which delivers Library items directly to the door of members who are frail, ill, disabled

or unable to visit the library due to medical reasons including carers.

- Outback Letterbox Library Service which delivers Library items directly to the door of members who are isolated and residing in remote areas of the Far West of NSW, Unincorporated area and Central Darling Shire.
- The Art Gallery hosted workshops for Maari Ma Health group clients. The Gallery and Museum make regular adjustments to programs for people with disability to attend. Workshops at the Gallery and Museum recommenced in February 2021 for the first time since COVID, with adjustments made to workshops for people with disability to attend.
- The Library is a space that is free, inclusive, diverse and available for all members of the community regardless of culture, religion, race, gender or socio-economic status. Library early literacy programming commenced in January 2021. Library programming remains accessible with participation open to everyone for these programs.
- The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs. Accessible public computers are available at the Library for use by the community.
- The Library website provides access to the Central West Zone online BorrowBox “Mindful and Well-being” collection which is supported by the Books on Prescription grant from the Library Council of NSW. For those members unable to visit the Library offers two outreach programs: Home Library Service which delivers Library items directly to the door of members who are frail, ill, disabled or unable to visit the library due to medical reasons including carers. Outback Letterbox Library Service which delivers Library items directly to the door of members who are isolated and residing in remote areas of the Far West of NSW, Unincorporated area and Central Darling Shire.
- The Library has developed a Library Social Story which uses photos and simple text to show children on the autism spectrum what to expect and how to interact in unfamiliar social settings. Caryn Ferguson Allied Health Assistant, Aspect Therapy has had input into the final publication. The Social Story will be available in hard copy and available on the Library Web page by the end of August 2021. COVID and staffing issues have impacted upon implementation of events and programs especially those with autism. Passive support is provided via: Accessible public computers are available at the Library for use by the community.
- Library early literacy programming commenced in January 2021.
- Council's Corporate Services staff collaborated with Council's Asset Planner Open Spaces to develop a template to capture the information about the accessibility features of Council's parks, sports fields and playgrounds. The template is now complete and has been provided to the Asset Planner Open Spaces for data input and upload to Council's website.
- Drafting of accessibility features of Council parks, sporting and playgrounds (including fencing) is in progress with 25% completed across Parks and Open Spaces. Patton Street Park upgrade allowed wheelchair access to most areas of the parks including seating, BBQs and amenities. An accessible playground exists within AJ Keast Park in Gypsum Street. The following will be installed during 2021/22: fully accessible drinking fountain in Apex Park, 4 x new picnic tables with wheelchair access in Sturt Park. Items will be added to website upon completion of drafting accessibility features.
- The current accommodation guide that is produced by the Visitor Information Centre highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. This is reviewed annually at the beginning of the year. Visitor Information Centre staff also encourage the local tourism industry to keep their free listing on the Australian Tourism Data Warehouse up to date, which prompts operators to enter detailed information on their accessibility features. The information in this database can be accessed via all government tourism websites including visitnsw.com.au
- Design has been completed as part of refurbishment associated with new library temporary relocation. Inclusion of the installation of a Hearing Loop, dedicated room enabling sound privacy and the redesign of the information desk for wheelchair access has been undertaken as part of the design for the Temporary Library to be located on the lower floor of the Admin Building. These inclusions will be in place for the life of the Temporary Library project. Installation of a permanent disability toilet on the lower floor has also been included as part of the redesign of the lower floor.

- Wayfinding concepts have been considered and form parts of the development of the new proposed Cultural Hub.
- The current accommodation guide template produced by the Visitor Information Centre (VIC) was reviewed and highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. More detailed information on accessibility features including photos will require a larger accessibility audit of local tourism product.
- Business Forums successfully run for the Broken Hill Mundi Mundi Bash as a precursor for enabling further industry sessions to promote the benefits of ageing friendly businesses and accessibility in general. Council have also supported a number of activities promoting accessibility and is forefront in the newly developed Business Development Policy. Further consultation and promotion have been impacted by COVID. The Our Economy Key Direction Working Group have progressed this action by being a part of business breakfast presentations initiated by BEC Business Advice. Media releases have previously been made detailing the economic benefits local business could have by becoming disability and ageing friendly
- Specific media releases have referenced the financial benefits of operating disability friendly businesses.
- Economic benefits of aging and accessible business and activities promoted through media release and participation in community forums.

Still in progress

- Consultation, review and upgrade of public toilets for accessibility. Development of information sheet, listing accessibility features of Council public toilets.
- Investigation of accessibility features of Council buildings and development of PDFs showing Council building access features and activities hosted within buildings. Investigation and development of documentation detailing access features of sportsgrounds, parks and playgrounds (including fencing).
- Investigation of wheelchair height counter at Visitor Information Centre. Installation of way finding in Council Administrative Centre, Civic Centre and Visitor Information Centre.

Supporting access to meaningful employment

- Australian Network on Disability resources accessed and all policies and procedures

being reviewed for inclusion of best practice principles. Recruitment Framework reviewed, updated and implemented operationally, ensuring Council's ability to implement reasonable adjustment for all applicants during the employment process.

- Budget to purchase Membership of the Australian Network on Disability is ongoing.
- Council has purchased a "Manager's Guide: Disability in the Workplace" and all current policies and procedures being reviewed for implementation of best practice amendments as required.
- Recruitment framework has been finalized and implemented operationally and addressed Council's ability to implement reasonable adjustment for all applicants during the employment process.
- Device Standard Development and Standardisation Plan has been reviewed to allow for a default mobile device (laptop or detachable tablet) and desk mounting options for monitors to support height and flexible placement. Directed usage of dictation features of Microsoft Office 365 have enabled document creation without the need for typing.

Improving access to mainstream services through better systems and processes

- Survey developed in easy read format and provided to NDIS disability service providers, sector partners and community seeking level of satisfaction with Community Strategic Plan progress.
- Council is investigating and developing an Accessibility page on Council website, for information on the accessibility features of facilities and getting around Broken Hill.
- Website accessibility audit of brokenhill.nsw.gov.au complete
- Business case complete and new website deployed. Website conforms to Web Content Accessibility Guidelines 2.1 "AA" Standards.
- Website has been updated to include easy access for people with a disability. All relevant documentation on the Community Round Table, including agendas and minutes, are uploaded to the website. Representation of people with disability on the Round Table or equivalent body to be further investigated with the inclusion of a member from the Disability Inclusion Action Plan Monitoring Group as a member of the Community Round Table.

- Guide (to written information) developed and distributed to web content authors.
- An OpenForm has been developed to allow requests for alternate formats of all available Council documents and where practicable, Council will endeavour to provide requested documentation formats.
- Procurement Framework and Policy (including the incorporation of accessibility and inclusion considerations in procurement and contracts) implemented and currently in use since approval at August 2020 Council meeting.
- The easy read survey was completed and distributed in June 2021. The survey was offered as a hard copy and as an OpenForm, and distributed to NDIS providers and sector partners and available to the wider community. Survey results have been collated for inclusion into the engagement material collected to inform the Your Broken Hill 2040 Community Strategic Plan.
- Accommodating for the needs of people with disability for various emergency scenarios will be part of consequence management plan that will be developed specific to each emergency type and will be developed by lead agency nominated for that particular emergency. For example COVID response during 2019/2020, NSW Health was the lead agency and it developed all necessary communication plans which included reaching out to people with disability.
- The Civic Centre refurbishment was designed according to accessibility requirements and standards. Draft concept design plans for the Administrative Centre were drafted considering accessibility requirements and standards. Any future asset refits to be designed in accordance with accessibility requirements and standards, inclusive of community consultation.
- Review of emergency evacuation procedures completed, fire warden training completed, independently reviewed evacuation drills completed for all Council sites and documentation updated accordingly.
- Complaints Management Procedure and Workflow developed with communication and implementation scheduled for 2021. Policy and procedure consider disability inclusion with plain English documentation and an accommodation of a variety of methods to register a complaint and easy to follow workflow chart.
- The review of procedures for handling customer requests is incorporated in Council's Customer

Service Framework. The review of the Customer Service Framework was undertaken in 2019/2020 and is reviewed every two years. Better access for those with a disability is included and considered within the procedures in this Framework.

Full progress report on the implementation of the 2017-2021 Disability Inclusion Action Plan can be found on Council's website - <https://www.brokenhill.nsw.gov.au/Council/Strategic-Plans-including-Fees-and-Charges/Disability-Inclusion-Action-Plan>

Burwood Council

Building positive attitudes

The year 2020 was dominated by COVID pandemic. Most states including NSW went into strict lockdown and only essential work and essential shopping for basic needs were allowed. The disability sector was hard hit by this lockdown. The impacts and ramifications of this period will reverberate for a long time. But in a way everybody tried to adjust and adapt.

- The big challenge for organisers of the annual Groovability Festival to celebrate International Day of People with Disability was how to adapt! Groovability Festival has been running since 2009 and has never missed a year come rain and shine. Even the terrible bushfire of 2019 had not deterred it from taking place.

Burwood Council and its partner service providers had to re-invent themselves to be able to have the Festival. December 2020. The decision was to go online and use social media.

The organisers recorded a video highlighted by having a panel of speakers who have a lived experience with disability. A Burwood local school did the video recording and had transferred this to YouTube. The video was launched on 3rd December 2020. It had 400 hits or views on the day and continues to have views even after a year.

- In 2021 Groovability Festival with its COVID inspired theme "EverYwhere EverYthing EverYone" goes hybrid by having it live streamed and will have a limited number of persons as an audience of about 100 people. It will be held at Club Burwood RSL which provided funds from the Club Grants Program. Burwood RSL Club has consistently supported Groovability in its entire 12 years of running the show. Celebrating International Day of Disability focuses on what people with disability can do but more importantly it gives honour and

recognition to people with disability, their carers and families.

The financial support provided by local clubs in this case by Club Burwood RSL has made it possible to run events like Groovability. It has become more manageable holding this event indoors. It is also cheaper having it indoors.

The organisers of the event which includes Burwood Council consciously made sure to properly pay or alternatively provide gift vouchers to all performers and the Panel guests including the MC for their time and participation. All the performers and panel participants for both 2020 and 2021 events have disability or have a lived experience with disability.

- Burwood Council, the Inner West Council and a number of service providers continue to support running the Inner West Disability Forum held 4 times a year, has a membership of at least 200 disability support providers.
- In 2020 and 2021 IWDF held 8 online meetings via Zoom inviting different service providers and state agencies to present and discuss information of vital interest from the Forum members.

Creating liveable communities

- Even with COVID restrictions Burwood Council workforce provided continuous quality upgrade of footpaths, ramps and bus stops;
- Council successfully received grant funding to develop a more accessible new children's playground (Jackson Park) and turn it into an all abilities park that entire families and the community can enjoy. Construction is expected to commence in September 2021. To make this new children's playground more accessible various local disability groups have been consulted and inputs incorporated where possible into the final design.
- During the early months of the lockdown in 2020, "Burwood Cares" was initiated to address the issue of isolation as a result of the pandemic and the lockdown.
- Council used its social media platforms and its website to communicate with residents asking them to call Council or send an email if they have any questions re: COVID or if they are experiencing difficulties as a result of the pandemic.
- Burwood Cares informed the community that it is initiating distribution of care packs to those who need them. Council concentrated on getting supplies that were in short supply like toilet paper, pasta, long life milk and hand

sanitisers. Residents responded and many were older people who live alone and people with disability.

- Council distributed a large number of care packs to residents who called up. Council also encouraged people to call even if they only wanted to talk to somebody.
- Library staff came up with activity crafts packs that families with young children can do while the lockdown continued.
- The pandemic actually brought out the kindness and goodness in many people. Neighbours started looking after their neighbours. Some called Council on behalf of a neighbour whom they think need help.
- Council staff also started calling local service providers as a form of "welfare" checks on how they are managing and if they had to ask some of their staff to stop work.
- Many disability service providers reported that it has been more difficult with their clients who do not understand why they are not allowed to go out anymore.
- Towards September 2020 Council started offering free gentle exercises online using Zoom. That started online activities that residents can do at home. These online activities were popular. But it also stressed that those do not have online capacity it was difficult.
- Council also found out that with the Council Library closed many cannot access things online. Apparently, many depended on the free Wi-Fi available in the Library or even the use of computers.
- When restrictions started to improve one of the first things that Council opened up was to resume its Home Library Service. The HLS started delivering books, DVDs, etc. to clients. In fact there was an increase in residents wanting to join in.
- Some more enterprising residents started to stay close to the Library building in order to access Wi-Fi! It seems Wi-Fi is available all throughout the lockdown.

Supporting access to meaningful employment

The pandemic situation made things difficult to address this issue. Many residents who had work lost their jobs during the lockdown.

- It was during mid-2020 that Council decided to continue building its volunteer base by having a dedicated officer in charge of this.

- It is the aim of this role to encourage people who want to gain job experience to do volunteer work that leads to employment. It also encourages older people who have recently retired to continue being active through volunteering.
- As mentioned earlier when discussing Groovability, all performers and panel guests have been given monetary remuneration in recognition of the value of their participation. It does not directly equate to “employment” but it shows that we value their participation in the event.

Improving access to mainstream services through better systems and processes

The COVID situation made access to services more difficult since most services have gone online or were unable to provide face to face service delivery.

- Council provided information on resources and services by uploading this info on Council’s website. Council’s Customer Services were given this info in case they get calls from residents.
- Council website and social media platforms played an important part during this time. They were the means to communicate with the community.
- At least one service provider, Access Sydney Community Transport, expanded its service by accepting to do online shopping for its clients who are unable to do online shopping for their food essentials and other stuff.
- When restrictions were lifted by March 2021 or when Council staff started to return to work, Council’s resumed its social outings with Access Sydney Community Transport for older people to go out but strictly following COVID safety protocols. Council had 3 such outings until the second major lockdown happened in late June 2021.
- Council started to provide where possible online activities like Chair Yoda, DanceWise, Zumba and even Hip Hop for young people.

Byron Shire Council

This is the fourth and final report of progress in the implementation of Council’s Disability Inclusion Action Plan (DIAP) 2017 – 2021. The DIAP details the steps Council will take to increase accessibility and promote inclusion both within our organisation and our local community. Council is committed to

co-creating an equitable, accessible and inclusive community.

Building positive attitudes

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

- One of the key achievements this year has been the implementation of Disability Awareness Training for all Council staff. The training was selected by the Access Consultative Working Group and supports employees, managers, and leaders to develop their skills and confidence to support staff with disability, encourage people with disability to feel confident to ask for the support they need, and consider how best to make our workspaces accessible for everyone.
- 40 of Council staff have completed the training and it is now included as part of our induction program
- In addition, 30 Council managers, team leaders and supervisors completed mental health first aid training which will help them in supporting their staff.

Supporting access to meaningful employment

Council has continued to review recruitment practices and have implemented some effective strategies to make applying for jobs more accessible for everyone. This year Council has:

- reviewed each Position Description as positions become vacant to ensure only essential competencies and core requirements listed
- ensured there is an inclusion statement in all position adverts
- ensured there is an inclusion statement in all invitations to interview
- accommodated any specific needs or requirements identified and notified applicants of the arrangements made
- ensured that if an applicant had previously declared a disability then asked them if there are any adjustments or modifications that may be required
- asks all new employees if they need any adjustments to learn or perform the job
- provided reasonable adjustments on request
- reviewed and further developed a flexible work policy to allow further flexibility where appropriate.

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:

- Council continued to review and implement improvements in transport infrastructure. Various ramps and footpath upgrades have been completed to improve access, including Brooke Drive Lighthouse Road crossing and works associated with shared path upgrades.
- Accessible parking has been improved through a targeted review in both Byron Bay and Brunswick Heads. This process was informed by the Access Consultative Working Group and these community members' identification of priority areas.
- In Byron Bay, the review identified six priority carparks that required upgrading or construction. These works have been completed with upgraded accessible carparks located at:
 - the Mercato Building
 - Fishheads Cafe
 - Mokha Cafe
 - Café Byron
 - Aged Care Sandhills,
 - Lawson St North Carpark at Jonson St.
- In Brunswick Heads, access has been improved through a number of priority measures that have now been completed:
 - a bus stop access path at the corner of Short and Tweed Streets
 - the relocation of the Banner Park carpark accessible space to be adjacent to the ramp
 - new accessible parking space and ramp in Park Street
 - new accessible parking space at the river end of Park Street
 - relocated accessible carpark space on corner of Park and Mullumbimbi Streets and;
 - the movement and upgrade of accessible parking space on Fingal Street.
- In Mullumbimby, accessible parklets were constructed as part of the 'Streets as Shared Spaces' project.
- In addition to these works, Council has undertaken an assessment of bus stops within the Shire and is scoping a staged program to upgrade each stop to meet accessibility standards as funding permits. The community consultation and audit found that more than 40 formal bus shelters in the shire and at least 60 other stops are without shelters and that many of these stops do not meet accessibility standards.
- All improvements will be in line with Disability Standards for Accessible Public Transport legislation and relevant design guidelines and priority areas identified through the ACWG and community-wide consultation.
- Council has improved facility access through the completion of its capital works and maintenance program. As part of this program of works, the following projects were completed:
 - two unisex accessible toilets at South Golden Beach
 - two unisex accessible toilets at Gaggin Park in Suffolk Park and a new pathway to the toilets
 - an upgrade of the male and female public toilets completed at the Byron Recreation Grounds which included new compliant accessible toilets. This was done by the local soccer club through Grant funding which was approved by Council.
 - upgrades to the Brunswick Memorial Hall included a new accessible toilet s and installation of a stage lift which will enable wheelchair access to the stage area
 - upgrades to Tom Kendall Park, New Brighton included a new shelter with accessible BBQ and picnic tables, along with a linking path to Park Street
 - ensured that if an applicant had previously declared a disability then asked them if there are any adjustments or modifications that may be required
 - asks all new employees if they need any adjustments to learn or perform the job
 - provided reasonable adjustments on request
 - reviewed and further developed a flexible work policy to allow further flexibility where appropriate.
- Going to the beach is an important part of living in or visiting the Byron Shire. This year there was a successful agreement between Council and Reflections Holiday Park that saw installation of a new accessible pathway servicing Torakina Beach at Brunswick Heads.
- Good housing design can add social value to our communities and can help to create robust neighbourhoods and communities that are fit

for future challenges and change. This year Council has adopted a Residential Strategy that recognises that no single housing type can satisfy everyone's household requirements and that it is important to provide greater housing mix and choice in the Shire. As part of Council's commitment to access and inclusion outcomes, the strategy included the following direction:

- In response to this the Strategy included a bespoke residential model explicitly for housing communities for seniors and people with a disability. These are specific housing pockets or intentional communities to cater for the needs of older people or people with a disability. The scale can range from a small cluster of homes to a larger facility offering low to high care accommodation, and design will include:
 - physical location suited to older residents and those with a disability:
 - within easy walking distance of ordinary activities of daily living
 - allows independence to those who do not drive
 - reinforces local community services and facilities for an ageing population
 - facilitates opportunities to provide support to other local living arrangements used by seniors or people with a disability, such as ageing in place.
- In addition, Council's Development Control Plan includes requirements for Adaptable Housing, which is housing that is designed in such a way that it can be modified easily in the future to become accessible to both occupants and visitors with disabilities or progressive frailties.
- Council requires Adaptable Housing be provided to and within new developments and major alterations for residential development to which this Section applies. For Dwelling Units, a minimum of 10% of units (rounded up to the nearest whole number) should be adaptable housing and must be located throughout the development. Similarly, shared residential accommodation is required to provide 10% as adaptable housing.
- This year, Council exceeded the basic requirement of 10%, and is pleased to report that more than 17% of dwellings in approved multi-unit or medium density housing is to be Adaptable Housing.

Improving access to mainstream services through better systems and processes

- Council has worked to increase access to services and engage in decision-making through the following activities:
- Council continued to partner with the Access Consultative Working Group (ACWG) to provide expertise and guidance on access and inclusion matters. Members provided strategic advice to Council based on lived experience to directly improve policies, strategies and plans and advance the inclusion of people with disability. We deeply appreciate the contributions of the Group and acknowledge the sharing of knowledge and experiences supports us to improve inclusion outcomes for everyone.
- An important part of ensuring access to services is to provide information in a clear and accessible way and this year saw a continued improvement of the Byron Shire Council website to enhance accessibility.
- This year Council began using a specialist tool (Monsido) to monitor the quality and accessibility compliance of the website. This tool helps to find issues such as broken links and spelling errors and identifies complicated, dense content that often results in people leaving the site. This means we can remove errors before a customer finds them and allows us to remediate content and improve its 'readability' score so that the website is accessible and understandable for all visitors.
- Important outcomes to address accessibility included:
 - 298 improvement updates made to website.
 - 730 uses of the ReadSpeaker web reader – the majority of users accessed the COVID pages and the Committees and Boards of Management pages.
 - 8 staff completed Vision Australia Creating Accessible Documents training.
 - Council business templates have been reviewed and updated for consistency and accessibility.
 - Council continues to promote the e-notices option for rate payments.
- Council aims to facilitate and promote online opportunities for community access and make community engagement opportunities accessible to people using assistive technology.
- Council meetings are now accessible via livestream and include automatic closed

captioning. This has improved the accessibility of Council meetings for those who require this type of assistive technology.

- Council aims to increase the accessibility of community engagement. Important steps include:
 - Development of visual assets to clearly communicate projects and concepts;
 - Promoting and encouraging the use of plain English;
 - Making sure project leaders consider and provide a range of ways for people to provide input or submissions or get information including being available for on-site one-on-one visits, video conferencing and telephone calls;
 - Promoting projects in a range of ways including radio and newspaper advertising, direct communication with community groups and individuals, direct communication with community Facebook groups and via our social media platforms (Facebook and Instagram)
 - Your Say Byron Shire – Council's digital engagement platform which meets WCAG AA standards.

Cabonne Council

Building positive attitudes

- All of Council's communications use language and formats that promote inclusion, for example the use of large font on the Council's website.
- Council works in collaboration with Orange City and Blayney Councils through a shared DIAP and survey development.
- Master Plans have been developed for all Cabonne that encompass inclusiveness and health and fitness across all towns and villages.
- Pedestrian Access Plan has been developed that outlines the integrated networks of accessible footpaths across all Cabonne locations.

Creating liveable communities

- Engagement for the design of inclusive playgrounds in Molong and Canowindra
- Improved and new footpaths, including widening, handrails, and ramps for ease of access
- Community Transport services have an accessible vehicle available to clients

- Fortnightly and monthly bus services are available from smaller communities to larger centres
- Cabonne Home Support Programs provides a range of services to aged persons, people with disability and their carers across Cabonne
- Carers are respected and supported as individuals and the relationship with those they care for in Council's Community Transport, Home & Community Care and Children's Services
- Development Applications must meet the Legislative compliance requirements.

Supporting access to meaningful employment

- Council promotes Equal Employment Opportunities for prospective new staff – a basic principle in our overall operations.
- Council supports and provides carers leave and flexible working arrangements to staff members with ongoing caring responsibilities.
- Improving access to mainstream services through better systems and processes
- Work with event organisers to consider all community needs and educate to ensure disability inclusion measures for events that take place across Cabonne. Council provides a Procedures Manual for Planning a Public Event through its website
- Partnering with community organisations through bi-monthly Cabonne Interagency meetings
- Before & After School and Family Day Care services provided by Cabonne Council ensure accessibility for all children.

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

- Currently have posted on the Council website the Disability, Inclusion and Accessibility Survey for 2021 for community members to complete Disability, Inclusion and Accessibility Survey 2021 - Cabonne Council (nsw.gov.au).
- Customer Service responses are received through feedback from individuals/communities online regarding all of Council's services. With responses required within set timeframes
- Matters relevant to disability inclusion are tasked to relevant Departments within Council for future planning/action.

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

- Cabonne is a rural shire that encompasses 11 towns and villages, many having historic main streets, buildings and infrastructure. Consideration is therefore required across all communities to ensure equitable resource allocation and work prioritisation.
- Working in partnership with Orange City and Blayney Council with DIAP process provides collegial support, access to expertise and resource sharing possibilities for rural areas.

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

Cabonne is working through Transformational change across all aspects of its business and service delivery. Review of current community committee structures will see a refresh of group structures and staff resourcing to better engage with community on a quarterly basis in 2022.

Work will commence in early 2022 to review, plan and develop the new DIAP 2022-2026 with Orange City and Blayney Councils.

Camden Council

Building positive attitudes

- Promote Positive 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) at libraries that encourages preschools, school groups and the public to borrow
- Provide Storytime sessions that focus on Social Inclusion and encourage discussion about all abilities and differences and talk with children about recognising all abilities
- We are the first Council in NSW to be recognised as communication accessible. Camden Council was trained and assessed by Northcott, a leading disability provider and the only Approved Communication Access Assessment Organisation in NSW.
- The Communication Access Symbol enables people to know that Council is communication accessible. This means the staff are welcoming and treat everyone with dignity and respect,

can communicate successfully with people with communication difficulties.

- Communication tools are also available to help people get their message across and understand what people are telling them.
- Production of an online video celebrating International Day of People with Disability. It also highlights the inclusive and accessible resources, programs, facilities, equipment and recreational places and spaces Camden has to offer.
- 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

- Improving accessibility, through improved data systems to identify and repair way finding and mobility access. Transport signage. It allows for greater systemisation and efficiency as it utilises data collected from inspections which allows replacements and repairs more efficiently. 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 at Curry Reserve and Dawson–Damer Park
- 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-Damer 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
- Delivery of the Bins 4 Blokes Campaign, each Male Public Toilet facility in the Camden LGA has a disposal bin available for incontinence products for boys and men who need them

- Provide additional sessions at events to cater for people with special needs and disabilities. Quiet zone tents with sensory play at are also provided at community events.

Supporting access to meaningful employment

- Establish and strengthen existing partnership with local service providers that support 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 sharing with service providers.

Improving access to mainstream services through better systems and processes

- 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 to source and connect with Council services
- Connect in various forms including, one-on-one conversations through our Call Connect project to engage with residents and reduce risk of isolation and provide information and referral
- Development of the Virtual Connect DVD project which provided a series of online videos and DVD's that included information, wellbeing activities and lifelong learning initiatives from local services and businesses across the Camden LGA. The DVD is free to Camden residents and available in a variety of accessible formats.
- Delivered a series of workshops and information sessions in partnership with Heath Care Services to support people living with disabilities, their families and carers.

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

- Continuous consultation and feedback through partnerships, sector development and delivery currently and into the futures with community, services and advisory groups including:
 - Camden Council's Access and Inclusion Advisory group
 - Camden Council's Cohesive Communities Advisory group
 - Community and Sector surveys and focus groups
 - Macarthur Disability Network
 - Macarthur Region of Council DIAP development group
 - Development of DIAP – Camden Matters – interactive engagement web page.

Through this continuous engagement and feedback Council continue to develop actions, build partnerships to meet these emerging needs.

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

- Provide work experience opportunities for students with disability, mental health issues and challenging behaviours from local special needs schools. Unable to achieve do to COVID restrictions.
- Deliver a series of monthly health, wellbeing and social connection activities for all abilities; approximately 20% of participants are people with disability. Unable to achieve do to COVID restrictions.
- Deliver a series of sensory walks and activities at Mount Annan Botanic Gardens for children with special needs and people living with dementia. Unable to achieve do to COVID restrictions.
- Delivery of the Bins 4 Blokes Campaign, each Male Public Toilet facility in the Camden LGA has a disposal bin available for incontinence products for boys and men who need them.
- Development of the Virtual Connect DVD project which provided a series of online videos and DVD's that included information, wellbeing activities and lifelong learning initiatives from local services and businesses across the Camden LGA. The DVD is free to Camden residents and available in a variety of accessible formats.
- Communication Access Symbol Accreditation.

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

We are currently consulting with the community, sector and business to develop further strategic actions to contribute to greater outcomes.

Campbelltown City Council

Building positive attitudes

- Council's Disability Inclusion Action Plan Advisory Group (DIAPAG) continues to meet quarterly to guide implementation.
- We have developed and begun implementation of Council's Inclusive Events Guidelines.
- We continue to hold annual events celebrating International Day of People with Disability.
- Our City Governance Team ran a DIAP planning session to identify opportunities for actions to create a more inclusive workplace and community
- Little Orange Studio artists, all of who identify with disability and who have a broad range of practices spanning drawing, painting, ceramics, sculpture and performance developed over 13 projects for the whole of community - highlighting abilities and inclusion in the arts
- 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
- Staff attended our annual "Let's Talk Disability" sessions to dispel myths and misconceptions and learn about disability etiquette, principals of access, language, attitudes, inclusion and respect
- We also ran our annual 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.

Council continues to implement activities and actions to support staff and the community to focus on abilities rather than disabilities and

promote inclusion across the organisation and broader community. We have achieved this internally through our Disability Inclusion Action Plan Advisory Group (DIAPAG) staff members and through staff training. Our external DIAPAG members support Council to engage with our communities and provide advice on how best create positive attitudes and encourage inclusive behaviour both within the organisation and externally with the broader community, businesses and other stakeholders.

Through our inclusive guidelines for events we are creating activities that create accessibility and inclusivity as "the norm" and role modelling this for the community. Campbelltown Arts Centre and Council's libraries encourage inclusive exhibitions and activities where the whole community can participate concurrently creating inclusive programs and participants develop positive attitudes.

Creating liveable communities

- Council celebrated International Day of People with Disability (IDPWD) at our Bicycle Education Centre (BEC). We engaged TAD – Personalised Technology and Equipment to hold "Freedom Wheels" program appointments for families to be assessed for new or adapted bikes, trikes or similar equipment.
- As part of the IDPWD celebrations Council's Little Orange (disability arts group) developed and supported participants to contribute to a permanent mural for the BEC. We engaged "The Shine Shed" to run sensory activities at the event and Council's library provided story time and a book display.
- Variety Livvi's Place Glenfield, Glenfield Park (Regional Playspace), officially opened April 2021, including Campbelltown's first adult changing facility in a public space. The project has been nationally recognised at the Australian Sport, Recreation and Play Innovation Awards, winning the Playground Design and Development Award.
- Three district level playspace developments based on inclusive design principals completed - Milton Park playspace, Macquarie Fields, Eagle Farm, Eaglevale and Cook Reserve, Ruse all including accessible toilet facilities.
- Council completed a further 10 local and neighbourhood scale playspace upgrades throughout the LGA, The parks all have accessibility components imbedded in the design including access pathways and a variety of seating options.

- Completed 2 additional accessible public toilet facilities in existing parklands
- Noise-cancelling headphones purchased for all libraries to support those with sensory disability
- Settling kits are now more readily available at Council's libraries
- A settling tent now being trialled at HJ Daley Library
- Implemented use of Wiggle cushions/balance discs for settling and calming use in our libraries.
- Availability of Vision Australia's Vision Clear Large Print keyboards across all library branches
- Development and implementation of Council's Inclusive Events Guidelines
- A diverse range of programs made accessible online at Campbelltown Arts Centre (CAC) to increase engagement with a broader audience and encourage participation through digital forms. These included – educational activities, educator resources for students, schools and groups, performances and workshops.
- CAC implemented audio description, tactile tours, guided tours, AUSLAN interpretation and relaxed performances where possible across our dance, music, performance, creative learning and education programs.
- Select exhibitions at CAC have included virtual tours and digital learning resources for a diverse range of audiences.
- Video works in exhibitions at CAC include captions/subtitles (with artist's permission).
- Performances – "Complications of Lyrebird" & "Explicit Content (Development)" – tactile tour audio description AUSLAN Interpretation and relaxed performances
- "Artists & Practice": video for year 12 visual arts students - online Vimeo video can be accessed with closed captions
- Working with clay & abstract vase painting video tutorials – online Vimeo videos can be accessed with closed captions
- AUSLAN interpretation for Fisher's Ghost Art Award (FGAA) announcement livestream event
- AUSLAN tour included in CAC's public program for FGAA 2020 & Macarthur and Beyond Exhibition 2021
- Quiet sessions incorporated into Council's scheduled events

- Sensory activity board located at Council's "On Q" activation.
- Deaf Awareness Training for staff 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.

Council continues to grow inclusion across our program of activities, events and activations across the local government area. We are creating accessible spaces where our community with all abilities are able to participate equally. We annually celebrate and highlight the skills and talents of our community who identify with disability through International Day of People with Disability and through Campbelltown Arts Centre's Little Orange Working Studio. We are providing more ways for People with Disability in our community to have access many of our performances, exhibitions and services in a way that is most suited to their needs.

Supporting access to meaningful employment

- Work placements at Eagle Vale Library in May 2021
- All staff undertake EEO training disability modules as in item (i) building positive attitudes
- Workforce skills webinars introduced
- Council ran mental health training including Mental Health First Aid as part of our commitment to support staff with temporary and/or permanent psychosocial disabilities
- Council was proud to be recognised as Employer of the Year by Disability Services Australia in recognition of our collaboration to provide employment/ work experience for DSA clients.
- We have seen an increase in staff self-identifying as living with disability.
- We assist job seekers with disability to apply for roles within Council by making necessary adjustments during the recruitment process.

Council continues to build on our commitment to provide an inclusive workplace. We have had some challenges due the COVID lockdown and ongoing pandemic. A scheduled work placement at Glenquarie branch library had to be postponed and we had to decrease our work experience placements. However we were able to launch 2 new initiatives:

An Orientation Program to provide an overview of the diverse employment and work experience opportunities available at Council. The

program aims to encourage participation and direct engagement with Council's People & Performance team in regards to the application process.

Workforce Skills Webinar (mentioned in dot points above) which focuses on skills frequently used at Council, these short webinars introduce skills in context of the Council work environment. It is aimed to prepare work experience participants for their placement.

We will continue to build on our workforce inclusion in the coming year and this will be a focus in our new DIAP.

Improving access to mainstream services through better systems and processes

- Noise cancelling headsets are available at Council libraries
- Vision Australia's "Vision Clear" large print keyboards are available across all library branches
- Campbelltown Arts Centre (CAC) implemented audio description, tactile tours, guided tours, AUSLAN interpretation and relaxed performances where possible across our dance, music, performance, creative learning and education programs.
- Select exhibitions have included virtual tours and digital learning resources for a diverse range of audiences
- Video works in exhibitions include captions/subtitles (with artist's permission)
- Performances – "Complications of Lyrebirds" & "Explicit Content (Development)" – tactile tour audio description AUSLAN Interpretation and relaxed performances
- "Artists & Practice": video for year 12 visual arts students - online Vimeo video can be accessed with closed captions
- Working with clay & abstract vase painting video tutorials – online Vimeo videos can be accessed with closed captions
- AUSLAN interpretation for Fisher's Ghost Art Award (FGAA) announcement livestream event
- AUSLAN tour included in CAC's public program for FGAA 2020 & "Macarthur and Beyond" exhibition 2021
- Quiet sessions are incorporated into Council's scheduled events
- Sensory board located at Council's "On Q" activation

Council continues to increase the use of technology and other processes to enable people with disability to access our programs, events, exhibitions, performances, activities and services in ways that best suit their requirements.

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

Successes

- Council has had positive feedback from food security services who supported the community, including many being people living with disability during the COVID pandemic second lock-down. Council's rapid response ensured basic needs were met and has been highly valued across the sector.
- We continue to have high demand and attendance at "Quiet Hour" sessions at our events, reinforcing the benefit of making events accessible for all.
- Internal staff guest speakers at our DIAP Advisory Group who are involved in large developments for the community has seen an increased awareness and incorporation of accessibility and inclusion in the projects.

Challenges

- The COVID pandemic and second lockdown has again impacted on Council's capacity to fully implement some actions in the DIAP.
- Council needs to work with the sector to find appropriate ways to support people with disability and their carers during any future

lockdowns or reduced service delivery due to the pandemic. This was very challenging during the lockdown.

- There are still some challenges gaining traction and commitment across the organisations to engage with the DIAP. We are currently consulting on the new DIAP due in July 2022 and are using our internal consultation to guide us on how best to communicate and encourage opportunities to be taken up across the organisation.

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

- The installation of a wall of sensory experience devices in the children's area of the HJ Daley Library.
- Draft initial plans for the refurbishment of Eagle Vale branch library that will have an inclusiveness focus
- Accessible viewing areas for people with disability at relevant events
- Finalise the review Council's mobility map for an improved and more accessible version
- Ensure people with disability are represented in the development of Council's Resilience Strategy that is currently being developed
- An engagement plan to ensure people with disability can be supported during stress events (such as the pandemic)
- Council plans to partner with the two other Council's in the Macarthur region to facilitate and co-ordinate the Macarthur Disability Network. Our three Council's work closely together with a regional approach to support better outcomes and inclusion for people with disability.

Canterbury Bankstown Council

Building positive attitudes

- International Day of People with Disability activities held including four videos produced and a webinar hosted to celebrate International Day for People with a Disability
- Canterbury Bankstown Collaborative for the Prevention of Abuse of People with Disability commenced
- Council partnered with The Multicultural Network to deliver an information session for other Councils on its Zero Barriers Program

- Disability and inclusion awareness training provided for all new staff as part of the Induction Program
- Nine staff across Council completed Sign Language Two course
- More than 50 children with special rights attended children's services centres
- Community education initiatives held in partnership with local disability organisations promoting awareness of various types of disability, including mental illness.

Creating liveable communities

- All capital projects utilised universal design principles for access and inclusion and where required reviewed by the Universal Access Advisory Committee
- All pathways design to meet accessibility standards
- Signage and tactile ground surface indicators upgraded including bus stops and town centres
- The bus stop accessibility program and Pedestrian Access and Mobility Program (PAMP) was completed for 2020/21
- All Level 1 Playspace designs incorporate appropriate standards for inclusivity. Council goes beyond minimum requirements by designing for people living with autism spectrum disorders, mobility, cognitive and psychological disorders, by providing adult change amenities, sensory playspaces, removing spatial and physical barriers. The new Parry Park Playspace was designed with accessible pathways throughout, and a range of play items suitable for differing levels of ability. Planting design considers sensory and tactile experience.
- Equitable access was a priority design consideration for the new Greenacre Splash Waterplay and Play Space. Current designs include family change rooms, accredited 'changing places' infant and adult facility, accessible pathways, luminance contrasts, and a range of play equipment with differing play values. The proposed play equipment meets with NSW Government 'Can I Get There, Can I Play, Can I Stay?' principles, and an access audit and play audit was completed.
- Strategic review of public toilet provision across the City undertaken with recommendations to be delivered through the Community Facilities Strategic Plan.
- Greenacre Splash Waterplay and Play Space design has universal design as a core design principle. Accessible parking, toilet,

Family Change and Adult Change Amenities are all including, and landscaping design provides sensory and tactile experiences. Wayfinding signage includes Picture Exchange Communication (PECs) signage, and other visual navigation clues. The detailed design of the new Canterbury Leisure Aquatic Centre and Max Parker Leisure Aquatic Centre included a focus on accessibility. Initial concepts include ramp and hoist access to all pools as well as the inclusion of an accredited “changing spaces” setup. The inclusion of warm water pools will address a number of accessibility issues by having facilities that are conducive to rehabilitation, disability group programs.

- Upgrades for the Roselands Leisure and Aquatic Centre will provide better access throughout with front of house improvements, new access ramps, and an accessible change room.
- Liveable Centres upgrades all consider universal design principles for ramps, tactiles, steps, amenities throughout.
- Sharps drop-off locations were actively promoted on Facebook, Instagram and Twitter and featured in the local papers in the Council News Column.
- An Active Transport Action Plan adopted which identifies footpath gaps along bus routes to prioritise work that improves accessibility to public transport.
- Research into alternative controls undertaken for dual occupancy developments that might allow bedrooms to be located on the ground floor.

Supporting access to meaningful employment

- Ongoing department reviews were conducted in collaboration with managers and the Access and Inclusion Team to identify opportunities for increased flexibility with regard to location, hours, working conditions and additional support.
- Various staff completed training about employing and retaining staff with intellectual disabilities and Easy Read training.
- Council worked with the Multicultural Network to deliver the Zero Barriers Project, which aims to increase accessibility to businesses, services and community groups for people with a disability.
- Council continues to work with the Council for Intellectual Disability, implementing staff training sessions for a diverse workforce.

- Equal Employment Opportunity Management Plan reviewed.

Improving access to mainstream services through better systems and processes

- Council’s website is consistent with Web Content Accessibility Guidelines 2.0 AA and is audio compliant to Web Content Accessibility Guidelines (WCAG) 2.0 AA.
- Council meetings now available in video format.
- The Access and Inclusion Committee and local special needs schools and service providers were regularly consulted including key projects like Greenacre Splash Waterplay and Play Space and Canterbury Town Centre Improvements.
- Consultation was undertaken for the Safety and Inclusion Action Plan.
- Two social planning sessions were conducted for people for with disability.
- Three meetings held for the Canterbury Bankstown Disability Abuse Prevention Collaborative.

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

COVID restrictions affected the manner in which Council engages with people with disability. A hold was placed on most face-to-face disability related programs and events and contact or consultations with people with disability was conducted in virtual space. This presented many challenges for staff as not all residents living with disability have knowledge or access to online platforms. In particular, consultation for next DIAP 2021-25 was placed on hold due to the risks associated with physical gatherings during COVID.

Carrathool Shire Council

Building positive attitudes

- 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 COVID 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 has been made. Though a number of charitable events have

been held supporting various community charities.

- 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. Services have been improved as much as possible but it has been hampered by some COVID restrictions.

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. Signs have been erected to promote parking safety in areas with the improved 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.
- Improvement works have been completed in the Hillston Hall especially the toilet access, Goolgowi Hall, Carrathool Hall toilet access and Rankins Springs Hall. Several amenities access and other works have also been completed at the Hillston Caravan Park.
- More work is planned next financial year on the improvement to the facilities at the Goolgowi Recreation Ground.

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 an 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.
- Council has also undertaken as part of the review of the Community Strategic Plan and DIAP community consultation through pop up street discussions, QR Code questionnaires, surveys, Facebook interactions and workshops.

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 restrictions.
- Delivery of HACC services had to be modified and or restricted due to the COVID restrictions.

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

- Council is reviewing the current DIAP and will implement further community projects or programs, once this review is complete.

Central Coast Council

Identify opportunities to promote existing information/portals/apps

- Link to the WheelEasy and Better Access Map websites available on Council's website.
- Development and delivery of public-facing maps to promote the accessible attributes of The Entrance, Umina, Budgewoi, Wyong and Gosford town centres.
- Developed and promoted the Inclusive Sports Resource Booklet which was added to the new Sports Hub as a resource for local clubs and recreation providers on how to make their sport more accessible for people with disabilities.
- Develop and implement 2 disability awareness and education activities for CCC staff

- Universal Design guidelines have been developed and promoted to Council staff. The Guidelines provide a framework to inform staff of best practice approach to inclusion.
- Internal scoping completed with communications team relating to the development of Council's Accessibility Hub.
- Items on disability access and inclusion included in various Council internal communication mediums
- Photographs and profiles of new Access and Inclusion Reference Group (AIRG) representatives on Council website so that they are easily recognised.
- AIRG video completed and was promoted internally and externally.
- A DIAP highlights document and communications plan produced and implemented to promote the work Council is doing to improve access and inclusion.
- Produced video story showcasing local accessible and inclusive sporting clubs. This was promoted on internal platforms such as 5+ things, screen savers, email messages with link to video.
- Photo shoot conducted to source contemporary images of people with lived experience of disability for various upcoming publications including new DIAP and Inclusive Sports Resource Booklet, as well as for general Council database.

Ensure Central Coast Council Website has a dedicated area that contains accurate and relevant information for people with a disability - encompassing residents, tourists and businesses
Council Website:

The Disability Inclusion Officer undertook continuous review of website and responding to requests for information on website to be more accessible. Work included:

- Ongoing work to ensure that all images on website have relevant descriptions.
- Access and Inclusion Reference group members are profiled on website in an accessible format
- Updated Council website to include additional information on beach matting installation
- Online version of Inclusive Sports Resource Booklet uploaded onto Council website and Sports Hub with link on the Access and Inclusion landing page

- Accessibility Maps: Public facing accessibility maps have been produced in a digital format to enable the community to navigate their own journeys through five town centres. Each of the five maps is suitable for and designed to link with Council's website. It will be promoted to people with a disability who are visiting and also businesses in that area to encourage them to be more inclusive

Promote the role and function of the Disability Inclusion Officer (DIO) within Central Coast Council and the broader community - with information available through various mediums (e.g. website, interagency, media, written information etc.)

Promotion of Role of Disability Inclusion Officer (DIO):

- Council's knowledge base updated to accurately direct all accessibility enquiries to the correct area within the organisation
- Role of Disability Inclusion Officer referenced in the AIRG video story
- Presentation of Inclusive Sports Resource Booklet at NSW conference, with role of DIO and DIAP outlined at conference.
- Council's Sports Activation Officer promoted DIO role as key collaborator in Activate Central Coast project to Office of Sport

Sector Support:

- Ongoing attendance by DIO at Connectability Interagency, Central Coast Disability Ageing and Disability Association interagency and Central Coast Dementia Alliance Group.
- Support and representation at Deaf Group AGM and Gig Buddies.
- Information and advice provided at Local Government Universal Design Network Meeting
- Support to the ARAFMI open day and Launch of 'The Trust' space at Lerida House, Lisarow.
- Introduction and consultation with Local Area Co-coordinator from Social Futures.

Develop and implement a disability awareness and education campaign for the broader Central Coast community in partnership with relevant external organisations.

Inclusive Sports Program:

- Filmed and produced a video story showcasing accessible and inclusive local sporting clubs. This was uploaded to Council social media platforms with 156 webpage views, 192 YouTube views, Facebook post reached

4.9 people, 1.4 viewed video, 52 reactions, comment and shares, 326 views on Instagram with 17 likes, 643 impression on LinkedIn with 6 reactions and 10 clicks and e-news EDM going out to 10,689 subscribers.

- Developed a booklet for sporting groups to assist them to be more accessible. Booklets produced in hard copy and distributed to local clubs. The DIO and Sports Activation Officer presented booklet at Sports NSW Council Conference in Sydney.
- The video and booklet were included as part of a Sports Hub initiative developed by Sport Activation Office in partnership with Office of Sport and Sports NSW. The booklet was nominated as a finalist as part of Local Government Sports award.
- Ongoing meetings with sport clubs to promote and implement booklet with the view to develop a roadshow in 2021-22.

Virtual Reality (VR) Project:

- This project will provide a platform for people without a disability to understand the lived experiences of people with a disability. In May 2021, a VR content developer was engaged to develop and deliver a VR experience. This experience will be rolled out to community members, staff, organisations, and Councillors in 2021/22.

In partnership with relevant organisations / entities (e.g. Central Coast Tourism) explore accessible tourism opportunities through infrastructure improvements, marketing and promotion to develop the Central Coast as a highly attractive tourist destination for people with disabilities, friends and families

Promotion of Accessibility Features:

- Provided messaging for summer beach matting media campaign and accessibility features of local nature trails e.g. Kincumber Mountain and Katandra Reserve.
- Beach matting promoted to community with great results – 260 Facebook likes and 36 comments, 240 Instagram likes and 15 comments

Accessible places and spaces access audits were completed for Wyong, The Entrance, Budgewoi and Umina. Further work undertaken with Briometrix to ensure data sets from the master-map for each of the accessible places and spaces areas is in the required format to inform upgrade priorities. Process of analysing the GIS geo data for compatibility for use on Council internal/ external platforms is progressing.

Promote CCC community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements.

The grant program released during COVID, Working Together, Staying Strong was promoted to the disability sector and relevant networks.

Central Darling Shire Council

Central Darling Shire Council remains committed to providing accessible services to the whole community, regardless of age, gender, ability or culture.

Over the course of 2020/2021, Council embarked on a full review of its Integrated Planning and Reporting Framework documents, including the DIAP.

With the assistance of a highly respected and experienced consultant, Council undertook a number of consultations in early 2021 with the view to having all documents adopted and actionable by 1 July 2021. However, the emergence of the COVID pandemic over the period both prior to and during the consultation process, limited Council's ability to finalise this process.

A number of Council's milestones are ongoing and the recent release of town improvement plans will assist with resolving accessibility issues surrounding infrastructure such as street furniture and footpaths.

In July 2021 Council launched its new website which gives the ability to provide better accessibility for sight, hearing and literacy disability. As with all projects due for completion in 2021, there were major impacts by COVID.

Council's Workforce Management Plan, along with the DIAP and other related documents, will serve to strengthen Council's ability to support employees and potential employees with varying disabilities.

Cessnock City Council

Council's first Disability and Inclusion Action Plan 2017-2021 provided a path to improve access and inclusion for its services, infrastructure, communications and business systems. The Plan being in its last year was comprehensively evaluated and the key achievements included:

- The hearing loop in the Council Chambers has been expanded to provide greater coverage

and improve audio quality for people with hearing aids and cochlear implants.

- The National Relay Service (NRS) has been introduced as a contact option for Council's customer service team. The NRS assists Australians who are deaf, hard of hearing and/or have speech impairment to communicate with voice callers.
- The new Council website with live web chat that aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Accessibility Standard to AA level was launched.
- An Accessible and Inclusive Event Practice Guide has been developed to assist organisers to plan inclusive community events including the Cessnock City Seniors Festival.
- Equal Employment Opportunity, Bullying & Harassment training was delivered to Council staff through eLearning and face to face sessions. The training included information on having a workplace free from discrimination by providing everyone with the same opportunities, ensuring there are no barriers for people with disability or cultural differences. The training also informed staff of bullying and harassment behaviours, what is non-acceptable behaviour and the impacts these have on people.
- The 'Including You' Ability Links NSW event tent featured at Council's Youth Week event promoted social inclusion and provided a safe space for people to retreat to when they need some time away from the noise and action of the event.
- Bridges Hill Park and Playground, Veterans Memorial Park, Johns Park, Miller Park and Jeffries Park have had upgrades that include accessible pathways, park furniture and inclusive play elements.
- New playgrounds at Cliftleigh Meadows District Park and Wyndham Ridge Park were installed with inclusive play elements and accessible park furniture.
- Both Cessnock and Kurri Kurri Library Branches installed height adjustable customer service desks and self-check units.
- Cessnock Library Branch installed a lift and automatic doors to improve access from the carpark to the main floor of the Library and undertook access improvements to the public toilet.
- Council's Procurement Policy was updated to include a commitment to explore opportunities to provide direct and indirect procurement opportunities to Australian Disability Enterprises

(ADEs) that supply goods and services locally, acknowledging ADEs play an important and valuable role in providing supported employment opportunities to people with disability.

City of Canada Bay

On 15 June 2021, Council approved the public exhibition of the draft Disability Inclusion Action Plan 2021–2025. At the same meeting, it resolved to extend the application of the current Plan until such time as the new plan is adopted.

Building positive attitudes

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
- Council provided three disability awareness training sessions to staff in partnership with the Australian Network on Disability
- Following the training Council developed an DIAP internal working group of interested staff committed to embedding and improving Councils access and inclusion
- Council arranged for Beyond Blue representative to deliver a mental health talk to the community.

Creating liveable communities

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

Outcomes:

- Installed a mobility scooter charging point at Concord Library. Further locations within Council facilities are being investigated
- Terms of Reference for the Access and Inclusion Committee updated
- Developed the Let's All Play Strategy, which addresses the NSW Everyone Can Play Guideline developed by the Department of Planning and Environment
- Delivered The Lab program for young people on the autism spectrum which is operating at capacity at the Learning Space in Rhodes

- Delivered inclusive twilight story time with sign language
- Continue to upgrade bus stops to meet accessibility standards
- Continue to deliver an all abilities carpet bowls and Rebound therapy programs at Five Dock Leisure Centre
- Continue to deliver the Bay Connection Program supporting older people who are vulnerable or frail who need more assistance to engage with the community. This service operated at capacity twice a week and assisted 60 residents each month
- Continue to deliver 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.

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.

Outcomes:

- Development of the Reasonable Workplace Adjustment policy
- Council's vision and values repurposed to incorporate inclusion and diversity
- Procurement Policy amended to include social considerations.

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.

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.

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

- Feedback from people with disability through Council's request management system and Access and Inclusion Committee
- To determine the needs of people living with a disability, the draft DIAP has been prepared in consultation with local groups and service providers including: CASS care, Touched by Olivia, Lucas Gardens School P and C, Let's Get Going, Inner West Neighbour Aid, local residents/NDIS consultant, Ebenezer Mission, Shelter NSW, KU Children Services and Kids at Play, and the City of Canada Bay Access and Inclusion Committee.

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

- Funding and resources. Council has been ambitious with the number of actions within our plan. Funding opportunities and resources are limited. A challenge to deliver the plan was due to the lack of responsibility assigned and continuity of staff implementing the Plan.
- Successes include the continual running of services and programs that cater for people living with disability, and greater involvement and interest from staff to increase access and improve inclusion in daily work.

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

- Formed a staff working group to drive inclusiveness into our work practices and to develop and implement the DIAP.

City of Newcastle Council

Building positive attitudes

In March 2021, despite the impact and restrictions of COVID, Council hosted a month-long program of events and activities under the banner of Count Us In Newcastle. This program aims to engage the broader community including community organisations, sporting associations, Council staff and businesses with people with disabilities and promote disability inclusion.

Program information and a promotional video clip are available at <https://www.newcastle.nsw.gov.au/community/community-services/disability-access-and-inclusion/count-us-in>

In 2021, approximately 1,000 people attended the various events across the month including both online and in person events, from inclusive karaoke to online training sessions on how to create inclusive documents/content, the program had a broad reach with advertising estimated to have reached beyond 40,000 people.

Council provided grant funding to organisations to deliver events and activities during the program period and also directly ran events/activities, this diversifies the range of the program and better engages people with disabilities to be the deliverers of content.

At the core of Count Us In is the goal of improving attitudes and behaviours across the community, so that people with disabilities are valued and respected for the contribution they make to the community.

Other achievements related to Attitudes and Behaviours in 2020/21 include:

- Support for and promotion of the Australian Deaf Games coming to Newcastle in 2022.
- Training for staff on disability awareness, Guide Dog etiquette, Auslan skills to improve customer service, creating accessible content, creating inclusive online events and promotion to Business Associations about inclusive business.
- Commencement of new organisational Diversity and Inclusion program.
- Improved community engagement activities to better engage with people with disabilities.
- Hosting/funding the National Innovation Games in Newcastle, titled Inclusion 365, aimed at creating innovation in inclusion, engaging businesses, University PhD students and people with disabilities in innovation lab activities.
- The Access and Inclusion Advisory Committee (AIAC) continued to meet despite COVID restrictions and shifted to online meetings when required. The AIAC mainly focused on the themes of Attitudes and Behaviours and Liveable Communities.
- Media and event opportunities that highlight and promote the value of disability inclusion, this was delivered in relation to the built environment of playground upgrades and local suburban street/village upgrade programs.

- Funded compilation of media resources (photos/video materials) to enable better promotion of positive images of people with disabilities in the local context, enhancing opportunity for people with disabilities to see themselves reflected as a valuable part of the community.
- Each year Council runs a series of talks to support, encourage and equip employees in their day-to-day work. The Spark Speaker Series in 2020 and 2021 included guest speakers with lived experience of disabilities.

Creating liveable communities

Council has delivered public domain projects and is designing public domain projects where increasingly people with disabilities are engaged at the earliest stages of conception and design to achieve insight. This has included predesign inspections of Local Centres, design consultation of Stevenson Park Playground, Foreshore Park, Ocean Baths and other projects related to disability inclusion. In addition, consultation activities have been more targeted to reach people with a disability.

Programs and services via Libraries, Art Gallery and Museum have delivered tailored programs towards people with disabilities. The Home Library service delivered to 277 members, many with disabilities. Six guided tours were held at the Art Gallery for people with a disability whilst the Museum has ongoing embedded inclusive programs.

Council is investing 7 million dollars annually to upgrade Local Centre/Village upgrades. These improvements have increasingly considered how people with disabilities can better access local services and improvements have included the following features; improving footpaths (especially width and surface), installing pram ramps, improving street furniture with consideration of people with disabilities, accessible water fountains, reducing pedestrian crossing widths/road exposure, relocating and improving accessible parking spaces, improving levels for street to shopfront threshold, hubbing accessible features and installing new tactile ground surface indicators.

In 2020/21 Joslin Street upgrade and partial East End works have been delivered. Council also continues to work with Transport for NSW to deliver accessible transport infrastructure.

Council's National Innovation Games Inclusion 365: Navigating Physical and Digital Worlds was held in May 2021 at City Hall. The games focused on innovative solutions to improve disability

inclusion in Newcastle and consisted of around ten teams involving people with a lived experience of disability, not for profit organisations, associations, advocacy groups, small businesses, emerging talent, advisers and experts. The teams were led by a dedicated facilitator, with their own lived experience of disability or relevant professional or research expertise in disability inclusion. The teams worked on an innovation focussed approach to develop practical solutions to daily experiences of barriers for people with disabilities in the lived environment. This was a capacity building activity to assist create more liveable communities via technological improvement.

Other achievements related to creating more liveable communities in 2020/21 include:

- Council funded and commenced promotion of a 3-month business mentoring program delivered by an access consultant. The program provides assessment and mentoring of the business (including online businesses) to enhance service delivery, build business profitability by targeting increased attraction of the accessible spend. This has also included working with Business Associations to enhance their understanding of disability awareness.
- Council has previously hosted the Oceania Para triathlon on the foreshore of Newcastle Harbour and has attracted the event again, working to demonstrate that Newcastle is a liveable community for people with disabilities (also promotes positive attitudes).
- Council delivered improvements at City Hall to provide better access via electronic doors for entry and plans for a new more accessible lift are in place.
- The new Visitor Information Centre located in Hunter Street completed its 'first year of operation' with increased ability to provide information about accessible tourism in Newcastle.
- Commenced LGA wide research for Social Infrastructure Strategy including considering accessibility of Council owned assets (Community Halls, Centres etc.).
- Undertook review of Asset Management Plans to assess accessibility considerations.
- Purchased relocatable life and change equipment (3 x adjustable height change table and powered hoist) to be able to provide lift and change equipment in community settings.
- Continued to plan for new Pedestrian Accessibility and Mobility Plans.

- Delivered new Local Housing Strategy including actions related to increasing adaptable and affordable housing.
- Delivered and supported a range of accessible events via the Count Us In Newcastle program.
- Enhanced partners/stakeholders ability to provide accessible events by provision of training and additional resources.
- Provided grants to the community with specific category of social inclusion.
- Continued Bin Assistance program via waste services.
- Expanded access to online e-learning platform for the community.
- New ramp at Nobbys Beach provides improved access.
- New accessible outdoor showers added at Nobbys Beach.
- Continuation of accessibility improvements on Bathers Way Program (Coastal share pathway project)
- Newcastle South Activity Hub continues development (Will include accessible roll in/roll out skate park and other accessible features).

Supporting access to meaningful employment

Council has established a new position within our People and Culture team, a Diversity and Inclusion Partner. This position, in the last 12 months has undertaken internal consultation and engagement activities to better understand our current organisational maturity as an inclusive employer, and to develop our first Diversity and Inclusion Strategy. This position is developing an organisational wide roadmap to enhance our human resource management, improve the diversity of our organisation, including that related to people with disabilities and their opportunities at Council. This work enhances our ability to measure and monitor improvements as we go forward.

A new internal communications program has begun to improve awareness of diversity benefits for the whole organisation.

Staff induction has continued to include acknowledgement of the importance of diversity and inclusion with plans to improve the on boarding process and reasonable adjustments knowledge base.

Council participates in the local Disability Employment Advisory Group and the National

Disability Co-ordination Program activities facilitated by University of Newcastle.

Other achievements related to Employment in 2020/21 include:

- Thought leadership via our Economic Development Strategy highlights the importance of businesses to attract and retain staff and customers with experience of disabilities
- Developed new online resources for our staff
- Enhanced leave and flexible work arrangement to assist families/individuals with care and mental health needs
- Provided staff with training opportunities to upskill to deliver better services (designing content, technical skills, other)
- Continued to undertake actions to facilitate inclusive procurement which supports employment outcomes
- Improved baseline information on staff metrics to consider realistic employment targets.

Improving access to mainstream services through better systems and processes

Council has developed a new approach by establishing a Customer Experience (CX) Team. CX is focussed upon improving the customer journey and touch points with Council systems and processes. The work of the CX team includes consideration of improving access for people with disabilities. The CX team was established in 2020/21 and benefits are expected to be realised in coming years.

Council has an Access Inclusion Advisory Committee (AIAC) which met during the year via online and in person meetings. The AIAC provides Council staff with opportunities to consult with the AIAC, including the Corporate Strategy Team, Social Planners, People and Culture, Infrastructure Team, Civic Services and Parks and Recreation.

Council over the last 12 months has been developing a new Community Strategic Plan. This has resulted in a wide based community consultation process being delivered.

Simultaneously we are developing a new Social Plan where over 2,000 people have been consulted for this plan alone. Both strategies, along with our developing Social Infrastructure Strategy and our draft DIAP development means that Council has been listening to the community to hear what concerns and desires there are for

inclusion. Cohort specific sessions have been held regarding disability inclusion and analysis reflects that people with disability have been significantly represented via these consultations and strategy development.

Other achievements related to Systems and Processes in 2020/21 include:

- New Economic Development Strategy includes focus on assisting marginalised populations, including those experiencing economic exclusion due to disability related factors. Includes action to develop and implement inclusive procurement charter.
- Engaged external consultant to undertake demographic analysis of disability across the community with findings shared with internal stakeholders and informing new DIAP.
- Continued development of auditing and mapping of certain facilities for public information platforms.
- Images of people with disabilities represented in some Council content and a draft target developed for 5% of all images used by Council to include people with disabilities.
- Auslan training providing staff with skills to better assist deaf community with systems and processes.
- Utilisation of Auslan interpreters more prevalent in Council activities.
- Count Us In Newcastle provided opportunities for Council staff to interact with people with disability and gain a better understanding of how our systems and processes impact on people with disabilities in their daily life.
- Online services continue to be enhanced to facilitate improved accessibility. Inclusive design training provided.
- Digital literacy services available for free via Libraries.
- Online learning platform more widely promoted during COVID.
- Promotion of My Community Directory to the disability sector to enhance information registered on the platform about disability services in the local area, enhancing consumer experience.
- Continued to provide webchat services online for customers to assist people who utilise communication other than via verbal communication.

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

This is the last time we will report solely on our DIAP 2016-2019 and the 57 actions within that plan. Our Draft DIAP 2021-2025 has 35 actions and we will report against both of these current and future plans in the next report for 2021/22.

In summary, we have made significant progress via partnerships on improving attitudes and behaviours internally and across the community. We continue to improve the liveability of our community by being responsive to feedback about specific locations in the built environment, but also via planned works and improved events and services. Employment continues to be a big challenge, our current focus remains to ensure we are developing our internal capacity to be an employer of choice and we will expect to see further external benefits in the coming years. We continue to improve the wide range of touch points that the community has with our services and processes, however we are still challenged to meet expectations with accessibility of online content and overall accessible formats of documents.

We look forward to continuing the inclusion journey with the whole community.

City of Parramatta Council

Building positive attitudes

The attitudes & behaviours of the general community towards people with a disability have been described as the single greatest barrier to full access and inclusion. Those attitudes are often determined by ignorance, fear, or lack of opportunity to interact with people with disability.

Council committed to take action to increase awareness and knowledge of disability across the Parramatta region.

What we delivered:

- Disability Awareness Training was delivered to staff and Councillors. As a result, staff have been taking steps to increase inclusion and reduce access barrier in their areas of work.
- Training packages for Universal Design principles have been created to deliver to senior staff involved in planning and design.
- Staff work closely with Council's Access Advisory Committee to raise awareness of disability issues in Parramatta and regularly

review of the status of DIAP actions. The Committee is promoted internally and provides input to key projects and communications campaigns.

- Council's videography and photography briefs have been updated to include increased representation of diversity and people with disability in Council photographs and videos.
- Access guidelines for Small business are available on Council's website and have been distributed to over 160 small businesses across the LGA. These Guidelines highlight the advantages for businesses of being accessible to people with disability.
- DIAP Action group established with senior staff members providing quarterly oversight of the DIAP including an Executive "Champion" as chair of the group.
- Council includes a DIAP update in its Annual Report as both an accountability piece and maintaining visibility of Council's work on inclusion both externally and internally.

Case Study

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 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 all 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 %

Work still to be done included:

- Ongoing delivery of Disability Awareness Training was delayed due to Cov-19. Options for online delivery of the training will be investigated.
- Regular communication required with all staff at all levels to communicate progress and achievements.

Creating liveable communities

Liveable communities are achieved by applying the principles of universal design to ensure that products, environments, programs and services

are designed to be usable by all people of different ages and abilities over time, to the greatest extent possible and without the need for adaptation or specialised design.

Council committed to take action to ensure buildings and open spaces are accessible and events and services are inclusive.

- Access audits conducted of 14 sites including 22 buildings
- Compliance with DDA is actioned by the building codes and is now embedded in overall building project reporting.
- Council's Universal Design & Access Project Officer is included in the process to review and inform accessibility requirements for projects from inception
- The Public Domain team have carried out over 400 separate access assessments of commercial buildings, boarding houses, places of worship and childcare centres. This work ensures compliance with Australian Standards and DDA.
- 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
- Presentations on projects have been made to the Access 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. The Universal Design and Access Project Officer regularly provides input and meets directly with residents to ensure suitable rectification of the footpaths throughout the LGA.
- Equal Access Playground Policy was adopted by Council in 2017. State Government accessible playground guidelines "Everyone Can Play" released.
- A collaboration with Paid Parking, Property Assets and Cleansing delivered a program funded by Property & Assets to convert car park toilets to publicly accessible ones. They prioritised toilets on Main Street and Justice Precinct operating 24/7 with automatic locks.
- An access awareness kit on accessibility for multi-unit dwellings has now been developed.

- Number of Building Compliance Officer has been increased and engage with productive monitoring of major development areas. This has resulted in significantly improved accessibility compliance relevant to footpaths and nature strips obstruction and offences. The Project Officer – Universal Design and Access maintains direct contact with contractors and inspects regularly to ensure suitable outcomes.
- Outcomes made in conversation of No Parking zones to no No Stopping areas to aid drop-off in Parramatta CBD for those with a disability.
- A new Major Events Inclusion Officer is now used to ensure all major events like New Year's Eve and Australia Day celebrations able to be enjoyed by people of all abilities.
- Accessibility hoist in operation at Macarthur Girls High School Pool and inclusive program options available on request and as per Council's website.
- School holiday program continues to provide all-inclusive activities delivered by trained facilitators who can deliver activities that respond to children with a range of needs.
- Inclusive School Holiday Programs now promoted through Recreations Program Calendar.
- Riverside website has specific pages to specify access in cinema screening and access initiatives to live performances. This is in addition to the general access information about the building.
- Council has increased the number of Auslan Interpreted audio described live shows and open captions at Riverside Theatre and libraries to better enable people with a vision impairment to participate in programs.
- The availability of a new special font on our libraries' Borrow Box for all devices (iOS and Android) that makes text more accessible for people with dyslexia.

Case Study

- The first fully inclusive playgroup opened at Ollie Webb Reserve. Designed and delivered in consultation with people with disability and a range of local community organisations. The playground features playground equipment that can be used by people of all abilities as well as water play, accessible toilets, and adult change facilities. With the addition of extra accessible parking for cars and larger vehicles, the playground provide a truly inclusive space where children and adults of all abilities can be together, play and have fun.

Supporting access to meaningful employment

Employment rates for people with disability are significantly lower than in the wider community and there are multiple barriers to the employment process for people with disability. These include inaccessible venues, lack of reasonable adjustments to the work environment, rigid role description and online testing and poor career planning opportunities. Council committed to support access to meaningful employment – within Council and elsewhere.

- A Diversity Employment Officer was employed to develop and implement an employment strategy for people with a disability.
- Church Street office building upgraded to provide accessible lifts, more accessible toilets and a new accessible kitchen.
- Education undertaken with managers and staff about the support available resulting in employees with disability getting additional support.

Case study – COVID Response

During the COVID outbreak, Council provided support to employees with disability to work from home, where requested, and organised one-on-one training session for staff to equip them to participate in group trainings and meetings online. These new skills and technologies continue to support our employees with disabilities and have resulted in increased employee engagement.

Improving access to mainstream services through better systems and processes

People with disability commonly have difficulty navigating systems and processes to access the services and support they need. A range of communication formats are needed for communication, accessing information, or providing input or feedback. Council committed to take action to improve systems and processes so that everyone has equal access.

- Our current process is to broadly consult with the entire communication including those with disabilities and we provide various avenues for people to participate in the consultation (e.g. Online). This is undertaken in collaboration with Council's Communications team.
- Accessibility and Inclusion Plan was added to the Project Management Officer Project Delivery Plan for all projects over \$50,000.

- Councilors' Expenses and Facilities Policy was adopted by Council on 23 July 2018. The Policy adheres to the principles of participation, equity and access: enabling people from diverse backgrounds, under-represented groups, those in career roles and those with special needs to serve as a Councillor.
- Council now considers accessibility as part of its assessment criteria when determining venue hire. These include accessibility requirements for entering premise, toilets, hearing loop and access to disability parking.
- A Portable Hearing Augmentation System was also purchased and its availability is promoted on the Council Meeting Webpage.
- Council also provides live Webcasting for all Council meetings and has committed to providing a copy of the webcast on the website for review on the Friday following a Council meeting.
- An audit of accessibility and improvements to Council's website, print material and live webcasting of Council meetings was conducted.
- Creation of a Disability Inclusion pages on the City of Parramatta's intranet site making resources that support inclusive communication and recruitment and increase disability awareness available to all staff.
- Key marketing and communications staff received training in creating accessible documents and are now supporting the creation of accessible documents more broadly across the organisation.
- UserWay's Accessibility Widget brings the Participate Parramatta website into compliance with Web Content Accessibility Guidelines (WCAG 2.1) AA requirements. The widget assists users that have varying degrees of visual impairment by enhancing their browsing following a Council Meeting.

Case study – Audio description training

Audio description training was identified as a priority in the current Disability Inclusion Action Plan to increase and improve access to the theatre and events for people who are blind or vision impaired. Audio description is a service that provides access to the informative visual components of an event and assist a blind or vision impaired to participate fully and equally in watching theatre or performative events. Seven staff completed the training and will apply their newly acquired skills to deliver two audio

described stage shows presented at Riverside Theatre in 2021.

An extension to the audio description training included securing the services of Guide Dogs NSW/ACT based in Parramatta to provide a two-hour training session for Riverside frontline staff in customer services and marketing/communication. This will ensure across the board quality and inclusive customer service for people who experience blindness or vision loss.

Better inclusion is becoming business as usual.

Council's implementation of the DIAP involved not only the delivery of numerous one-off actions to improve inclusion for those with a disability, it also required a cultural changes across Council to consider the needs of people with a disability in their everyday work and in project planning. The DIAP's success in this regard is evident in the number of important positive changes to Council systems and process that have now become embedded in Council's everyday business.

What we learned

In addition to the achievements in the delivery of the DIAP, we also learned a lot through the process of designing and implementing the DIAP. The 2017-2021 DIAP represented the first plan of its kind developed by Council, and it faced significant obstacles, including amalgamation, organisational change and the impacts of COVID-19. At times, these challenges impacted corporate focus on this area of work. However, a recent review of progress against the DIAP resulted in a Council's –wide recommitment in the final year of the DIAP's four-year term. This has also has been reflected by the inclusion of the DIAP in the corporate priorities identified for the current operational year.

A process of internal stakeholder engagement in early 2021. As part of our planning for the renewal process, has allowed us to gather feedback and identify areas of improvement in the next phase of the DIAP. Going forward, Council will be able to draw upon several specific lessons learned from this first experience with the DIAP.

Actions must be clearly designed and defined

Our experiences with the DIAP helped emphasise the importance of ensuring all actions are clearly designed to ensure they are both understood and achievable.

Stakeholder feedback revealed a perception that some action items of the DIAP were too

aspirational and insufficiently reflected the practicabilities of implementation including budget implications. As a result, some of the actions selected were not achievable in their proposed form, either due to high costs or being beyond the remit of those tasked with their implementation. It is therefore important to factor in the restraints of time and cost when setting actions as well as ensuring that actions are fully agreed to by the respective business unit. Where additional resources are needed to achieve the actions this additional funding must be identified and secured ahead of time.

Actions must be accountable

Clear lines of responsibility for all DIAP actions are very important. It was revealed that some DIAP actions did not contain sufficient clarity regarding specific responsibilities and how their achievement would be measured. While it must be emphasised that everyone has a part to play in creating a more inclusive environment, individual responsibility for specific actions should be clear and accountable.

Actions must be effectively recorded, reported and promoted

Progress towards the specific objectives of the DIAP need to be more easily tracked, measured and reported. As such it is also crucial that actions are defined in a way that specifies how success will be measured, including the establishment of baselines wherever possible. Stakeholders were keen to see a greater alignment between how we report on the DIAP actions with Council's existing reporting mechanisms such as DPOP reporting in PULSE. The key message being that whatever mechanism is put in place, stakeholders should be able to engage with it as easily as possible and not create more additional work for staff than is required.

A stronger focus on celebrating and promoting the successes of the DIAP is also needed. This will not only help to raise the profile of the DIAP and its aims but will also allow stakeholders to better recognise the positive impacts being made by the DIAP in their community by Council.

City of Ryde Council

Building positive attitudes

- In relation to creating a regional recognition system to identify businesses that are accessible and welcoming to people with disability. E.g. Identifying stickers, new App Council is advancing to piloting a program, early 2022, in partnership with relevant Council

departments that would support a recognition program for businesses who are accessible, inclusive, overall welcoming.

- Facilities for hire- information listed on website re accessibility of venues.
- Alternative methods are available for community members to receive information about the grants program are outlined in the grant guidelines.
- In relation to offering workshops to local businesses on inclusion, accessibility, and the rights of people with disability. The pilot program being advanced early 2022 in partnership with relevant Council departments will further provide education around inclusion, accessibility and understanding the rights of those with a disability.
- The City of Ryde Grants Program now includes the Community Wellbeing Category – this category aims to develop a connected and inclusive community that promotes health, safety, accessibility and liveability.
- Council is collaborating with Lane Cove and Hunters Hill Councils to deliver an Active Inclusion Day in 2021. Sports NSW to facilitate the event.
- 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 restrictions, many Council events have been held online, which has made them more accessible to members of our community with mobility issues.
- When planning events, the Events Team complete a risk assessment to ensure the event is accessible or has accessible options for the community who are attending or who are participating in the event.
- The online event planning guide has information throughout about creating accessible events however a section specifically on creating Inclusive and Accessible events is being created.

Creating liveable communities

- PAMP upgrades being completed under the footpath renewal (PAMP replacement), footpath expansion (PAMP construction) and road kerb renewal clusters.
- Annual program of accessibility upgrades and renewal for the public domain to support

implementation of adaptable lighting to deliver above compliance bus stops in accordance with the Disability Standards for Accessible Public Transport 2002. Bus shelter contract matters are currently being discussed.

- Council has adopted a 5-year DDA bus stop upgrade program (2020-2025) to upgrade all the bus stops within our LGA to comply with the DSAPT 2002 and DDA 1992 requirements. Bus stops will be lit above the Roadway lighting requirements as per AS1158. Council is progressively upgrading streetlights to LED. More than 54% of our entire lighting network is now upgraded to LED. This provides better visibility and uniform light distribution across the streets.
- Clear and distinctive signage recognised in Halls and Facilities Strategy as a key planning principle for new community facilities.
- Universal design identified as a key planning principle in the Social and Cultural Infrastructure Plan for new facilities.
- All upgrades and enhancements are factoring in accessibility and amendments made where possible.

Supporting access to meaningful employment

- Potential job applicants may make a request for reasonable adjustment when invited to attend an interview, if the request can be accommodated to the satisfaction of both parties, the adjustment will be implemented.
- Employees may make requests in writing to their supervisor or manager for reasonable adjustment.
- People and Culture in consultation with Work Health and Safety will assess the requests for reasonable adjustments in consideration of the inherent requirements of the role and the provision of a safe work environment.

Accessible systems, information or processes

- The promotion of Auslan sign language interpreter at events is available through Councils online access statement
- The principles of Universal Design have been considered in the updated Communications and Engagement Strategy and Policy, which was endorsed by Council June 2021 (FY 20/21)
- Development of a checklist and training for staff will be included in the procedure to be developed in FY21/22

- Customers with disability can access Council's customer service centre located in Top Ryde Shopping Centre or can engage with our customer service team on the telephone and through other communication mediums for any enquiries they may have. Council has also provided technology training for community members at our libraries through the Be Connected program and through Seniors Festival events. Council also worked with its community partners to promote these organisations Be Connected programs for different community groups.
- Council provides reduced hire fees for local not for profit organisations that provide support and programs for people with disability accessing Council's community facilities.
- Customers can access Council's customer service centre which is located at Top Ryde Shopping Centre. Customers are also able to access customer services and information through other forms of communication i.e. email, phone and mail.
- Council provides events and activities for Carers Week each year and provide referral pathways for young carers through our local community organisations.

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 COVID 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. Council has also started the process to create a new DIAP for 2022-2026. The process involves the creation of a Project Control Group which is championed by senior management and also the establishment of an internal and external working group, who will inform Council on the engagement and consultation of people with disability in the community and the workplace to form our new DIAP.

City of Sydney Council

Over the last four years the City has continued to deliver priority actions, identified by our community, that advance the inclusion of people with disability. A key focus has been to address physical barriers in our built environment to provide greater access to our parks, playgrounds, facilities, open spaces, and streets. Opportunities for inclusive participation through events and programs and greater access to information in accessible formats has also been a priority.

Included below are some key highlights the City has implemented over the last four years.

Building positive attitudes

Disability awareness training and specialist training

During 2020/21, the City rolled out new Inclusion (Disability) Awareness Training for all employees. Employees continued to access a variety of specialist disability access and inclusion training programs.

- The City continued to build disability awareness, competency, and confidence of employees over the four years. In 2021, 1892 employees - nearly 95% of workforce - completed the Inclusion (Disability) Awareness Training module.
- Approximately 800 employees completed specialist disability training from 2017-2021. This training covered a range of topics including mental health first aid, access in the built environment, creating documents in accessible formats and management training.

Programs that build more positive community attitudes towards people with disability

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 pandemic prevented the City from delivering some 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.

Online programs helped to prevent social isolation and assist our community to remain connected online during the pandemic. In some cases, the community told us 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.

One of the standouts has been the City's Auslan and English Storytime program. The program began in 2017/18 to promote Deaf culture and build Deaf and English literacy for pre-school age Deaf and hearing children and their friends and families. From 2017-2020 the City has recorded 973 attendances. In 2020/21 in response to COVID, the City published 40 Auslan and English Story time video's online in response to the COVID Pandemic. Forty Auslan and English story time videos were delivered by Deaf presenters. The videos now reach a much larger audience and have so far been viewed 13,298 times by people across the City of Sydney, NSW, and Australia.

Case study – Inclusion (Disability) awareness training for all staff

In November 2020 the City launched its new online inclusion (disability) awareness training for all employees and contractors working at the City. The online training has now been completed by 1,892 staff as at June 2021.

The new training is a key achievement of this action plan and supports the City's commitment to building a more inclusive and diverse city and workforce. The content and e-learning module was developed by City of Sydney staff. The training provides employees with a foundational understanding of disability and the value of inclusion and aims to increase awareness of the responsibilities of local government under the NSW Inclusion Act 2014 and the Disability Discrimination Act 1992.

To ensure that the training itself was inclusive and accurately depicted the experiences of people with disability and mental health conditions, the City consulted the Inclusion (Disability) Advisory Panel, Autism Spectrum Australia, and NSW Council for Intellectual Disability. The training includes several accessibility features including:

- Closed captions/transcript to assist people who are hard of hearing, Deaf people or those who prefer to read rather than listen to the narration;
- Optional audio description for those who are blind or have low vision. Alt text for all images for those who are blind or have low vision and therefore require the use of assistive technology;
- Definition of focus order for all slide text/objects to ensure screen readers can identify the logical order of text/objects on each slide;

- The use of visual aids to accompany narration to enhance understanding of complex concepts;
- Interactive activities designed to be inclusive for all, with consideration given to people with limited mobility.

The training will continue to be offered to new employees and will be reviewed and refreshed as required.

Creating liveable communities

Over the 20120/21 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.

Building a more inclusive physical environment

- A network of tactile street signs was rolled out across every signalised pedestrian crossing in the City of Sydney local area, making it safer for people who are blind or have low vision to navigate our streets. More than 2,100 braille and raised letter signs were installed following extensive consultation and on-site testing with Guide Dogs NSW/ACT and Visions Australia.
- The City continued to implement the Pedestrian and Access Program from 20-17-2021. This program focuses on access upgrades and renewal projects to improve. The program includes upgrades and renewal of assets on our streets to improve safety and accessibility for people with disability. This includes upgrade or renewal of non-compliant ramps, kerbs and gutters, footways and upgrading and improving material across footpaths to ensure more consistent footway surface.
- In 2019, the City's Inclusive and Accessible Public Domain Policy and Guidelines were adopted. 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 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.
- Two Changing Places facilities have been installed by the City of Sydney at the Abraham Mott Community Space in Millers Point and The Gunyama Park Aquatic and Recreation Centre in Green Square. These accredited toilets

are specialised facilities that include a height adjustable adult change table and a hoist and tracking system within a significantly larger than usual bathroom space. These facilities enable residents, workers, and visitors with profound disabilities to participate in cultural, learning, and social activities in the City of Sydney by providing a suitable location to comfortably change.

- The Gunyama Park Aquatic and Recreation Centre was officially opened in February 2021. The facility is an inclusive physical activity hub that was designed to be enjoyed by everyone. The City's Inclusion (Disability) Advisory Panel provided advice on the design of the centre to ensure it was accessible and inclusive for people with disability. The centre includes the following accessibility features: ramped access to all pools, a hydrotherapy pool, two moveable pool hoists, a hearing loop, A charging point for electric mobility devices, a Changing Places facility equipped with a height adjustable adult-sized change table and a ceiling hoist track system from the facility to the pool deck.
- The complex is also the first in NSW to include an Access Key. The Access Key is an online guide that provides visitors with Autism, cognitive disability, intellectual disability, dementia, and Alzheimer's information to help them familiarise themselves with the facility and plan their journey ahead of time, online.

Inclusive participation in events and programs

- Since 2011, inclusion and access principles have been applied to the planning of the Sydney New Year's Eve event. The event has continued to improve accessibility features to ensure greater access for people with disability, their families, and friends. Some of the inclusion and access features include: a dedicated accessibility officer, an accessible golf cart service, accessible viewing platforms, live audio description of the event, Large-print, easy-read and audio event guides.
- In 2019 the City's Inclusive and Accessible Event Guidelines were adopted. These 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.
- Belgravia Leisure, who manage the City's Aquatic Facilities, continue to run a number

of inclusive programs. These include: Swim Champs, a swimming and water safety program for children with disability; Swimming Well and Take Charge are both swimming and wellbeing programs to support adults with mental health conditions to remain independent and active.

Case study – Gunyama Park Aquatic and Recreation Centre

The City of Sydney opened Gunyama Park Aquatic and Recreation Centre in the inner-city precinct of Green Square. It is the biggest aquatic centre built in Sydney since the 2000 Olympic Games. The complex opened in February and is managed by Belgravia Leisure.

The name, ‘Gunyama’, translates to ‘wind from the south-west’ in Sydney Aboriginal language and refers to the strong southerlies that blow through the area.

An open design competition was held in 2013 and in 2014 Council endorsed Andrew Burges Architects with Grimshaw and Taylor Cullity Lethlean as the winning concept. The centre’s design is inspired by Sydney’s famous ocean swimming spots.

The facility is an inclusive physical activity hub that was designed to be enjoyed by everyone.

The state-of-the-art \$106.5 million facility features a 50m outdoor pool set within recreational paddling areas, an indoor 25m pool with moveable floor, a kids’ water playground, hydrotherapy pool, gym, creche, café, sports field, and outdoor training circuit.

“Our new aquatic centre is not only beautiful and fun, it’s the first in Australia to achieve a five-star sustainability rating for its design. It also features a full array of accessibility features, so it’s a place for everyone to enjoy,” Lord Mayor Clover Moore said.

Accessibility features

Gunyama Park Aquatic and Recreation Centre has been carefully designed to ensure it can be enjoyed by everyone.

The centre has a Changing Places facility designed to meet the needs of people who require additional space and assistance, and for those where a standard toilet is not suitable. It is equipped with a height adjustable adult-sized change table, a constant charging ceiling hoist track system, a centrally located toilet, adequate circulation space, an automatic door, and a privacy screen.

The hoist can lift someone from the accessible space and carry them along a track on the ceiling

through to the hydrotherapy pool. Anyone from the community is welcome to use the Changing Places facility to change and use the bathroom.

The complex is also the first in NSW to include an Access Key. The Access Key is an online guide that provides visitors with information to help visitors with Autism, cognitive disability, intellectual disability, dementia, and Alzheimer’s familiarise themselves with the facility and plan their journey ahead of time, online.

The 25m heated indoor pool with a moveable floor means we can change the pool’s depth for programming for all abilities including water polo, underwater hockey, and children’s swimming lessons. It is the largest moveable floor in the southern hemisphere.

All pools have ramp access with a shallow decline, so no matter a person’s requirements, access to the pools is provided. There are two pool hoists that can be moved to different parts of the centre.

The hydrotherapy pool is available for physiotherapy needs.

A hearing augmentation system has been installed. It covers all pools and concourses, with receivers available from reception. A hearing loop system works in the foyer, café and creche. Visitors can switch their hearing aid cochlear implant processor into T switch position to tap into the system. An infrared hearing augmentation system covers rooms and workout areas.

A charging point for mobility scooters and other electric mobility devices is in the foyer area so people can recharge their devices and avoid running out of battery mid-journey.

The facility is a member of the Welcome Here initiative. Rainbow stickers and a charter are displayed in a prominent place to let everyone know that LGBTIQ diversity is welcomed and celebrated within the facility.

Supporting access to meaningful employment

Over the 2020/21 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, including people with disability.

- In 2021 the City achieved ‘Disability Confident Recruiter’ status. As a ‘Disability Confident Recruiter’, the City is committed to providing

fair and equitable treatment of candidates with disability.

- The City's entry-level employment and development program provides young people with opportunities to gain experience in the workplace and skill development. In 2019 the City focused its graduate internship on young people with disability. Two young people were chosen to job-share for an 18-month paid internship. The internship enabled the graduates to learn important skills and gain experiences to enhance their future employment opportunities and career growth.
- In 2018 the City endorsed a revised Workplace Flexibility Policy. The policy aims to enhance employee wellbeing by helping employees manage the changing demands of work and personal life. The types of flexible work arrangements available to employees include variation in hours, job sharing or working part-time, working a 19-day month, or working remotely

Case study - The City of Sydney becomes a 'Disability Confident Recruiter'

In 2021 the City of Sydney achieved 'Disability Confident Recruiter' status with the Australian Network on Disability. This process involved an assessment of our current recruitment systems and processes and plans to remove unintended barriers for candidates with disability.

The Disability Confident Recruiter Program helps organisations identify and remove unintended barriers to inclusive recruitment. It builds an organisation's confidence and capability to attract and support skilled candidates living with disability.

"We're very proud to be recognised as a disability confident recruiter," says Sileana Cochrane, Recruitment Services Team Leader. "It's an important part of our Inclusion (Disability) Action Plan and central to our journey to improving access and inclusion for people with disability more widely".

The program will assist the City to:

- recruit talented people with disability
- make appropriate adjustments to the recruitment process for candidates who have disability
- provide an excellent candidate experience to all applicants.

To achieve accreditation as a 'Disability Confident Recruiter' the City met 18 criteria set by The Australian Network on Disability. The process included the assessment of our recruitment

systems and processes to identify and remove unintended barriers to employment for people with disability. Following the assessment the following changes have been implemented:

Guidance provided to hiring managers on how to facilitate adjustments throughout the recruitment process, including providing candidates with alternative formats where required and accommodating communication preferences.

- Recruitment policy updated
- Website updated to ensure compliance with the Web Content Accessibility Guidelines (WCAG)
- Updates to job advertisements and position descriptions to be more inclusive.

The City of Sydney's involvement in the program is ongoing and therefore further work is required to maintain disability confident recruiter status. Some future actions include:

ongoing training and education for hiring managers

hosting employment tours and recruitment events with an employment partner to attract job seekers with disability.

Case study - IncludeAbility Employer Network

In 2021 the City signed up to the Australian Human Rights Commission's IncludeAbility Employer Network. The network is comprised of some of Australia's largest public and private sector employers. Members are listed on the Australian Human Rights Commission website. Membership is by invitation of the Disability Discrimination Commissioner.

By joining the Employer Network the leaders of these employers have committed to:

- Creating accessible and inclusive workplaces
- Promoting meaningful and sustainable employment opportunities for people with disability
- Attending regular meetings to confidentially discuss ways to improve the long-term employment of people with disability in their organisation and Australia more generally
- Collecting and reviewing data within their organisation on the employment of people with disability, to assess progress
- Advocating publicly and privately for other organisations to improve employment opportunities and conditions for people with disability.

As part of this program the City of Sydney has access to opportunities to collaborate and learn from experts, including those with lived experience and raise our profile as an inclusive employer. Some of these opportunities include:

- an annual CEO level forum with other participating CEOs committed to providing disability employment. These forums will provide an opportunity to share, listen and learn from other CEOs and experts.
- quarterly senior executive forums with other senior executives from participating organisations. These quarterly forums will allow senior executives to learn from practical insights, challenges and best practice employment examples.
- guidance from an ambassador advisory group made up of individuals who bring diverse professional and personal experiences
- opportunities to participate in innovated programs with partners leading change in disability employment
- Access to a curated set of tools and resources to improve disability awareness and confidence among leaders and employees.

Improving access to mainstream services through better systems and processes

Engaging people with disability in decision-making processes

- The City established the Inclusion (Disability) Advisory Panel in 2012. The Panel strategic advice, and diverse lived experiences of disability, have been instrumental in our journey to inclusion so far. Over the years the Panel has provided input and advice on a number of key projects and initiatives ranging from the Waste Strategy and action Plan, Draft Cycling Strategy, Cook and Phillip Park inclusive Playground concept design, City of Sydney local housing strategy and the development of the Inclusion (Disability) Action Plan 2021-2025 and our new long-term vision and Community Strategic Plan to 2050.
- One of the four guiding principles of the City's Community Engagement Strategy is that our consultation is inclusive and accessible. The City fulfils this principle through accessible online documents, enabling a variety of ways to give feedback including by phone, Easy English versions and accessible events including live captioning,

Enabling greater access to information

- In 2019 the City's Digital and Print Accessibility Policy and Procedures were updated to ensure that City staff, suppliers and contracts comply with current standards and provide access information both digitally and in print.
- The updated policy and procedures, developed in collaboration with Vision Australia, will ensure that the City meet current standards and provide accessible information both digitally and in print. The updated policy also provides a framework for selecting alternative formats for documents. This helps to determine the most appropriate format, depending on the audience and the type of document being produced.
- In 2020/21 the City upgraded the Online Access Map. This new map combines existing data: mobility parking spaces, accessible public toilets, key transport nodes, stairs, and steep inclines as well as the following new data sets: lifts, seats, bus shelters, information kiosks and navigability for six selected locations. The map and data behind the map are available to the public on the City's Data Hub.

Case study– Launch of new City of Sydney website

- In September 2020 the City of Sydney launched its redesigned public website. This project took a team of more than 30 employees 11 months to complete. Employees involved in the project had expertise across network and IT infrastructure, front and back-end software development, user experience, graphic design, copywriting and editing.
- The objective of the redesign was to build a website that was easier for the public to use and navigate. The content was reorganised and better integrated across the site to put our users at the heart of what we do.
- Accessibility was a key consideration of the website redevelopment and was considered at all stages of the project from procurement through to design and build. Conformance with Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) was a primary focus and the site is built for accessibility. Screen-reader-only elements give additional context for vision-impaired users. Users can navigate the whole site using a keyboard, with careful tab-ordering and focus states implemented throughout. The project team edited content to target a reading level of Grade 3 or 4, and followed the plain

language and style principles in the GOV.AU content guide

Please see [here for full 2020-2021 progress report](#)

The City will continue to build on the successes of this plan, strengthen our processes and identify opportunities to address emerging issues as outlined by our community in the recently endorsed Inclusion (Disability) Action Plan 2021-2025.

Clarence Valley Council

Council has an Access Committee that meets once a month. This committee comprises two Councillors and nine community members (including an Occupational Therapist and a guide dog Orientation and Mobility Specialist). Some meetings have been postponed due to COVID restrictions.

The committee has had influence over:

- feedback on draft planning documents for projects including the Grafton Bridge Project
- the lobbying of Rotary Yamba to install a bench seat at a taxi pick-up and drop off area in Yamba
- drafting of 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 DIAP

Building positive attitudes

- All Council programs promote and support the inclusion of people with disability.
- Vibrant Places – Environment, Development & Strategic Planning, Access Committee and Community Development staff have consulted businesses about revitalising the main streetscape by ensuring accessibility for all.
- Free Accessibility workshops for businesses were held during NSW Small Business Month, as part of the Access at a Glance program – promoting using window signage and stickers to immediately indicate if a place or space is accessible.
- Access and inclusion planning and delivery is included in the planning of events.

Creating liveable communities

- A public toilet strategy has been completed, with a signage review to be undertaken.
- A draft public amenities strategy has been completed to go on exhibition in 2020/2021.

- Reviews of all public toilet conditions have also been undertaken.
- New accessible parking spaces to be installed in the new Grafton Bridge carpark at the instigation of Council.
- The gallery is wheelchair accessible and its staff are proactive in presenting and supporting program opportunities for people with disability. All libraries are wheelchair accessible and 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 accommodates wheelchairs and allows several the opportunity to play side-by-side, providing the liberating experience of dynamic movement.
- As part of planning, approval and legal requirements, all new or refurbished commercial buildings are compliant with disabled access requirements.
- Pippi Beach and Wooli Beach now have improved all-access areas.
- MLAK keys are given to residents free of charge.
- Accessible toilets remain unlocked throughout the day, with access after-hours available via use of the MLAK.
- Council maintains a 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 reviewed all policies and procedures in 2019/20 to ensure they promote an equal employment opportunity workplace (EEO). In 2020/21 Council continued with this review to ensure all internal documents from the People and Culture Team were up-to-date and promote EEO. Council is working on updating the Workforce Diversity and Inclusion framework to ensure ongoing opportunities for people with disabilities.
- Advertising of all positions encourages all members of our community to apply.
- Workspace and access considerations are reviewed as needed.

- Council redeveloped the main office building in 2020/21 to be accessible for the whole of community. The new design includes a lift.

Improving access to mainstream services through better systems and processes

- Council updated their website in 2020/21 to ensure an all-access environment.
- All Council meetings in 2020/21 were broadcast live online.
- Planning and development of the 2021/2025 Disability Inclusion Action Plan is underway. Council continues to engage the community to ensure the priorities are current and relevant into the future.

Cobar Shire Council

Building positive attitudes

Due to COVID Council's progress has been restricted.

Creating liveable communities

- Installed access ramp at Councils Administration building
- New footpaths around the community
- Installed access ramp at Great Cobar Museum
- Installed Wheelchair accessible picnic tables in Drummond Park
- Installed new accessible toilets at Drummond Park
- Number of major upgrades budgeted of 21/22 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).

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

Consultation with our Community has been deferred due to COVID and will now be brought forward as soon as restrictions have eased.

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

Challenges

COVID. With COVID some difficulty in Public Consultation has occurred which will be re-assessed in 21/22 and for future years.

Successes

- Significant grant funding obtained
- New footpaths in the community.

Coffs Harbour City Council

Building positive attitudes

Council has worked to promote positive community attitudes and behaviours toward people with disability through:

- Celebration of International Day of People with Disability on 3 December, 2020, with a free screening of Peanut Butter Falcon at the Jetty Memorial Theatre with 82 participants.
- Promotion of library services to community members with a disability as a key audience.
- The inclusion of community members with a disability and the sharing of information about disability services on the MyCoffs Connect Facebook page.

Creating liveable communities

Council has undertaken the following projects to increase access to the built environment for people with a disability:

- Inclusion of accessible picnic facilities and seating at the North Wall Upgrade at the Coffs Harbour Jetty Foreshores.
- An Adult Change Place constructed at Woolgoolga Beach Reserve upgrade
- Significant footpath upgrades at King Street, Coffs Harbour; Elizabeth Street, Sawtell, and Bruce King Drive, Boambee East to increase pedestrian accessibility
- Continued program of upgrade of accessible bus shelters and pathways
- Continued consultation with the Disability Inclusion and Access Advisory Committee for the design of the Cultural and Civic Space Project (Yarrilla Place) and the West Woolgoolga Sports Complex (Wiigula Sports Complex).

Council is working toward greater access across the local government area and has allocated funding in the 2021/22 budget for:

- A footpath construction program to improve accessibility in our community
- Development of an Integrated Transport Strategy which will consider accessible parking across the Coffs Harbour city center and connection to accessible pathway
- Continued engagement with 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.
- Significant upgrades of the Sawtell and Woolgoolga Public Pools to increase accessibility and amenity of these facilities.

Supporting access to meaningful employment

Council has worked to increase employment opportunities for people with a disability including:

- The implementation of flexible work arrangements that support employment of people with a disability and carers of people with a disability
- Implementation of the Equal Employment Opportunity Management Plan
- 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

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

- Festival and community event planning continues to seek to partner with local community organisations that are committed to diversity and inclusion of people with a

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
- Council's work on ECO Destination accreditation showcases the availability of nature-based and sustainable facilities, accommodation and experiences for people with a disability, their families and carers.

Council has worked to increase access to information including:

- Social media and web pages with the sharing of video about local band the Red Hots from Coffs Harbour Support Services and a post about using MyCommunity Directory to find hearing services on the MyCoffs Connect Facebook page
- Social media videos featuring people with disabilities to help promote community participation in the review of the Disability and Inclusion Action Plan
- Road & Community Safety activations and information about the use of bikes, wheelchairs, and mobility scooters
- Expansion of the online delivery of programs including Coffs Nature Tours, Living Lightly workshops to increase the accessibility of community members who may previously have been unable to attend. Inclusion of captioning on Facebook film content for these programs
- Council received funding of \$8,000 from the Library Local Priority funding for the purchase of assistive software for people with a disability for the library computers and purchase of adaptive technology. This technology includes PEARL text to speech camera with OpenBook software package, Zoomtext keyboard, and ZoomText Fusion Professional software — designed for users with advanced or progressive vision loss, ZoomText Fusion provides the features and benefits of Zoom Text Magnifier/ Reader, plus a complete screen reader.
- 2010 accessible items were added to the Library's collections during the period: 592 talking books (books on CD); 526 eAudiobooks (for download); 257 e-books and 635 new large print books.

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

- Mental health first aid and awareness

- 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.

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, except 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 (Yarrilla Place) and the West Woolgoolga Sports Complex (Wiigula Sports Complex).

Coonamble Regional Council

The Library celebrates International Day of People with Disability each year with a movie and light refreshments.

Support of White Ribbon and other domestic violence campaigns and mental health programs promoted through community development activities. Events hosted/supported: Christmas Street Party and International Day of People with Disability.

Building community capacity around including of people from all cultural, social and ability groups through supporting ageing and disability services in the changing climate of the NDIS – As of 30 June 2021:

- 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.

Words on Wheels is a housebound delivery service which offers fortnightly deliveries to local housebound patrons and residents of the Koonambil Aged Care Facility.

Staff disability inclusion survey conducted with recommendations developed for inclusion in strategic plans.

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 in Council's Disability Action Plan.

Since the inception of the National Disability Insurance Scheme (NDIS), we get carers and their clients in almost daily using the internet for such things as Driver Knowledge Tests, researching recipes and compiling invoices for submission.

Website continues to be monitored weekly to ensure appropriateness including ensuring that all images of seniors, people with a disability and youth are positive and language is appropriate.

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

- In relation to facilitating disability awareness training for staff, training postponed as was unable to source suitable registered training organisation. Appropriate training will be reviewed and rescheduled for 2021/22.
- Council actively supported the Coonamble Chamber of Commerce to host the 2021 local business awards. An award specific to Disability Access was not included among the categories. Future inclusion of such an award is to be determined in partnership with the Coonamble Chamber of Commerce.

Cootamundra Gundagai Regional Council

- Advocated for the allocation of more resources for education, early intervention and childcare for children with a disability
- Installed new signage on Council building that is clear and easy to read. The Manager of Facilities is aware of need to update signage as resources allow.
- Ensured that the needs of all stakeholders are considered on all Council committees by where items require input they are given to the Access & Inclusion Committee to review. Individual Managers are tasked with making sure this happens
- Ensured the Council's Community Strategic Plan considers barriers to an inclusive community and any issues raised through DIAP actions being included in this Plan.
- In reviewing Council purchasing policy considered ways we can better support businesses which employ people with disabilities. Procurement policy updated and adopted in January 2020. Procurement Procedures and Guidelines updated in June 2020.

- Provided opportunities for stakeholders to easily report access concerns through Council having a complaints process. Members of the Access Committee can also report issues.
- Provided support to community organisations who are seeking funding for accessibility and inclusion projects
- Reviewed Council documents to make them easy to complete for people of all abilities. All forms to include how people can access assistance in completion - ongoing
- Updated existing Council channels to ensure that they have the ability to include access information and other stakeholder requirements, and that this is collected When updating mapping and websites include access information on facilities and activities – ongoing
- Advocated for the allocation of more resources for education, early intervention and childcare for children with a disability – ongoing
- Where items on Council committees require input they are given to the Access & Inclusion Committee to review. Individual Managers are tasked with making sure this happens.
- In reviewing Council purchasing policy consider ways we can better support businesses which employ people with disabilities. Procurement policy updated and adopted in January 2020.
- Procurement Procedures and Guidelines updated in June 2020.
- Include relevant discrimination legislation in EEO Policy, Staff Induction and Recruitment Training Relevant discrimination legislation has been considered and necessary updates have been made in relevant Council documentation.
- Investigate barriers that exist for people with a disability and their carers in accessing employment in Council positions and standing for Council positions Council has facilitated opportunities for employment of people with special needs. Including a current position within the mechanical workshop.
- Provide Development Applicants with relevant information concerning Disability Discrimination legislation Disability Discrimination information is included on all applications
- Provide an adequate mix of high quality, disabled accessible and appropriately located public toilet facilities. Facilities monitored as per schedule
- Develop a Place Plan which incorporates the Economic Development, Open Space Recreation, Arts and Cultural and Disability Action Strategies. Cootamundra 2050 plan complete. Gundagai equivalent happening in August.
- Council now has available for loan, Portable Event Access Ramps Kits. The kits will help make venues accessible for those with disabilities. The kits will give the ability to hold events that may not have been possible previously due to access limitations. Events such as festivals, workshops, exhibitions, or access to a venue will benefit from these Access Ramp kits. These kits have been made possible by the Eastern Riverina Arts PLATFORM initiative who secured the funding from the National Disability Insurance Agency's Information, Linkages and Capacity Building program.
- Consider accessibility when planning and delivering future Council building upgrades - Accessibility for all new builds is considered and part of the planning process.
- Design new Council developments with accessibility to the main entrance. As part of the planning/design process, accessibility is considered and reviewed by an access consultant.
- Investigate modifications to Council buildings to improve accessibility for staff Investigations continue. Budget being reviewed.
- Accessibility for all new builds is considered and part of the planning process
- Investigate funding opportunities to enhance Council playgrounds, indoor and outdoor sporting and passive areas to enhance accessibility Grants are applied for as and when the opportunities arise.
- Review existing footpath network and facilities to determine upgrade and connectivity improvement requirements Monthly inspections completed. Defects identified and repaired as necessary.
- Ensure information is available for, users of scooters and electric wheelchairs on footpaths, and pedestrian safety Road Safety Officer to continue working on strategies for improved road safety.

Cowra Shire Council

- With successful grant submission to the Everyone Can Play program, fencing installed around play equipment at River Park providing a safe and secure environment for children. This project had been identified in the Disability Inclusion Action Plan
- Provide facilities and programs for health and well-being needs including disability and mental

health services- Otium Planning appointed to coordinate stakeholder consultation. Engagement activities and surveys completed December. On schedule to present 10 year strategic Sport & Recreation Plan for Council endorsement by June 2021. Draft Cowra Sport & Recreation Strategic Plan 2021-2030 and Implementation Plan expected to be presented to Council in next few months.

- Support community based initiatives for wellbeing programs i.e. Families Week, International Women's Day, International Day of People with Disability, Carers Week and Mental Health Month.
- Respond to requests within resources.
- Cowra Youth Council implemented program of activities for Mental Health Month to raise awareness and promote self-care amongst young people.
- Monitored activities of the Cowra Interagency. No requests for support received for community wellbeing initiatives.
- Disabled access has been improved in the Civic Centre with the relocation of the lift to the stage. Seating has been improved with the completion of the CBD reconstruction project.
- Significant improvement in disabled access to shops in the CBD with the completion of the CBD footpath upgrade
- Grants have been secured for some works in village parks including signage.
- Regular promotion of Seniors Week activities and events that are user friendly for aged and disabled persons. Council to raise awareness of aged related needs during Seniors Week.
- Very successful Seniors Festival program delivered with 23 events held over 13 days. 21 organisations contributed to the Festival under the direction of the organising committee facilitated by Community Projects. Total participation exceeded 600 people
- Supported Access Committee Various Councillor and staff representatives attend meetings as required. Minutes regularly submitted to Council.
- Maintain, improve and develop footpaths and walkways to ensure the safe and efficient movement of users, including access for aged and disabled persons Program in progress: Wellington Street, Mulyan Street.
- EEO Management Plan currently being reviewed. Policy was renewed during this timeframe.

- Training will be provided to all staff as part of the implementation of revised plan.

It is the policy of Cowra Shire Council to ensure that the talents and resources of all employees are utilised fully and that no job applicant, or employee, receive less than favourable treatment on the grounds of sex, marital status, pregnancy, race, religious or political conviction, or disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. In addition, Council is committed to promoting equal employment opportunity for all of its employees.

Council works to achieve the following aims:

- To monitor and support the application of the above policy, relevant state and federal legislation, and Equal Employment Opportunity principles generally, to all aspects of the work environment at Cowra Shire Council.
- To provide a representative staff forum, able to raise and discuss issues relevant to Equal Employment Opportunity at Cowra Shire Council, and to assist in the formation of policies to resolve such issues.
- To meet the requirements of the Local Government Act 1993.

Cumberland City Council

Building positive attitudes

- Staff were invited to attend an awareness session to raise the knowledge amongst staff. Further targeted training will be investigated to continue to develop the skills of Council staff
- Council's online training platform has modules available which will be recommended to introduce into the staff induction program.
- Staff within the Seniors and Disability Services Team have mandatory basic online training modules which they need to complete covering topics such as NDIS, Infection Control, Person Centred Support
- Council's Community Engagement and Participation Strategy was adopted in 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
- The development of a new network will commence was a part of the consultation and engagement of staff for the new Disability Inclusion Action Plan

- Guidelines to accessing Auslan interpreters have been incorporated in Councils 'Engaging Translators and Interpreters Guidelines
- The Access and Inclusion panel have regularly provided community representation, advice, and input to Council on the views, needs and interests of people with disability in the community. With the introduction of Council's Access and Safety Committee, the panel has ceased
- Council continued to convene 4 Community Care Forums per year for local service providers to network, share resources and keep informed on sector updates and developments in the provision of aged and disability services.
- Libraries continued to work with the state library NSW to provide Tech Savvy Seniors computer training classes in Mandarin and English in a range of subjects.
- Council approved to join the Zero Barriers project which will be implemented in the area during the 2021 2022 financial year with the Business Engagement Officer, to improve the knowledge on inclusion and inclusive practices amongst business owners within the LGA
- 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 encourages 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
- The grant programs registration process ensures it asks about any access requirements. Support is then provided when required.
- Specific DIAP actions have been incorporated into the grants program guidelines and funding priority 'Social Cohesion and Participation'
- A photo library has been collated for Council including photos of local people with disability participating in community programs/events. These are incorporated into Council strategies and publications.
- Council's Seniors and Disability Services publications/promotional materials reflect the consumers of this service
- In light of the theme 'seeing the ability through disability' Council ran a range of initiatives to mark IDPwD 2020 promoted on our media and communications channels. A recreational clinic at Holy Trinity Primary School with guest ambassador and Australian summer Paralympian Rae Anderson was held. Council also ran a social media competition to challenge people's attitudes and perceptions towards people living with disability, with inspirational books valued at up to \$100 to be won. Council also showed the Wide-Angle Film Festival Onsite for Staff screening 40 minutes program of award winning Australian and international short films, reflecting the lived experience of people with disability.
 - Media release: 30 November 2020 <https://www.cumberland.nsw.gov.au/news/cumberland-city-acknowledges-ability-disability>
 - Social media post – Facebook and Instagram
 - Mayor Steve Christou promoting IDPwD 2020. This video had 173 views and reached 596 people.
 - Posted 3 December 2020: <https://www.facebook.com/watch/?v=792318714679662>
- Council held Goalball sessions during Term 1 and Term 2 in 2021 at 4 schools. The Goalball program's aim is to build stronger pathways for equal, competitive opportunities across inter-school sport. This is achieved by having all players wearing a blindfold to create an equal playing field for students of all abilities. Through a games-based modelling approach the program also assists participants acquire skills in teamwork, communication, and orientation.
 - Term 1 2021 two 4-week Goalball programs were held at:

- Greystanes PS with 255 participants from year 5 and 6
- St Pauls High school with 148 participants from year 7
- Term 2, 2021 two 4-week Goalball programs were held at
 - Guildford West PS with 130 participants from year 3 and 4
 - St Peter Chanel with 119 participants from year 3 and 4
- An Active Inclusion Day was held on 7 June 2021 at Sydney Olympic Park in partnership with Disability Sport Australia and the City of Parramatta Council. Activate Inclusion Sports Days are designed to promote the pathways for inclusion programs in the Local Council area and encourage students to continue participating in sport and active recreation on a regular basis. There were 7 Cumberland schools represented including 30 Year 6 student leaders from Al Faisal College who funded the trip out to Sydney Olympic Park themselves to assist the team on the day.

The Cumberland schools that attended and the number of participants is listed below:

- Merrylands Public School - 58
- Lidcombe Public School - 33
- Merrylands High school - 30
- Guildford Public - 10
- Holroyd School - 38
- Granville South PS - 1
- Al-Faisal (student volunteers) 30

Creating liveable communities

- Identified and prioritised public buildings, community and recreational facilities that require access audits in accordance with AS1428.1 (Access to Premises). These will be prioritised based on 10-year Long Term Financial Plan
- Undertook 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.
- Undertaking an audit and developing a priority plan to increase the number and distribution of accessible parking spaces across Cumberland and develop an accessible online map has been delayed due to COVID

- Reviewed current planning controls for access to buildings (Class 2-9) and develop a new Access and Mobility Development Control Plan (DCP) DCP updated and adopted by Council (August 2020). Will come into effect once LEP is gazetted (likely late Dec 2020)
- Identify priority locations to undertake pedestrian access and mobility plans to inform accessible paths of travel between major facilities.
- Undertake an audit and develop a priority plan to increase the number and distribution of accessible parking spaces across Cumberland and develop an accessible online map has been delayed due to COVID (CHECK main document)
- Council is awaiting the completion of State Government projects such as Metro West planning and the Westmead placed transport strategy prior to further consideration of the Cumberland Pedestrian Management Plan.
- Opportunities to make Council facilities more accessible and BCA compliant are being incorporated into facility upgrades. 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. Review of access and inclusion provisions are undertaken as part of the scoping and design process for all capital works
- Access and inclusion provisions have been incorporated as part of the planning for the modernisation of Council Swim Centres including compliance with the current national building code and improving accessibility. This includes improving access to the centres, increasing access to bathrooms and change facilities and the installation of a lift that assists entering and exiting the pool.
- In 2021 Council opened the newly renovated Wentworthville Memorial Swim Centre. The Centre offers a new warm program pool, a leisure pool with beach entry and new change rooms. A lift has also been installed to allow people with disability to use the 50-metre pool
- 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

- The Masterplans are complete for the 3 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:
 - Carnation Street Park – access was improved by bringing the play space to the edge of the existing path and introducing sections of rubber Soft fall leading to some of the play equipment. The play space also includes seating for carers and families.
 - Greystanes Sportsground – The play space was relocated closer to Merrylands Road, bringing it closer to the nearby school and improving visibility and access from the carpark. The new play space includes accessible elements such as a perimeter path, seats with arm rests and back rests, nest swing with an accessible Soft fall path leading to it. A shade structure overhead also improves safety and accessibility.
 - Duck River Parklet Webbs Avenue – A new play space developed in conjunction with DPIE’s Everyone Can Play team and features an accessible path from the carpark connecting the play elements. A large, accessible carousel allows multiple users including those in wheelchairs. Other accessible elements include seats with arm rests and back rests, a nest swing with an accessible Soft fall path leading to it and sensory planting.
 - Civic Park – A successful recipient of the 2020 Everyone Can Play grant and will be rebuilt from the ground up as a multi-general play space for visitors of a wide range of ages and abilities. Construction expected in FY21-22
 - Ruth Street Park – A renewal of a local play space that will see the introduction of access paths, accessible rubber Soft fall and accessible equipment. A submission for the 2021 Everyone Can Play grant round for Ruth St Park is still awaiting outcome.
- 2 new universal all abilities playgrounds have been designed for Auburn Botanic Gardens and Central Gardens. The Central Gardens Accessible Playground is open, and the Accessible Playground at Auburn has been postponed until further notice
- Research on transport disadvantage in the Cumberland Local Government Authority was completed with the 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 Seniors and Disability Services continued to provide accessible transport to all their programs
- The libraries SWAN programs are currently on hold due to COVID restrictions.
- Granville Centre Art Gallery (GCAG)
 - March 2021 – June 2021 - In partnership with Accessible Arts NSW, GCAG was able to host two artists with disability in our Artist in Residence space. These artists were Sue Jo Wright and Amy Claire Mills.
 - April 2021 - Artist in Residence Amy Claire Mills had an open studio at the event Arty Party, Amy had her studio open for two hours for visitors to come and see what she was working on.
 - May 2021 – July 2021 - The two artists in residence then were commissioned to make new artworks for the textile-based exhibition – A link, a loop, a circle.
 - June 2021 - Artist in residence Sue Jo Wright ran a deaf-led tour of the exhibition A link, a loop, a circle and then led a hands-on making workshop in her studio space. Artist Emily Crockford was engaged to paint the new mural at the Granville Park Sports Pavilion called ‘Stadium Pop: Football Flowers.
- Council’s Children’s Services continue to 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:
 - 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 has engaged people with disabilities to assist with the cleaning of the Council administration buildings during the COVID period in 2020.
- Council also promotes work placement for students on the Council website. This is an avenue that people with disabilities can explore to undertake a workplace opportunity with Council.
- This can also be provided to the relevant agency to provide to people with disabilities the opportunity to apply.
- 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.
- Council follows a merit-based recruitment process and job vacancies can be forwarded to the relevant agency. This will assist with making the vacancies more accessible to people with disabilities
- Improving the inclusion and professional development of employees with disability - communication has been sent to all staff regarding opportunities for professional development. All staff have the ability to submit online requests themselves or via their managers to access this training
- 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's volunteer program was suspended for a time due to the coronavirus pandemic

System 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.
- PDF and word documents available on Council's website are optimised for accessibility
- The new Council website provides a range of features to ensure greater access to information for people with disability. It was built by our developers with the aim to meet Website Content Accessibility Guidelines 2.1. The website meets colour contrast ratio guidelines, along with an easy-to-read font type. Content is structured with appropriate heading hierarchy and written in plain English with descriptive text used for links. Alt text is being added to describe images for people using screen readers. Online forms have an accessible inline error function to help users identify what errors they might of made filling in a form. You can navigate the site using both a mouse and keyboard. Documents are optimised for accessibility. A new feature called Read speaker, a text to voice reader is available on every page of the website. An accessibility statement has also been included.
- 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 panel meetings have been convened
- Australian Network on Disability (AND) Access and Inclusion Index was completed in 2017/2018, with Council undertaking another index in 2019 and results to be delivered in 2020.
- Council participated in the Access and Inclusion Index in May 2020
- Council conducted Diversity and Equal Employment Opportunities (EEO) survey in 2021.
- The purpose of this survey was to collect data from our workforce so that we are aware of

the diversity of our staff, identify improvement opportunities and can develop employment policies and procedures which cater to their needs

- Council is currently keeping track of the DIAP actions implemented and reporting through Council's Access Committee and Access and Inclusion Panel
- Council's DIAP is available to view on Council's website in original, plain text and easy to read formats
- Several accessibility guides have been created to assist staff in developing content for Council's website. An accessibility checklist will be completed by August 2021
- Council engages an interpreting service for staff who have hearing disabilities, for staff whom their first languages is not English and for staff who have learning disabilities.
- Staff were offered to attend a workshop on accessible communications and relay their future training requirements
- Training in regards to inclusive practice and technologies needs to continue and develop and be a regular training item for Council staff
- 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.
- Targeted training can be requested from sections for their staff
- Communication has been sent to all staff regarding opportunities for professional development.
- Staff have the ability to submit online requests themselves or via their manager to access training.
- Should a staff member with a disability request training, suitable arrangements to access this training can be facilitated.

Dubbo Regional Council

Building positive attitudes

- Council has approved its updated DIAP 2022 – 2025. This plan went through a vigorous consultation process within Council, through the Disability Inclusion Advisory Panel, large

interagency network and community exhibition. Recommendations were received and the changes were made before final copy sent to Local Government NSW (LGNSW) and Department of Communities and Justice (DCJ).

- Council facilitated a successful Seniors Week Expo in April 2021, collaborating with many local aged and disability services to deliver information to community members in a COVID safe way.
- Council partnered with NSW Sport and Disability Sport Australia to run a successful Activate Inclusion Sports Day on the 25 May 2021. 176 students from local schools who live with disability participated in the day.

Creating liveable communities

- Council continues to work across the local government area (LGA) to improve access and inclusion in areas of its control. Over the last 12 months there has been seven new major sections of footpaths built across the LGA. All of which gaining the necessary access ramps and way finding for pedestrians. Other sections of footpaths within the CBD have had the placement of new or corrected TSGIs.
- New accessible public amenities have been built in high use areas across the LGA (libraries, parks and sporting complexes). Both Dubbo & Wellington have master locksmiths access key amenities.
- Accessible parking bays have also been included in all upgrades to roads and streetscapes
- Supporting access to meaningful employment
- Council commenced a partnership with Westhaven to engage participants in supported work experience within different roles within Council. The program was to encourage meaningful links to full time work within Council or other local business.
- Council has commenced discussions with Disability Sport Australia to look at supporting partnerships with local clubs and organisations to increase volunteer work for young people of all abilities to participate.

Accessible systems, information or processes

- Council has created a new website function for 24/7 online service called Dubbo Regional Council (DRC) & Me. Customers can register and have all their questions, requests and payments made online. There is also a new 'chat' function which allows customers to ask questions.

- Council's Mobility Maps for Dubbo & Wellington were completed in May 2021 with the assistance of the Disability Inclusion Advisory Panel. Hundreds of copies have been delivered around the region, especially to the Visitor Information Centres. These maps are also available on the Council website.
- In Late 2020 Dubbo regional Council was named best in the country for COVID -19 response. The judges also noted Council's ground-breaking use of social media, live streaming and live broadcasts from Dubbo, which included a picture-in-picture of a NSW Deaf Society Auslan interpreter (who signed in real-time from Sydney Teleport Services studio in Balmain), to get Council's regular LIVE update message to the community effectively

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

- Council continues to rely on the expert panel of community members with lived experience who sit on the Disability Inclusion Advisory Panel committee.
- The broad and long standing connection that Council has with the regions disability and carer support services and networks is closely linked with the role of Community Development Officer – Seniors & people with disability.
- Council has approved its updated DIAP 2022 – 2025. This plan went through a vigorous consultation process within Council, through the Disability Inclusion Advisory Panel and community exhibition. Recommendations were received and the changes were made before final copy sent to LGNSW and DCJ.

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

- The COVID – 19 restrictions and lockdowns of 2020 and 2021 have caused large disruptions in the completion and roll out of different programs, services and consultation within Council and the wider community.
- There has been time delays in the completion of access works due to products and equipment not being available within the state.
- Is there anything else you're doing or planning for the future to contribute to greater outcomes for people with disability?
- Council is working with Disability Sport Australia and local community sporting clubs to increase the participation for those with disability in all sports within the region. To pilot a program

in Dubbo in 2022. It is called Active Inclusion Communities and is an 8 week program that is a follow on from our Activate Inclusion Sports Days

- Council will continue to encourage interested stakeholders within the region to move forward in consultation to create an action plan for a Dementia Friendly Community.

Additional information and comments about the information provided (include any contentious issues)

- Council's Community Development Officer and Aboriginal Liaison Officer have taken part in the NSW Disability Stakeholder Forum to discuss the challenges and successes for regional people living with disability from First Nations and the services that support. Suggestions have been put forward.

Dungog Shire Council

Building positive attitudes

- 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.

Edward River Council

Building positive attitudes

- Council has a dedicated DIAP Committee incorporating Councillor and community representation that:
 - Identifies hot spots in relation to a connected pedestrian & wheelchair accessible route through the main town areas
 - Provides advice to Council on ongoing improvements to public spaces for comprehensive access by people with a

disability: e.g. barbeques, pool and pool facilities

Creating liveable communities

- Program of works in place to improve/upgrade and build new footpaths in CBD to allow greater access for all
- Pool change rooms upgraded to all abilities access with adult family change rooms for people with disability
- New all ability access toilets at the Crossing Café and planned for at the North Deni Rest Stop

Supporting access to meaningful employment

- Council has implemented the following policies to support inclusion in the workplace:
 - Mentally Healthy Workplaces Policy & Plan
 - EEO & Diversity Policy and Plan
 - Return to Work Program
- Staff receive information on their rights and responsibilities for promoting equal employment opportunity through the employee induction program.

Improving access to mainstream services through better systems and processes

- Council updated their website to edwardriver.com.au to provide better access for vision impaired residents

What engagement or feedback have you had from people with disability? How has this been incorporated into your current and future planning?

- Council holds 4 DIAP meetings per annum to progress the DIAP Action Plan and highlight improvement areas
- Council conducted a town tour to ascertain how accessible the disabled carparks are. This prompted a full review and plan to improve access to adequate disabled access across the CBD

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

- Council is preparing a masterplan for McLean's Beach which will address improved access to the beach and river for people with a disability.
- Council is seeking quotes to develop a new DIAP Action Plan from July 1 2022.

Eurobodalla Shire Council

Building positive attitudes

In 2020-2021 Council set out to address 12 actions under the focus area of Attitudes and Behaviours. The following is a summary of activities and actions achieved:

Mental health awareness training

- Mental health awareness training programs have been widely promoted to various community groups and have been well attended.
- Undertook an interim role in the distribution of mental health awareness information across the Eurobodalla Mental Health Network.
- Co-hosted the Eurobodalla Mental Health Forum with Resilience NSW and NSW Health where 60 delegates participated in a review and advancement of mental health practices including Mental Awareness.
- Conducted Mental Health First Aid workshops for arts workers, artists and volunteers.

Conduct inclusion and disability awareness raising events at the Eurobodalla Botanic Gardens

- The Garden facilities and café have been promoted and utilised as accessible venues, for bushfire recovery and disability support groups, the annual performance of Shakespeare and a book fair.
- Planning for inclusion and disability awareness raising events in 2020-2021 is occurring in conjunction with Friends and the Gardens and Council's Creative Arts Services within the scope of bushfire recovery works and the pandemic.

Seek to recruit a young person with disability to the Youth Committee

- Young people with disabilities are encouraged to join the Youth Committee. One person with a disability sat on the Committee in 2020 with nominations now being sought from schools to fill the vacancy in the new term of Council.

Deliver a campaign promoting inclusive practices to business, recreation and community groups.

- In a collaboration with the Disability Inclusion Advisory Committee, a range of new resources, including the 'Accessible and Inclusive Eurobodalla' webpage and hard copy flyers, have been developed and distributed to enable businesses, sporting groups and community organisations to improve access and inclusion. The resource includes a self-assessment

checklist for organisations to audit the accessibility of their services and premises.

- A meeting of local Business Chambers the NSW Business Chamber in March 2021 acknowledged the need for local Chambers to take a more active role in the coordination of future Business Awards.
- Creative arts
- Creative Arts Services has collaborated with strategic partners to promote inclusion and community access events and programs. This collaboration involved – River of Art, National Museum of Australia, South East Arts, Music NSW and Outlandish Arts.

Creating liveable communities

- In 2020-2021 Council set out to address 15 actions under the Liveable Communities, a summary highlighted below:
- Promote community facilities and halls with a hearing loop
- Community halls with hearing loops and promoted through on site signage and via Council's website which identifies the designated facilities

Investigate and respond to access issues identified by the community as a customer service request

- All access issues identified in Customer Service Request (CSR) system are investigated and responded to. For example, as a result of CSRs, beach access and signage have been installed at South Rosedale.

Undertake access audits and upgrades to meet accessibility standards, including in the area of public transport

- All new Council facilities are designed to meet accessibility standards. Community facilities that do not meet accessibility standards are prioritise and progressively upgraded as budgets allowed.
- A detailed audit of beach access has been prepared which identifies and prioritises current and suitable future beach accessibility options for future funding

Increase participation by youth with a disability in workshops for instructing learner drivers

- Of the 32 young people involved in the YDrive Learner Driver Program, seven are registered as having disabilities

Raise the proportion of people with disability who volunteer in the community from 38% to 45% by 2021.

- One young people with a disability attended the youth climate resilience form in June 2021, and two people with vision impairment volunteered at the all-age music event in youth week 2021.
- A new grant funded volunteer coordinator has been appointed for 18 months to support bushfire impacted residents. Of the 20 volunteers recruited, one person is registered as having a disability.

Develop, resources and promote inclusive and accessible Youth Week activities.

- All youth week marketing material developed is accessible and inclusive with online information accessible to screen reader software. Radio interviews, social media and commercial advertising is used to ensure that Youth Week events ensuring they are widely publicised.

Work with schools to support children with disabilities

- Eurobodalla primary schools report that volunteering remains strong in reading programs from K-6.
- Children's Services continues to provide volunteers and link with professional agencies to support children with disability in school, at preschool, Family day Care and Before and After School and Vacation Care Programs.
- The 3Bs playgroups, including the "Start Strong' Multicultural Playgroup, build positive supportive relationships with families and providers diagnostic and logistical support to families in partnership with Muddy Puddles, to include children with disability into early education specialist care and transition to school programs.
- Embracing Participation and Embracing Babies programs support families with babies with socialisation and understanding of child development.

Supporting access to meaningful employment

- In 2020-2021, Council set out to address two areas related to Employment, a summary can be found below:
- Council's Economic Development Services in collaboration with the Disability Inclusion Advisory Committee, developed the "Accessible and Inclusive Eurobodalla' webpage and resources to be more reflective of contemporary considerations to create improved access and inclusion. New resources were sent to local Chambers of Commerce and featured in a business newsletter with subscriptions numbering 1,240 recipients. As a result of this

campaign, seven businesses sought additional direct support.

- Support the annual Work Experience Program was postponed due to COVID restrictions. Council's Job Shoop assisted ten young people with disability to access vocational training, work readiness and employment.

Fairfield City Council

The key focus is to integrate the DIAP and actions to be taken into Council's corporate plans, workforce culture and services. Some key highlights that were identified during the 2020-2021 financial year included:

Building positive attitudes

- Implementing a social media campaign to raise awareness of the International Day of People with Disability. The day promotes acceptance and understanding of people with disability and celebrate their achievements and contributions to the community.
- Major Council publications and promotional materials contain images of people with disability.
- Council's support for carers includes:
- Social media campaign to raise awareness of dementia to mark Dementia Month in September 2020.
- Advocating on local carers' issues to input into the Carers NSW Pre-Budget Submission.
- Issues raised included mental health and relationship issues for carers during the COVID lockdown.
- Social media campaign to raise awareness of the contribution of carers to the community to mark Carers Week in October 2020.
- Raised awareness of independent living practices and support services as well as digital connectivity for seniors and cares at 2021 Seniors Week.
- Presentation about services provided by Carers Gateway to the South West Ageing Services Forum in June 2021.

Creating liveable communities

- Purchased a three-wheeled rickshaw style bike for use by the Western Sydney Cycling Network (WSCN). The WSCN will offer rides to members of community, with particular focus on people with disability, the elderly and people with limited mobility.

- Installed inclusive equipment at Fairfield City Open Libraries to assist people with disability to access library services. Equipment includes children's sensory play equipment, software (screen readers) and speech activation to enable computer access for people with vision impairment.
 - 267,153 audio, large print and e-books were borrowed.
 - 547 customers utilised the Home Library Service involving 8,613 loans
- Developed a tool for Council to identify and prioritise access needs.
- Conducted audits on 18 community facilities, and pedestrian ramps in Fairfield Town Centre.
- Upgraded four intersection pedestrian ramps in Fairfield Town Centre. The ramps were identified in the 2019 Access Audit of Fairfield Town Centre as being inaccessible and these upgrades will increase accessibility in the Town Centre Finalised and distributed the Fairfield Town Centre Mobility map to the community at events and through community organisations and online.
- 60 footpath complaints were actioned to ensure accessible footpaths.
- There were increased numbers of requests for pool hoists and increased attendance at inclusive and accessible learn to swim classes.
- 100% Gyms in Parks sessions were enhanced to promote accessibility and inclusion.
- 100% of EOIs included requirements to deliver accessible and inclusive services.
- Five events were planned using Access and Inclusion Checklist.
- 100% cultural or other grant applications include employment of people with disability in desirable criteria
- 100% Council grants and MOUs include access and inclusion in criteria.
- 71 events and meetings were held in accessible venues/spaces
- Council entered into 15 discussions with State Government in relation to accessibility of public transport to get to and from and around town centres.
- 100% new Council signage works raised that consider disability standards and guidelines with 100% of new Council signage meeting appropriate disability standards.
- 36 channels are used to promote services for people with disability

Supporting access to meaningful employment

- Promoted Council as an Equal Employment (EEO) employer
- Four people with disability volunteer with Council
- 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.
 - Staff have access to carer's leave and can seek to work flexible hours to manage caring responsibilities.
 - Appropriate Workplace Behaviour Policy.
 - Diversity Management – Equal Employment Opportunity Plan articulating actions that support the objectives of the Carers Recognition Act and NSW Carers Charter.
 - Delivered staff education that included information on the NSW Carers Charter and Council support for employees who provide care for individuals with disability, illness or are frail aged.
- 100% of requests for flexible working arrangements by staff related to disability or caring responsibility was met.

Improving access to mainstream services through better systems and processes

- Added ReadSpeaker (text to speech software) to Council's website to make information accessible to families with visual impairments, literacy issues and those who cannot read English. This ensures that the website meets web content accessibility guidelines.
- Updated the alt text (alternative text) for images on Council's website to ensure image information can be articulated by text-to voice applications.
- 76 Council forms are accessible (e.g. to screen readers)
- Council is progressing towards AA rating for website.
- Style Guide has been updated to include criteria for accessibility and inclusion.

Council conducted a review of the Disability Inclusion Action Plan (DIAP) between April and May 2021. The review provided recommendations that will inform the development of the next DIAP. Included advocacy for accessibility in

submissions for Aerotropolis precinct plans and NSW Government Social Impact Assessment Guidelines.

Federation Council

The Federation Council continued to work towards delivering actions from the Federation Disability Inclusion Action Plan 2017-2021. This included the following:

- Meet monthly and seek guidance from the Federation Disability Access Committee to identify and remove barriers preventing the participation of people with a disability in programs, services and facilities. The Federation Disability Advisory Committee in 2021 had seven active members from across the Council area.
- Consulted with the Federation Disability Advisory Committee, as well as the broader community in regards access and inclusion to community developments, programs at facilities and master plans including recreation and open space developments and community facilities.
- Upgraded or built the following Council facilities to meet accessible standards including the Urana Aquatic Centre Building, Oaklands Recreation Ground Facility, Victoria Park Recreation Ground Facility, Howlong Football Netball Clubrooms, Corowa Cricket Club Facility, and Howlong Tennis Club.
- Upgraded the Howlong Library/Resource Centre to allow for better accessibility, installed Accessible Car Parks and the Limited mobility lift is now operational at the Corowa Office.
- Partnered with Intereach –Corowa Office to Access at a Glance Program supporting businesses across the Council area to be more inclusive and accessible. As well as worked with Spinal Life Australia to create a mobility map of local businesses across the Federation Council area.
- Continued to host the Federation Interagency Meetings quarterly and meet with disability service providers to ensure services in our community continue to meet our needs.
- Advocated for funding to allow community groups and clubs to complete their retrofitting work of accessible buildings and facilities including the Oaklands Recreation Ground Facility, Victoria Park Recreation Ground Facility, Howlong Clubrooms Project, Corowa Cricket Club Facility, and Howlong Tennis Rooms.

- Provided letters of Support for service providers and organisations seeking funding to establish programs and initiatives for people with disabilities.
 - Communicated to recreation groups, clubs and the broader community information to assist people with mental health such as Our Council Cares and Hey Sport, R U OK Resources.
 - Continued to make reasonable adjustments for employees with disability. The Council's pre-employment functional assessments and recruitment process highlight disabilities and how we can modify and adjust positions/ work space etc. for a positive outcome to the applicant.
 - Online campaign to recognise and celebrate the contribution of people with disability during annual International Day of People with Disability.
 - Conducted a competition and asking local school students to get creative and show us their ideas of what disability and inclusion looks like.
 - The Corowa Aquatic Centre offered facilities, programs and activities that support people with disability and that provided fun, educational and health opportunities for everyone in the community.
 - The Council's Community Grants Program actively supporting initiatives that are inclusive, accessible and welcoming to people of all abilities including the Rotary Club of Corowa to assist with the cost of installing a playground fencing at Bangerang Park, Oaklands Country Women's Association to build a suitable ramp and rail for disabled access to assist in the inclusion and participation of all community members and CDBHU Football Netball Club to upgrade facilities to enable access to their clubrooms access for wheelchairs, prams and those with limited mobility
 - Conducted extensive community consultation to develop a draft Disability Inclusion Action Plan for the Federation Council for the next four years. Draft is scheduled to go to the December Council meeting for endorsement.
- Olympic Pool attended by over 100 people. All participants were presented with participation certificates with all attendees providing positive feedback.
- 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 include consideration of accessibility at all Council-run events. This includes access to transport, promotional methods, consideration of quiet spaces and availability of access for attendees with mobility problems. All events are also evaluated against these accessibility considerations.
 - All Abilities Cooking Day was held at Forbes Preschool on 21 April 2021 with service providers and their clients in attendance to undertake a cooking workshop with the preschool students.
 - Council has also developed and distributed a Youth Services Guide including all relevant disability providers available to those living in Forbes.
 - Council supports people with disabilities to play an active part in events in our Shire, including opportunities to MC or perform official duties such as at Australia Day.

Creating liveable communities

- Accessibility and inclusion are considered as part of any functional brief for new Council facilities, and upgrades to existing facilities.
- An accessible fishing pontoon has been installed at Lions Park to encourage sport and recreation and improve beach access for those with disabilities. This platform continues to be used extensively.
- Council continues sponsorship of the Forbes Home and Community Centre to ensure continuity of service provision for people with disability
- Council continues to participate in the MLAK scheme and National Public Toilet Map to ensure access to accessible toilets is readily available.
- Council provides incentives for Forbes Medical Centre to ensure access to medical services and practitioners are readily available.

Forbes Shire Council

Highlights from the implementation of the DIAP in the 2020-21 financial year include.

Building positive attitudes

- Council expanded our program of events celebrating International Day of People with Disability, hosting a Pool Party at the Forbes

- Council has secured funding and commenced extensive refurbishment of the Forbes Heated Pool and secured funding for the installation of a ramp to the Forbes Youth and Community Centre.
- Accessible parking has been installed in the CBD, Lions Park, Cross Street and Lachlan Street to improve access to services.
- Footpath and pedestrian access has been improved for Forbes Preschool, Forbes Public School, Forbes Medicine and Mind, Camp Street Bridge, Lions Park and Forbes Learning Ladder.
- New accessible public toilet facilities have been constructed at Botanical Gardens, Forbes Water Park and the Wiradjuri Dreaming Centre.
- Consultation with Disability Service Providers completed for the extensive refurbishment of the CBD
- An accessible stage with hand rail and tactile markers has been installed at Lions Park
- Shade sail installed at Forbes Croquet Club
- Installed accessible public barbecues (wheelchair accessible) at Nelsons Park and at the Forbes Ski Dam as well as accessible picnic tables at the Ski Dam and Lions Park.
- Investigation commenced for the installation of an accessible footbridge adjacent to the Forbes Wiradjuri Dreaming Centre
- Forbes Housing Strategy Consultation commenced to maintain a supply of housing for people with disability.
- Support of Riding for the Disabled, through the provision of infrastructure and sponsorship to operate at a Council facility
- Creation of an Outdoor Spaces style guide this year by Council also featured accessibly elements

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 section of the website outlines Council's commitment to encouraging diversity in the workplace and developing a workplace culture that is inclusive, respectful and promotes diversity.
- Council is 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
- Procurement process commenced for accessible audits of all Council owned facilities

Georges River Council

Building positive attitudes

- 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 included funding under the Capacity Building Grant category for a range of projects.
- The Cerebral Palsy Alliance received funding for communication equipment for people with disability, Learning Links for supporting children with learning disabilities and difficulties in the Georges River community, the Shepherd Centre for Deaf Children for supporting children with hearing loss and their families, Dance for Parkinson's Australia for movement classes, Jubilee Community Services Incorporated for an accessible art program for people with Autism, and Children with Disabilities Fund Inc. for music therapy for children with disabilities.
- Council's Early Learning Centres (ELCs) worked with children with disabilities along with their families and allied health professionals in 2020/21. An important part of this relationship has been working with all other enrolled children and families and building acceptance and understanding of others, irrespective of differences in ability. The ELCs aim to instill this approach from a young age to strengthen long term positive community attitudes.

- Images chosen to present people with disability in a positive manner were presented to members of the Access and Inclusion Reference Group for endorsement. The approved images were purchased and are now available for use across Council publications and on Council's website.
- Disability awareness training material was purchased from the Centre for Inclusive Design. This was delivered as direct facilitated training sessions for key public-facing staff. Two disability awareness training sessions were organised, with the first one running for 15 staff members. The second session was postponed due to the emerging COVID situation at the time. Council will now be focusing on including disability awareness training in all new staff inductions.

Creating liveable communities

- Following a comprehensive access audit of the Jubilee Stadium in March 2020, Council replaced the tactile ground surface indicator systems at Gate A and Gate D, which are the two largest and most heavily used ingress gates during stadium events.
- Accessible Arts were engaged to provide accessibility audits across a few different areas for Council. A "walk and talk" audit of Council's Carss Park Artist's cottage provided a report outlining several simple changes that could be made to ensure the artist-in-residence program is accessible. A second "walk and talk" audit of Council's inaugural arts festival, Un[contained], led to the inclusion of a special one-hour, low light and low noise session for people with sensory processing disorders. Additionally, access ramps were purchased to allow for accessibility to the shipping container art installation spaces at the festival.
- Council continued to produce accessible maps for town centres across the Georges River local government area. There are now six maps for Hurstville, Kogarah, Mortdale, Beverly Hills, Penshurst and Oatley town centres. These maps have been made available to the local community and are included on Council's website for reference and downloading.
- New signage has been created to improve the accessibility of the Hurstville and Kogarah CBDs.

Supporting access to meaningful employment

- Council continues to support the Jubilee Arts for Mental Health program. This has had positive outcomes and feedback from the participants and community. The art skills program is offered

each term for 10 people with Autism and people managing or recovering from mental illness. There is an opportunity for participants who are repeat attendees to be selected for a paid position as an assistant tutor on future programs.

- Georges River Council engaged a NOVA Transition Disability group to manage a letterbox drop providing information to local residents about an upcoming volunteer opportunity with Council.

Improving access to mainstream services through better systems and processes

- Due to the ongoing impact of COVID, Council organised all meetings via online platforms, including meetings with members of the Access and Inclusion Reference Group (AIRG). The AIRG have since decided to maintain online meetings regardless of COVID restrictions as it makes attendance easier for all AIRG members. Live captioning is provided for meetings as necessary.
- Council is using the tool Monsido to regularly monitor the accessibility and quality assurance of Council's website and improve usability and customer experience. Monsido monitors readability, misspelling and broken links to ensure both technical and content accessibility. In the year 2020/21, Council's Monsido compliance level scores improved from 80% to 85%.
- Accessible Arts provided a comprehensive audit of Council's website, reviewing five webpages against the Web Content Accessibility Guidelines. Recommendations provided will be used in conjunction with the regular Monsido reviews and incorporated into general website updates and maintenance.
- Live captioning and Auslan interpretations continue to be provided at major meetings and via online platforms.

Gilgandra Shire Council

The impacts of the COVID pandemic has meant that activities such as promotion of new employment opportunities and volunteer involvement in services were suspended in line with public health orders throughout the year. Despite these restrictions, Council has undertaken the following actions:

Building positive attitudes

- Continued facilitation of work experience for Orana Living clients at 2WAR FM Community Radio and Australia Post

- Within the parameters of changing public health orders Orana Living clients continued to volunteer to deliver Meals on Wheels and deliver Council's internal mail.
- Development of the position descriptions for supported employees who will work in the yet-to-be established tree nursery project. This project has been delayed by the pandemic conditions

Creating liveable communities

- Active inclusion of the needs of people with a disability in preparation of the architectural design of the new Library Hub. The new Library Hub design will enhance access for people with a range of physical and intellectual disabilities.
- Completion of upgrades and replacement of equipment at the existing pool including upgraded change facilities and lift access into the pool itself.
- Completion of upgraded work at the speedway to enable access to the spectator areas for people restricted to wheelchairs.
- Active inclusion of the needs of people with a disability in preparation of the concept design for the new pool and fitness centre. The concept design is fully compliant with accessibility standards. It will also include fully accessible change facilities. This aspect of the proposed facility will be a first for Gilgandra and the surrounding region.
- Upgrade to concourse at McGrane Oval and provision of accessible toilet facilities
- Completion of a new specialist disability accommodation promoting independent living for up to 13 people
- Consideration given to accessibility when planning activities and events run by Council
- Creation of additional footpaths to link key facilities
- Promotion of community transport options

Supporting access to meaningful employment

- Council continues to provide supported employment for 21 clients through its Carlginda Enterprises division.
- The team at Carlginda Enterprises manage the Gilgandra Waste Facility, including hand sorting of recycling from both Gilgandra and Bogan Shire Councils.

Improving access to mainstream services through better systems and processes

- Continuation of Council's practice to consider universal design principles for new planning projects and developments undertaken by Council
- Ensuring all new policy and services seek to maximise access for people with a disability including delivery of information in accessible formats
- Effort being made to ensure language is simple and appropriate

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

The COVID pandemic presented significant challenges for Council, especially the aged care services provided by Gilgandra Lifestyles (Cooee Lodge Hostel and Jack Towney Aboriginal Hostel), community transport, meals on wheels and the full range of disability services

Council's initial response was rapid to address the challenges associated with the pandemic, ensuring our staff and facilities were equipped with the necessary systems, equipment and support to provide a high level of care to our clients in such a challenging and uncertain time.

Council has over 100 vulnerable people in our care under the Gilgandra Lifestyles' umbrella defined in the high risk categories. Council's response was professional and efficient from the onset of the COVID pandemic to ensure our clients remained well cared for while ensuring contact with their families and loved ones. Council is very proud of the staff efforts and the courteous manner shown to all those in our care.

In addition to this, many of our volunteers who helped Council provide meals on wheels and community transport were aged over 70 which threatened the services provided to the community. Council and the community worked together to respond to the situation where many of our residents were staying home with limited connection to their loved ones.

The health and wellbeing of our community is so important and connection in these times is crucial.

Council created a service called GLADIS (Gilgandra Living and Delivering Innovative Services), a local multi service response to enable ongoing provision of our essential community services. Using Community Care funding as a

base, Council staff were redeployed from services closed as a result of COVID (i.e. gym and Cooe Heritage & Visitor Information Centre) to provide much needed continuity of services and support to the community.

GLADIS offered a range of services including:

- Meals and essential transport.
- Telephone services/phone tree aimed to increase connection and protect vulnerable residents.
- Deliver essential supplies.
- Pick up and drop off books and resources from the Gilgandra Library.
- Foster youth connection through online programs and distributing education packs.
- PenPal program.

Glen Innes Severn Council

Building positive attitudes

Council holds an annual Free Family Picnic Day for the whole community. The 2021 event was held on Saturday 15 May 2021 and was highly successful. The 2022 event is planned to be held on Saturday 2 April 2022. The event is a day of fun, education, food, information, inclusion, equality, and healthy activities which is conducted through collaborative partnerships with other local organisations such as schools, emergency services, volunteer groups, gyms, and others.

Creating liveable communities

Council provides support to the Community Access Committee by way of administrative/secretarial assistance and maintaining a strong presence on the committee.

Community information packs are available at various community locations which contain welcoming information for people of all abilities.

The Access committee have worked well with Council with advice received from members resulting in improved footpath maintenance and new footpath initiatives to assist people of all abilities

Supporting access to meaningful employment

A selection of Council staff participated in training with the Council for Intellectual Disability during the first quarter of 2020/2021 Financial Year. The training program 'More Than Just a Job for Councils' was conducted online and provided valuable insight for Council staff how we can

develop accessible recruitment processes, be confident working with people with intellectual disability and develop easy read documents like contracts and policies.

Improving access to mainstream services through better systems and processes

The community access committee have a role in assessing accessibility and providing information for the updating of the brochure. The annual 'abilities' walk by the committee which identifies and provides information has been cancelled the past two (2) years due to COVID. The committee are committed to the walk however have pushed out the task until early 2022. Information obtained during the walk will provide additional information for the revision of the brochure.

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

Council's Life Choices - Support Services (LC-SS) and Children, Youth and Family Services work together to provide community services for participants under the NDIS. Individual and group services are available which are planned with having a person-centred approach for each individual. Feedback about consumer and participant experiences, goal achievements and the degree of choice is sought and received at the time of review, via the quarterly LC-SS Newsletter and direct consultation with individuals and groups. An annual survey is also conducted via mail with the latest sent to the community December 2021.

- Feedback is collated and assessed then incorporated in future individual Participant Plans and/or group planning as appropriate.

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

COVID and related Public Health Orders (PHO) and lockdowns have presented a significant challenge for the delivery of actions contained within the current DIAP during the last reporting period.

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

Community consultation planning is underway, and this will assist to fabricate the framework of Councils new DIAP.

Goulburn Mulwaree Council

- The 2021–2025 Disability Inclusion Action Plan has been endorsed
- Goulburn Mulwaree Council provides services for frail aged people, people with disabilities and people living in geographically remote areas (Rurally and Socially Isolated). Funded Coordinators use a network of part time staff and volunteers to provide these services.

The Council auspices the following services under the title of Goulburn Mulwaree Social Support Services:

- Goulburn Respite Service - This service provides centre based day care programs at the Goulburn Community Centre, 155 Auburn St, Goulburn, three days per week and the Brewer Centre in Marulan, one day per week. The service 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 in the Goulburn Mulwaree Local Government area. This program is funded by the Australian Government, My Aged Care – Commonwealth Home Support Program.
- Goulburn Leisure Link - Goulburn Leisure Link is a Peer Support program for persons with a disability, it provides social, sporting and recreational activities designed to increase community participation and independence. It gives opportunities to enhance social skills and to develop and maintain friendships. The activities are chosen by the clients who attend the program through planning days and newsletters. The activities are organised with the coordinator and are supported by volunteers. The program is based at the Goulburn Community Centre, Auburn St, Goulburn. This program is funded by the National Disability Insurance Agency (NDIA) through the National Disability Insurance Scheme (NDIS) and operates and meets standards outlined in the NDIS NSW Enabling Act 2013 and the Disability Inclusion Act 2014.
- Goulburn Neighbour Aid - 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, in the Goulburn Mulwaree Local Government area.

The service is operated from the Goulburn Community Centre, 155 Auburn St, Goulburn. This program is funded by the Australian Government, My Aged Care – Commonwealth Home Support Programme.

Goulburn Mulwaree Social Support Services, listed above, endeavour to ensure that services are available to people who meet the National Disability Insurance Scheme (NDIS) and My Aged Care – Commonwealth Home Support Programme guidelines. They can be frail aged people, people with a disability and their carers living within the Goulburn Mulwaree Local Government area without discrimination. People are not excluded from access to the services on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, ability to pay, geographical location or circumstances of their carer.

- Outreach programs see the Goulburn Regional Art Gallery take its programs on the road, giving opportunity to engage with new audiences. Due to ongoing restrictions tours were offered to schools in digital format from July to October. The Gallery connected with seven schools digitally during exhibition ARTEXPRESS, including two tours via Zoom with Crookwell Public School.
Arts Access Workshops connect the Gallery to those in the community who cannot visit the Gallery due to mobility or physical difficulties. Due to ongoing restrictions, this program was converted to activity booklets. 3 packages were provided to David Morgan Centre, Pschyogeriatric Unit, Kenmore Hospital in 2020/21 and reached 12 participants.
- Launch of new library services for children and young adults with intellectual disabilities, including a new book group or other social literacy based group for young adult, and a special quiet hour for children with autism. Any new developments are assessed for compliance with the legislation to ensure appropriate access for people with disabilities.

Supporting access to meaningful employment

- Goulburn Mulwaree Council is committed to its responsibilities under relevant legislation to provide a workplace that is free from bullying, harassment, discrimination and victimisation and provides equal employment opportunities (EEO) for current and prospective employees.

- Council's EEO Management Plan encompasses the following objective and strategies:

Communication and Awareness: To communicate EEO responsibilities, principles and practices to all current and potential employees.

Collection and Recording of Appropriate Information: To ensure that relevant information in relation to EEO is collected and recorded for the ongoing development of EEO programs and to monitor the effectiveness of the current EEO plan.

Recruitment and Selection: To ensure all Recruitment and Selection at Goulburn Mulwaree Council is undertaken in accordance with legislative requirements and EEO principles.

Training and Development: To ensure training and development procedures conform to EEO principles, which incorporates opportunities for training and development of EEO target group members.

Human Resources Policies and Procedures:

- To ensure all instances of advancement, transfer and higher duties are offered following fair and consistent processes where merit is established.
- To ensure any dispute/grievance that is raised is treated equitably and in accordance with Council's grievance resolution procedures.
- To ensure all employee conditions of employment conform to EEO principles.
- To set strategies to assist employment for target groups. These groups include people from a non-English speaking background, people from an Aboriginal and Torres Strait Islander background, people with a disability, women in managerial roles and youth.
- The library - Right to Work – hosted two work placements for young adults with intellectual disabilities.
- Council was also involved in co-operative arrangements with Endeavour Industries, an organisation that provides employment for the disabled.

Greater Hume Council

Building positive attitudes

- Although COVID has limited physical meetings and reduced the number of meetings with people with disability, Council has contributed

significantly to building positive attitudes through gaining broad input into some significant projects including an all abilities playground and change place in Holbrook with the inclusion of the first liberty swing. (Which was installed during 2021)

- Broad community consultation was carried out in regards to feedback on the existing DIAP and for input into the development of the next DIAP. Being used to feed into the consultation for CSP
- Continue to be strong advocate for improving access to transport including support of local Regional Bus Service.
- Provided information and updates and took feedback from carers groups.
- Councillors have played an important part in communicating and advocating across our communities for people with disability.

Creating liveable communities

- Ongoing assessment of Council facilities and processes in place to ensure input into the built environment including parks and buildings as well as events. A good example highlighted through the Australia Day event, Disability parking was provided close to event which was held at a small community showground, however, feedback highlighted the gravel made it difficult for people with walkers or wheelchairs to go across... future events need to take in to account all aspects of parking.
- Childcare centres – ramps and upgrades to facilities at Holbrook and Henty including disability toilet at Henty.

Supporting access to meaningful employment

- Council has been proactive with employing people with disability, including a structured skills development program with the transition of a work place student, who volunteered after work at our library in Culcairn and was then employed part time (to meet capability) with support being provided. He progressed to a level where has been supported to complete a part time traineeship during 20/21 and with workplace changes to the office and equipment is able to provide library and customer service in addition to supporting youth and community events.
- Staff feedback found that 2% of staff reported disability and 3% reported as having carer responsibilities

Improving access to mainstream services through better systems and processes

- The use of Zoom has enabled people to attend workshops or consultation forums more readily, however, there is still improvements to be made to ensure full representation.
- Through our libraries, Council has provided support to older residents through tech savvy seniors programs and the provision of laptops for use by older/isolated/people with disability to ensure connectivity during COVID.

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

- Consultation occurred early in 2021 to develop the next DIAP. Although COVID restricted as far as face to face forums were concerned, zoom forums were also provided.
- Through the Holbrook Healthy Towns program in 2020, youth were invited to provide input into the design for the surrounds at the skate park in Holbrook with part of the brief being accessibility... some great suggestions and designs were submitted.

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

- Capacity is the greatest issue facing a small regional Council, particularly with the impact of COVID. The delivery of the DIAP has been successful and there has certainly been a visible impact across Council and business buildings, parks, community facilities, toilets, signage, website and promotional materials and visibly through the use of stickers showing accessibility of premises.

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

- The consultation has occurred for the new DIAP and with this information and the current processes taking place for the CSP there will be an increased focus on ensuring all our services and facilities improve accessibility.
- Children services have identified areas of professional development around inclusiveness and ensuring practices reflect our policies and procedures.
- Overall there have been significant improvements made over this year as well as the previous 3 years of the DIAP

Griffith City Council

Griffith City Council's Disability Inclusion Action Plan was reviewed in 2021. It outlines Council's commitment to improving accessibility and inclusion opportunities for people of all ages who live with a disability. This ensures access to the full range of services and activities available in the community. The Plan was developed and has been reviewed by listening to people with disabilities, their families, carers and local organisations who work with people with disability.

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 2020/21.

Some notable improvements include:

- City Park now includes a disabled toilet facility
- Henderson Oval Park is inclusive including accessible playground equipment, seating, ramps and access
- Additional Footpath and Shared Pathways across the community and villages
- Streaming of Council meetings with caption option and audio available on Council's website.

A link to Council's DIAP can be found at <https://www.griffith.nsw.gov.au/griffith-39-s-disability-inclusion-access>

Gunnedah Shire Council

Building positive attitudes

Gunnedah Shire Council recognises that people with disability are valued members of our community and we are committed to fostering a community in which people with disability and their carers live with optimum quality of life, independence and participation, and where the equal participation, access, rights and equity principles of the Disability Discrimination Act 1992 are respected. Our vision for an inclusive community, as articulated in its current Disability Inclusion Action Plan community is to: 'Be recognised as both an advocate and champion for the rights of people of all abilities in our community ensuring all of our residents are treated equally and respectfully and have opportunities to enjoy'.

- 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.

- Access Working Group worked to finalise Councils ‘Missed Business Guide’. Council provided printed copies to business within the CBD. The guide is a resource manual for business on how to attract more customers by providing better access to their business operations.
- Continue to collaborate with community groups and disability support sector to promote positive attitudes to deliver the Access at a Glance window decal initiative.
- 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. Plans have stalled due to COVID public health order restrictions. Virtual event options are being considered.
- Council continues to build positive attitudes and access by design principles with the implementation of a new Section 356 (Access Incentive Grant) to encourage businesses to enhance accessibility in their operations.
- Council’s \$1.5million inclusive playground ‘Livvi’s Place’ project which was completed in December 2019 continues to raise the focus on access and inclusion. The playspace has developed a strong reputation as a fully accessible destination with intergenerational play equipment, wheelchair friendly BBQs, mixed seating types, ramps, tactile indicators, buddy seats, sensory garden, shade, fencing and shared pathways.
- Staff routinely access inclusion focused online training (virtual forums and webinars) as opportunities arise.

- Access design principles continue to be considered in the open space planning further demonstrating that inclusion is becoming embedded as a principle across the organisation.

Creating liveable communities

- In November 2020 Council commenced the development of its Community Directory in partnership with My Community. The directory includes information about a range of organisations in the Gunnedah area and featured services include disability support, health, community groups, child services, employment, training and recreation and leisure. The associated ‘My Access’ app is disability compliant, and will adjust according to the view required and how it is being accessed. The site has Google translate features.
- Council’s continued subscription to the disability compliant 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.
- As part of the Community Resilience Fund – COVID Recovery Package (Invigorate Gunnedah), Council opened a special \$356 grant round, aimed specifically at supporting businesses and community groups to enhance access for people with disability within their premises. Projects may include the installation of an access ramp to the business or shop front, redesign of marketing collateral (i.e. menus) to appeal to broader demographic, changes to the fit out of premises to enhance maneuverability, access and safety for wheelchairs, people with temporary mobility challenges, etc.
- In May 2021 Council launched a new Missed Business Guide and this will be reprinted and disseminated each year to businesses within the CBD and electronically to the Gunnedah & District Chamber of Commerce and Industry. Hard copies are now also available in the front customer service centre foyer.
- Council developed a new business platform called Localised and an E- Business Newsletter with both featuring 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 community and sports organisations were successful in 2020/2021 in obtaining grants under the program to enhance access and safety, to increase participation and membership and to purchase equipment to enhance accessibility.
- In 2020/2021 Council prepared a successful grant application under the Crown Reserves Improvement Fund, on behalf of the Gunnedah RSL Sub-branch to fund the installation of a new disability access ramp at the Clubhouse to support aging and mobility challenged members. In March 2021 Council actively encouraged the RSL to seek funding under the S356 Access Incentive Grant to install an access compliant handrail to the new ramp.
- Access Working Group continues to review the location and number of designated access parking bays throughout the Shire and continues to work on 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. Council has adopted check in codes to enhance accessibility.
- Council supports the use of Companion Cards at all its events and venues including cinemas, Gunnedah Memorial Swimming Pool.
- Staff continue to undertake Accessible Design training with Vision Australia and training manuals have been now also been disseminated to other teams within Council that have a high focus on marketing.
- Council maintains the currency of National Public Accessibility Toilet Map in relation to Gunnedah Shire.
- In 2020/2021, the Working Group commenced the rollout of the delivery of the Master Locksmith Access Key system to relevant accessible public toilets throughout the Shire, having secured operational funding to do so.
- On 27 November 2020 Access Working Group participated in a focused workshop with consultants preparing Council's new Open Spaces Strategy. In mid-2021 Council's Draft Open Spaces Strategy references consultation with the Access Working Group and features a number of access and inclusion related recommendations for the Shires public and recreational amenities.
- Everyone Can Play in NSW Access Audits tool for existing play spaces are undertaken 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 entertainment venues including the Town Hall, Smithurst Theatre and Gallery are accessibility friendly.
- Council's Civic Cinema has a hearing loop and provision for access seating.
- Wide Angle Film Festival delivered in 2020 for International Day of Disability and continues to be recurring event.
- Council's Waste Department delivered an annual Spring Clean Day in September 2020 to reduce household waste. A significant component included the utilisation of volunteer organisations with trailers to undertake free collections from people who are aged or disabled.
- Council's Pool includes accessible BBQs, wheelchair friendly seating and water station with inclusivity now standard consideration across the open spaces team.
- Council's GoCo Community Care Transport provides safe, flexible and efficient transport services for the residents of the Gunnedah Shire Council area. Their clients are predominantly aged, people with disability, frail and socially isolated who do not have access to appropriate transportation. During COVID this service continued to operate.
- Council's Library provides a House Bound service. Customers include people with disability, those recovering from surgery, frail aged and those who are either transport or socially isolated. During COVID this service continues to be an invaluable human connection for the socially isolated.
- On 25 June 2021 Council applied for funding for a new inclusive playground at Kitchener Park under the Everyone Can Play in NSW Grant 2021-2022. If successful, the space will meet the NSW Department of Planning Everyone Can Play in NSW Guidelines which encourages designs that consider 'Can I get there? Can I play? Can I stay?'
- Council routinely provides letters of support to build the capacity of community organisations

to access grant for access friendly projects including ramps, accessibility friendly toilet amenities.

Supporting access to meaningful employment

- Employment is an identified action in Council's Disability Inclusion Action Plan 2017-2023 (DIAP) which is a living document. The review of this plan has commenced in May 2021 with the aim of completing the new DIAP by June 2022. A copy will be provided to lgnew@lgnew.org.au and NSW FACS Disability & Inclusion Planning at NSWDIP@facs.nsw.gov.au as required.
- 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 Council's new Workforce Plan
- People and Culture team maintains a diversity register to identify Indigenous staff and staff with disability.
- Staff exit interviews (cessations, resignations and terminations) capture emergency 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.

- When negotiating its new 10 year waste contract in 2020/2021, Council re-engaged Gunnedah Workshop Enterprises, (Recyclit) to process recyclables and to operate the Bowerbird Shop at the Waste Management Facility. Recyclit utilise an onsite building under a peppercorn lease arrangement and with a renewed 10 year contract secures ongoing employment and training for its workers, all of whom have disability. Council has extended that support to allow Gunnedah Workshop Enterprises to also collect proceeds from the Drum Muster and Container Deposit Scheme.

Improving access to mainstream services through better systems and processes

- Council's websites are compliant with the Web Content Accessibility Guidelines (WCAG) 2.0 (Level A).
- Council is committed to maintaining all its websites and platforms as accessible as possible to all visitors, including those using its site with:
 - mobile devices
 - assistive technologies such as screen readers
 - various browsers and
 - slower internet connections.
- Council's website features and 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 is ongoing.
- COVID process responses examples (not exhaustive):
 - Council has an identified strategy to enable redeployed staff from other areas to assist with driving functions for medical appointment and access to essential

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

- Community development staff work to disseminate and share a myriad of information and COVID related resources to the disability support sector in order to enhance connections to services.

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

No specific DIAP focused engagement activity or pulse check has been delivered within the Report period however this will commence in the community consultation phase of the new DIAP.

- Engagement efforts are however 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. Gunnedah shire Open Spaces, Local Housing Strategy, Economic Development Strategy, and 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. New membership will be sought post the NSW Local Government elections in November 2021
- 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

- An ever-changing COVID environment and the uncertainty around public health orders preventing movement 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. Several events have needed to be put on hold and planning is disrupted which places further stress on volunteer clubs and committee members.
- Council continues to convene its COVID Management Team at relevant stages (yellow, orange and red) 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 an ongoing 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 buy-in from internal stakeholders and initiatives such as the delivery of the initiatives that raise awareness continue to create a higher level of awareness and conversation around engaging with customers and employees with disability. COVID 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 in 2017, 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. In late 2020, a request by a staff member to change the handle type to bathrooms, shower facilities and internal doors was actioned and handles were swapped out to enable that worker to access amenities without the need to ask a colleague to open a door. Resulting in significant benefits to that staff member's dignity.

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

- Council has commenced its review of its existing DIAP in May 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

During this reporting period 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.

Gwydir Shire Council has also formed a Disability Access Committee and usually meets regularly to discuss the needs of the community. However the impact of COVID has slowed the progression of this committee for 2020/2021 but will be reinstated as restrictions ease.

Hawkesbury City Council

Year Four actions from Council's Disability Inclusion Action Plan that were implemented include:

- creating accessible online and print material service information to ensure people with disabilities could access real-time information regarding service availability during the COVID Pandemic restrictions
- delivering an Inclusion Award through Hawkesbury Small Business Awards
- delivering person-centred emergency preparedness project to develop people

with disabilities as peer leaders to deliver emergency preparedness training in the Hawkesbury.

Hay Shire Council

The Hay Shire Council is implementing the Hay Inclusion Action Plan with all new projects, and the following has been completed:

- Council chambers wheelchair access
- Council chambers serving counter
- Visitor Information Centre access
- Access to Library extensions
- Access ramp to Showground grandstand
- Extension of walking tracks through town.
- Toddler play and fenced playgrounds installed.
- Extended footpaths in parks, and fully accessible playground components.

Hilltops Council

In June 2017 Hilltops Council adopted the Disability Inclusion Action Plan. The policy will be reviewed within 12 months of an election, and thereafter at four yearly intervals at least, to ensure it meets all statutory requirements and the needs of Council.

- We support fair access to the resources, services, and opportunities essential to meet their basic needs and to improve their quality of life.
- We are committed to overcoming unfairness caused by unequal access to economic resources and power. We will support fair allocation of resources and entitlements without discrimination.
- We believe in equal rights of all members of our community. Council applies these principles in its decision-making and considers each of the four elements when considering projects and services. The social justice principles have been applied across the eight stages of disability inclusion action planning.
- We provide opportunities for people to genuinely participate in discussions about decisions affecting their lives.

Hornsby Shire Council

Hornsby Shire Council's 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 community.

Below is a report on the outcomes achieved during 2020/21:

Building positive attitudes

- Council has recently appointed consultants to help review, develop and implement its new Disability Inclusion Action Plan. The review will include an internal staff survey, a public survey to go on Council's website, a dedicated Council Facebook page, and three public consultations across the Shire, with one in Galston, one in Berowra and one in Asquith.
- 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 and print advertisements) where appropriate. These include promoting International Day of Disabilities, 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, easy to read signage and accessible toilets.
- A Volunteer Expo was held at Hornsby Mall to allow local volunteer, and service groups to reach out to more residents, particularly seniors and the CALD community. Information was provided on possible volunteering opportunities and local programs.
- Accessible events / activities were offered through Council's Social Inclusion Week, Photo Exhibition and Connected Communities from Harmony Day to Neighbour Day including Singing in Harmony and Creative Connection concerts, cooking demonstrations and multicultural craft activities for everyone to enjoy online, bringing entertainment as well as participation to the community whilst adhering to COVID restrictions.
- Online seminars continued to be held. Topics included Dementia Awareness, Let's Talk about Male Carers and Better Outcomes for People with an Intellectual Disability.

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.

- Council holds special events for people with a disability and the elderly in libraries across the Shire. These events promote good health, physical wellbeing and mindfulness and are free.
- Council has developed a Hornsby Shire Play Plan to ensure consistency and equity across the Council play areas for both existing and future play areas and uses the NSW Government "Everyone Can Play" Guideline 2019 as its benchmark.

Supporting access to meaningful employment

- Section 8 of Council's Recruitment and Selection Determination encourages employment of people with intellectual disabilities, where possible.
- Council has mandatory Equal Employment Opportunity online learning for all staff.
- Council held a Hornsby Employment Open Day in partnership with Disability Employment Services for people in the community with a disability looking for employment. This was promoted on the Council website and via Council stakeholders.

Accessible systems, information or processes

- Council uses the Monsido platform to monitor website accessibility compliance to WCAG 2.0 AA.
- A new COVID 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 updated annually. The community can easily access information on local NDIS providers and services and other community stakeholders and mainstream service providers.

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

- Council has worked with a local group called Studio Artes, who support local people with a disability, to paint community street library book boxes to be established in ten Council parks.
- Developed a Dementia webpage to help Council move towards becoming a dementia

friendly community collaborating with Council's Strategy and Place team.

- 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 can receive 1:1 assistance with E-devices, including computers, subject to COVID restrictions.
- 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.
- 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 Seniors group, English Conversation groups and CALD family groups.
- The library service is planning to introduce storytime sessions for children who are on the autism spectrum.

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

- Due to the challenges of COVID 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 storytime. Promotion of Council's new COVID 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

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

- Council is developing a Dementia friendly plan in consultation with Dementia Australia.
- 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. Council's website allows people to search for an accessible playground to suit their needs through a search function.
- All new areas must meet standards outlined in AS 1428 Design for access and mobility standards.
- Information on community venues on Council's website displays accessible amenities on floor plans.
- Hornsby Council passed a Notice of Motion in October 2020 to establish a Healthy Ageing Hornsby Strategy to support and improve the quality of life for aged residents and people with disability. The Strategy is being developed with an internal staff survey, a general survey which will appear on the Council website and three public consultations across the Shire.
- Council is working in partnership with a locally run group dementia café, DCaf, which provides an informal support group. DCaf meets weekly to support people with dementia, their family and carers.

Hunter's Hill Council

Hunter's Hill Council has made significant achievements against the actions in the DIAP, with most actions completed or under way. We have addressed many challenges through disability awareness training, revision of public forms and documents, broadcasting Council meetings and improvements to customer service.

Develop 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.
- Provided positive updates of successful implementations of DIAP actions on Council's communications channels.

- Delivered community education campaigns on inclusion to people with disability. Established inclusion as part of the criteria to access Council's community funding grants. Encouraged people with disabilities and their friends and family to attend Council events.
- Provided regular updates on the implementation of DIAP to staff and Councillors to promote and encourage inclusive practices.

Create 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 Disability Discrimination Act (DDA) compliance. Reviewed walkability and access where possible in Pedestrian Access and Mobility Plan (PAMP) program.
- Supported local community transport organisation through promotion and grants programs.
- Incorporated accessible parking that goes beyond compliance in new developments such as Livvi's Place at Riverglade.
- Planned and delivered program of upgrades and renewals to Council's portfolio of footpaths and carparks to improve access.
- Installed an intergenerational fitness station at Boronia Park.
- Planned the first inclusive playspace in Hunters Hill at Riverglade Reserve. Measured accessibility and opportunity to improve access in Council's audit register. Completed the renewal of bus stops to accessible.
- Completed the accessibility upgrade of the Council chambers to address major accessibility issues.

Support 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. Updated Council's website for accessibility compliance.
- Updated mobility maps with accessible facilities.
- Ensured that all community engagement is 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 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.

The DIAP's overall effectiveness will be evidenced by increased contact and improved communication with residents with disability, and through improved accessibility of facilities, services and employment.

Over the next two years, our DIAP actions will be completed. This report provides an opportunity to review the DIAP actions and consider how to

assess whether these actions have been effective. The mid-term report introduced a series of outcome KPI's to measure the performance in the future annual review.

Inner West Council

In 2017 Council adopted an Inclusion Action Plan for people with a disability. The plan prescribes Council's four-year program of support and improving inclusion for people with disability as part of its core business; to removing barriers to access and participation; and addressing discrimination based on disability. This report highlights key achievements for the fourth year of the plan.

The Plan also gives expression to Council's commitment to uphold and promote the United Nation's Convention on the Rights of Persons with Disabilities. The Plan is aligned to Council's Community Strategic Plan as a means of building the strategies into the everyday activities of Council.

The IAP is divided into 6 outcome areas with strategies, actions and measures to chart our achievements and progress.

This is Council report on achievements under the plan in 2020/21.

Education, Recreation and Social Inclusion

- Australia's oldest ocean baths, the historic Dawn Fraser Baths, in Birchgrove have been redeveloped with new accessible entry and change room facilities. Additional accessible water entry solutions and a holistic site access assessment are underway and will be completed in 2022. On completion this will make the baths the oldest and (with Watsons Bay) the only other harbour tidal bath to be accessible.
- In collaboration with community members with lived experience, Council has created a suite of social stories and information linked to the new community facilities at Ashfield Aquatic Centre, Dawn Fraser Baths and Marrickville and Haberfield libraries. This information is being produced to improve access to these facilities for people on the autism spectrum.
- Council has continued to resource in partnership the Inner West Disability Forum, Aboriginal Workers Circle, Aged Services Interagency, Domestic Violence Network, Youth Alliance, Child and Family Network, to improve access to local services for people with disability and their carers.

- Staff presented a Right and Respectful Relationships course to the Inner West Schools expo - the program was created in partnership with Intellectual Disability Rights Service and UNSW to roll out to Inner West schools and local services. Council has provided ongoing support and advocacy for service providers to improve the access and inclusion of their services to people with a disability.
- Staff continued to work with headspace Ashfield and Camperdown to ensure diverse and inclusive provision of mental health services and support initiatives for young people of the inner west. Council is supporting the newly established Inner West Mental Health interagency, facilitated by Stride a dedicated specialist mental health service provider based in LGA.
- Council hosted the annual Mental Health Month meet your neighbour with over 70 services participating in information sharing and networking via the digital landscape.
- Due to COVID most spaces for hire have been shut for the majority of the year and peer support networking (in person) also dropped slightly. However, Council continues to foster spaces for groups such as the Jacaranda Epilepsy Group and the Centre for Disability Studies peer social networking group.

Cultural Inclusion

- Council partnered with Sydney Local Health District Mental Health Services to raise awareness of Mental Health Month with a short video competition, resulting in 17 submissions produced by people who live and work in the Inner West and are available via Councils YouTube channel <https://www.youtube.com/playlist?list=PL0rwDvo4RSxZdvk24O1wMjPmOCujRoff>.
- International Day of People with Disability was celebrated with an Inclusive Film Festival held at Petersham town hall and live streaming via zoom. The event was ticketed to the COVID safe capacity and 95 people dialed in online. The event included a panel discussion, 3 entertainment acts as well as a feature film. Access features included: audio description, live captioning, Auslan and ramped stage for the panel.
- An accessible events guide was completed to assist staff in preparing festivals, events and involving public art and outlines how to use Council's access equipment library.
- Staff and external hirers utilising Council's What's On tool on the website are required to

describe access features if hosting programs and events in Community Venues. The above access guide and equipment library support Council programming staff.

- Training was delivered on how to provide audio captioning to enhance experiencing art that is produced, sponsored, auspiced and created in partnership with Council.
- The Library continues to be an inclusive place for people with a disability in the library. Areas have included the installation of hearing loops at Haberfield Library and training staff in their use, delivering inclusive programming including with relevant themes, providing a range of items in the collection that assist people with a disability such as large print, digital collections that can be amended and collections that cover a range of topics for people living with a disability and their family or support workers.
- Council provided support, funding and made space available in the Newtown town centre to host the inaugural Disability Pride event (a first for NSW). This initiative evolved from the Access Advisory Committee members and was a great success. The event was created by and with people living with disability as an important platform for the voices and stories of those with disability to be heard during COVID.

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 continues to build relationships between property developers and providers of Specialist Disability Accommodation 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 access employment and economic inclusion more easily.

Inclusive Planning Infrastructure & Environment

- Adoption of the new Inner West Council Pedestrian Access & Mobility Plan and completion of the 2020/21 PAMP and Accessible Kerb Ramps works programs.
- Council has worked intensively to create, expand and maintain accessible pathways including through Inner West wide condition

mapping for the new PAMP, developing new Public Domain Guidelines, attention to how waste bin collections occur and close work on approved uses on footpaths.

- Mobility Parking requests are actioned in a timely manner following Council Local Traffic Committee process. This year 34 additional mobility parking spaces were installed.
- The 2020/21 Bus Stop accessibility modifications program has now been completed.
- Inclusion and access planning advice is routinely provided now on Council's capital works projects to guide upgrades and redevelopment of Council facilities.
- Council staff continue to work regularly with NSW Government to improve accessibility of public transport. Planning and engagement on Petersham, St Peters and Stanmore railway station upgrades including lift installations has commenced and Council staff now participate on these projects' teams.
- The Community Asset Needs Study notes that accessibility issues extend beyond commonly cited Australian building compliance regulations and recommends Council go "beyond compliance" and consider other attitudinal and behavioural forms of inclusion in addition to physical accessibility assessments. It suggests that the eight principles contained within the UN Convention of the Rights of Persons with Disabilities be utilised to carry out future mobility assessments of the public domain environments between Council-owned facilities and transport hubs, as well as the assets themselves. The assessment would include principles and practical design advice, as well as looking for opportunities to achieve "beyond minimum compliance" across the community asset network. This will provide added flexibility and future proof Council assets for an ageing, diverse and growing community.

Civic Inclusion, Engagement and Information

- Council provided links to organisations and updated information to assist people with disability through COVID. In addition, 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. A range of media releases and newsletters around inclusion and access were also issued throughout the year.

- Easy read and plain English documents are incorporated in Council's style guide.
- Council commissioned research on the experience of people with disability participating in our Local Democracy Groups. The report outlines recommendations to improve communication methods within these Council advisory groups and in broader community engagement to achieve greater participation and harness a diversity of skills and experience into our systems.
- The Social Strategy Local Democracy Group this year developed a set of co design principles and this approach will also advance inclusion outcomes.

Access and Inclusion are embedded in our systems and processes

- An accessible events guide and equipment library have been completed 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. A trial of these initiatives has begun with staff engaged in planning and running events with a wider roll out to be considered 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. Staff continue to be active and advise on matters regarding accessibility to online programs and information, notably as a response to COVID.
- Council's Access Advisory Committee meets quarterly and online with the group as required. Discussion on Council's Draft Healthy Ageing and Cultural Strategies provided feedback to aid development.
- A review of the planning controls for the unjustifiable hardship assessment process will be undertaken in the preparation of the Inner West Development Control Plan due to commence later in 2021.

Initiatives planned for the year ahead

- Due to COVID there has been limited capacity to address and complete all remaining 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 complete a review of the current IAP, conduct a further round of staff training on the rights of persons with disability and engage the community to inform development and adoption of a new plan to commence from 1 July 2022. Emergency planning responses and post pandemic recovery will feature as central themes that can maximise opportunities to effectively include people with disability and ensure safety, social and economic health and participation is achieved.

Inverell Shire Council

Projects and actions carried out throughout 2020/21 that build positive attitudes, create liveable communities, and support access to meaningful employment are listed below.

Lake Inverell Redevelopment

As a part of the redevelopment works, an all abilities amenities upgrade was funded and works commenced in August 2021. This aspect of the project includes the replacement of the aged amenities block with a new, 1 accessible, 3 ambulant amenities block with improved access. Expected completion June 2022.

Following on from the redevelopment activities of 2019/2020, the access road for the kayak launch pad was bitumen sealed and completed September 2020.

Copeton Northern Foreshores

Planned in consultation with the community, McLean Care, Brighter Access and IDFS, the two-year redevelopment of Copeton Northern Foreshores commenced 2019. Works completed 2020/21 include:

- Installation of free gas BBQ facilities and accessible picnic tables;
- Accessible communal hall and kitchen with capacity of >100;
- 2km of shared pathways;
- Free Wi-Fi access;
- Upgrade to northern boat ramp;
- Car park with designated disabled parking spaces;
- Operation of the accessible kiosk commenced;

- Construction of accessible amenities including toilets, showers and laundry completed late 2020; and
- Accessible, all abilities splash park completed mid-2021.

Ashford Cemetery Amenities

A grant was secured early 2021 through the Bushfire Local Economic Recovery Fund for the replacement of the substandard Ashford Cemetery public amenities. Construction of the new accessible amenities will commence late 2021.

Inverell Sporting Complex Amenities

Funding was secured from the Local Roads and Community Infrastructure Program in December 2020 to construct accessible amenities in a central location within the Inverell Sporting Complex. The new amenities will feature all accessible male and female change rooms and toilets as well as 1 disabled cubicle. The project is expected to be completed June 2022.

Tingha Sport and Recreation Ground

Funding was secured from the Bushfire Recovery and Resilience Fund in May 2021 for the addition of accessible female showers to be added to the existing amenities, as well as solar lighting to be installed throughout the reserve including the car park. The project is expected to be completed 31 January 2022.

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

Mid-January 2021, Council commenced part 2 of the second stage of the town centre renewal plan. This stage consisted of the redevelopment of Byron Street from Vivian Street through to Lawrence Street. As with stage 1 that was completed in 2018 in Otho Street, and part 1 of stage 2 completed in 2020 in Byron Street from Campbell Street through to Vivian 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 ramps and tactile indicators have also been installed throughout the site.

Indent Parking – Armajun Health Clinic

Following the construction of the new Armajun Health Clinic, Council constructed indent parking and pavement along Rivers Street (completed August 2021) to increase accessibility of patrons to the facility.

Disability Parking

Along with the Town Centre Renewal, Council has undertaken line marking which includes 55 disabled parking spaces within the CBD.

Inverell Shire Library

Due to NSW COVID restrictions, the Inverell Shire Library was closed to the public for an extended period throughout 2020/21. To remain accessible for members of the public, the Library offered contactless home delivery for residents within the shire. Members of the public were able to request loan items by contacting Library staff via phone, email or social media.

Shared Pathways

Inverell Shire Council adopted the Pedestrian Access Mobility Plan 2021-2026 in May 2021. Prior to adoption, Council opened the plan to public submission which received a number of responses.

Council has been implementing the PAMP since its adoption with the first projects being completed including:

Shared pathway from the Inverell Bicentennial Park (Lawrence Street) to Brooks Oval (Henderson Street) completed June 2021; and

Shared pathways along the western side of the Macintyre River to the weir, joining two new shared pathways; one linking to Brae Street and the other Lions Park. These pathways were completed June 2021.

Bus Shelters

As mentioned in the 2018/2019 and 2019/2020 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. 2020/2021 saw the installation of three (3) new bus shelters in the locations of Delungra and two (2) in the Ashford community. A further three (3) bus shelters are scheduled for installation including the locations of Killeen Street Inverell (entrance to McLean Aged Care), Bonshaw and Yetman. Council continues to take public submissions requesting the installation of bus shelters throughout the shire into consideration.

Mobility Aids

Council owns two mobility scooters that are available for hire from the Inverell Salvation Army store located within the CBD. Hire is available for community members and visitors.

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 2020/21 has been COVID. Due to COVID, a significant decrease in services and equipment available to people living with a disability was evident from:

- Closure of the Inverell Shire Library
- Closure of the Tourist Information Centre
- Closure of the Inverell Shire Council Administration Centre to the public
- Closure of the Inverell Memorial Swimming Pool
- Closure of businesses
- Travel restrictions
- Cancellation of events

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.

Junee Shire Council

Accessibility and mobility have been high on the agenda for Council throughout the term.

- Provided Community Transport to eligible community members with disability ensuring eligible TfNSW clients with disability are provided transport as required.
The Community Transport program operates very smoothly to assist eligible community members with their transport needs. This quality service enables many members of our community to remain in their homes but still enjoy access to health, community, and social services. The volunteer drivers trusted, and compassionate efforts help the people of Junee keep their dignity; preserve their independence as well as their physical and psychological wellbeing. The team were awarded the Volunteer Team of the Year Award in 2018.

The service has two cars and a bus at its disposal, the latter being equipped for wheelchair access.

All Community Transport volunteer drivers have attended a first aid course and a disability transport training course in Jan/June period and all have obtained their Working With Children Certificate (WWCC).

- The Athenium refurbishment included new accessible public toilets which is open to the public from 7.00am to 6.00pm daily. Upgraded children's playground included equipment that can be used by those with a physical disability.
- Thanks to the NSW Government's Community Business Partnership program, a grant of \$29,892 was awarded to Gasworks Motorsports Inc to build a new unisex, fully accessible amenities block at Illabo Motorsport Park. This new addition to the park enables visitors, participants and volunteers to have close access to modern, clean and accessible amenities which is an important drawcard to enhance the visitor experience.
- Provided accessible and appropriate activities, events and facilities for people with disability to Junee Junction Recreation and Aquatic Centre Currently running classes each week suitable for people with disability to participate. A wheelchair for access to the program pool is available.

Developed and implemented programs and activities at Junee Junction Recreation and Aquatic Centre that encourage young people, older people and people with a disability to attend

Council has also been looking for opportunities to fund improvements in disability bathrooms at the Junee Junction Recreational Centre, together with building a pool ramp into the 50-metre pool and hope funding opportunities will eventuate to upgrade these facilities.

- Provided accessible and appropriate activities, events and facilities for the aged. A number of seniors' classes continue to be run consistently each week.
- 'Active Kids' program was developed and included an eight week Try Sports program. Synergy operating from JJRAC encourages older people and people with a disability to attend.
- During the term Council adopted a pedestrian Access Mobility Plan.
Footpaths installed in all villages. Footpaths under construction at Wantabadgery, Bethungra and Illabo.
- Junee Shire Council is committed to the principles of Equal Employment Opportunity whereby all employees and potential employees are treated equitably and fairly, regardless of their race, sex, disability etc. when applying for jobs or promotions, training opportunities, and in their working conditions.
- During the term Council established a community based Access Advisory Committee. The Access Advisory Committee did not meet due to COVID restrictions throughout 2020.
- Ensured that access to the library and its services is appropriate for people with disability with appropriate standard and services being met. This included the installation of automatic doors. Provides home-bound service (re Library Act)
Delivery service and reader reference service continue to be provided and offered. Volume of home bound services increased during COVID shut down period.

The Junee Library has the following services provided through the Riverina Regional Library:

- Reference and information service including internet access to online services
- Online Public Access terminals allow a search of the catalogue
- Reservations system for books either already on loan or located at other branches
- Inter-library loan service
- Housebound services to the elderly and disabled

- Genealogical research facilities
- Community information
- Adult fiction and nonfiction
- Children's books, both fiction and nonfiction including picture books
- Young Adult fiction
- Paperbacks
- Periodicals and newspapers
- Audio cassettes
- Music CDs
- Video cassettes
- Large print and Talking books for the visually impaired
- Photocopying facilities
- Local History material
- Foreign language tapes and books available on request
- Internet Access
- Word Processing and Spreadsheet facilities

Kempsey Shire Council

Building positive attitudes

- Kempsey Shire Council does not currently have inclusion and access guidelines for community events, however, Council does actively promote and is involved in the planning of accessible events including fun events specifically for people with a disability through Youth Week and Seniors Festival. Dedicated events are planned for International Day of People with a Disability (IDPWD) in partnership with local service providers and the Disability Steering Committee.
- Council promotes events using Hey Hey Macleay, Social media platforms and listings on MacleayvalleyCoast.com where the accessibility of events can be outlined.
- During 2020 the events organised to celebrate IDPWD were cancelled due to COVID. These events were The Big Day Out and the Glitz & Glamour Ball which were still promoted in the lead up and photos from the previous events were posted as a virtual celebration.
- Council actively promoted and celebrated IDPWD utilising social media.
- The Glitz and Glamour Ball and Big Day Out have been scheduled for later in 2021. A dedicated sponsorship drive is currently underway and significant planning is being

conducted by the committee and supported financially and in kind by Council.

- Council actively promoted people with a disability in promotional materials for the Glitz n Glamour Ball and the Big Day Out as well as throughout our social media and advertising campaigns for those events.
- Photos from past events have also been used in wider Council documentation and social media platforms.
- Plans were made to involve people with disability in additional promotional media for the glitz n Glamour Ball and Big Day Out events however these were shelved due to COVID in 2020. Promotional materials will use positive images of local people with a disability for future programs.
- We also work with the Disability Reference Group to develop additional promotional materials and images
- To date an operating procedure in relation to improvement of service delivery and complaints handling for people with disability has not been developed. The organisational development team are rolling out staff training which will support customer services and complaints handling into the future. With the introduction of Learning Hub (online LMS), Organisational Development will enroll all employees into online training module by end 2021
- Disability Awareness training will be included as part of Council induction processes upon commencement of employment. This will be managed by Organisational Development. Governance will address Councillor training for new Councillors post the election in September 2021.

Creating liveable communities

As facilities and amenities are upgraded across the shire accessibility, inclusion and legislative standards are applied.

Council has constructed new assets at Back Creek, Crescent Head Central Business District, Crescent Head Pool, Gladstone, Willawarrin Showground 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 (DDA) requirements. As well as new accessible equipment at the South Kempsey Park with the merry go round and the accessible picnic facilities and Riverside park with the bucket swing.

Township determined for the placement of the new Changing Places amenities is at South

West Rocks (Horseshoe Bay Reserve), however Funding for the new amenities and Kiosk has been deferred until next year.

Other infrastructure projects included:

- Shared pathway Eden Street, from Kemp Street to Riverside Park.
- Everyone Can Play Hat Head Reserve all-inclusive play space that caters for all ages and abilities including picnic area and footpaths.
- South West Rocks Back Creek amenities block accessible parking bays and footpath, Wheelchair accessible BBQ and picnic tables.
- Frederickton Reserve Boat Ramp accessible amenities block with DDA parking and footpaths

Committee established January 2019 and meets monthly to address issues facing community members with a disability and to coordinate and hold events e.g. IDPwD

Council has developed a Community Grants program with a focus on community development, inclusion and projects that build stronger communities.

Council has applied and received funding for a number of grants that include inclusive features. Everyone can Play at Hat Head Reserve was the only fully inclusive project we received grant funding for in 20/21 but we have also installed wheelchair accessible picnic tables and BBQ's and DDA compliant linkages at all our reserve upgrades. A number of Community Halls have had accessible ramps and doors installed and all new amenities building that have been installed include a purpose-built wheelchair accessible bathrooms.

We have also received funding for shared accessible footpaths throughout the shire.

Council also subscribes to Grant Guru and provides this information for free to community based organisations, sporting groups and businesses. Grant Guru provides a list of all available funding available for the Local Government Area

Economic Development (Department) share grant opportunities with Kempsey Shire Council businesses, the tourism industry particularly has been focusing on grants to help businesses be more inclusive.

Council's Engagement Strategy was adopted in December 2019.

The review and redevelopment of the DIAP 2022-2026 will have a dedicated engagement process and will involve gathering feedback from the

steering group as well as the broader community. This will inform Council's new DIAP.

The Disability Reference Group has been involved in presentations and have been directly invited to engagement opportunities for the following:

- Operational Plan review 2020/21
- Operational Plan 21/22 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
- Dogs off Leashes
- Community Strategic Plan review and development
- Crescent Head Public Domain project
- Community Catchup Schedule.

Supporting access to meaningful employment

- Organisational Development have met with all local providers who are aware of our recruitment processes. Under the Local Government Act all positions must be advertised and appointed on merit.
- Recruitment processes, forms and language for accessibility are currently under review by the communications team i.e. Careers page accessibility
- The number of volunteers who have a disability or are carers is unknown as 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
- 1 trainee provided with learning support via a Registered Training Organisation

Improving access to mainstream services through better systems and processes

- Council adheres to the accessibility guidelines for print and online media content.
- Council has expanded its range of communication outputs and formats in the last year and is in the process of rolling out an audio suite of communication tools
- The development of Council's new corporate website included a full accessibility review in line with WCAG standards. Council is further developing the homepage to further improve accessibility.
- Council has committed to Plain English communication as part of the new site roll out.
- Council's Style Guide is in the process of being rewritten, and accessibility and plain English measures will be introduced as a key consideration.
- 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 and have provided online options for community feedback
- Signage templates are being upgraded to comply in new assets locations as they are built. Linkage on hold, therefore no progression to date
- Sharing inclusive tourism tools and information with local businesses via email, in person and at workshops.

Kiama Council

Since the development of the plan, a great deal has been done to improve disability access across the full range of services and facilities Council provides, and to encourage disability awareness, access and support across the whole community, including in local businesses and community organisations.

Actions and outcomes include:

- Ensuring the national public toilet register is up to date regarding all of our accessible facilities throughout the Local Government Area (LGA).
- The number of accessible amenities across the LGA has been expanded with upgrades to the Kiama Visitor centre and Gerringong Surf Life Saving Club completed. Additionally, new

accessible amenities have been completed at North Warri Beach.

- A fully accessible 3 bedroom cabin was built at Surf Beach Holiday Park in Kiama.
- The Dementia-friendly Kiama Project continues to expand its impact in making Kiama LGA a very dementia inclusive community. Despite social restrictions due to COVID, the program adapted to provide social support meetings and Alliance meetings via the Zoom platform. This success of this adaptive program has been shared nationally and internationally due to its success. Additionally, the program has conducted dementia community education sessions in a COVID safe environment for members of the community, including specific focus of education for Culturally and Linguistically Diverse (CALD) communities (including a Zoom option).

The program has also supported two events in the community including the “pit stop’ at the Bondi2Berry “ride to remember’ and an additional Bondi2Blue Mountains event.

- The access committee has met five times and addressed 34 issues of accessibility throughout this financial year.
- Council’s new website (launched in June 2020) provided an easier navigation through a user-friendly interface and achieves a WCAG 2.0 rating.

Overall, the plan has been very successful in driving improvements within Council’s provision of services, facilities, and information. The COVID pandemic has restricted and influenced the ability to progress through all of this year’s goals and outcomes. However, it has also generated increased use of technology and lifted Council’s use of technology to reach and communicate with people with a disability throughout the community.

The end of this financial year brings the Council four-year Disability Inclusion Action Plan to a close and, on review, Kiama Municipal Council has achieved many of the outcomes planned. Of the 23 planned actions, over the four year period 10 were completed (43%) and another eight (35%) where partially completed. Out of the four focus areas, focus area two had the most action items and was able to achieve or partially complete most of these planned outcomes. Many of the outcomes in this area fell within the physical building or improvements to facilities, infrastructure, and amenities across the Council regions.

It must be noted that among the outcomes that have only been partially completed, there are still some great outcomes. Specifically, the events,

document upgrades and presentation that were funded through the disability budget. These included the use of AUSLAN interpreters, creation of accessibility areas at major Council events and identification and upgrade of Council documents. These are great initiatives that meet social justice principles and should be considered and enhanced in future planning.

We know we still have many improvements to make and we’re committed to continuing to progressively make improvements across all of these areas. Cumulatively over time, all the improvements will add up to having a substantial impact on making the Kiama LGA a very accessible community.

Ku-ring-gai Council

During the year, Council officers continued to implement actions to make Ku-ring-gai a more accessible and inclusive community. Some of the actions include removing physical barriers to community facilities and spaces, promoting positive attitudes and behaviours within the community, increasing access to services and information and supporting access to more meaningful employment.

Ku-ring-gai Council has undertaken the following initiatives:

Exploration art exhibition

In partnership with a number of disability services Council hosted the Exploration Art Exhibition at the Ku-ring-gai Art Centre, Council Chambers and the Gordon Library. The Mayor opened the exhibition which was made up of artists from the local community who all had a disability. A total of 43 artists entered the exhibition in celebration of International Day of People with Disability, and this is quickly becoming an annual event.

The second Explorations Exhibition was hosted by the Ku-ring-gai Art Centre and Council’s customer service centre with 41 entries. The exhibition is a direct result of Ku-ring-gai Council’s Disability & Inclusion Action Plan, which seeks to include people with a disability in local activities. The event involved a partnership with Boona, Inala, Studio Artes, Unisson Disability Services, Artful Therapy and Macquarie University and Council to present the exhibition.

Carer’s week

To celebrate Carer’s Week 2020 Council worked jointly with other northern Sydney Councils and the Northern Sydney Local Health District to provide 5 webinars for carers on ‘Caring for the Older Person’, ‘Developing Emotional Resilience’,

'Let's talk about male carers', 'Better outcomes for people with an intellectual disability' and 'A light at the end of the tunnel'. On average 100 people attended each webinar.

R U OK? Day

To create awareness of mental illness and support community members and staff, Council ran an R U OK? Day awareness campaign and programs.

Twilight sensory tent

A sensory tent was provided at major events run 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 provides 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. Use of the sensory tent during 2020/21 was restricted due to public health orders and COVID restrictions.

St John's Avenue, Gordon streetscape

Work at St John's Avenue, Gordon to create an 'eat street' and an inclusive environment is continuing. To ensure access and inclusion were considered in the planning stages of the upgrade, an access auditor assessed the plans and made recommendations which were incorporated into the final design concepts.

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 strategy.

Additionally, the community were invited to provide feedback on two accessible designs proposed for playgrounds at Robert Pymble Park and Kendall Village Green, Pymble during the period.

COVID resilience workshops

To support carer's of people with a disability through the COVID 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 period. In addition, online resilience workshops facilitated by a registered psychologist were held for seniors as they were identified as a vulnerable group.

Site access audit at Council Chambers, Gordon

A site access audit of Council Chambers was conducted which included parking and access to the building. The access audit will be utilised for further upgrades to Council Chambers and concept designs have been prepared to commence this process. Hearing loop upgrades were completed in both the customer service area and Council Chambers.

Music and art therapy

Council held weekly online music and art therapy for children with a disability throughout the period. The classes were run to provide a stimulating and therapeutic activity for children and to offer parents and carers some respite while the classes were run.

Youth

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.

Emergency evacuation centres

Following the 2019/20 bush fires, Council completed an audit of the emergency evacuation centres to determine what venues are accessible in the case of an emergency. This information was incorporated into the emergency management plans and made public so community members can make an informed decision should they need to evacuate in an emergency.

Men's Mental Health Training

Council and ImprovYou delivered a training session with father's from St Lucy's and St Edmund's Schools as part of National Men's Mental Health week. Topics discussed during the workshop included types and symptoms of mental health, recognising warning signs at work, how to start conversations about mental health and to build your skills and confidence to approach others who may be struggling at work, and the importance of checking in early and the support services available.

Transport

Disability parking and access is available via a ramp and lift, off Radford Place at the rear of Council's building

Council has a five year program to progressively upgrade bus stops in accordance with the

Disability Discrimination Act requirements. During 2020/21, 13 bus stops were completed as well as stops that tie in with works being undertaken under the footpath program.

Transport for NSW (TfNSW) announced that planning is currently underway to improve accessibility at Killara station to those with a disability, limited mobility, parents/carers with prams and customers with luggage. From 17 May to 31 May 2021, the community was invited by TfNSW to provide feedback on a concept design, to inform the Review of Environmental Factors (REF), which will be placed on public display in the second half of 2021. In May, staff had an introductory meeting with TfNSW regarding the concept plan and key project milestones and timing. TfNSW indicates planned completion in 2023.

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

During 2020/21, the implementation and/or delivery of the below programs, events, projects and services were affected due to the COVID pandemic:

- Climate Wise Workshops to prepare emergency evacuation plans for people with disabilities
- Men's Health Week activities to raise awareness of the physical and mental health needs of men. Events focused on local youth, older males, fathers or carers of children with a disability and staff held in partnership with community organisations
- Carers' Wellness Day in collaboration with Gordon Uniting Church Community Centre
- Formation of a Dementia Alliance to develop an action plan to make the Ku-ring-gai Local Government Area a dementia friendly community
- Assess modifications to Bannockburn Oval so children with disabilities can participate in school sports carnivals
- Men's Shed Open Day and BBQ, with the Men's Mental Health workshop provided by Council.

Council continued to respond to the COVID pandemic with many of Council's services for children, young people, aged, and disability residents and library services adapted to comply with public health orders and to meet emerging needs in the community. Services continued to target working parents, essential workers and vulnerable members of the community and

particularly addressed issues of social isolation and dislocation.

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

In August 2020, the draft Ku-ring-gai Access and Disability Inclusion Action Plan 2020-2024 was presented to Council for consideration. Council resolved (GB.1, Min 152) to place the draft document on public exhibition and undertake a consultation program with a range of identified stakeholders in line with the NSW Disability Inclusion Act 2014. The draft was placed on exhibition from 20 October to 16 November 2020. Feedback received during the exhibition period was considered as part of the final report to Council in July 2021, with Council unanimously resolving (GB.1, Min 139) to adopt the plan.

Kyogle Council

Council is required to provide a brief report on the implementation of Council's Disability Inclusion Action Plan (DIAP). The following tables provide information on the actions and progress in the implementation of Council's DIAP.

Building positive attitudes

- 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 Local Environment Planning (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.
- Discussions underway with North Coast Community Housing regarding housing accessibility and affordability ongoing.
- Investigated options for short and long term incentives to accelerate housing accommodation development for older people and people with disability through Developer Contributions discounts
- Housing Affordability Study is being commissioned in 2021-2022
- Developed social inclusion programs in partnership with third parties (such as including 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 LGA through ensuring funding applications for upgrades include disability access considerations.

- 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.
- 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

Accessible systems, information or 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 LGA by distributing "The tradies guide to good access"
- Mobile library services provide regular access to online and support services in our outlying villages
- The corporate website will be upgraded to "AA" rating in second half of 2021

Lachlan Shire Council

Building positive attitudes

- Home and Community Care (HACC) Newsletters, articles & social media posts display pictures of people with all abilities participating. Appropriate language is used. Larger font and no high gloss paper.
- Information on living with a disability is provided through HACC newsletter and in resources available in HACC office.
- Continue to provide disability awareness training to HACC staff.
- Continue to update relevant Policies & Procedures
- Children's Services staff are educated to work with children with additional needs.
- Children's Services staff work in partnership with specialised services & parents/caregivers to support children with additional needs.
- Children's Services staff provide assessment and referral to specialised services with parent/caregiver agreement.
- Council supports indigenous employees attending NAIDOC Celebrations.
- Council has delivered Cultural Awareness training for staff.
- Council has an Employee Assistance Program which offers a confidential 24/7 counselling service for all employees.
- Youth Strategy adopted this year. Under Community and Culture Actions a statement that through our Disability Inclusion Action Planning, Council will aim to implement actions that will enable the increased participation

of young people with disability in community activities.

Creating liveable communities

- HACC events/activities are inclusive and accessible to all clients. Exercise classes modified to meet individual needs. Experienced and qualified trainers employed.
- HACC office is accessible with an auto door, is on one level, and has resource stands that are wheelchair accessible and disabled toilets. The HACC service and our staff are strong advocates for people living with a disability. In home welfare checks and social support with flexible arrangements to assist clients.
- HACC is a vital source of Public Health and COVID information Children's Service's building is accessible. It is on one level, wheelchair accessible and we have disabled toilets. All furniture can be adjusted to ensure accessibility. Learning resources are accessible in terms of appropriate font size and are all inclusive.
- Hearing Loops have been installed in the Condobolin Council Chamber. Hearing loops installed at Lake Cargelligo Memorial Hall. Disability access audit to Council buildings is complete.
- Our teams keep paths free from weeds and control feral pests in community areas.
- Our shire offers accessible outdoor gym equipment

Libraries:

- Have a walker and a wheelchair available for library client use
- Disability access to libraries and public toilets – automatic doors
- Click and collect service and home delivery of library resources
- Host monthly events for residents from the Village
- Provision of government information in relation to pandemic and public health orders, and
- access to legal answers supplied by State library of NSW.

Supporting access to meaningful employment

Staff training

- The Training and Development Policy ensures that all employees have reasonable and equitable access to education and training.

- All staff undertake an annual staff review which includes the formulation of a training plan which is focused on the developing the skills and knowledge of the employee.

Recruitment practices

- In the near future Council's E-Recruitment System will be operational. Included on the online application form will be a voluntary question asking if you have a disability and if the answer is yes, we offer support or assistance to help the applicant through the recruitment process.

Work experience / mentorship

- Council is very supportive of working with the schools within the Local Government Area to host work experience students. The shire has hosted students at the Works Depots, Children's Services and Council's Administration Building. Work experience in conjunction with Condobolin High School for students with a disability.
- We encourage participation of volunteers with minor disabilities.

Flexible arrangements

- Council has a Flexible Working Arrangement Procedure to assist the individual needs of employees of Council and accommodate flexibility as much as practicable.

Improving access to mainstream services through better systems and processes

- Council's E-Recruitment System will be operational within the next six months.
- Assistance will be available to applicants applying for positions online and also assistance and use of computers will be available at the Libraries.
- Council is working with a provider to develop a new website which will be accessible and comply with Accessibility standards.
- Children's Services has an inclusive enrolment process and sources funding, where possible, to provide additional support to children with specialised needs e.g. funding for increased one on one time with educators.
- Children's Services works in partnership with specialised services including regular on site visits.
- HACC provides Community Transport

- Event inspection conducted during event planning to ensure accessibility.
- Variety of media used to advertise service and events.
- Large print used in correspondence
- Staff have knowledge of assistive aids and devices
- HACC representative at interagency meetings to find out better ways and what others are doing to provide opportunities for people with disabilities.
- Regular displays promoting services and resources available e.g.: displays for mental health, dementia, diabetes awareness, Aboriginal health.
- Online library collections
- Audiobooks
- Online Story time
- Collaboration with Parkes Shire Library for access to their audiobook collection

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

- Children's Services staff work alongside parents where children are identified as potentially having additional needs. Open lines of communication with parents.
- Children's Services does have children enrolled with additional needs.
- Most of our HACC clients are living with a disability. Client participation and feedback suggests we are meeting the needs of said clients.
- Council will continue to seek feedback from our clients, evaluate our services, remain current with our training review our policies and procedure, liaise with other organisations to find ways we can improve.
- Council has developed strategies to maintain the level of Indigenous employment within the organisation, currently Council has around 18% indigenous employment.
- Feedback is gained through community consultation processes such as the customer satisfaction survey conducted this year. 11% of survey respondents identified as having a disability with 50% of residents at least agreeing that Councils services and programs are accessible and easy to use for everyone, including those with a disability.

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

Successes

- Increased HACC cliental
- Increased hours in social support & meal delivery provided by the HACC service.
- Adoption of the Youth Strategic Plan which has set aspirations for Disability
- Meeting targets for Indigenous employment.
- Community survey outcome with 50% of residents at least agreeing that Councils services and programs are accessible and easy to use for everyone, including those with a disability.
- Hearing Loops have been installed in the Condobolin Council Chamber.
- Hearing loops installed at Lake Cargelligo Memorial Hall
- Disability access audit to Council buildings complete.
- New staff member appointed and all vacant positions now filled
- Program conducted in accordance with the level of staffing and funding available
- Positive feedback received from the general public.
- Biological control (Cochineal) used and extremely effective for control of Prickly Pear.
- Collaboration and engagement with outside organisations

Challenges

- HACC service
- COVID modified services, limited face to face contact.
- Staffing, staff on leave, casual turnover has meant we have had to move away from respite to social support. Also a stigma attached to the word respite which we would like to overcome so more clients add this to their package.
- Home and Handy man service needs reviewing to assist clients better Council wide
- Capturing those staff identifying or declaring to have a disability to enable the organisation to meet their needs.
- Funding availability
- Increase in mosquito activity due to recent rain. Monitoring over the summer months.

- Recent rains have created increased cathead and Khaki weed in LGA.
- Recent rains have created increased vegetation growth.

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

- Continue staff training
- Youth Strategy identified that Council's contracted Youth Services provider (under Community and Culture Actions 2B.14) will aim to implement actions that will enable the increased participation of young people with disability in community activities. This includes offering youth services and activities in accessible places, or providing transport options where this is not possible.
- Youth Strategy identified that by 2030, we would like to achieve joint funding applications or partnerships and collaborations are enabling quality, accessible youth services across the Shire.
- Seek additional funding to increase staff hours or employ extra staff.
- Focus on meal delivery services
- Review of HACC Home & Handyman contract
- Develop a strategy to assist Council in capturing the needs of employees who have disabilities.
- Installation of hearing loops in other Council buildings around the Shire 10 year facilities maintenance and upgrade schedule
- Installation of disabled toilets in Council buildings
- Continue expanding Library online collections and engagement

Lake Macquarie City Council

Building positive attitudes

- Developed the draft Disability Inclusion Action Plan (DIAP) 2021-2025 in consultation with the community
- Continued to build networks and skills of participants through the Me2 program. The Me2 program provides free, inclusive activities for people of all abilities. Twenty-six sessions were organised, covering a range of topics including chair yoga, cricket, African drumming and lawn bowls. In total, 259 participants attended and were supported by care workers.

- Prepared and distributed six eNewsletters to 960 individuals and service providers
- Hosted two sensory photo shoots with Santa at Blacksmiths beach and viewing platform
- Continued to monitor the supply of free master locksmith access keys to eligible residents, with a total of 140 keys allocated
- Resolved seven access enquiries from the community
- 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 five Hunter Central Coast Ageing and Disability Collaborative meetings
- Held a World Elder Abuse Day event at Charlestown Square on 18 June 2021
- Facilitated six meetings of Council's Ageing and Disability Advisory Panel.
- People and Transport webinar as part of Universal Design Conference 2020 to update knowledge of Disability Standards for Accessible Public Transport
- Building Code of Australia to include accessibility requirements for Class 2 buildings, hosted by ACAA (the changes will be introduced in 2022)

- Continued to advocate for more inclusive and accessible events and programs when developing a program of activities for Children's Week events and NSW Seniors Festival
- Developed an Accessibility Plan as part of a funding application for Float Your Boat 2021
- Evaluated the Open Studios event held in 2020, with recommendations made to improve accessibility and inclusiveness for the 2021 program (access features of venues/exhibitions were included in promotional materials for the 2021 program)
- Attended the Australian Deaf Games 2022 'one year to go' launch at Newcastle Museum
- Participated in Australian Deaf Games 2022 working party meetings focusing on deaf awareness and Auslan training requirements for staff, tourism providers, businesses and volunteers in preparation for the games.

Creating liveable communities

- Completed 17 non-discriminatory referrals for Council master plans and development applications for recreation facilities
- Investigated the Tovertafel, an interactive light project game designed for people with dementia and people with cognitive disabilities, with a view to implement a trial with a local disability provider
- Investigated the Zero Barriers project, an initiative developed by Multicultural Network Sydney, which provides support and guidance to businesses and assists with addressing barriers for customers with disability
- Represented the needs of the target group through participating in the following internal strategy consultations:
 - Lake Activation Strategy
 - Parks and Play Strategy
 - Public Amenities Strategy
 - Sports Strategy
- Participated in reviews/attended meetings to stay abreast of changes in legislation, including:
 - Review of the Design and Place state policy
 - Review of the Disability (Access to Premises-Buildings) Standards 2010
 - Understanding and Applying Specialist Disability Accommodation design standard training hosted by the Association of Consultants in Access Australia (ACAA)

Supporting access to meaningful employment

- Reviewed the Hiring Managers Guide for Employing People with a Disability
- Held internal discussions regarding an Identified Trainee Role to work within our Arts, Culture and Tourism and Customer Experience departments
- Organised a work experience program, including suitable tasks, for high school students under the special education program, resulting in a placement from Warners Bay High School
- Facilitated an information session on working with people with disability for staff who would be working with the work experience student from the Warners Bay High School support unit
- Met with disability provider Clear Sky to discuss possible collaboration for work experience in Council's outdoor/parks areas
- Participated in Council's Equal Employment Opportunity and Diversity Working Group meeting
- Participated in regular meetings to develop a Volunteer Portal which has been identified in the Draft Volunteering Strategy.

Improving access to mainstream services through better systems and processes

- Continued to update Council's website to include information for people with disability regarding COVID and service alterations
- Updated accessible facilities information on Council's website.

Lane Cove Municipal Council

Building positive attitudes

- Kindy Cove, Council's long day care centre, continues to maintain its active Strategic Inclusion Plan. The Plan helps the centre to plan and reflect on its practices to ensure that all the children are included.
- Kindy Cove was awarded another sticker for 2021 as a service who values inclusion by the NSW/ACT Inclusion Agency.
- Kindy Cove actively plan experiences for children to learn and understand that we all have different abilities and we can be supportive to others who may need our help.
- The development of Council's Climate Resilience Strategy had a specific focus on vulnerable communities including people with disability.
- The redevelopment of the Aquatic Centre with the provision of inclusive facilities has encouraged the provision of inclusive swimming programs including a program for children with disability.
- The design of the new, accessible Youth Centre has created greater opportunities for people with disability to attend the centre and participate in its programs.
- The Different Degrees Theatre Group continued to meet during school term to rehearse for an upcoming performance as part of the 2021 Lane Cove Festival. The Group meet via zoom and also face-to-face depending on COVID restrictions and also taking into consideration the individual needs of the group's members.
- The Dementia Café returned to meeting weekly at a local café once social gathering was permitted under COVID restrictions.
- The collaboration continues between Lane Cove, City of Ryde and Hunters Hill Councils to promote the annual Northern District Business Awards – Business Inclusion Awards with two Lane Cove businesses receiving 'Highly

Commended' awards for their work in making their businesses inclusive.

- Several Library staff participated in 'Understanding Dementia' training with the University of Tasmania
- The Library encourages the community to make suggestions for purchases for the Library collections.
- Council's revised Playground Strategy has an 'accessibility and inclusiveness' section which is informed by the 'Everyone Can Play' guidelines to help make sure they are incorporated into future playground upgrades.
- As part of the 'Meet the Experts' program, presenters with lived experience of disability provided a live disability awareness webinar to break down barriers and encourage questions from members of the local community. The presenters were from 'Let's Talk Disability' and the program was hosted in partnership between Lane Cove, Mosman and North Sydney Councils.
- As part of the International Day of People with Disability, Lane Cove participated in an art competition held across Northern Sydney.
- The Access and Inclusion Advisory Committee continued to meet quarterly.
- An online webinar was held on World AIDS Day with a presenter from Positive Life NSW.
- Hearing Australia provided free hearing tests from their van that was parked in the Plaza over several days, no bookings required.

Creating liveable communities

- The Men's Community Kitchen teaches local men food preparation and meal planning skills. Twice a month the men meet to plan and prepare a meal. The kitchen is accessible and designed for people with a range of abilities. The group prepare their meal as a team and tasks are allocated according to ability.
- The Library extended the free Home Library Service (in line with COVID restrictions) to include any resident over 70 years of age in 2020 and further extended to over 67 in 2021. The Home Library Services is generally available to residents who are unable to attend the library due to age, illness or injury, physical or sensory impairment, carer responsibilities and living in a care facility.
- Kindy Cove works with parents, inclusion agencies and allied health professionals to identify and support the needs of children. This

includes children with developmental delays and diagnosed disabilities.

- Kindy Cove gives priority for places to children with disabilities or children with family members with disabilities. They employ additional educators (through funding) to increase the inclusion of all children in the learning environment and are currently supporting four children with additional needs.
- Kindy Cove has a stair lift in the service to move between different levels. Transmitters are used to assist children with hearing loss and flash cards with visual cues are used to help children with hearing, language and processing delays.
- Kindy Cove's Strategic Inclusion Plan is reviewed at least annually to ensure strategies are relevant and appropriate to support the children at the service.
- The new cafés at Blackman Park and Mindarie Park are both accessible.
- The upgrade of the Deborah Hutchens Playground at Longueville Park included an 'all abilities' swing.
- The upgrade of Blackman Park amenities included an accessible toilet, new accessible change rooms and improved lighting and security.
- The improved picnic setting and bubbler at Penrose Park are accessible.
- Waste Services provide a bin service for residents who are unable to take their bins out for collection.
- Verge mowing is available for residents who are unable to maintain the verge themselves.
- The Access and Inclusion Advisory Committee led an access audit around the main business district of Lane Cove.
- Extra seating was installed on the lower ground level at The Canopy.
- A new accessible toilet was installed at Kingsford Smith Oval.
- The redevelopment of Tantallon Oval required the removal of the existing accessible entrance to the oval. A new accessible entrance was created which is now a permanent access point to the oval.
- The bus stops around Lane Cove continue to be upgraded to meet DDA standards.
- Two portable assistive technology scanning pens which read printed text out loud were added to the Library's Discovery Collection.

They are available for loan and are designed with the objective to promote active and independent reading for those who suffer from reading difficulties such as dyslexia.

- The Library, as part of the Preserving Memory project, has been purchasing resources that support people living with dementia, their families and carers. Work is almost complete on Memory Boxes and Photobook components of the Preserving Memory Collection
- The redevelopment of the Lane Cove Aquatic Centre and Youth Centre complied with the required building standards and also went beyond the requirements in the provision of accessible facilities. An access consultant was engaged for the three development applications that were submitted for each stage of the combined redevelopment of the Aquatic and Youth Centres and the requirements adopted and constructed. The new facilities include the following:

Aquatic Centre

- Signage –braille and tactile
- Accessible specialised adult changing facility
- Ambulant and accessible facilities
- Doorways, access ways and ramps fully accessible
- Hearing augmentation systems
- Wheelchair seating in the grandstand area
- Accessible entry and exit to the outdoor pool by ramp
- Lift access
- Accessible water station
- Accessible wheelchair friendly BBQ

Youth Centre

- Appropriate sanitary facilities
- Fully accessible and on one level including access to an outdoor basketball court.

Supporting access to meaningful employment

- The 'Get that Job!' program supporting residents seeking employment is presented in an accessible Council venue with follow up support provided either online or at venues that are accessible.
- Council introduced a trial working from home policy that will increase flexible work practices.
- Council continues to apply its EEO policy to recruitment practices.

Improving access to mainstream services through better systems and processes

- Council's Customer Experience Strategy continues to work towards optimising access and usability with the aim of making it easier to communicate with Council and access services.
- 23% of Council's 2020/21 events were delivered via online platforms which opened up opportunities for people to attend who may not otherwise be able to due to access limitations. Some online workshops such as the parenting workshops had over 100 registrations; in total more than 38,000 people attended Council activities this financial year.
- The Lane Cove Connection, a monthly newsletter for people over 55, continued to be published online and posted out to over 300 homes throughout the year. This was particularly important when other local publications ceased printing their newsletters during the COVID lockdown period. The newsletter provides information about local services, events and programs relevant to the target group. Activities and events that are accessible are identified with the international symbol of access.
- The DIAP and principles of social inclusion have been included in all planning stages for the St Leonards South Development. All previous consultations with Council's Access and Inclusion Committee and submissions received during public consultations were incorporated into the planning. This included public lifts in multipurpose facilities to ensure main cross connections are accessible for all and accessible private and public open spaces.

Leeton Shire Council

Building positive attitudes

- Arranged for My Plan Connect – an organisation aimed at assisting people living with a disability to achieve their hopes and dreams and to live an inclusive and ordinary lifestyle with choice and control – to present to Councillors and senior staff on My Plan Connect's actions and plans, and on the needs and challenges for people living with disability in our community
- Promoted free Auslan Tutor computer application to celebrate International Day of Sign Language
- Offered a free Home Library Service delivery to residents who are housebound, live in assisted living, are carers or who live with disability

Creating liveable communities

- All new footpaths include compliant kerb ramps
- Finalised plans for the Roxy Community Theatre Redevelopment design provides for full accessibility and augmented hearing. A new disability car parking space has already been allocated in front of the building to improve accessibility
- More accessible car parking spaces have been incorporated into Wade Avenue redevelopment design, including two at the Leeton Post Office.
- Completed Leeton Regional Aquatic Centre Redevelopment – Stage 1, which includes access ramps for both the 50m pool and the new program pool and an Accessible Adult Change Facility that caters for users with high support needs and their carers
- New/upgraded fully accessible toilet facilities installed in McCaughey Park and Mountford Park
- Plans to upgrade/install three more fully accessible toilets have been included in Council's Delivery Program/Operational Plan for 2021/22, including one in Sycamore Street (for which plans have been finalised and funding has been sourced) which will include an Accessible Adult Change Facility that caters for users with high support needs and their carers

Supporting access to meaningful employment

- Council partnered with disability service provider My Plan Connect to provide on-the-job barista training to My Plan Connect clientele in the Lands Office Café at the Leeton Museum and Gallery. This program is ongoing
- Council continues to employ a person living with intellectual disability in Operations one day a week

Accessible systems, information or processes

- Purchased a new website platform (OpenCities) which has a vastly improved capacity for accessibility than our current platform. We have commenced populating the new website and expect to go live within the next 12 months.

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

- Met with Disability Reference Group to plan consultation regarding development of new DIAP
- Consultation regarding accessibility was undertaken with representatives from service

providers/people living with disability regarding the Leeton Regional Aquatic Centre, the Chelmsford Place Promenade and the taxi rank in Wade Avenue. This resulted in:

- Improvements in the accessibility of the change rooms at the Leeton Regional Aquatic Centre were undertaken in response to feedback from users
- The seating at the Wade Avenue taxi rank was raised in response to users saying that the seat was difficult to get up from
- The Lands Office Café barista training program was developed in response to feedback that more local work/training options were required for people living with disability

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

- Limited resources

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

- Planning to encourage interested people with disabilities to participate in the Leeton Museum and Gallery volunteer program
- Planning to run art/writing programs on the first floor of the Leeton Museum and Gallery and install a lift so that people living with disability can access those programs
- Note plans to upgrade/install three more accessible toilets – last dot point in 1b. Creating liveable communities

Lismore City Council

Key achievements in 2020/21 in implementing the DIAP include:

- Completion of a community wide survey between March and June 2021 to inform the development of the 2022-2025 Lismore City Council Disability Inclusion Action Plan.
- Installation of an adult change facility at the Goonellabah Sports and Aquatic Centre.
- AUSLAN led tours at the Lismore Regional Gallery.
- Provision of Read speaker technology on the Lismore City Council website for a more accessible platform for people with vision impairment.
- Promotion of the 'Missed Business Guide' to business owners to encourage better access and patronage for people with a disability.

- Assistance to developers and property owners to identify ways of improving accessibility through the 'Tradies Good Guide to Access' booklet.
- Provision of a hearing loop in the Council Chambers and live-streaming of Council's ordinary meetings and events.
- Provision of hoists at the Lismore Memorial Baths and Goonellabah Sports & Aquatic Centre.
- Waiving of fees for development applications for accessibility improvements.
- Quarterly meetings of the Access and Inclusion Advisory Group to provide advice to Council on disability access and inclusion.
- Council completed a \$200,000 refurbishment of Lismore Library to make it more accessible for the elderly and those living with disability.

Council is currently working on completing a draft Disability Inclusion Action Plan 2022-2025. Council has hosted two in person workshops and one online workshop in 2021, accompanied by a community survey. Council looks forward to completing this plan and working with the new Councillors and members of the Access and Inclusion Advisory Group to work through actions identified.

Lithgow City Council

Creating liveable communities

In 2019/20 a new two level back of stage wing was constructed incorporating new change, storage and amenity rooms and elevators making much of the theatre wheelchair accessible. New industry standard technical systems were installed making the venue able to support the needs of contemporary performances and diverse events. These works were funded by the NSW Regional Cultural Fund and Lithgow City Council. Enhanced access to Council's building and facilities by level back of stage wing was constructed incorporating new change, storage and amenity rooms and elevators making much of the theatre wheelchair accessible. New industry standard technical systems were installed making the venue able to support the needs of contemporary performances and diverse events. These works were funded by the NSW Regional Cultural Fund and Lithgow City Council.

Improved access to public toilets

- Self-cleaning and accessible public toilets were installed at the Wallerawang and Portland Skate parks.

- Access ramps will be installed in 1st quarter 2021/22 to complete this project.
- New fully accessible and self-cleaning toilets were installed at:
 - Pioneer Park in Main Street, Lithgow.
 - Kremer Park, Portland
 - Tweedie Park, Wallerawang

Ensured there were sufficiently well-located disability parking spaces in the LGA

A review of the number and location of parking spaces in the Lithgow LGA was undertaken in 2017/18. Top layer assets (i.e. Number of car parks in the LGA) have been identified and inputted into Council's Asset Management System.

- The car park at the Lithgow Visitor Information Centre was upgraded.

Improve the number of accessible paths of travel to key destinations

- 620 lineal metres of 1.2- metre-wide footpath was constructed along James Parade from the intersection of Barton Avenue to end.
- Lake Pillans Boardwalk, which had been burnt in the 2019 bushfires was replaced with a new boardwalk.
- Council continued to develop the Farmers Creek Walkway/Cycleway and installed 2 new footbridges over the Creek.
- Lake Wallace - Accessible Fishing Platform was constructed and installation commenced. The Platform will be completed in the 1st quarter of 2021/22

Increased the number of accessible bus stops and shelters

Council has commenced data collection and identification of Council owned assets for input into the new Asset Management System, this includes bus shelters. The information collected includes the asset attributes (such as physical location (including school routes) length, width, height, materials, condition rating and valuation). The system also identifies if the bus shelter is disability compliant.

- Bus shelter was installed at Pioneer Park

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

Universal access guidelines considered and incorporated into works and promoted in newsletter

- Lake Wallace - Accessible Fishing Platform was constructed and installation commenced. The Platform will be completed in the 1st quarter of 2021/22

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

- Council continues to consult with its community on a wide range of plans and strategies.
- Council's Community Development Committee includes 2 dedicated positions for people with a disability or representing the disability sector. These positions will be filled during the new Council term.

Increase access and inclusions to the library and Eskbank house museum

- The Community Development Officer regularly attends interagency meetings to maintain and develop partnerships. Due to COVID attendance is via video conferencing
- In 2020/21 a total of 3,810 large print books and 1,578 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, 6393 eResources were loaned.
- Our eResources have continued to include eBooks, eAudio, eMagazines & eFilms
- Due to the changing health guidelines and restrictions on gatherings (including Maker Space, Lego Club and/or other play therapy programs for children with disability) due to COVID all activities at the library have been temporarily discontinued.

Increase recreational opportunities for young people with disability

- Council continues to collaborate with local organisations including Headspace and Uniting Care to enhance opportunities for recreation for young people with disabilities. The changing restrictions and guidelines due to the COVID pandemic many of these opportunities became virtual offerings with activities and workshops offered online.
- The Community Development Officer meets with young people through Lithgow and Portland Youth Councils to ensure the needs of young people with disabilities are considered. The Community Development Officer's attendance at interagency meetings ensures

connection with service providers and other organisations in the region.

Supporting access to meaningful employment

- Council has reviewed its Workforce Plan and has promoted itself as an Equal Opportunity Employer in 2017/18.
- Council continues to design work flexibly including the expansion of working remotely, variable hours, flexible leave arrangements, and the use of mobile technology.
- Council has held discussions with local Disability services to address the lack of meaningful employment opportunities for people with disability. The development of a resource recovery centre has highlighted the opportunity to develop employment which will be explored further on completion of the facility.

Building positive attitudes

- Images and footage of people with disability were used to promote the Ability Awards 2020.
- Lithgow Ability Awards 2020 was held to celebrate the contribution of people with disability to the community. Due to the restrictions of COVID a virtual celebration was held to coincide with the International Day of Disability. Videos were made outlining the contribution of each nominee and were played on Council's website as well as through our Facebook page.
- Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace.
- Due to COVID restrictions Planned Dignity & Respect Training for the organisation has been deferred to 2021/22.
- Council partnered with LINC's disabilities service to design a weekly social inclusion drop in space, the project was postponed due to COVID but will commence as soon as restrictions allow.
- Council continues to assess events and incorporate the need for accessibility using the DIAP as a guiding document.
- Council continues to use website and communications to highlight accessibility and inclusion at events.

Process to improve access

- 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. As a response to the COVID pandemic Council's online communication

has developed to be an even more important tool with increased media and social media dissemination of information.

- Council continues to engage with the interagency meetings bimonthly to improve information distribution for the disability sector.
- Council continues to seek representation from people with a disability or people representing the disability sector
- 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

Liverpool City Council adopted the Disability Inclusion Action Plan (DIAP) in June 2017 in response to access and inclusion provision across the city. The Plan incorporates diverse and broad actions that Council has committed to deliver. The COVID pandemic led to a number of planned community initiatives being postponed or cancelled. However, Council continued to work with both internal and external stakeholders to ensure access and inclusion in Liverpool for seniors, people with disability, their carers and families.

Highlights from the implementation of the DIAP are summarised below.

Building positive attitudes

- Council acknowledged International Day of People with Disability (IDPwD) on 3 December 2020 by creating a short video featuring Liverpool City Mayor Wendy Waller discussing the work of Council in ensuring access and inclusion for all community members in Liverpool. This video included information about Council's Disability Inclusion Action Plan, the Accessible Technology Space at Liverpool City Library, and the ongoing work of Council to improve access to facilities and services across the Liverpool LGA
- The DIAP Working Group expanded its membership and continues to work together to initiate access and inclusion measures in Council and the Liverpool community. This group has expanded its scope to include Council's work on developing a Positive Ageing Plan for Liverpool
- All programs across Council's three leisure centres are registered under the National Disability Insurance Scheme (NDIS) to support participation and inclusion for people with disability in leisure centre programs and activities

- Council secured funding to install a Changing Spaces Lift and Change Facility and accessible pool ramp at Whitlam Leisure Centre. These facilities will significantly increase the accessibility of the centre and promote inclusion and participation for people with disability, and
- Communication Board signs were installed at the Casula Parklands and Carnes Hill playgrounds. These signs, made possible through a grant from the Stronger Communities Program, support communication for children with disability through the use of images and symbols to represent key words and phrases.

Creating liveable communities

- Council conducted an extensive community consultation with local seniors and is developing a Positive Ageing Plan which include targets and measures for creating a more welcoming and age-friendly city
- The Liverpool Access Committee continues to meet regularly to provide advice and guidance to Council on access and inclusion in Liverpool. This group provides vital advice to Council on access and inclusion on Council developments and initiatives, such as the new Civic Place development
- Council conducted an access audit on several Council facilities and spaces to ensure they are compliant with access standards and legislation, including Council libraries, community facilities and childcare centres. The results of this audit identified access improvements for Council facilities which will be incorporated into Council's Capital Works Program
- Council regularly consulted internally and externally on issues regarding inclusion and access at Council facilities and on new developments, including the Civic Place project
- Council consulted with people with disability and their carers to engage them in planning and implementation of relevant Council projects and
- Council continued to deliver programs at its leisure centres specifically for people with disability, including the 'Take Charge' mental health program and 'Swim Champs', which provides learn to swim lessons for children with disability.

Liverpool Plains Shire Council

Key achievements in the reporting period include:

- Completed the construction of a new canteen and amenities building at David Taylor Oval, Werris Creek which includes accessible toilets and ramps.

- Delivered accessibility improvements to the Quirindi Royal Theatre, including redesigning the entry zone, improving the entry paving and installing a new wheelchair lift.
- Installed disability toilets at Bell Park. Quirindi, featuring a new disabled access directly from Hawker Street.

Lockhart Shire Council

Building positive attitudes

- 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.
- All abilities access has been incorporated in all new community infrastructure projects progressed in 2019-20 including:
 - Lockhart recreation ground amenities building upgrade.
 - The Rock Regional Observatory
- Incorporated access and inclusion principles in event management plans approved by Council.
- Incorporated access and inclusion principles in Council's development application assessment processes.
- An all-abilities facility was procured for installation in the Lockhart Caravan Park in 2021/22.
- Footpath upgrades and disabled access were carried out in Lockhart and The Rock with funds secured under the Drought Communities Program Extension.
- 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.
- Footpath upgrades and disabled access were carried out in Lockhart and The Rock with funds secured under the Drought Communities Program Extension.

- Council continues to promote inclusion within the community via its newsletters and events.
- Incorporated access and inclusion principles in event management plans approved by Council.

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.
- An Adverse Events Plan was prepared and adopted by Council in 2020/21.
- All abilities access incorporated in all new community infrastructure projects progressed in 2020/21 including:
 - Lockhart recreation ground amenities building upgrade.
 - The Rock Regional Observatory
 - Council parks are maintained and improved to allow access to all.
 - Footpath upgrades and disabled access were carried out in Lockhart and The Rock with funds secured under the Drought Communities Program Extension.
 - An all-abilities facility was procured for installation in the Lockhart Caravan Park in 2021/22.
- Council continues to promote inclusion within the community via its newsletters and events.
- Incorporated access and inclusion principles in event management plans approved by Council
- 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.
- Additional RV parking has been incorporated into the Lockhart CBD masterplan along with accessible parking upgrades.
- Incorporate access and inclusion principles in Council's development application assessment processes.
- An all-abilities facility was procured for installation in the Lockhart Caravan Park in 2021/22.

Supporting access to meaningful employment

- Council continues to provide employment and work experience opportunities to all members of the community as well as through its s355 committees, when opportunities arise.
- Council is participating in a "Skills Shortages in Local Government" project facilitated by the Riverina Joint Organisation.

Improving access to mainstream services through better systems and processes

- Activate hearing loop in Council's administration building.
- Upgrade Council's website to ensure compliance with relevant standards.
- Provide disability awareness training to staff.
- Council monthly newsletters to all the community (especially for those who do not have internet access).
- 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.
- Council represents and acknowledges the needs and challenges and characteristics of our community by remaining updated and informed on current and demographic and social data pertaining to the Shire. Council does this by accessing 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 attitudes and behaviours

Over the year we worked in partnership with internal stakeholders and external service providers to encourage and support initiatives that promote inclusion awareness within Maitland.

Administrative support and guidance on grants

356 Community Grants

- Cerebral Palsy Alliance East Maitland - mounting kits for attaching devices, tablets and other essential equipment to wheelchairs and other mobility devices
- 'Talk Together Connection' - The Shepherd's Centre for Deaf Children – a program for parents of deaf children to attend interactive seminars remotely via videoconferencing, to receive crucial support and guidance on how to cope and manage their children's hearing loss.

Commemorative and Recognised Days Program

- International Week of Persons with a Disability: Sunnyfield Disability Services 'Cultural Capacity Training' – enabling workers to gain knowledge to be more culturally conscious and strengthen the work they provide to the CALD and ATSI disability community.

Creating liveable communities

Community Engagement

- All engagement plans reviewed to ensure engagement is inclusive and accessible, and removes barriers for participation by people with a disability
- Data sources informing the Community Strategic Plan reviewed, identifying further opportunities for inclusive consultation
- Introduction of more online forms, supporting the current range of PDF forms available on the website
- Verification that the website is WCAG 2.0 compliant.

Events

- Information provided for each flagship event including an accessibility page on Council's website detailing site and surface information, accessible transport options and parking
- Acceptance of Companion Card for the Bitter & Twisted Boutique Beer Festival, all other Flagship events are free.

Maitland Including You Tent

- Accessibility to events improved through tools and processes for the Including You Tent
- Communication boards designed for each flagship event in partnership with Hunter Prelude.

Maitland Aquatic Centre

- Additional unisex accessible amenities space provided at Maitland Aquatic Centre, with pram and disability access to the female change room
- Access and inclusion enhanced for learn to swim programs, user group bookings and casual user group attendance:
- 3,216 learn to swim access and inclusion lessons were held in 2020 and 4,752 in 2021
- Council's aquatic facilities received 2,138 carer visits in 2020/21 (this was a reduction of 465 from 2019/20 due to COVID pool closures and associated restrictions).
- General feedback identified visitors from outside Maitland local government area, including Newcastle, Port Stephens and Cessnock, to use the improved accessible facilities.

Bus Stops

- Works are on track to achieve 100% accessibility standardisation by the end of 2022.

Maitland Regional Art Gallery

- Inclusive access to exhibitions, public programs, the shop and café for all visitors, with a wheelchair available onsite
- Auslan interpretation provided for all major events and individual events as requested
- New initiatives include sensory processing assistance tools 'The Social Script' providing a better understanding of what to expect when visiting the Gallery, and the 'Visual Schedule' providing nine picture and word cards to use during Gallery visits to guide engagement with art and ideas
- 'Adaptation' program with artist collective Goldberg Aberline Studios (GAS) with Mai Wei Maitland provided online workshops to explore drawing, working to music, working with movement and working with a prescribed set of mediums. Art works from the program, including inflatable sculpture and art canvases, were exhibited at MRAG during January 2021
- Ongoing initiatives included Journeys Creative Connections monthly workshops for adults with a lived mental health experience, which is delivered in partnership with Flourish Australia and Aftercare. Workshops are facilitated by health workers and professional artists to extend professional skills, build resilience and confidence in a public environment.

- Community Days: Art & Dementia Program continued, improving wellbeing and quality of life for people living with memory loss and their carers through engagement with the visual arts and sensory experiences

Maitland Library

- Digital audio collections provided to members, including those with low vision or who are blind
- Weekly home library to the frail and aged, and people with a disability
- Adult Literacy tutoring provided
- Staff coached to build awareness and practice working with low vision and low literacy customers.

Maitland Gaol

- AUSLAN version of the popular self-guided audio tour was extended to allow use on those bringing their own devices to the facility, increasing COVID safe tour options.

Maitland Regional Athletics Centre

- Newly constructed facility provides a fully accessible site with inclusive change rooms and accessible showers
- New accessible path provided within the Maitland Regional Sports Complex to enable families greater access to the facility.

Creating access to meaningful employment

Work Health and Safety

- Reasonable workplace adjustments are supported for people with ill health or disability.

Human Resources

- Inclusion awareness training provided at staff induction programs
- Respectful Workplace and Equal Employment Opportunity training provided
- Recruitment and employee support reviews to ensure processes are fair and barrier free
- Regular meetings with Mai-Wel to identify opportunities, including work experience for students
- Engagement of a local school to provide work experience for a student with a learning disability
- Support to enable workplace adjustments, flexible work arrangements and external support providers to assist in improving their

ability to fulfill their role requirements and experience as an employee of Council

Improving access to mainstream services through better systems and processes

Infrastructure and Works

Footpath projects:

- Wollombi Road, Tannant Avenue to Regiment Road Rutherford, connector from Regiment Road to the New England Highway
- Melbee Street and Woodberry Street Rutherford, connector from the New England Highway to the Rutherford shopping precinct
- Chisholm Road and The Boulevard East Maitland, connector across East Maitland to the Stockland Greenhills shopping centre
- Paterson Road, Bolwarra to Hunterglen Drive, connector from Bolwarra to Bolwarra Heights and access to bus stops on Paterson Road
- Largs Avenue existing path to High Street Largs, connector across Largs to Ernie Jurd Oval and local shops
- Phillip Street path East Maitland, connector across reserve at the end of Phillip Street and Adelaide Street to Stockland Greenhills shopping centre
- Footpath extension to dog park at Bakers Brickyard Park Morpeth Road Raworth, improving connectivity to the dog park
- Footpath extension between New England Highway to Dumaresq Parade Metford, improving connectivity between Metford and Ashtonfield.

Traffic facility improvements:

- Traffic signals across Railway Avenue and Glenroy Street Thornton
- Pedestrian refuge facilities across Alexandra Avenue Rutherford.

Carpark surface improvements:

- Thornton Station carpark resurfaced and remarked
- New concrete car park constructed at Queens Wharf Morpeth.

Development Applications

- Development Applications are assessed against Council Development Control Plan to ensure the proposal accommodates the needs

of people who use the site, including enhanced requirements for medical centres, entertainment venues and commercial activities. There is also a requirement for a certain number (or percentage) of housing within residential developments to be designed to cater for people of all ages and abilities.

Access and Inclusion Reference Group (AIRG)

- Feedback on Council engagements and Public Exhibitions, including input into the review of the Community Strategic Plan and draft four year Delivery program, 2020/21 Operational Plan, Local Strategic Planning Statement, Maitland Destination Management Plan and Customer Experience Plan.
- Identified project ideas for delivery in collaboration with relevant agencies; undertaken an inclusive schools survey to identify resource gaps, which will be extended to primary schools and out of school hours care providers; and provided feedback to Council during its term of office
- The University of NSW Action Research project facilitated by PHD student project was approved for implementation in 2021-2022.

Play Space Design

- Funding of \$126,496 from the NSW Everyone Can Play Grant Program enabled the relocation of the play space to improve access from car parking and footpaths, and the creation of exploratory and nature play equipment that creates an opportunity for unstructured play.

Food Network

- Facilitated the Food Assistance Network, bringing together organisations that provide food assistance with those needing help to provide meals to providers for distribution
- Launched a community noticeboard on Council's website to provide a single point of reference for service providers and community regarding food and other essential services such as financial and mental health support. The noticeboard has been promoted in several inclusive formats including a DL flyer dropped to all Maitland households to ensure the greatest reach.

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

- Key successes during 2020/21 included increased inclusion through Council's

engagement and planning processes, alignment of Council's guiding principles with the DIAP, and progress on a new Maitland Administration Centre that will provide improved access for staff and visitors.

- Challenges included COVID related delays to project and program delivery and access to ramps and footpaths around street furniture catering for social distancing under public health requirements. Additional challenges include potential works required for heritage buildings.

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 delivery of identified projects, including 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 a revised disability inclusion action plan into the Community Strategic Plan and Delivery Program
- Implementation of inclusive programs and activities in community development areas, libraries and the Gallery, and at events
- Facilitation of the Maitland Community Connection Forum
- Finalisation of the expression of interest process for the storing and facilitation of the Including You tent.

Mid Coast Council

Building positive attitudes

- Council partnered with Guide Dogs NSW to host the 'Walk My Way' events to mark White Cane Day (Thursday 15 October).
 - Council staff were invited to events in Gloucester, Forster and Taree, to raise awareness of different vision impairments, understand what life can be like for people with vision impairment, and increase employees' confidence in assisting and talking to people with low vision or blindness.
 - These aims were achieved through a hands-on experience in which staff were invited to wear simulation goggles, each simulating a different vision condition, and then use a cane or a guide dog to walk a short route. The route was designed so that participants

had to cross a road, use tactile markers and experience navigating a busy pathway.

- The activities were well received by participants and were a wonderful way to raise awareness.

This activity helped to understand the needs of people with vision impairment. Guide Dogs NSW has expressed their eagerness to run similar events and training in the future with Council staff.

- As part of implementation of Council's Disability Inclusion Action Plan, staff are continually being asked to 'look at what they do through a disability lens'.
- Council's Community Inclusion & Wellbeing Reference Group took a walk around Taree (CBD) in April, to identify barriers for people with disability. The group comprised a person in a wheelchair accompanied by two carers, a white cane user, a Guide Dogs Australia representative and a parent with a stroller. Notes and photos were taken, which were subsequently discussed with businesses, and changes made to remove the barriers. Similar activities are planned for other areas of the Local Government Area (LGA)

Creating liveable communities

Beaches

- Community consultation regarding public access to north Diamond beach provided input to a draft strategy to plan for a continuous and inclusive footpath for public access is provided. The strategy includes all-abilities access considerations and measure to ensure protection of sensitive dune vegetation. A footpath has been constructed in some areas, with planning for further work in progress.
- Forster's Ocean Baths were closed for two weeks while substantial improvements to the accessibility ramp were undertaken. Works included removing uneven and cracked joints, resurfacing and treatment with an anti-slip paint. The handrail was replaced to ensure compliance with updated Australian Standards.
- Access to one of the area's most popular waterside locations was improved when Phase 1 of works were completed at Tuncurry Rock Pool. Works included wider promenades, stepped and ramp access to the sand and new handrails.
- Wallabi Coastcare Group worked with Council to complete a project to improve the beach access at North Wallabi Beach. Council constructed a 65m concrete pathway, replacing

the dirt track. The new path provides a more formal access to North Wallabi Beach allowing regeneration works to occur on either side and improves access to the sand

Footpaths

- The MidCoast-wide Pedestrian Access Mobility Plan and Bike Plan has been adopted unanimously by Councillors and will now form the basis of future funding opportunities from within Council, as well as the State and Federal Governments. The plan provides a series of strategies to improve facilities for walking and cycling across the MidCoast Council region, and thanks to consultation with community members it has been tailored specifically for individual towns and villages.
- Improved pedestrian access was provided along David Street, Old Bar connecting the School to the commercial area of Old Bar
- Works to construct a concrete path, bus bay and crossing points on Blackhead Road connecting the beach / shopping area of Black Head to Diamond Beach Road were completed
- Construction of a footpath in TG opposite the shopping area was delayed due to bushfires and the Pandemic but planned to commence in 2021/22
- Improved pathways on Barrington Bridge. Funds continue to be sought to complete the pedestrian link on either side of the bridge
- Pedestrian/cycle bridge over Browns Creek, linking the Taree CBD through the Bicentennial gardens to the Taree Recreation Grounds/ Manning Aquatic Leisure Centre/Manning Entertainment Centre (MEC)
- A new concrete path connecting Isabella Street (CBD) Wingham to McCullagh Carpark was completed, which provides all day parking and under-cover parking.

Accessible housing

- The MidCoast Housing Strategy was adopted by Council in December 2020, after consideration of submissions. The Strategy was informed by consultation with housing service providers to ensure opportunities for the provision of different types of housing to suite the community's needs and incorporates the need for accessible design principles to be included in medium-density developments

Accessible buildings

- Manning Aquatic & Leisure Centre amenities were upgraded. Works included the

refurbishment of the accessible toilets in the centre.

- Plans for improvements to Hawks Nest Community Hall to improve access and amenities were finalised and the tender process for the works is currently under way. The Plans were developed after extensive community and stakeholder consultation to get the project right.
- Council is currently undertaking asset inspections of Council-owned or managed halls to create a priority list for future improvements. While none of our halls are designated evacuation centres, the natural disasters (bushfires and floods) over the last few years have shown that communities will naturally congregate at community halls. This program aims to increase capacity for those halls during those times, with improved access, generators, etc.
- MidCoast Council's Yalawanyi Ganya Office Centralisation Project won at the 2021 NSW Local Government Excellence Awards in the Special Project Initiative category. The project won out of nine other city and regional based Councils in the Population under 100,000 category and the leaders behind the project attended the evening on June 3 to accept the award. The new building is fully accessible
- Planning progressed for the installation of an elevator at the Wingham library. In the meantime, the second floor has been temporarily closed due to its inaccessibility for people unable to climb stairs and will become a study/event/meeting space once the lift is in place. The ground floor is being extended to allow for more accessible shelving and wider aisles. The installation of an accessible toilet is being planned.
- Harrington Library implemented an innovative new community access model, where community members can register for a card and access the building outside of staffed hours. New trial arrangement is – staffed hours 9-1 (earlier opening, two staff on duty at all times for safety) – community access 1-5 weekdays, 8-5 on weekends. This is a first for NSW and has generated great interest by other library services.
- Wingham – the library is spread across two floors, but the upstairs wasn't fully accessible (a stairway only) so it has been closed off. The grant funding will the installation of a lift, which will open the second floor to study/event/meeting space.
- Planning is in progress to extend Tea Gardens Library by 100 m2. The extension will be

accessible after-hours for meetings and events. It will have its own kitchenette and accessible toilet. The area will be re carpeted and repainted.

- The Manning Entertainment Centre (MEC) installed a second handrail on the ramp to the main auditorium to improve access and safety. Theatre tours have been conducted for disadvantaged and behaviourally challenged students from Taree High School. Similar tours for Dundaloo participants were also conducted. The MEC is currently planning for more accessible print material including programs. The new studio build reported in 2019/20 includes provision for a lift in a future upgrade that will allow access to the rear of the new auditorium for wheelchairs and funding is being sought to complete this project. There will be additional accessible toilets in both front and back of house of the new studio, plus hearing loop in the new auditorium. The Eisteddfod event this year highlighted the lack of regular wheelchair access to the stage and planning is in place to rectify that.
- 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
- Extensions and refurbishment of the clubhouse at Boronia Park Soccer fields was completed, providing modern and accessible facilities to support sporting groups and activities at the location. The new building includes full accessible amenities and a parents' baby change room
- The Hawks Nest Surf Club clubhouse was almost completely gutted and new state-of-the art facilities rebuilt, including accessible entry access, ramps into the building, a lift in the building, and new toilet facilities, including accessible toilets.

Accessible recreational facilities, accessible green space, public toilet and shower facilities

- Planning was completed for new public amenities to be constructed at Providence Bay Park in Hawks Nest. The new facility includes 7 unisex toilets an accessible facility, 2 change room cubicles and outdoor showers and improved pathway access to the facility.
- Funding was secured to upgrade the Tea Gardens Pool. Works will include an upgrade to the entrance to the site, and provide accessible paths and buildings, and an accessibility ramp into the pool, with an entrance and exit pod as

an extension to the existing pool. Work with commence in 2021/22.

- Wingham master plan includes planning for improved parking, as consultation identified that people want to be able to park close to the shops, which will improve options for older people and people with disability. The Wingham CBD streetscape will also include seating and new footpaths that will meet standards for cross fall and will eliminate as many doorway steps as possible.
- Work was completed at Nabiac Showground entrance to make the facility more accessible.
- The amenities block at Pebbly Beach in Forster was replaced. The new facilities include three unisex toilets, a baby change facility and an accessible toilet, with the design matching earlier new Forster amenities at Main Beach and Little Street. Existing underground infrastructure meant the toilet block had to be rebuilt on the same site, but landscaping around the facility was upgraded to improve visibility of the toilets from the playground and barbecue facilities
- Works were completed to upgrade the amenities at Bulahdelah Showground, providing improved access inside and outside

Supporting access to meaningful employment

- Council conducted a staff census during 2020/21. The voluntary survey asked staff to disclose whether they had a disability and the nature of the disability (vision, mobility, hearing, etc). The census also sought information on whether staff had caring responsibilities for a person with disability.
- The Community Development team plans to consult staff who disclosed information in this way to inform the development of the new Disability Inclusion Action Plan, and will invite those staff to form a support group, in order for the organisation to better understand their needs and provide appropriate support.

Improving access to mainstream services through better systems and processes

- Council meetings are now live streamed for the community by video and audio, with a full recording available after the meeting, making the meetings more accessible for everyone in the community.
- 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.
- 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 audio - online content was improved by 11% during the COVID 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

Building positive attitudes

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 craft activities for people with disability. Council also provided workshop to people with disability for its annual community art competition and exhibition. 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 for local disability service providers' participants.

- Internal staff training includes topics such as anti-discrimination and disability inclusion. Awareness and inclusion is also discussed between Council staff where relevant and appropriate.
- In the past, Council proudly has supported initiatives such as annual Disability Inclusion Sports Awards, which includes the category 'Junior Athlete with a Disability Sportsmanship Award'. This did not proceed this year due to the global pandemic.
- A workshop was facilitated by Council staff with a local disability service to encourage and facilitate its clients to participate in an annual art competition and exhibition.
- Council partners with local Rotary Clubs to facilitate monthly movies at the Mudgee Town Hall Cinema and sessions are run specifically for disability support services to bring their clients and carers, if this is the preferred option to public screenings coordinated each month.

Council actively promotes meaningful communication and engagement with the community

- In the past, Council has been 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'.
- Council has a broad range of accessible facilities and services, including local swimming pools with accessibility ramps and accessible change facilities, and accessible parks and playgrounds. This past financial year shade sails were installed over a liberty swing in Mudgee to increase its usability throughout summer months.
- 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 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.

- Council staff are currently working on a new website for the Mudgee Arts Precinct, having regard to accessibility requirements when building the site.

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 also participated in the preparation and reviews of Council's Disability Inclusion Action Plan.
- Council's 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 discussed where appropriate and relevant amongst Council staff responsible for its various section 355 committees.

Creating liveable communities

- Nine Pedestrian and Access Mobility Plan (PAMP) projects were completed:
 - Nandoura Street, Gulgong
 - Lynee Street, Gulgong
 - Putta Bucca Road, Mudgee
 - Market Street, Mudgee
 - Dabee Road, Kandos
 - Dangar Street, Kandos
 - McDonald Street, Kandos
 - Cox Street, Rylstone
 - Ilford Road, Rylstone
- 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.

Supporting access to meaningful employment

- 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. Volunteers from the local Rotary Clubs also assist with the facilitation of monthly movies at Mudgee Town Hall Cinema.
- Council teams work with local disability service providers in terms of negotiating supported employment opportunities and access to Council auspiced Community Services.

Moree Plains Shire Council

All our projects consider 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 continually recognise and address access issues for people with disabilities. These initiatives are carried out as part of our works program
- We provide a meeting and office space at the Dhiyaan Aboriginal Centre to enable a Moree Aboriginal Elders Group to conduct the cultural business of Aboriginal Elders in Moree
- We acknowledge and facilitate the work of local volunteers every year through our strong participation for Volunteer of the Year Awards during Australia Day activities
- Library staff visit retirement homes and make home deliveries to house-bound residents
- We recognise, support and promote Senior's Week activities each year with a variety of activities in partnership with community agencies

- Recognising the special needs of older road users, we incorporate these needs and considerations into our annual Road Safety Action Plan
- 'Broadband for Seniors' kiosks are set up at Mungindi, Boggabilla and Moree Libraries
- 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
- 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
- Provide advocacy and support for the outcomes of the Disability Inclusion Action Plan.

Limited staff resources and COVID resulted in delays to the project.

Mosman Municipal Council

Building positive attitudes

- Consultations were undertaken with people with disability and community members in early 2021, including a survey & workshops for review of Council's DIAP.
- Youth Services initiated a project to establish a youth inclusion and diversity committee creating opportunity for young people from all backgrounds and abilities to provide feedback to improve accessibility of the service.
- The latest Community Survey conducted in June 2021 indicated that community satisfaction with services for people with disability, as well as access to information and support, has remained stable since the last survey in 2018.
- Disability awareness is included in Council's New Starter Orientation Program presentation.
- Two 'Let's Talk Disability' community group workshops were held in November 2020. The annual International Day for People with Disability schools event was cancelled due to pandemic restrictions which affected school excursions.
- The Youth Services team delivered an event directly addressing inclusion during National Youth Week in April 2021 called Raise the Youth. A collaborative youth artwork promoting inclusion was created as part of this event.

- Ability Links was de-funded in 2020. Council liaised with Uniting Care LAC and promoted relevant information from them and other disability & community services providers to facilitate inclusion.
- In 2020/21 six volunteers were recorded as people with disability.
- Information and video were linked to Council website promoting inclusion.
- The DIAP Valuing Inclusion consultation, Council's support of the Play For All playground upgrade program and various accessibility upgrades were promoted during the year.
- Connections have previously been made with the Chamber of Commerce and the Chamber participated in a community forum in May 2019 and in DIAP consultations in early 2021, which included disability providers.
- Members of the Chamber attended community consultation events to help with the development of an ageing framework including discussions around older people, care and disability.
- In February 2019 presentation was made by the NSW Office of Sport highlighting Participation Plans for Sydney Districts.
- All In! Inclusion Guide links were provided to all clubs in August 2019.
- Connections have previously been made with the Chamber of Commerce and the Chamber participated in a community forum in May 2019 and in DIAP consultations in early 2021, which included disability providers.
- Members of the Chamber attended community consultation events to help with the development of an ageing framework including discussions around older people, care and disability.
- In February 2019 presentation was made by the NSW Office of Sport highlighting Participation Plans for Sydney Districts.
- All In! Inclusion Guide links were provided to all clubs in August 2019.
- Regular quarterly meetings were hosted by Library Services to engage with local Principals to seek feedback on Council services for their schools and to provide an update on Council programs and initiatives in their areas.
- Council established nine pram ramps and 64 "Look Out" stencils at pram ramps to enhance safety in 2020/21.
- Improvements were also made to pedestrian safety with changes to the road environment along Horden Lane, Beach Lane and Melaleuca Lane.
- With any new or refurbishment works, compliant pram ramps are established on a need basis.
- Community requests for pathways or new pram ramps are prioritised based on pedestrian counts and safety, and works undertaken based on budget availability.
- Additional accessible playground equipment was added to Clifton Gardens playground.
- All new or refurbished Council facilities will have accessible access incorporated into the works. Library Walk shops refurbished during 2020/21 included 2 accessible accessways to comply with BCA.
- The newly constructed public toilets at Raglan Street West Carpark have one (1) accessible and one (1) ambulant toilet.
- With the refurbishment of Mosman Swim Centre in 2020 two (2) ambulant toilets were added to both male and female change rooms.
- Proposed amenities at Memory Park will also have accessible facilities.
- The refurbished Raglan Street West Carpark now has 2 compliant accessible carparking spaces.
- During the year Council provided 4 accessible car spots to residents on request.
- Handrails are provided where necessary to comply with accessibility requirements.
- Handrails were installed at Balmoral Baths.
- A ramp providing access to the water was built at Clifton Gardens in 2020. This facility incorporates guiding rails along its length into the water.
- During 2020/21, Council provided nine (9) pram ramps at key locations and where possible provided or improved continuous pathways.
- Staff are currently in the process of finalising the Mosman Walking and Cycling Strategy 2022-2027.
- New signs were installed at five minor parks.
- New street blades were designed with high visibility. Street blades were installed along

Creating liveable communities

- Engineering staff regularly attend Access and Mobility committee meetings to discuss and identify access barriers and to plan actions where practicable.

Military Road with further installations over coming years.

- A criterion has been established to process requests for mobility parking permits.
- Council regularly seeks grants from State Government for safer road crossings. Three improvements have been implemented and a further two planned during the reporting period.

Supporting access to meaningful employment

- All job advertisements promote Council as an Equal Opportunity employer.
- All applicants are provided the opportunity to indicate the need for reasonable adjustment to recruitment process.
- 2 recruitment and selection training sessions were completed. All included focus on inclusion and reasonable adjustment.
- 10 staff were trained in 2020/21 in promoting an inclusive workplace culture through induction.
- All requests regarding desk and chair ergonomics at the workplace have been addressed.
- Software is reviewed prior to procurement to ensure appropriate accessibility options are available.
- Advice has been provided to the Chamber of Commerce local disability employment services.

Improving access to mainstream services through better systems and processes

- Access and inclusion is considered when reviewing policies and corporate practices. No specific data is maintained.
- Improve Council website and information access
- Improvements were made to Council's website to work towards WCAG compliance, including adding a screen reader plug in across Council, MAG and Events sites. Council engages professional industry-standard external accessibility testing.
- Inventory of existing software for ease of accessibility has been completed.
- All software suppliers are encouraged to improve accessibility with new updates.
- Digitisation work is progressing under Council's Open Data Project. The amount of digitised information available for public access is growing.

- New print forms are designed to follow accessibility and readability standards as appropriate. Most forms have been migrated to online and are designed with standards in mind.
- Processes are being developed to 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 website <https://mosman.nsw.gov.au/community/disability> has information on accessible facilities plus links to advocacy and linkages services. The Playgrounds page provides info on each facility's accessibility rating: <https://mosman.nsw.gov.au/recreation/playgrounds> and the Parks and Reserves page also provides information on accessibility ratings as well as displaying accessible toilets: <https://mosman.nsw.gov.au/recreation/parks-and-reserves>
- An interactive map of accessible parks has been established on Council's MyMosman app.
- With event planning ensuring:
 - key Council venues are wheelchair accessible with accessible toilets and parking.
 - An accessibility checklist has been circulated.
 - Consideration is given to accessibility in event promotion.
- Council has delivered 366 hours of service to young adults with disability at the monthly support group. COVID impacted the group, with meetings unable to proceed in 2020 and 2021 due to pandemic restrictions.
- Two community group workshops were held in November 2020 to encourage inclusion.
- Within guidelines, use of Council venues is proactively provided.
- A local disability service, Fighting Chance is a regular market stallholder and is supported by Council through its Community Grants program.
- A hot desk was trialled Feb-June 2018 however NDIS LAC discontinued the hot desk after the trial.
- There is regular promotion of Council services at Mosman Markets.
- Council's Complaints policy and systems have been substantially reviewed. Complaints and accolades are now reported to Council annually and statistics are published in the Council's Annual Report.

- Key Council venues are wheelchair accessible with accessible toilets and parking.

Murray River Council

Building positive attitudes

- Community Services participated in agency networks to continue to contribute to improve physical, cultural and equitable access to vulnerable persons residing in Murray River Council, inclusive of persons living with a disability.
- Community Services established a new initiative entitled the Vulnerable Persons – Service Provider Network aimed at recognising multiple, individual agencies supporting vulnerable persons in the MRC LGA.

The Network's key objective is to identify individual agencies details in the MRC Emergency Management Plan – thus informing and prompting the Emergency Services Network to liaise with these service providers, in the event that a declared emergency escalates to an Order to Evacuate where persons are needed to be identified as requiring 1:1 assistance for a supported evacuation.

Creating liveable communities

- Community Transport Buses x 3 maintained with operational wheelchair access hoist equipment and other embark/disembarking rails/steps
- Sub-regional Community Transport Network enabled to maximum use of adjoining Council vehicles/common routes
- New Administration Office built at Moama to enable easy wheelchair access
- New Community Services Hub built at Barham to enable easier physical access to Council and other external services
- Other SCCF projects built enabling easier access.

Improving access to mainstream services through better systems and processes

- Council Website – Request a Service created to offer alternate service requests to be received/processed
- Main Community Services Hubs – Moama/ Martin St and Barham/Noorong St attracting other external human services to enable easier access

- Staff offering 1:1 support to the public to access external services (e.g. assistance to obtain Border Region Permits during COVID)

Murrumbidgee Council

- Review of DIAP has commenced
- Street and building accessibility options are constantly being identified.
- All new developments including Brolga Place redevelopment is to include accessibility improvements.
- Mental health services provided in conjunction with local GP's and Community Health in Council area.

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 and includes the delivery of existing employment, community events and activities that provide improved liveability, services and facilities that support people of all abilities and their families to effectively participate in the community. Residents from across the Shire have access to a wide range of government and non-government support services appropriate to their age and needs. Council actively works with health, educational and the government and non-government sector to improve outcomes for people living with a disability and their families through liaison, advisory support, and the provision of meeting spaces.

The Disability Inclusion Strategies, Plans and Actions in Muswellbrook Shire include:

- Reviewing existing Council facilities and services with the view to ensure that they meet the needs of people with disabilities, this 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 is 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

Some of the achievements of the Disability & Social Inclusion Strategy have included:

- Consideration of access needs in the Denman and Muswellbrook town plan revitalisation projects;
- Regular inclusive and accessible events such as, Australia Day, Australia Day Awards Ceremonies, Easter Family Fun Day other partnership events
- Improved and/or new accessible public toilets in parks and playgrounds such as Denman Memorial Playground Design which included access toilets including adult change table
- Footpath renewal inclusion design of accessible footpaths and pram ramps.
- Partnership projects with Disability Support Services to provide a 'Inclusion in Sports Day' at Karoola Park Muswellbrook
- Targeted activities including a signed interpretive talk and workshop at the Muswellbrook Regional Art Centre for young people who are hearing impaired;
- Improved organisational understanding of assistive technologies, an audit was carried out of Councils buildings and recreational facilities
- Disability access requirements are applied to new Development Applications, Construction Certificates, and Complying Development Certificates submitted to Council for approval.
- The Sustainability Hub and Muswellbrook Connect program continue to be a focus for practical and positive sustainable living. Council supports community groups such as Warrior Disability Services, the Penguin Community Garden, Muscle Creek Landcare, Muswellbrook Men's Shed, Hunter Sustainability Landcare TEAM (HSLT) and the Denman Community Garden.

Nambucca Valley Council

Building positive attitudes

- Holding monthly Access Committee meetings have continued to be a challenge over the past year, with some meetings cancelled due to COVID restrictions.
- Access Committee meeting minutes are presented to Council for its information or endorsement of formal recommendations for action.

- Community meetings are mostly held at Council-owned community facilities which are accessible. Also a portable PA is available for on-site or outdoor meetings to assist people to hear the business being conducted.
- Some improvement in increasing visibly of people with disability in publications and online, with a small increase in images being used. Council now has a library of images of local people in local environments which includes older people, people using mobility scooters and wheelchairs. These continue to be used across Council documents.
- The main results in this area (promoting accessible business and tourism) over the past year have been in tourism infrastructure and there have been numerous projects. One example is the work undertaken at the V-Wall, Wellington Drive Nambucca Heads.

Project showcase – Revitalisation of V-Wall Precinct

This jointly Council and State government funded project has involved new pathways, outdoor seating, BBQ's, picnic shelters and landscaping in a very popular part of Nambucca Heads for both visitors and residents. Pathways are wide and provide excellent continuous paths of travel and facilities are readily accessible to people with mobility issues. People using a white cane to negotiate the area are assisted by raised footpath edges

Creating liveable communities

- Improvements are planned for Fletcher Street Nambucca Heads during 2021-2022.
- Construct new accessible toilet facilities in Gordon Park and CBD Nambucca Heads
- Toilets at Gordon Park were completed in 2017-2018.
- Design development, Development Approval and construction-ready plans were completed for new toilets in Ridge Street Nambucca Heads. The facilities will include one new unisex disabled toilet and one ambulatory.
- The Nambucca Heads Library extension project also includes new toilets, including a new unisex disabled toilet, of opposite configuration to the one above, providing choice for people with disability. The toilets will be open 5 ½ days per week.
- Overall there will be an increase in toilet facilities in the Nambucca Heads Central Business District.

- The National Public Toilet 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.

Supporting access to meaningful employment

- The Workforce Equity and Diversity Strategy was implemented in 2020-2021
- In June 2021, Council reviewed the Equal Employment Opportunity Management Policy and adopted the Equal Employment Opportunity Management Plan 2021-2023 (which supersedes the Workplace Equity and Diversity Strategy). The purpose of the Nambucca Valley Council EEO Policy and EEO Management Plan is to:
 - foster a culture that values diversity and inclusion;
 - remove barriers to participation and progression in employment and training; and
 - encourage innovation and flexibility through different ways of working.
 - Council wishes to report the following actions:
 - Special events – BBQ, morning teas, theme days to promote causes such as RUOK and encourage inclusion.
 - Code of Conduct and Respectful Workplace 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
 - The Staff Newsletter, published every month, recognises employees who demonstrate our values of professionalism, accountability, community focus, teamwork, 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 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.
- 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 toilets will be available online – this is ongoing as facilities are upgraded, moved or constructed.
- Council's website meets WCAG (Web Content Accessibility Guidelines)
- Develop a new Tourism website which will meet WCAG - This action was initially completed in 2017 when the tourism website (www.nambuccatourism.com.au) was revamped. In the past year, this website has been replaced by a new tourism website (www.nambuccavalley.com.au) which has been developed by the Nambucca Valley Tourism Association Incorporated – an organisation independent to Council.

Narrabri Shire Council

In 2017 Council adopted its first Disability Inclusion Action Plan (DIAP) 2017-2021. The implementation of each action into the 2020/2021 Operational Plan was identified as a "DIAP" item and has been labelled as such under the Principle Activities section of this report.

- Council launched the Disability Access and Inclusion Survey in 2020/2021.
- During 2020/2021 the Access and Inclusion committee held 10 meetings across the Shire. In response to the increased interest in the Committee from the community, the Terms of Reference were changed in 2019/2020 to include more community representatives.

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 held in December 2020, the community was invited to listen to inspirational stories from disability advocates who either have a lived experience or are carers for a person with a disability. The morning tea event was attended by about 30 people by a cross section of the community and was well received.
- A Council representative continues to attend and participate in the Narrabri Interagency monthly meetings. As there is a variety of service provider participation in the Interagency monthly meetings, Council can maintain working relationships and networks with important community groups and government organisations. Together participants and Council assist with local events and identify gaps for services in the area. One initiative from consulting with members of the disability community was the development of the Disability Interagency which was implemented in collaboration with BEST Employment, who specialise in disability services. The Disability Interagency held its inaugural meeting in July 2021.
- Council continues to attend bi-monthly Narrabri Dementia Friendly Community Steering Committee meetings. During 2020/2021 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 2020/2021 Council's Human Resources Team aimed to encourage and support people with a disability to apply for positions at Council. This Team continue to identify and promote employment and volunteer opportunities for people with disabilities.
- In 2020/2021 Council developed a brochure to assist and educate local businesses on how to be more accessible and inclusive.

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

- Council, along with the Access and Inclusion Advisory Committee, continue to work together to implement the actions in the 2017-2021 DIAP.

- In 2020/2021, Council commenced community consultation to develop the new 2021-2025 DIAP, which is scheduled to be developed and adopted in early 2022.

Narrandera Shire Council

Building positive attitudes

- While COVID has limited activities within this area during the last year, Council has taken opportunities to highlight increases in accessibility at facilities within the Shire.
- Work has been undertaken to ensure currency of information on the 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>).
- As part of the 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.
- 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 coordinated by the Narrandera Hospital to discuss patient discharge needs are invaluable.
- The Road Safety Officer twice 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.

Creating Liveable Communities

- 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.

- 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 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's Building Maintenance Coordinator 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 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; in addition, a section of the Council Administration Centre has been reconfigured to provide access for disabled employees to an office space and amenities.
- 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.

Improving access to services through provision of better systems and processes

- Narrandera Shire Council's website currently has zero errors, a few contrast issues and minor alerts when evaluated using the 'Wave' Accessibility Check platform (<https://wave.webaim.org>).
- Narrandera Shire Council continues to use video for the communication of information as a method of alternative to text. This media has shown high levels of engagement on social media.
- Accessibility is a foremost consideration in activities planned by Council and services that employ differently-abled members of the Narrandera Shire Community are utilised, such as Crew Cuts' work for the Library.
- Communications staff have been grateful for the assistance of Helen Knagge in the preparation of the Community Newsletter.
- The Community Transport and Home Support Programs provide NDIS services to those who require them to allow greater community access. Council also provides venues for social outings and support staff to ensure that community access can be achieved.

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

- Limited employment opportunity in all sectors resulting from the impact of COVID restrictions on business especially accommodation and hospitality
- For the hearing loop to work correctly the loop needs to be installed by a professional and not be located near devices that may interfere with the correct operation. Council does not have the staff with experience with the installation or operation of a hearing loop currently.
- Preoccupation with impact on business resulting from COVID restrictions has resulted in minimum attention to disabled needs in this period.
- Opportunities to raise awareness of the differently-abled within the Shire community have been limited during the last 12 months because of COVID restrictions.

Narromine Shire Council

Council continues to maintain a Disability Inclusion Action Plan with the purpose of enabling greater access to Council information, services and facilities. In 2020/21 there was a particular emphasis on planning to make Council's facilities more accessible and where possible to encourage private businesses to become more mobility friendly. There also continues to be a focus on footpath access ramps and increased seating in the business areas.

The Equal Employment Opportunity Management plan is in place and includes recruitment practices to support indigenous people and people with a disability.

North Sydney Council

Whilst COVID impacted on some of Council's deliverables, it also provided opportunity to undergo works without impacting the public.

The following provides a summary of Council's outcomes in the past twelve months.

Building positive attitudes

- Introduction of Casual Dress Day, a monthly staff initiative supporting a local cause or calendar event, including days with specific focus on disability and access. Staff are encouraged to dress casually and donate funds.

Creating liveable communities

- Upgrade to entrance of Neutral Bay Community Centre to improve access and functionality
- Upgrades to public area in Cammeray to improve access

Supporting access to meaningful employment

- All HR policies and procedures were reviewed in early 2021 ensuring they met all legislative requirements
- Age Management Plan currently being developed
- Access to the Employee Assistance Program (EAP) Counselling Service for all Council staff
- Council celebrated R U OK? Day in September, hosting an internal event to encourage staff to check in on their peers and colleagues. Lunchtime webinars with a mental health focus were delivered by Human Resources.

Improving access to mainstream services through better systems and processes

- Ongoing use of SiteImprove software to identify access barriers on Council's website and maintain compliance with WCAG 2.0 AA level
 - CMS accessibility function enabled to identify access barriers
 - Procurement manual has been updated to include accessibility
 - Accessible event checklist promoted internally
- North Sydney Council has engaged Judy Harwood from JC Consulting who will be assisting with the update of Council's DIAP. The draft plan will be presented to Council by June 2022.

Northern Beaches Council

This section reports on Council's fourth year of implementing its Disability Inclusion Action Plan, and will be provided to the Minister for Disability Services and the NSW Disability Council. The Plan and our disability information hub can be found at northernbeaches.nsw.gov.au/services/disability

We continued implementing the plan to help create a more inclusive and accessible community. Amongst many ongoing actions, 11 actions were completed this year, with good progress in all focus areas. In total, 46% of the actions have now been completed (i.e. 36 of 78). Of the remaining 42 actions, 28 are considered to be ongoing programs.

Building positive attitudes

- Mandatory training on inclusion and disability awareness is included in induction for new staff, and is being rolled out for existing staff. This training was developed with the Human Rights Commission and experts in job access, inclusive culture and behaviours. We encourage businesses to be inclusive of people with assistance animals, by providing direct advice to food businesses and providing guidance in our newsletters and website. Our first Access and Inclusion Award also recognised inclusive businesses in the 2020 Northern Beaches Local Business Awards, and there were even more applicants for the 2021 award, to be judged later this year. We are also developing Event Accessibility and Inclusion Guidelines.
- Council uses positive images of people with disability in its media and publications. By using fonts that are bold or are a larger size on

signage and in publications, the messages are more visually accessible. More infographics and video footage are being used on website and social media to enhance the viewer experience.

- Our inclusive programs include those run by the events team, community development, children's centres, libraries, Coastal Environment Centre, bushcare, plant nursery, and aquatic centres. Free native plants were delivered to residents' homes during COVID, in the Backyard Habitat program. This expanded program also catered to many residents with mobility issues that are unable to participate in bush regeneration, but can provide habitat in their own yards.
- Key Council events and community engagement are planned with accessibility in mind e.g. amenities, ramps, parking and viewing areas. Physical and online access are provided for all formal Council meetings, to enable full participation by the public and Councillors. Other accessible events this year included:
 - Big community events such as Open Air Cinema, Christmas Choral Concert, Sun Run, ANZAC Day Ceremony, Citizenship Ceremony, Australia Day, Solar Expo and National Tree Day
 - Promotion of International Day of People with Disability (IDPWD) in December 2020, including links to national website of events near you or online
 - An exhibition at the Manly Art Gallery and Museum in May 2021 included braille text
 - The library service children's program has Inclusive Story Times. During COVID shut down periods Children's programs were adapted to online inclusive programs. The service also held promotional activities for Mental Health Awareness Week and International Day of People with Disability.

Creating liveable communities

- Accessibility audits were conducted in various parks, reserves, parking stations, buildings and facilities to help prioritise sites for improvements works. Pedestrian Access and Mobility Plans (PAMPs) are detailed audits of the pedestrian network and provide recommended improvements to provide connectivity and accessible for all users. PAMPs have been prepared for Avalon and Manly, with works commencing as funding become available.
- The Northern Beaches Accessibility Map shows accessible facilities and buildings, amenities,

playgrounds, rock pools and more. Now available on our website, it will continue to be developed as other infrastructure is audited and works are completed.

- This year accessibility works were completed on various paths, kerbs, bus stops, carparks, amenities, playgrounds, surf clubs, rock pool ramps, libraries and other buildings. New buildings underway which will be fully accessible are Long Reef and Mona Vale Surf Clubs, as well as Warriewood Community Centre currently in the planning stage. Disability inclusion is now embedded in our planning and project management frameworks for future Council plans and works, including broader plans to encourage affordable and adaptable housing in the community.
- Community Development staff attend regular networks with local services including other levels of government and ongoing implementation of the NDIS. Our disability liaison staff direct key community programs, advocacy and host our online disability information hub. We provide a regular disability newsletter to 1,300 readers on our programs, information and events, as well as promoting advocacy and partnerships.
- The Library Service provides inclusive programs and activities. During COVID lockdowns we expanded online Children's programs and the Home Library Service (delivering over 41,000 items during lockdown) which provide even greater inclusion ongoing for those with mobility issues. Regular children's programs now include sign language resources and online broadcasts. More e-Audio resources are on offer.
- All our Children's Services are inclusive and accessible, with Council's commitment to this in our new Children's Services Strategy and Inclusion Policy. This includes children with additional needs, socio-economic and other challenges – this year 18 children with high support needs received quality education and care through Council services
- The Coastal Environment Centre provides a range of adaptable school programs and activities to cater for accessibility needs, as well as specialised programs for children living with disability. Our community and school videos have both captions and text to provide visual information. All online and web education resources and events meet accessibility standards.

Supporting access to meaningful employment

- Our new Integrated Volunteer Management Framework ensures that each volunteer role has clearly defined duties, assisted by the Volunteer Coordinator to determine roles that are tuned to their capabilities. A wide range of flexible opportunities and meaningful roles are on offer, including ongoing training and support, for all people including those living with disability. The environmental volunteer program for bush regeneration works very closely with Bushlink, a non-government organisation employing young people with intellectual disabilities. The volunteer programs through Bushcare, community nurseries and the Coastal Environment Centre are all-inclusive, providing sustainable and social outcomes to all participants.
- We are also developing more inclusive and flexible employment practices for the Council workforce. Our 'Working Remotely Toolkit' launched in 2020 assists in overcoming some of the access barriers to our facilities. It provides for tailored, flexible working arrangements. Council is committed to building a diverse and inclusive workforce that is representative of the community in which we live. We ensure that every stage of our recruitment and selection process is fair, transparent and based on merit.
- For wider employment across the region, our Local Strategic Planning Statement adopted in 2020 is guiding the development of commercial centres, and includes specific actions for access and inclusion to help increase local employment opportunities.

Improving access to mainstream services through better systems and processes

- Ongoing reviews and accessibility training have improved our online information, forms and booking systems for consistency, readability and ease of use. All new Council documents placed online meet online accessibility 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. Easy-read versions are provided for selected topics and audiences.
- Our website is compliant with industry guidelines for web accessibility. We continued to make more information and services available online for all residents, providing

greater inclusion for accessing services and keeping informed during major incidents:

- Accessibility map of villages and town centres
 - Emergency preparedness map
 - Rate payer emergency SMS communication tool e.g. fire, storm or flooding incidents
 - Nine more services online to apply and/or pay for Online calculators for rates harmonisation and some fees
 - More online bookings available
 - Library service App and online feedback
 - Noise App to record and report noise
- Our Library website was improved to enhance user experience and accessibility. A monthly library E-newsletter is sent to all customers, as well as printed copies delivered to Home Library Service customers. Customer Service Centres continue to provide computers for customers' use at the centres, as an alternative to paper forms. Customer Service is also fully accessible 24/7 for assistance by phone call or online requests.
 - Our Disability Newsletter continues to provide a platform to promote the availability of accessible systems, processes and formats.

Oberon Council

Oberon Council's Disability Inclusion Action Plan 2017–2020 outlines our ongoing commitment to improving access and inclusion for people with a disability living in our Local Government Area. Council's plan is currently being reviewed and scheduled for update in 2021-22.

Key outcomes during this period include:

- New footpath construction within Oberon and surrounding villages.
- The development of a common master plan identifying inclusive playground equipment and additional accessible car parking within the Oberon commercial district.

Council is an Equal Employment Opportunity Council and aims to ensure fair, equitable and nondiscriminatory consideration for all applicants, regardless of sex, ethnic or racial origin, or physical disability.

Includes public cemeteries; public conveniences; street lighting; town planning; other community amenities, including housing development and accommodation for families and children,

aged persons, disabled persons, migrants and Indigenous persons.

Orange City Council

Orange City Council- adopted the Orange, Blayney and Cabonne Disability Inclusion Action Plan 2017-2021. The plan identified actions to build on work currently undertaken by Council to improve access and inclusion for people with varying levels of ability through:

- an ongoing dialogue with people with disability
- improved access to public services and facilities
- increased awareness and understanding of access and inclusion issues across the local government areas.

The actions were developed in line with the NSW Disability Inclusion Act 2014 four focus areas and Council is pleased to report the following achievements across the 2020-21 financial year.

Building positive attitudes

- Future Leaders Program – included feedback and action plan that involves ways to improve inclusion
- Business group meetings included awareness regarding the importance of inclusion for people with disability for business outcomes. A “Missed Business” guide was distributed to local business owners.
- The Disability Inclusion Action Plan is covered in the employee induction including a video on diversity and inclusion
- 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
- Early planning with Gender Equity Committee to merge it to our EEO management plan and make the group about an Diversity and Inclusion Committee

Creating liveable communities

- Council’s Future City project progressing. The project addresses barriers and inclusion in design considerations for the future development of the city including renewed street furniture in the CBD, upgraded footpaths and wayfinding. All compliant with accessible standards or guidelines
- New concrete paths have been installed across the city
- Accessible play equipment with consideration to the NSW “Everyone Can Play’ guidelines

has been installed at Sir Jack Brabham Park, Margaret Stevenson Park and Nelson Playground

- New accessible toilets have been installed at Sir Jack Brabham Park (with an adult Changing Places with hoist), Skate Park at Moulder Park and Glenroi Oval

Supporting access to meaningful employment

- Induction review is included consideration of content is accessible, cultural awareness is within the content and information about the disability inclusion action plan.
- Recruitment includes the requests for any reasonable adjustments.
 - 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

- Accessibility with Language – Orange City Council Website is compliant to WCAG - Accessibility - Orange City Council (nsw.gov.au). This will now be expanded to ensure that the internal intranet is also accessible.
- The Access and Inclusion Learn to Swim program members integrated with Learn to Swim classes
- Audio loops regularly maintained

- Mobility Map updated
- 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
- Planning and consultation for the updated Orange, Blayney Cabonne Disability Inclusion Action Plan 2021-2025 commenced

Parkes Shire Council

- 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. Council has ensured accessibility when constructing new facilities such as Cooke Park Multipurpose Centre and Rose Street Community Centre.
- 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.

Penrith City Council

Council’s planning for people with disability has delivered important improvements in access and inclusion since the development of its first Disability Action Plan in 2003. The next Disability Inclusion Action Plan 2022-2026 will continue this strategic focus to be an outcomes focused document which is user friendly for people of all abilities

Some of the key achievements during the implementation of the DIAP 2017-2021.

Building positive attitudes

- The 2021 Disability Snapshot features in its cover photo artist and author Susan Oxenham with her 2017 work So Foggy over the Nepean with Charles Bonnet. The Snapshot also features business owner and blogger Greta Serov, Access Committee Members Anthony Mulholland and Matt Roger. The inclusion of these photos has increased the depiction of people with disability in Council publications and also shows the diversity of disability for people in Penrith.
- Council continues to support Nepean No Boundaries Art Group, and other cultural programs that are inclusive of people with disability.
- The new “Customer Promise” was completed in 2018-19 and is being utilised across Council.
- In November 2020 and on an ongoing basis, Council established the Customer Experience Transformation Program (CETP) to redesign the way the community interacts with Council, in consultation with the community. The CETP will consider diverse and specific needs including those of people with disability. A new feature of the CETP will be the ability to record conversations for training purposes, so our front-line staff are responsive to diverse needs.

Creating liveable communities

- Council’s affordable housing strategy was completed in 2020-21.
- A comprehensive review of the Accessibility and Adaptability controls within Penrith DCP 2014 is still underway. The review is now at the phase of finalising the draft ‘Accessibility and Adaptability’ DCP chapter in consultation with internal stakeholders. Through research, key areas for improvement have been identified and incorporated into the draft completion of this chapter, including:
 - Expanded provisions for Adaptable Housing Updated requirements
 - for ‘Accessibility and Adaptability Compliance Reports’
 - A new section on ‘Design Criteria’ The draft chapter is anticipated to be finalised in early 2022
- Four accessible bus shelters were installed during 2020-21, at Penrith, St Marys and Cambridge Park, bringing the total to 24 during this DIAP.
- New footpath links were installed at St Clair’s off leash dog park to improve the accessibility

of the site. Council is currently constructing approximately 460m of footpath on the southern side of St Clair to formalise connections between Melville Rd and Ballarat Ave. This will provide direct footpath access to the dog park once complete. In addition, 10 metres of footpath and a ramp to increase resident's access in Glenmore Park were installed. An accessible pathway connection for the Brian King Park Upgrade in Oxley

- Park was installed to improve the site's accessibility.
- In addition, improvements were made to Robin Wiles Park in North St Marys with the installation of four pram ramps and two sections of footpath connecting Robin Wiles Park to existing footpaths on Maple Road and Sycamore Street, North St Marys. These works have improved access for residents and visitors to the park.
- Improve accessibility to the river at Tench Reserve project has been completed with accessibility informing the designs of new works and planned delivered at Tench Reserve.
- Council continues to design and construct inclusive sportsground amenities, recreation and play facilities in line with the prioritised program of work in the Sport and Recreation Strategy. Furthermore, playspaces are planned, designed and constructed after community consultation and in line with Everyone Can Play guidelines.
- New grab-rails and shower seats were installed in the Ripples St Marys Hydrotherapy Pool bathrooms to enhance user access, safety and amenity of this popular leisure facility.
- In 2019, Council established a Shade Facilities at Play Spaces Policy. It identified that of 153 playgrounds, 83 required new or additional shade provision either artificial or natural. A three-year program was established 2020-23. To date, 56 upgrades have been completed with 15 more to be installed in by December 2021, improving safety for all users.

Improving access to mainstream services through better systems and processes

- The Access Committee continued to advise Council on a range of access matters.
- The staged process of refurbishment for Penrith Civic Centre has commenced.
- The front counter has been completed with height adjustment options of the work surfaces for staff. A new accessible toilet in the Civic

centre was constructed along with four new ambulant staff toilets on the Civic Centre's ground floor. The three new and refurbished kitchens were designed for accessibility. All desks in the Civic Centre are now user height adjustable to suit all abilities.

- This project was completed in February 2019, and Council staff continue to maintain the accessibility of the website.
- The People and Culture team organised Accessible Content training in September 2019. In 2020-21, training continued to roll out on Information Management and Info Store e-Learning to educate staff on access to information across relevant Council services.

Port Macquarie-Hastings Council

Attitudes and behaviours

- Council community events and engagement meetings were held virtually due to COVID restrictions.
- Due to COVID the Seniors Expo was delivered virtually to ensure all members of the community could access the necessary information.
- Access Working Group meetings held virtually due to COVID with Councilor Peter Alley, Chairperson and seven members.
- Community Inclusion Team Leader attended:
 - Youth Interagency meetings which included disability services.
 - Flood Recovery Wellbeing Group
 - MNC Health and Wellbeing Recovery Committee
 - Healthy Communities MNC
- Due to COVID we were only able to hold three x Access Committee meetings. Focus included prioritisation of Council projects and community concerns.
- Access-friendly business assessment at the Port Macquarie Airport
- Due to COVID restrictions a Physical International Day of People with Disability event was not able to be held.
- Due to COVID only one local Business, Port Macquarie Airport was visited, under the Access Friendly Business Project, however the short term goal has been achieved over the previous three years.
- At the Reboot, Refresh, Relaunch career support sessions (a COVID support project

activated by Council in 2020), the Economic Development team discussed NDIS support start up business opportunities to two attendees. Both progressed and moved to activate art therapy services to support people with disability. One of these start-ups now also offers wheel chair friendly day tour opportunities in the local region.

- The Economic Development team also contributed advice to support a local business owner to establish as a social enterprise. This approach will enable them to access grant opportunities to provide employment and recreation and tourism opportunities for people with disability.

Creating liveable communities

- Footpaths completed in 2020-2021 include:
 - Major Innes Road: Braeroy Dr to The Ruins Way - 285m
 - Parker Street: Wauchope High School to Bain Street - 160m
 - Hill Street: Pioneer Park to Main Street (W side) - 130m
 - Rushcutter Way: Moondara Terrace to Bangalay Dr - 200m
 - Lake Street: Tunis St to Seymour St missing links - 120m
 - The Parade: Ocean St to Surf Club car park - 239m
- 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. This upgrade was planned to be completed by June 2021 however due to the Floods this was not achieved but will be completed by June 2022
- Three amenities blocks have been identified and actioned:
 - Pilot Beach Amenities completed - 2 x able body, 2 x ambulant and 1 x accessible toilets
 - McInhereny Amenities under construction - 2 x able body, 2 x accessible - Blackbutt Toilets
- Allocated Grant for 2019/2020 to develop off-leash dog exercise park in Port Macquarie (Stuart Park Regional Sporting Precinct) and 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
- 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.
- Universal design of the Wauchope Regional Sporting fields to trial an adult change table at this venue is underway.
- Stage two of the Lake Cathie Foreshore Masterplan completed which included pathways connecting the playground to the amenities and picnic tables.
- The Port Macquarie Aquatic Facility is currently at the concept design stage. An accessible facility is a key outcome to be achieved from the project and this will be incorporated within the detailed design phase of the project.
- 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 21/22 as per item 2.2 2 accessible car parks were created at the new viewing platform at Mrs Yorks Garden.
- Council successfully applied for funding for Bus Shelters under the Country Passenger Terminal Infrastructure Grant Scheme (CPTIGS) and the Local Roads and Community Infrastructure (LRCI) Grants.
- New shelters identified and currently being planned in the 2020-22 program include:

- CPTIGS Bus Shelter Program 2020/22
 - Thrumster - John Oxley Drive (New center)
 - John Oxley – In front of new Bunnings
 - John Oxley - 175 Old Main Road - John Oxley Drive
 - Thrumster - Major Innes Road 5. Port Macquarie - Koala Street Opposite Emily Av
 - Lake Cathie - Ocean Drive and Solomon Dive
 - Lake Cathie - 1514 Ocean Drive
 - Bonny Hills - Ocean Drive Opposite Tavern
 - North Haven - The Parade adjacent to mooring
 - Street Laurieton - Lord Street and Seymour
 - Laurieton - 499 Ocean Drive
 - Laurieton - Ocean Drive and Flinders Drive
 - West Haven - Ocean Drive and Water View Crescent
 - Kew - 177 Ocean Drive 15. Kew - 146 Ocean Drive
 - Dunbogan - Camden Head Road (Opposite Scarborough Way)

- LRCI Bus Shelter Program 2020-22:

- Lake Road and Toorak Court
- Lake Cathie Medical Centre
- 69 Pacific Drive PMQ
- Council continues to work with our Taxi operators via the Local Traffic Committee and other forums to action improvements and requests throughout the year. Recent actions include the provision of taxi zones in certain areas to better facilitate service of the community via our taxi operators.
- Rangers have continued to enforce illegal parking in disabled zones. 40 infringements were issued in the 2020 - 2021 year for disability access offences. Note: parking infringements were suspended for four months due to COVID
- 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 LGA. 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.
- Continually work with 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 2021/22.

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.
- 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 lockdown.

- Due to COVID restrictions the program had to be cancelled with programming moving to digital format such as Zoom craft classes and downloadable kids and craft activities.
- 179 companion card tickets issued in 2020-2021, noting the venue was only operating for 9 months due to COVID
- JR Richards currently provides Wheel Out - Wheel Back services to 50 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.
- Each community event that is planned, staged and delivered by Council is held on Council-owned land that provides access to amenities.

Port Stephens Council

They say you can't understand someone until you've walked a mile in their shoes. That's why we challenged our Mayor Ryan Palmer and a group of employees to spend a day in a wheelchair to raise awareness about the importance of accessibility.

While one day won't make a huge difference, it does give our employees a greater appreciation of the accessibility challenges people in Port Stephens regularly face.

We have used this experience to help draft our new Community Wellbeing Strategy along with feedback from the community, service providers, carers and people with a disability.

The strategy aims to create a more inclusive and accessible Port Stephens and includes our legislated Disability Inclusion Action Plan. We anticipate it will go to Council for endorsement in July 2022.

What we did to promote inclusion in 2020 to 2021:

- We built new accessible amenities at Shoal Bay foreshore, Longworth Park Karuah, Salt Ash hall and Nelson Bay town centre.
- We completed the shared pathway at Waropara Road Medowie and began work at Medowie Road and Raymond Terrace levee bank. We're planning to begin work on 3 more key shared pathways in the coming year.
- We constructed a new rock wall revetment and pathway at Soldiers Point to improve accessibility.
- We consulted with our community on the draft Raymond Terrace Public Domain Plan, which

seeks to improve access within the town centre, increase walkability and enhance key places.

- Our rangers put a focus on Mobility Parking Permits to ensure that accessible parking spaces are available to those who need them.
- We're continuing to make our communication channels more inclusive 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

Annual progress in achieving the outcomes of the implementation plan for 2020-2021 to address the four focus areas include the following:

Building positive attitudes

Consultation has continued with target groups and the general community to raise awareness and understanding of the needs of people with disabilities and to encourage inclusive practices when designing and delivering services and programs. Participation in Seniors Week activities and Library programs had wide reaching impact.

Creating liveable communities

Council is a member of Zero Barriers Project, which is a statewide initiative aimed at educating and engaging local businesses in the Council region to eliminate barriers for people with a disability.

Zero Barriers works to:

- Educate businesses and services about accessibility and inclusion barriers encountered by people with disability
- Support businesses and services to become more disability friendly
- Recognise and promote businesses and services that are committed to eliminating barriers for people with disability

Supporting access to meaningful employment

Council employment application packs included inclusive statements encouraging applications from individuals with diverse backgrounds or those with disability.

Improving access to mainstream services through better systems and processes

QPRC Access Committee met 5 times during the 2020-2021, to discuss a range of issues impacting on people with disabilities in the QPRC.

Action items included:

- Impact of COVID on people with a disability and education and inclusion in any support programs
- Implementation of the Zero Barriers Project in QPRC region
- Instigation of an Access Audit of Monaro Street in Queanbeyan
- Inclusion of anyone with accessibility issues or disabilities in the QPRC Library's Click and Deliver programs including those living in regional areas
- 'Easy Read' changes to all websites for QPRC customers and staff.

Randwick City Council

Attitudes and behaviours

- Ranger services staff issued 269 infringement notices to person parking illegal in designated access parking spaces
- Ranger Services also rolled out the Roads and Maritime Services Mobility Parking Lost and Stolen Hotlists into our Pinforce management system which are uploaded monthly to enable Parking Patrol Officers to check mobility parking scheme permits live in the field and take appropriate action against non-compliant permit holders.
- Two disability awareness training sessions were held virtually for staff in August and November 2020 due to COVID restrictions
- The Access Advisory Committee did not meet in the reporting period due to COVID. However, the Access Advisory Committee members were very much involved in the work of Council as they are members of the interagencies we convene and we have worked with them as partners on particular projects.
- Councils' CPO Ageing and Disability meets every fortnight with various Council staff members to provide information and obtain feedback.
- Staff throughout Council have reported on DIAP initiatives through the 2020/21 year, via the quarterly and annual reporting process.

Create liveable communities

- The misuse of designated disabled parking spaces has remained steady with a very slight increase (4 PINS) in infringement notices issued compared to the previous year.

- Lionel Bowen Library increased disabled parking from 2 to 4 spots due to a new tenancy of a disability community organisation within the building
- Due to COVID restrictions Council was unable to hold a large forum. Instead the following activities were held:
 - Coordinated a series of webinars on Death Literacy and Choice in Life and Death for residents, carers and local services
 - Delivered online information sessions on the National Disability Insurance Scheme (DNSI), the role of the local area coordinators and new programs providing tailored support for people from non-English speaking backgrounds to access the scheme. These sessions were provided in partnership with La Trobe Community Health and Ethnic Community Services Co-operative.
 - Delivered a series of online information sessions to raise awareness and understanding of Dementia, referral pathways and available support programs and services for people living with Dementia and their carers.
 - Supported the City of Sydney and Eastern Sydney Abuse of Older People's Collaborative to develop promotional videos for local Councils and support services, as well as webinars to raise community awareness on elder abuse.
 - Co-convened and resourced five City of Sydney and Eastern Sydney Ageing and Disability Interagency meetings, as well as a planning day to provide networking opportunities for local services, identify priorities and service gaps and support and strengthen the sector.
- Library provided a referral service for customers enquiring after services to relevant community organisations such as the Junction Neighbourhood Centre.
- Library provides a community noticeboard and disseminates flyers for community organisations that assist people with disabilities.
- Promoted a range of community programs and events through eNews, Facebook and Instagram, Council's website and through various interagencies and external networks.
- Held community consultations to make Yarra Bay Beach and surrounds more accessible in partnership with St Vincent de Paul Society.

- Supported key community agencies, local collaboratives and working groups to develop initiatives to address community issues heightened by the pandemic in the areas of social isolation and exclusion, elder abuse, digital disadvantage, homelessness and problematic hoarding.
 - Co-convened and resourced five City of Sydney and Eastern Sydney Ageing and Disability interagency meetings, as well as a planning day to provide networking opportunities for local services, identify priorities and service gaps and support and strengthen the sector.
 - Fewer in person meetings and activities were held in 2020-21 due to COVID restrictions. Instead, many meetings and activities went online including Council Meetings, Precinct meetings, community consultations, library events, DRLC fitness classes, Architecture talks and more.
 - Attendance at Zoom based Precinct Meetings was up compared to previous in person events. This was largely due to the increased accessibility to the meeting for both able bodied people and people with a disability.
 - The Lionel Bowen Library upgraded public toilet facilities including disability toilet with automatic door and ambulant cubicles in male and female toilets, including compliant disability signage.
 - Coogee surf lifesaving club renovation met all disability access
 - Malabar public toilets
 - Yarra Bay Public toilets
 - Raised crossing at Wentworth Avenue for disabled students/
 - Council completed 1.3 kilometres of new concrete footpaths and renewed 2.2 km of footpaths. We also constructed 80 new kerb ramps (including upgrade of non-compliant ramps). There were no bus stops upgrades as our program to upgrade bus stops to DDA requirements was substantially completed.
 - A number of specific online events were held by the Community Development team aimed at addressing a range of social challenges during COVID.
 - Support for community organisations including Autism Swim and promotion through Social Media as well as the Malabar Magic Ocean Swim.
 - The library hosted an inclusive tile mosaic art class in conjunction with the Forensic Hospital in Long Bay to highlight mental health issues.
 - The library conducted outreach via the Seniors Network to create awareness of library services for seniors who are housebound, vision impaired or have mobility issues.
 - The library hosted a disability awareness exhibition “Through your eyes” which offered unique insight into contemporary Australian women and the lived experience of disability today.
 - The library ran outreach with the Spark Library outreach Vehicle, creating community access through cross-generational, inclusive outdoor events.
- Supporting access to meaningful employment***
- A disability employment expo could not be held in this period due to COVID restrictions. Council investigated an online Expo, but decided to post phone until a face-to-face event is possible.
 - All key external procurement information is accessible on Council’s website and major procurement opportunities are advertised on the tendering portal and Council’s website (Council no longer purchases advertising from the SMH)
- Improving access to mainstream services through better systems and processes***
- Implemented all work from audit which identified accessibility
 - All new footpaths are constructed with compliant kerb ramps
 - Made ongoing improvements to the accessibility of website content by:
 - Making more services, events and forms available online
 - Reviewing content and site structure to make services more searchable and understandable
 - Refreshed online services portal for better organization of content and readability
 - Launched new sustainability rebates system, ensuring the functionality and visual layout were user friendly and consistent
 - Ensured new enhancements were responsive and worked well on different devices.
 - The Access Advisory Committee did not meet in the reporting period due to COVID. However, the Access Advisory committee members were

very much involved in the work of Council as they are members of the interagencies we convene and we worked with them as partners on particular projects.

Richmond Valley Council

Highlights have included:

- 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.

Shellharbour City Council

Building positive attitudes

- One of the key ways Council promotes positive community attitudes and behaviours towards people with disability is through the acknowledgement of International Day of People with Disability.

Each year Council supports regional initiatives held in recognition of the day. This year due to social restrictions a 'Not all disabilities are visible – local short story project was hosted. The project that was a partnership between Wollongong and Shellharbour Council had 9 people tell their story on social media and corflute display that the impact that their hidden disability has on their lives.

The project was launched at the Shellharbour Civic Centre. The launch was attended by many of the participants as well as the Mayors from both Councils

Creating liveable communities

- Many small access and inclusion matters are referred to Council's Disability Access and Inclusion Committee (DAIAC) for attention.
- The Committee oversees a budget of around \$65 000 per annum and determines priorities for expenditure of the funds.
- Since 1 July 2017 the Committee has contributed to over 80 capital projects including improvements to footpaths, kerb ramps, bus stops, car parking spaces. The total cost of these projects was over \$350 000.

Supporting access to meaningful employment

Council partnered with the Illawarra Branch of Dressed for Success Sydney to promote their 'Back on Your Feet' campaign as a Seniors Festival activity. The campaign is designed to support women looking to get back into the workforce after any form of break through the delivery of one hour 'From you to interview' workshops and one-on-one styling sessions to find a top to toe interview outfit for participants.

Improving access to mainstream services through better systems and processes

Access and inclusion matters are now being considered in many of Council's systems and processes. Highlights include:

- Reviewing plans at pre-lodgment and development application stages.
- Reviewing draft management plans for at least 9 Council parks or reserves.
- Ensuring accessible toilets are fitted with a Master Locksmith Access Key (MLAK) and available when the other facilities are open. As well as promoting the availability of MLAK.

Shoalhaven City Council

Building positive attitudes

Demonstrate and promote a culture of disability awareness and inclusion by

- Commenced providing training on disability access and inclusion within staff induction training program and as part of toolbox talk resources.
- Conducted a training needs analysis to support Disability Inclusion Action Plan and implementation.
- Commenced sourcing or develop training for staff to support Disability Inclusion Action Plan implementation.
- Commenced allocating a specific budget to the Disability Inclusion Action Plan
- Commencing Incorporate Disability Inclusion Action Plan measures into Council's existing process for collecting Delivery Program and Operational Plan measures.
- Updated and increased the photo stock available to staff to enable broader depiction of disability diversity in general publications.

- Promoted events supporting disability inclusion and awareness e.g. International Day of People with Disability, Mental Health Week etc.

Creating liveable communities

Progressively increased the availability of accessible toilets across the Shoalhaven

- Completed a plan to progressively increase the number of accessible public toilets within the local government area reflecting the priorities identified by people with disability.
- Identified Council projects that could accommodate a lift and change facility and lobby for funds to provide them.
- Made available current and accurate information on the location of accessible toilets.

Plan to progressively increase the amount of continuous accessible paths of travel to key destinations within the Shoalhaven

- Consulted annually with people with disability on priorities for the maintenance and upgrade of footpaths, kerbs, and ramps.
- Identified priority locations to increase the continuous paths of accessibility travel across the Shoalhaven in consultation with people with disability.
- Collaborated with NSW Government agencies (e.g. NSW Roads and Maritime Services, Transport for NSW) to improve access and to Transport within the Shoalhaven local government area.
- Reviewed the accessible pathways and crossings around Nowra Aquatic Park, Nowra Youth Centre.

Increase accessibility and inclusion of events held in the Shoalhaven and of Council meetings.

- Commenced source or develop accessible and inclusive event and meeting guidelines for use within Shoalhaven City Council.
- Commenced progressively increase the number of Council events that have an access and inclusion plan.
- Commenced create an access checklist to support the inclusion of people with disability to attend meetings held at Council.
- Supported Shoalhaven Aboriginal Network of Disability Services, Aboriginal Ability Linkers and other community organisers of cultural events e.g. NAIDOC Week, Reconciliation Week to include access and inclusion plans.

Progressively increase accessibility and inclusion of places of recreation, learning and leisure.

- Continued to deliver acquire and promote library and art gallery resources in accessible formats and accessible technologies.
- Delivered 4 “Art Engage” type sessions within the workshops that incorporate access and inclusion elements (budget dependent)
- Commissioned art exhibitions and/or touring shows exploring the experience of living with disability or catering to people with specific types of disability
- Investigated working in partnership with Aboriginal Ability Linkers to promote library and art gallery workshops and programs
- Developed a range of inclusive and accessible activities at Council’s pools, swim and fitness centers Improved the availability of access and inclusion information on beaches, waterways and other sites of interest to residents, tourists and visitors.
- Commenced investigating options for beach access for people using wheelchairs and/or for access to calm water non- beach swim sites.
- Promoted information to a fenced play area for families seeking these facilities.
- Strategically identified parks for provision of accessible pathways, toilets, accessible park tables and barbecues.
- Commenced planning for progressively increasing the accessibility of sporting ovals including parking, toilets and pathways.

Strategy S2.5 Increase awareness of accessible parking in the Shoalhaven

- Correct and/or clarify the controls relating to accessible parking in relevant Development Control Plan chapters.
- Map the accessible parking spaces in commercial centres and points of public destination.
- Developed a strategy for Ranger Services to patrol accessible parking spaces particularly in commercial centres and points of public destination.

Strategy S2.6 Improve access to Council operated buildings and providing better way finding.

- Improve signage in Council Administration building to support access to meeting rooms, lift and accessible toilet.
- Investigated the feasibility of having lower height service desks at the Entertainment Centre Kiosk and Bar

- Investigate how the accessibility of the Entertainment Centre can be improved for people who are blind (such as blue tooth beacons in conjunction with smart phones)
- Investigated reserving accessible places in the Entertainment Centre for early booking and internet booking by people with disability
- Reviewed the placement of stalls at the Information Centre (Nowra) to enhance access by people using wheelchairs, walking frames or prams

Strategy S2.7 Continue to encourage, support and promote accessible tourism in the Shoalhaven

- Promoted and highlight accessible tourism product throughout the region.
- Included accessible tourism itineraries
- Ensured tourism website is at WCAG 2.0 AA standard

Supporting access to meaningful employment

Strategy 4S.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have a disability

- Commenced reviewing Equal Employment opportunity policy to reflect the organisation's commitment to disability inclusion in the workplace.
- Established relationships with local Disability Employment Service organisations
- Collected data in relation to disability access and inclusion as part of the on-line recruitment process.

Improving access to mainstream services through better systems and processes

Strategy S3.1 Progressively enable the provision of inclusive forms of communications and alternative formats when required.

- Commenced developing guidelines for staff to author accessible and inclusive documents (including to enable web accessibility)
- Commenced developing guidelines or procedures to produce documentation in alternative formats for attendees of Council hosted meetings.

Strategy S3.2 Progressively improve Council websites accessibility and publications posted on the website and on social media.

- Undertook an audit of Council websites and intranet against Web Content Accessibility

Guidelines2.0 standards and develop a staged and costed implementation plan to improve web accessibility.

- Ensured all contact details on Council websites also refer to the National Relay Service and how to access or request alternative format documents.

Strategy S3.3 Incorporate accessibility and inclusion considerations in procurement decisions and contracts

- Source or develop guidelines for incorporating accessibility and inclusion considerations in procurement contracts

Strategy 3S.4 Review all Council complaint and feedback processes to ensure they are accessible to people with disability

- Commenced incorporating information from resources from NSW Ombudsman into feedback and complaints information across Council in relation to making these accessible to people with disability.

Strategy 3S.5 Develop a process to ensure that access and inclusion is systematically incorporated into policy development.

- Progressively reviewed and updated Council policies (prioritising service delivery focused policies) to ensure access and inclusion are addressed.
- Developed a check list for policy developers to consider impacts on access and inclusion for people with disability.

Singleton Council

Developing positive community attitudes and behaviours

Conducted ongoing consultation to allow people with a disability and their family and carers to contribute to the strategic direction of Singleton Council and to ensure development consent is consistent with the objectives of this Plan

- Bi-monthly meetings held of the Disability Advisory Committee.
- Disability Inclusion Action Plan sub-committee formed to monitor the development of the DIAP 2022-2026.
- Disability Advisory Committee consulted on relevant Council Plans and developments including but not limited to the Community Strategic Plan, the Arts and Cultural Centre development plans, and Civic Precinct design.

Ensured events organised by Singleton Council are accessible to all members of the community

- Accessible Events checklist implemented for each event held by Singleton Council and made available to event organisers within the LGA. Checklist 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 e Library, the Visitor Centre, community events and Council facilities.
- Larger events through community feedback developed physical maps that were handed out at the event (or available online) to assist people to know where everything was located including but not limited to accessible car parking, accessible toilets, including you tent.

Investigated the procurement of an all abilities sensory tent for events with purchase subject to funding availability

- Actioned and reported in 2019/2020

Supported local International Day of People with a Disability initiatives

- Due to COVID a larger scale IDPWD event did not occur in 2021. Instead, support was given to smaller events happening at the Singleton Library, Singleton Swim and Gym, Singleton Youth Venue, and local Schools.

Developed 'Singleton Stories' to showcase the inspiring people within our community

- Actioned and reported on in 2019/2020.

Creating liveable communities

Improved the accessibility of the built environment

- Works identified in the Access Audit completed in 2020 have been included in capital works plans.
- Accessibility improvement have occurred throughout the LGA including but not limited to works at the Mechanics Institute, PCYC building, Waste Management Facility and installing seating in locations identified by the community.
- Over 650m of footpaths were installed covering 5 areas in the LGA.
- Accessibility was a key consideration in the design of the new Arts and Cultural Centre.

Access issues with the Town Centre Revitalisation

- Access Audit completed on stage two development and given to project manager.

Implemented future stages of the Rose Point All Abilities Playground, subject to funding availability

- Rose Point All Abilities Playground is now complete; maintenance and upgrades have continued during 2021. The Park continues to be a popular destination for Singleton and surrounding community.

Enhanced social and recreational opportunities for people with a disability

- Singleton Public Library provides resources to assist people with vision or hearing impairment as well as those residents with reduced mobility.
- In 2020/2021 the library had 1,954 large print books and 1,480 audio books available for loan. Access to 2,646 electronic audio books and 3,536 electronic magazine titles (and their back issues) was also offered.
- The Home Library Service provided regular home deliveries to residents with reduced mobility, including 574 individual and 114 institutional visits throughout the year, resulting in a combined total of 8,392 loans delivered.

Enhanced social and recreational opportunities for people with a disability

- Master plans developed for Alroy Oval and Lake St Clair.
- Master plan currently being developed for Howe Park.
- Arts and Cultural Centre constructed to meet Australian Standards for Access and had input at the design stage from the Disability Advisory Committee.

Supporting access to meaningful employment

Ensured services are provided by the right people, in the right jobs, with the right skills and attitudes at the right time.

Ongoing

Established Singleton Council as a disability friendly employer

- Council continues to work with employees to provide flexible working arrangements and required equipment to perform their role.

Assisted with the transition of people with disability into the workforce

- Through the Employment Pathways Program run by Singleton Council and workshops conducted in October 2021 with key stakeholders throughout the community, people with a disability have been identified as a key target group to support in finding employment.
- The Employment Pathways Program will link in with local providers, support agencies and the community to identify and support people with a disability transitioning into employment.

Improving access to mainstream services through better systems and processes

Provided information in formats to meet the varying requirements of people in the community

- 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, page design and page structure with assistive technologies in mind.

Enhanced staff understanding of disability access

- Staff training is ongoing.
- Access trained staff have had input into relevant strategies and developments including the Housing Strategy and the Beautification project of the Civic Precinct

Provided a single source of information online through a quality website for Council

- Information maintained online - <https://www.singleton.nsw.gov.au/507/Disability-Services>

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

- Engagement and feedback is sought at every Disability Advisory Committee meeting and actions identified from those conversations remain on the Agenda until they are completed.
- Consultation is underway for the 2022-2026 Disability Inclusion Action Plan and as part of that consultation we ask if Council is meeting your needs specifically to each area of Council (e.g. Library Service through to ability to pay your rates or make a complaint).
- We also asked generally if people thought Council was doing a good job providing disability access with 87.5% saying that we do from a somewhat ok job through to great job.

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

- The challenge for us, like everyone else has been COVID, specifically Council and Service providers working from home with minimal opportunities to collaborate and work together.
- The 2017-2021 DIAP has been a success with actions being completed and for those that are ongoing, they really are ongoing with commitment from Council across departments to make these positive changes

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

- Singleton Council is developing the next Disability Inclusion Action Plan 2022-2026. This plan is being developed by a working party comprised of people with lived experience, service provider, community member and Council. The working party then reports back to the Disability Advisory Committee to ensure it is on track and is a good representation of the real issues and required actions.
- Great focus has been given to ensuring people with lived experience have not only receive an opportunity to have a say but that what they say is valued, respected, and transformed into relevant actions.
- Council staff from across Council are also contributing to the development of the plan and have great ownership of actions being developed.

Snowy Monaro Regional Council

Building positive attitudes

- Continued direct service provision of National Disability Insurance Scheme (NDIS) services
- No large gathering event held for International Day of People with a Disability (IDPWD) in 2020 however a small media campaign was supported to showcase and celebrate ability
- Presentation of Excellence in Inclusive Employment Award and Fletcher Lee Shield as part of Snowy Monaro Business Awards (including follow up media)

Creating liveable communities

- Accessibility upgrades to pedestrian infrastructure during maintenance and as business as usual (BAU)

- Improved accessibility to Council facilities as part of asset upgrades
- Ongoing advocacy to relevant State and Commonwealth departments to support accessible service delivery e.g. public transport, accessing health and telehealth services

Supporting access to meaningful employment

- Information on inclusion and Inclusive Communities made available on Council website
- Ongoing relationships with TAFE NSW and specialist Disability Employment Services providers

Improving access to mainstream services through better systems and processes

- Increased engagement with local emergency services and disability support providers to ensure the needs of vulnerable people are met during challenging times
- Continued development of service delivery models which are adaptable to online/virtual offering
- Move to new online platforms that are inclusive of accessibility considerations from the early planning stages

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/carers

Describe your successes in delivering on the DIAP

- Partnerships with service-providing organisations
- Increase in event planning which is inclusive

Describe your challenges in delivering on the DIAP

- Staff capacity
- Cost, in particular retrospective accessibility upgrades
- Challenges posed by COVID e.g. different communication methods, less face to face engagement, increased vulnerability profiles
- Organisational awareness of the DIAP and its objectives

Snowy Valleys Council

Building positive attitudes

- Inviting Managers / Coordinators to Disability Inclusion Access Reference Group (DIARG) meetings when issues have been tabled has assisted in building positive issues and further understanding of disability issues by Council staff.
- Having community members and disability organisations on the DIARG who talk to people in the community and act as a voice for people with disability has also been an assistor in building positive attitudes

Creating liveable communities

- Following a presentation from Spina Life Australia on the Accessibility App., the Place and Activation Team worked on identifying facilities and infrastructure in the local government area supportive of people with disability. This has been shared with Spina Life Australia and community members and tourists will be referred to it.
- Issues raised in relation to Council infrastructure are now reported through property & rating in Technology 1 to track progress of solutions and enable large infrastructure issues to remain present for budgeting purposes.
- Infrastructure is now referring to the DIARG when developing plans for facilities.
- Planning for gardens and parks has been extended with thought going into accessibility for all abilities, equipment caters for everyone and plants are sourced to enhance senses e.g. touch, smell and visual appeal

Supporting access to meaningful employment

- Council continued the relationship with Snowy Valleys School for work placement of students to gain experience of Council Services.
- Council employs people with disability. This can be better supported through training of staff in area of employment

Improving access to mainstream services through better systems and processes

- Council has a relationship with the National Disability Information Services – IDEAS in Tumut. Disability information is updated by IDEAS.
- Other disability information disseminated through Council's website and through our Community Services provision.

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?

- Most issues are fed back through the DIARG and where able solutions are discussed.
- Recent review of the DIAP has identified that an annual survey of community needs to be conducted and the DIAP adapted accordingly

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

- The Manager Community Services position is accountable and responsible for the Council DIAP.
- The challenge is developing awareness of the Council DIAP within Council below Manager / Coordinator levels.
- Integrating DIAP actions into operational plans and budgets.

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

- Working with Place and Activation team to identify what opportunities there are in tourism to attract people with disability to the LGA.
- Working on connections between DIAP, RAP, Child Safe Organisation framework and Council Aged Care services to formulate better plans and services for people with disability. These documents and plans all relate to vulnerable people and some people may come under more than one plan's strategies.
- Looking at the installation of more assistive technology devices in Council face to face customer areas.
- Council Community Events Activation Officer is developing accompanying documents to the events planning documents for event organisers for inclusion of people with disability.
- Planning for more assistive technology devices in Council face to face customer areas.

Additional information and comments about the information provided (include any contentious issues)

The DIARG were asked for what they thought were the major achievements for this year. The comments are as follows;

- Council Infrastructure department is referring to DIARG when planning facilities etc.
- There has been improved communication between Council and DIARG.
- They saw that being asked to present at FACS conference on National Day of Disability 2020 as a highlight.
- Through COVID – 19 restrictions, the DIAIG have continued their meetings via video link and kept abreast of community disability issues.
- All 36 actions of Council DIAP plan have been started and 20 completed.

Strathfield Municipal Council

- Community information sessions were held on monthly basis at Strathfield Council Library & Innovation Hub with SSI in the form of a connection desk
- The companion card was promoted on Council's website
- International Day of People With Disability in 2020 was promoted. This included an informational video interviewing members of the disability community and partnerships with organisations including SSI, Chalmers Road School, Strathfield South High School.
- The new Maze and sensory garden project at Hudson Park was designed to enable disabled access.
- Design and installation of new bus stop covered shelters includes the latest disabled code features. New bus shelters were installed at bus stops throughout the Strathfield LGA, which conform with current disability standards.
- Installation of pathway built around new synthetic sports fields at Strathfield Park and Cooke Park improve accessibility and viewing.
- New amenities buildings at Bark Huts, Cooke Park and Strathfield Park include disabled toilets and improved accessibility.
- The Strathfield Library and Innovation Hub was refurbished with improved accessibility.
- Council audited all 1106 pram/pedestrian ramps in late 2020 and prepared a plan to repair and make good non-complaint ramps.

- Annual Report to the NSW Minister for Disability Services was completed and lodged in January 2021
- Council website promoted the DIAP

Sutherland Shire Council

Below is a report on outcomes achieved during 2020-21:

Creating liveable communities

- Accessible beaches program included over \$30,000 of accessibility improvements for Cronulla Beach in partnership with St Vincent de Paul, including new electric and beach wheelchairs and Mobi Mat enhancing access to Cronulla Beach for people of all abilities.
- A new Toilet Program has seen upgrades of 10 public toilets including upgrading accessibility standards.
- Accessibility considerations have been made for the Cronulla Masterplan and the Sutherland Entertainment Centre.
- The Cronulla Esplanade upgrade will provide a continuous graded pathway, removing mobility barriers and provide accessible seating.
- More than \$2.6 million spent on footpath upgrades to enhance accessibility.
- More than \$150,000 spent on ramp and pedestrian facility upgrades to enhance accessibility around shopping centres and schools.
- Masterplan for Cooper Street Reserve, Engadine includes an all-abilities playground.
- Playground upgrades by Children's Services and at Burnum Burnum, Woronora; providing for inclusive play for all children of all abilities.
- Upgrades creating more accessible parks, reserves and playgrounds at Barden Ridge, Parc Menai, Casandra Crescent Reserve, Corea Street Reserve, Cronulla Park and Oak Park.
- Community Centres and Halls have been assessed, with many upgraded to enhance accessibility.
- Sport Services have updated the website to provide an All Abilities page highlighting inclusive opportunities to play sport.
- A 'planning accessible events' checklist is included in our events tool kit, available on our website to assist event planners.
- To increase accessibility to Council we upgraded to a new audio/visual system in our Council Chambers which allows automatic connection for people using hearing aids and provides audio recordings of each Council meeting.
- Customers can communicate with Council via the National Relay Service.
- Our Libraries and Community Services are providing Auslan interpreter services at their key events.
- Home Library Services deliver to any community member with format and content tailored to customer preferences and assistance is provided to use technology to access content.
- Libraries 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.
- Launch of "The Cubby" – a sensitive story-time and calm corner for children with autism at Engadine Library.
- I-pad featuring Auslan sign-language interpreted stories in Sutherland Children's Library.
- More audio book options available so book groups can be more inclusive of people with low vision.
- Libraries ran two Unpacking Dementia workshops in collaboration with the St George & Sutherland Shire Dementia Alliance. This was followed up by a Memory Café event held online for people with dementia and their carers and provision of additional Dementia support resources.
- Library Services had a successful grant application to provide assistive technology and captioning services for a hard of hearing employee.
- Enhanced access to Leisure Centre pools for people with disability, including online virtual classes.
- Provided engagement and inclusive programs for people with disability and people with lived experience of dementia at Hazlehurst Arts Centre.
- Auslan exhibition tours at Hazelhurst Arts Centre, led by deaf artist Sue Jo Wright.
- Over \$80,000 by way of grants, subsidies and other community development programs and initiatives to not-for-profit organisations and groups for projects/programs supporting people with disability.

Supporting access to meaningful employment

- We have a varied range of employment types and employees to add diversity at Council. Meaningful employment opportunities are provided, giving a sense of purpose, belonging and value.
- Training was provided to staff to strengthen cultural values and leadership and a focus on improving wellbeing throughout Council.
- Children's Services have continued to provide employment and volunteer work to support people with disability.
- Council's Parks area continues to support people with disability through specific identified positions and one two year full-time rotating position.
- Community Services student placement provided for person with lived experience of disability.
- Through our annual Access and Inclusion Award, local businesses are motivated to consider access and inclusion and a diverse workforce as good for business.
- Employment and transition program webinar for people with disability provided in collaboration with the Disability Interagency.
- Disability employment provider used for Council's internal catering.
- Partnership with Disability employment provider and School Leaver Employment Support volunteers at Council's ShireABILITY events.

Building positive attitudes

- Community Development staff give advice and guidance regarding issues related to access and inclusion.
- Inclusion Guidelines have been developed within our Children's Services, to inform daily practices.
- 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 and online screening celebrating 'ability and inclusion' for

International Day of People with Disability with online Facebook screening.

- ShireABILITY Family Fun Day for 250 children, families and carers held at Skillz4Me All Abilities Centre.
- Council supported Tune In Festival for Mental Health Month providing 13 in-person and online events for the community.
- Supporting mental health and wellbeing, 'R U Ok Day' was promoted across Council with an online Connection Corner event for staff.
- 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.
- Caring for Carers webinar held in Carers Week, recognising and supporting the important role of carers in the community.
- An Auslan short video was produced and promoted through social media for International Day of Sign Languages.
- Library staff underwent deaf awareness training.

Improving access to mainstream services through better systems and processes

- 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, promote inclusive events and programs across Sutherland Shire, and provide feedback for design and planning, including a DIAP review, All Abilities Playgrounds and new website platform.
- 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 e.g. the inclusion of Changing Places to facility upgrades planned at North

- Cronulla Surf Life Saving Club and Cooper Street Reserve, Engadine.
- Open Space and Play Strategy included accessibility considerations and sought consultation from people with disability.
- Community consultations for supporting people with disability through COVID were held and support programs promoted across the community.
- Council partnered with NSW Health to establish a COVID vaccination centre in Engadine dedicated for Disability and Aged Care Sectors.
- We continue to strengthen our connection with disability services in the local area, promote disability sector development, and investigate ways we can respond proactively to the NDIS via the Disability Interagency.
- Transition to working from home provided access to Information Management and Technology systems and programs that enhance accessibility and collaboration through online platforms.
- Council's 2021-31 Community Development Strategy includes Strategic Approach 2.7: Support the rights of people with disabilities and enhance access and inclusion through development of Disability Inclusion Action Plans.
- Creation of Council-wide DIAP Working Party to review the 2017-2021 DIAP, provide feedback and input for planning the 2022-26 DIAP and champion its implementation.
- 2021 Youth Week activities featured an Accessible Sports Day at the Tamworth Sports Dome. This event was youth-led by a young person with disability.
- The Tamworth Sports Dome supported Sport NSW to deliver Activate Inclusion Sports Days (AISD) aimed at students with mental health, learning difficulties, physical, intellectual and sensory disability. The program provided adaptive sport and recreation activities that built core skills and confidence in physical activity, with the support of specialised coaches on hand to run each activity.
- The Tamworth Country Music Festival runs over 10 days offering a variety of country music with over 700 performers and 2,800 shows across 120 different venues. The festival providing a diverse range of entertainment each day and attracting over 300,000 visitors across the 10 days. In 2020, Council's Event team worked to ensure portable ramp access was provided across all stages in the main CBD area of the festival.

Creating liveable communities

- Finalisation of the planning for the Tamworth Changing Places Facility and Accessible Transport Hub in the heart of the CBD's Bicentennial Park. Construction is expected to start in February 2022. The facility will feature a transport component for community transport service providers and a 'Changing Places' facility to help many residents and visitor to the city living with a chronic illness, disability or those in advanced age feel more comfortable to visit the Tamworth CBD.
- Work continued in delivering ten new footpaths and two new shared paths across the Tamworth region, including completion of an accessible pathway to link all facilities in the Victoria Park precinct, including disability parking spaces.
- In 2021, Tamworth Regional Council adopted Tamworth's Active Transport Strategy, which will ensure Council continues to improve access for people with disabilities to the community. The Active Transport Strategy will see greater connectivity between disabled parking spaces and footpaths, and will ensure people of all abilities and ages are catered for when planning and constructing infrastructure.

Supporting access to meaningful employment

- At the end of 2020, the Tamworth Regional Youth Council worked with Council staff to deliver a vibrant social enterprise café known as the GRUB HUB. The café facilitated and

Tamworth Regional Council

Developing positive community attitudes and behaviours

- An expression of interest process was undertaken and 10 new members were appointed to Tamworth Regional Council's Disability Access Working Group. This group represent a diverse range of lived experience, backgrounds and ages 16 – 87.
- Tamworth Regional Council recently engaged a photographer to capture images of people with disability accessing our community. These images will be featured across a range of Council documents, platforms and marketing.
- Access Awards for Individual, Community Group and Business were included as categories in Councils Community 'Local Legend' Awards event in 2021.
- Regular reports were presented to Council about DAWG Meetings

supported the training of young people in hospitality and cooking. Youth Council members completed training and were offered hands on experience in learning the skills of cooking, front of house service and being a barista. Council staff worked closely with a Youth Council member living with Cerebral Palsy to ensure they were supported and develop the skills and experience to work in a café. The Youth Council member was provided accredited training in food handling and espresso coffee making. The café space was modified to ensure it was accessible and the young person could participate as part of the café service team.

- Tamworth Regional Councils People and Culture team, together with Councils Plant and Supply Team Leader, worked to provide an inclusive opportunity for a person with disability to gain secure employment at Councils Store. Council staff worked in consultation with the person, and the persons support networks, to ensure the person was appropriately supported and safe when operating within a Council work environment.
- Tamworth Regional Council's Waste Management Facility entered into an agreement with Challenge Community Services to employ up to 15 people with disability at the Forest Road Recycling facility over the next three years.

Improving access to mainstream services through better systems and processes

- Council Officers investigated options for accessing easy English services for translation of Council documents in to easy English.
- Council Officers completed an update of the Tamworth Community Guide.

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

- Consultation was completed to inform Council's DIAP. To ensure that consultation and engagement with the community was truly collaborative, Tamworth Regional Council undertook preliminary consultation at the beginning of the plan development process. Council staff met one-on-one in a kitchen table consultation style with a range of community members including people with disability, parents of children with disability, carers, independent support workers, disability service providers, medical professionals and therapists.
- This process removed the barriers to participation in consultation by engaging people

with disability in a space that was accessible for them. Council Officers met community members at cafes, in accessible community spaces and at their own places of work.

- A total of 33 respondents have participated in the preliminary consultation. These respondents represented over 800 people living with disability in the Tamworth region.
- It is anticipated that the newly appointed Disability Access working group will provide a fresh and diverse perspective on the needs of people with disability in our community.

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

Challenges

- Consultation and engagement of people with disability in a COVID environment given their vulnerability.
- Meeting with the Disability Access working group in a COVID environment
- No dedicated resourcing to advocate and monitor the delivery of the DIAP

Successes

- Improvement of cross-unit collaboration in delivering access initiatives

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

- Investigating funding opportunities, internally and externally, to add a role to the organisational structure to support the activities and actions of the Disability Access working group, the implementation and delivery of Council's DIAP, and to champion positive attitudes and behaviours towards disability internally.

Temora Shire Council

Building positive attitudes

- Ensure that events delivered at Council facilities are accessible to all people by creating accessibility guidelines for events in Temora Shire.
- Access and inclusion criteria have been included in the Event Application Form.
- Developed and distributed new resident packs

- Included images of people with disability, information on NDIS and other disability services in new resident packs
- 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.
- Reviewed access to public buildings and businesses in conjunction with TBEG
- There are ongoing reviews and improvements where new development requires upgrades to existing entrances.
- Reviewing current provision of accessible toilets and change facilities across public facilities and town centre areas
- New accessible toilets provided at Temora Memorial Town Hall. New ramp entry to building.
- There are ongoing improvements to Council footpaths in accordance with footpath plan and in response to new development demands.

Supporting access to meaningful employment

- Review Council's procurement policy to address local and social benefit
- Establish flexible work practices to encourage an inclusive working environment. Working from home or remote environments has been well tested over the past two years 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 for new and current staff as well as Councillors.

Creating liveable communities

- Instigated accommodation options for disability and independent living in Temora Shire with a new home constructed with three tenants occupying it. There is one vacancy for and additional client (pending individualised Supported Independent Living funding).
- Upgrades completed at Temora Recreation Centre including a new accessible change room and toilets, new paths and automatic door entry, accessible gate exit.
- Access was improved at upgraded sporting facilities
 - Nixon Park with accessible toilet, paths and club house entry
 - Temora West Sports field accessible toilet
- Ariah Park Recreation Ground
- Access improved at Gloucester Park playground and Lake Centenary playground with new paths around equipment.
- A new playground at Nixon Park includes rubber soft fall and path access
- Plans for upgrades to community facilities were presented to the Access and Equity Committee for their review and input at the design stage. This included Temora Library outdoor reading room and toilet upgrades, and Temora Arts Centre extension and refurbishment
- Accessible car space provisions is being reviewed in conjunction with Access and Equity Committee.
- New accessible car parking spaces provided at Lake Centenary and Temora Memorial Town Hall

Improving access to mainstream services through better systems and processes

- Aim to reduce the stigma associated with disability by including images of people with disability in Council publications. 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. This includes 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.
- A client survey was undertaken to look at extending the hours of operation for community transport to include weekends and public holidays. Poor response to extending the hours of operation.
- Continued to maintain home and community care services levels to meet the needs of clients. There has been an ongoing management of staffing levels to maintain service level provisions to meet the needs of all Pinnacle Community Services clients.
- Ongoing recruitment of support staff will continue to be monitored to ensure ongoing service provision levels can be maintained.

- Undertaking systems mapping to support collective impact for disability inclusion across the Interagency Network.
- To participate in advancing the agenda of the Interagency Network, Council representatives attend local Interagency meetings
- The contribution of volunteers are acknowledge through hosting an annual volunteers' afternoon tea. More people are encouraged to volunteer by regularly promoting volunteering opportunities through Narraburra News, Temora Independent & Facebook.
- Pinnacle's Meals on Wheels (MOW) supports persons with disability to volunteer for 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

Building positive attitudes

- Actions we were undertaking:
- Disability Inclusion Access Advisory Committee meetings occurred when possible.
- Distribution of information and any potential funding opportunities.
- 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.

Progress that has been made:

- Council's yearly Code of Conduct training promotes Dignity & Respect in the Workplace.
- New accessible public toilets have been installed through-out the shire.
- New amenities have been constructed in the Memorial Hall with an accessible toilet.
- Footpath extension in Drake Village and Urbenville.
- Ramp constructed with the upgrades to the Urbenville Heritage Museum and Centenary Cottage.

Creating liveable communities

Actions we were undertaking:

- 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.
- Our local cinema and theatre creates inclusive events.
- All events at our local library are accessible by people with disabilities and toilets are accessible.
- Seniors Week and Youth Week planning ensures activities are inclusive.
- Our town library, Tenterfield Public Library has outreach services to Drake, Torrington and Urbenville.
- Sport and recreation access planning takes into account access to sport and recreation opportunities and ways we could do better.

Progress that has been made:

- Urbenville Visitor centre access ramp installed and footpath improvements to allow wheel chair and mobility scooter access.
- Upgrades have been completed to the Urbenville Heritage Museum, Centenary Cottage and our Council Chambers to include access ramps and increased accessibility to services.
- Tenterfield Shire footpath works Grant programmed for footpath improvements.
- Current program to fix deteriorating footpaths.
- Pedestrian access management plan adopted by Council.
- Grant application made for the Bruxner Park steps to improve safety and disability access.
- Grant application made for pedestrian refuge in Manners street.

Supporting access to meaningful employment

Actions we were undertaking:

- Recruitment practices – Tenterfield Shire Council has a number of staff with disabilities on the payroll including audio visual dyslexia, autism and numeracy and literacy issues.

Progress that has been made:

- Council has implemented an Equal Employment Management Opportunity Management Plan.
- Council has reviewed its Workforce Plan and has promoted itself as an Equal Opportunity Employer.

- Council offers flexible work options including working remotely, flexible hours, leave, and the use of mobile technology.

Improving access to mainstream services through better systems and processes

Actions we were undertaking:

- Website accessibility –our website is now more accessible and user friendly.
- Community transport – is provided in our Shire and information is shared between our community organisations on events and services.
- 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 is available at the town library and access to online databases via the Council's website.

Progress that has been made:

- 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.
- How has this been incorporated into your current and future planning?
- Tenterfield Shire Council continues to upgrade paving in our central business area to ensure accessibility for people with a disability.
- Concerns raised by the community in regard to the needs for people living with disability is acted on by our Council. For example, by providing parking, toilet upgrades and better accessibility to all facilities.

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

- Some of our small businesses have toilets down a number of stairs and a lot of entrances into the shops have a big step up. Heritage considerations also apply to many.
- Financial constraints and resource limitations provide barriers to DIAP delivery.
- As the CBD is heritage listed, 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.
- Successes – there have been a number of upgrades of infrastructure within our Shire – including upgrades to paving in the main street on both sides and to public facilities.

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

To contribute to greater outcomes for people with disability in the future:

- Infrastructure planning includes better outcomes for people with a disability – ways in which to enhance access and contribute to a more liveable community.
- Our recovery planning contributes to better outcomes for people with disabilities.
- Youth Advisory Committee encourages young people to contribute and have a say in increasing opportunities and outcomes for any in our community that may experience a disability.

Additional information and comments about the information provided (include any contentious issues)

- Our Shire has an ageing population. We are in a rural, regional area and have to cope with transport, communication and access-to-services challenges.

The Hills Shire Council

Building positive attitudes

- The Hills Shire Council's publications, flyers and posters reflect positive portrayals of people with a disability, and regularly include information about inclusion and accessibility.

- Mandatory training modules to all managers on disability inclusion awareness to increase knowledge of ways to improve business service accessibility and inclusion training has been incorporated into Council's Learning and Development Plan.
- Community engagement practices include opportunities for engagement with groups representing people with a disability. The Community Engagement Strategy document lists People with Disability as a stakeholder.

Creating liveable communities

- Reviews are conducted annually and upgrades of certain community facilities to meet relevant best practice approach in Access to Premises Standards. The building register is reviewed annually (or as required) and installations, upgrades, or improvements are prioritised and scheduled into the annual capital works plan, subject to ongoing planning, community needs, stakeholder issues, or safety concerns.

We provide the most suitable level of Access required within the allowances and constraints of the building and surrounding environment. This is an ongoing strategy, and over time the overall condition of the building portfolio will improve, which contributes to our DIAP.

- Implementation of accessible public transport initiatives and compliance with standards is ongoing.
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.

This action has been completed for 2020-2021 and is an ongoing action in future plans

- Library Services have endeavoured to increase opportunities for people with a disability to engage in library activities and programs by providing a range of resources in accessible formats including large print and audio books. A pilot storytime program for children with special needs commenced in early 2020 but had to be curtailed due to COVID. It is anticipated this will recommence when restrictions are lifted.

- Attention was given to the access needs of people with a disability when Castle Hill Library was refurbished in early 2021. The new lift incorporates audible signals indicating when it arrives at the floor, a wheelchair accessible desk was incorporated into the design of the new customer service area and attention was paid to the carpet design to ensure it appeared solid to those with visual distortion.
- Library Services have endeavoured to increase opportunities for people with a disability to engage in library activities and programs by providing a range of resources in accessible formats including large print and audio books. A pilot storytime program for children with special needs commenced in early 2020 but had to be curtailed due to COVID. It is anticipated this will recommence when restrictions are lifted.
- Attention was given to the access needs of people with a disability when Castle Hill Library was refurbished in early 2021. The new lift incorporates audible signals indicating when it arrives at the floor, a wheelchair accessible desk was incorporated into the design of the new customer service area and attention was paid to the carpet design to ensure it appeared solid to those with visual distortion.
- Council will include consultation with a Disability agency in the planning of its major events. Council has an internal document providing guidance and minimum requirements for accessibility at all Council events. This document is regularly reviewed. In a recently published toolkit for community event organisers, Council included information about accessibility and where to get further information.

Supporting access to meaningful employment

- Council's Equal Employment Opportunity Plan has been completed for 2020-2021 and will be regularly reviewed and updated as required
- 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 media team creates marketing strategies for activities and events that contain specific tactics to reach people with a disability.
- The Community Engagement Strategy document lists People with Disability as a

stakeholder. Council offers many opportunities for people with a disability to have their say on the decisions and activities of Council via the website's Have Your Say page and through Council's Have Your Say e-newsletter.

- Engagement opportunities within the community, for example the Glenhaven Park Playground consultation, are designed to ensure accessibility and to gather feedback from residents about potential opportunities for improved access by people with a disability.
- The Community Development team recently completed an update of all records within the DataDiction directory. A record update request is sent out annually to services in The Hills LGA. This action has been completed for 2020-2021 and is an ongoing action in future plans.
- Updating of vulnerable services and facilities in EMPLAN ongoing.

Tweed Shire Council

The following actions are in progress or have been completed for the 2020–2021 year of implementation.

Building positive attitudes

- Council's Equal Access Advisory Committee farewelled and acknowledged the contribution of two long-standing members and welcomed six newly appointed members to continue their important role advising and working with Council staff on access issues and priorities.
- Council's Community Care team continued delivery of a social enterprise initiative - Brett St C.A.F.E. (Community Access For Everyone), which funds programs to help people living in marginalised circumstances in the Tweed to enter the workforce and thrive.
- Council's Community Service Unit in partnership with Communications and Customer Experience and Parks and Active Communities teams conducted research into and participated in training of Easy English and Easy Read requirements, which will improve the way we communicate with people with visual and cognitive disability.
- Council's Building and Environmental Health staff were supported to gain qualifications - CPP50711 Diploma of Access Consulting Course for Building Surveyors, ensuring our technical skills and knowledge are maintained and our built environment complies with building access standards.
- Council's Communications and Customer Experience Digital Design staff in collaboration

with Equal Access Advisory Committee to build capacity and knowledge on web accessibility and improved user experiences, meaning that people with disability can find information more easily.

- Council's Community Development team has supported connections and collaboration with the following partners:
 - Tweed Disability Network and Community Care Network, comprising over 180 members representing local and regional disability support and carer groups and organisations operating in the Tweed as well as people with disability, their families and carers. These forums enable consultation, collaboration, advocacy, information exchange and updates about sector reforms.
 - Council's Planning and Regulation team in preparing submissions and advice on access issues and requirements for planning and assessment of development and infrastructure;
 - Council's Building and Environmental Health staff, providing technical advice and support on accessible building standards to local community organisations and businesses;
 - Local community groups and associations in providing support and advice on foreshore access improvements and through Owner's Consent for community tenanted facilities;
 - Tweed Holiday Parks and The Tweed Tourism Co. on access improvements and accessible tourism opportunities.
- Council's Equal Access Advisory Committee (EAAC) celebrated International Day of People with Disability on 3 December 2020, in a morning tea celebration, consistent with COVID restrictions. The event recognised the contribution and achievements of members, past and present, over 22 years of voluntary service to champion and improve access and inclusion in the Tweed Shire.
- Despite the impacts of the COVID pandemic, the EAAC's current eight members remain determined in their efforts to continue their outstanding work with Council to ensure the Tweed is an accessible and inclusive community. Some of the significant achievements of the EAAC have included participating in education campaigns to raise awareness about the issues and barriers people with disability face and encouraging more inclusive businesses, providing feedback to Council about issues such as bus stops, kerbs and ramps, designated accessible

parking bays and public toilets. Members also participated in access audits of various Council and community facilities and advising on ways to improve access to public areas, parks and facilities, the new Tweed Shire Council web site, and contributing to the development of Council's Access and Inclusion Plan.

Creating liveable communities

- Council implements the Open Space Strategy 2019-2029, which incorporates a universal design approach for public open spaces and associated facilities, meaning that a foundation principle of design is that it meets the needs of people of all abilities.
- Knox Park, Murwillumbah upgrade was completed and opened to the public in 2020 with a range of access improvements including wider connecting pathways, new lighting to improve safety, two new bus stops and naturally shaded outdoor seating areas, and a centrally-located and accessible toilet block. The Knox Park entry plaza was awarded NSW/ACT Park of the Year by Parks and Leisure Australia. The upgrade project of Knox Park, Murwillumbah's main park, was funded through the Australian Government's Building Better Regions Fund, the state government's Restart NSW fund and Tweed Shire Council.
- Council's Parks and Active Communities team, in partnership with Variety Children's Charity, Plummer and Smith (Landscape Architects), Council's Community Services team, Equal Access Advisory Committee and the Aboriginal Advisory Committee, have led an inclusive community engagement program to inform and complete a draft Concept Design for Variety Livvi's Place Goorimahbah – Place of Stories Inclusive Play Space and Park. This Concept Design was adopted by Council in August 2021. See highlights below.
- Draft concept plans for two inclusive playspaces – Clarrie Englert Park (Tweed Heads West) and Banora Point Community Centre Park - developed and exhibited to be constructed by December 2021.
- Preliminary planning to prepare masterplan design for Norries Headland (Cabarita Beach), with the aim to improve access and safety for all visitors.
- Access improvements to Pottsville Environment Centre under construction to improve accessibility of pathways, toilets and parking.
- Upgrade planning and design of Designated Accessible Parking Bay at Fingal Surf Life Saving Club approved.
- Upgrades to Designated Accessible Parking Bays completed at Wharf Street and Brisbane Street in Murwillumbah.
- Council staff participated in quarterly meetings for Tweed Public and Active Transport Working Group, an advocacy group facilitated by Transport for NSW and comprising local transport providers, social services and Council staff. The group aims to discuss local issues, challenges and ideas to promote easier, safer and more inclusive transport and address transport disadvantage in our local communities.
- New bus shelters installed at Covent Gardens Way, Honey Myrtle Drive, Leisure Drive and Darlington Drive in Banora Point, Chinderah Road in Chinderah, and Hillcrest Avenue in Tweed Heads South, providing accessible protection against the elements.
- Preliminary planning of inclusive wayfinding and signage standards underway, to inform the Goorimahbah – Place of Stories Inclusive Playspace as a case study, and incorporate into a Shire-wide style guide. Wayfinding is a system of travelling information and directions that makes a journey easy and enjoyable for all to find their way around and arrive at their destination safely. Inclusive wayfinding measures can include architectural clues like paving, landmarks and landscaping, graphic and visual information like effective lighting, colours, signs and maps, and audible and tactile communication like hearing loops and braille so everyone can navigate and access different areas and environments.
- 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.
- Council is incorporating closed caption on videos, expanding catalogue of video blogs.
- 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 - Place of Stories Inclusive Park and Playspace, adopted by Council in August 2021.
- 'Goorimahbah' is a regional park located in Tweed Regional City within the Jack Evans Boat Harbour precinct. The Goorimahbah – Place of Stories Inclusive Park and Playspace will become a unique regionally significant urban parkland for recreation, opportunities for social connection, cultural engagement,

nature appreciation, events and tourist activity. The playspace will be known as Variety Livvi's Place - Goorimahbah, Place of Stories and will form part of an Australia-wide network of Variety Livvi's Place Inclusive Playspaces. The playspace refurbishment will ensure everyone can play, regardless of their age, ability, culture or socioeconomic background.

- This project also delivered inclusive community consultation and engagement of people with lived experience of disability, with exhibition material including a Community Engagement Report and draft Concept Design in Easy English format, so that children and people living with intellectual disability or low literacy skills could understand and participate and have their say on the proposed design.
- Lisa Whinnen, Inclusive Play Manager - Projects from Variety – the Children's Charity commended Council on these initiatives in June 2021, saying "Amazing work on the Easy English version for the concept and engagement report! You're the first Council I know to do this and you're setting a path for inclusion that should evolve to being the norm. Yay you trailblazer!"

Supporting access to meaningful employment

- Construction completed to upgrade the Murwillumbah Civic Centre Auditorium, including the refurbishment of the foyer and provision of accessible toilets.
- A social enterprise model has been developed and is being implemented, in partnership with Council's Human Resources Unit, as part of Brett St C.A.F.É.
Brett Street C.A.F.É. (Community Access For Everyone) is a social enterprise initiative and accessible café which opened to the public in early 2020 at Tweed Civic and Cultural Centre.

The social enterprise framework funds programs to help people living in marginalised circumstances in the Tweed to enter the workforce and thrive.

During the COVID crisis, Brett St C.A.F.É provided essential support to the community serving nutritious, subsidised and affordable takeaway meals.

Improving access to mainstream services through better systems and processes

- Council's Communication and Customer Experience Unit has delivered a number of customer experience initiatives including

improvements to social media platforms, the launch of a web-chat tool, and improved after-hours service.

- A project to focus on plain language continues to be delivered and has seen the introduction of a new set of Communication and Writing Standards, review of the current in-house business writing skills training and consideration of plain language champions across the organisation.
- Council's Website Customer Experience Improvement Project involves the redesign of Council's main website and 3 facility sites (Gallery, Museum and TRAC) to improve access to online information and make it easy to do business with Council – the new Council website achieved, Gold level certification with Plain Language Pro and included an audit with the Centre for Accessibility to ensure compliance with the Web Content Accessibility Guidelines (WCAG). See Highlights below
- 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.
- Council's Website Customer Experience Improvement Project continues to deliver significant improvements to accessibility of information. This includes the redesign of Council's main website and 3 facility sites (Gallery, Museum and Tweed Regional Aquatic Centres) to improve access to online information and make it easy to do business with Council. An audit with the Centre for Accessibility was conducted to ensure compliance with the Web Content Accessibility Guidelines (WCAG). Customer user testing with Council's Equal Access Advisory Committee members was also carried out to ensure accessibility of information and functionality of the website was optimal for people using assistive technology or with limited computer skills.

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

Program delivery during 2020-2021 has been significantly affected by a staff restructure and vacancies in Council's Community Services Unit as well as ongoing impacts of the Coronavirus (COVID) pandemic on the capacity and priorities of Council as a whole, as well as the disability support sector and the community to coordinate and deliver on the Plan's focus areas. Despite these challenges, substantial progress has been made.

Upper Hunter Shire Council

- Council staff participated in Mental Health First Aid training.
- Council staff attended a range of training webinars including Autism & Sport and Enhancing Inclusiveness in the community
- 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 and webinars to support their practices.

Building positive attitudes

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

- A Council representative is a member of Transcare Board of Directors to support governance of this local NDIS provider.
- Worked collaboratively with local community groups to network and raise awareness of and support people living with disability.
- Council has included inclusiveness as a project aim in the Cultural Activity Grants.
- Council hosted a range of inclusive wellbeing activities across the Shire e.g. Ukulele, Learning Circle, craft workshops, Computer classes, seniors festival and tai chi.
- Implemented the Sporty Kids in Profile (SKIP) for local clubs to provide coaches with a tool for parents to share information on their child's needs.
- Access and Inclusion Committee focuses on community concerns, achievements and support awareness raising projects.
- Council hosted an Advanced Care Planning session for older residents in the community.
- Worked collaboratively in the Cancer Council activities including CAN-ACT.

- Digital and hardcopy media promote positive information about people with disabilities.
 - Regular updates to the Community directory on the Council website including developing a section specific to the disability sector.
 - Disability services brochure reviewed for Murrurundi area
 - Council subscribed to SportNSW providing access to resources from their Disability Sport Inclusion Department.
 - Joined the Disability Hub for additional resources Disability Sports Australia.
 - Active participation in the Upper Hunter Community Services Interagency and the Mental Health Network
 - Access and Inclusion Committee focuses on community concerns, achievements, information sharing, networking and supporting awareness raising partnerships in the community
 - Australia Day is an opportunity to acknowledge achievements nomination and acknowledgement of a local of people living with disability.
 - Special Guest Invitation to a young person living with disability to present at the International Women's Day event.
 - Australia Day Ambassador for UHS Council was a Paralympian who spoke at the Australia Day Ceremony.
 - Support the Neighbourhood Centre to install an all ability inclusive playground at the sports complex in Scone and promote to the community.
 - 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 webinar, with Children's Services highlighting local service providers who can assist parents who are concerned about possible developmental delays of their children
- Community Services Officers provide information and support to services and groups as needs emerge.
 - A key role of the Access and Inclusion Committee is to support Council consultation processes.

Creating liveable communities

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, we need to improve access to our pools and other community recreation areas and facilities.

- 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 consulted on the Scone revitalisation plans and made recommendations to Council.
- Improving disability access into businesses is ongoing through revitalization planning, meeting convened with Chambers/Progress Associations in each town to highlight issue (representative with disability included)
- Council has reviewed Council halls and community centres in regard to standards with a set of prioritized improvements have been developed.
- Council infrastructure projects include consideration and provision for accessibility and inclusion issues. Pram ramp upgrades completed at the hospital in Scone, Old Court Theatre, St Mary's Primary School and Aberdeen Public School. Footpath extensions completed in Merriwa & Aberdeen. Upgrade to kerb, gutter, mid-block crossing and footpath access to Scone Grammar School. Improved designated parking in Scone. Multiple all weather shelters constructed at Bill Rose Sports Complex Uralla Shire Council
- New property purchased to develop accessible library in Scone
- As a result of consultation, a funding application has been lodged for the refurbishment of pool amenities.
- Disabled access toilets for Driver Revive at King George Ave Merriwa –completed
- Disabled access toilet upgrade at Wilson Memorial Oval, Murrurundi – works ongoing
- Representatives from disability sector attend Councils S355 Community Services Committee

Supporting access to meaningful employment

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; we should ensure our employment systems enable people with disabilities to apply and be considered for positions; we should provide opportunities for people with disabilities to increase their employment skills; we should set an example to other businesses in our Shire and promote the employment of people with disabilities; we should provide training for our current staff to raise its awareness of dealing with people with disabilities.

- Review of HR policy and procedures which identify and address procedures that create barriers to employment with new disability friendly procedures being identified and implemented is ongoing.
- Training has been provided for current staff on people with disabilities.
- Highlighting successful examples of employment of people with disabilities in the Council and maintaining a log of promotions around people with disabilities in ongoing.

Improving access to mainstream services through better systems and processes

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; we need to improve opportunities for inclusion of people with disabilities in community activities such as sports, workshops, and community events; we need to continue to communicate face to face with the community (as the DPOP consultations have been appreciated) and build further links with disability organisations; we need to ensure that people with disabilities are represented on Council committees.

- Consultation with Access & Inclusion Committee working party met to determine interest (will be functioning in year 3)
- Successful funding application Heart Foundation - Tai Chi
- Everyone Can Play Grant application for playground in Aberdeen – waiting on announcement.
- Established and sought nominations for a Disability Advisory Committee of Council.

- When seeking nominations to all Council S355 Committees, advertising promotes opportunities for people with disabilities to join or participate

Upper Lachlan Shire Council

- Council owned buildings utilised for health care services in Crookwell and Gunning.
- Web based community directory updated in 2021.
- Upper Lachlan Access Committee whose function is to provide input to Council on access issues and to assist with the ongoing development of the Disability Action Plan. The committee has undertaken a review of disability parking spaces/ provided and provided recommendations.
- The Social and Community Plan includes demographic information about the population of the LGA in addition to looking at the needs of people with disabilities, people from culturally and linguistically diverse backgrounds, Aboriginal people, children, young people, women, and older people. Council also included men, mental health and wellbeing, the farming community and transport as issues and groups examined.
- “Missed Business Guide” adapted to Council and distributed to local businesses
- Mayor John Stafford along with Wendy Tuckerman and other special guests was honoured to be invited to the opening of the Crookwell Disability Day Care Centre (on 19 May 2021) which will ensure many NDIS participants will no longer have to travel great distances to participate in Day Care activities.
- Feedback was sought from the community in relation to concept plans of the new amenities block at Gunning Show Ground. Accessible features include male, female and referee amenities and change rooms with disability access.
- The opening of a new sheltered picnic shelter and BBQ facility at Pat Cullen Reserve occurred on 15/12/2020. This project included two disability access BBQ’s and a disability accessible pathway.
- Council sought community feedback on the proposed key features and amenities list for the Multipurpose Aquatic and Activities Centre at Crookwell. Key features include male and female amenities with disability access, adult assisted change room and an inclusive play and recreation centre in front of the complex. This centre is now in construction.
- Work on a shared pathway at Bigga commended in January 2021. Council achieved

funding for this Pedestrian Access and Mobility Plan pathway under the NSW Government’s Stronger Country Communities Fund Round 2 which also funded pathways on Binda Street, Bigga and on Orchard, Bunnaby, McArthur and Walsh Streets Taralga.

- Council is seeking a grant to develop a creative precinct in Gunning. This will include improvements to the Court Room such as seating and disability access. Council is seeking community feedback to help shape what such a precinct would look like.
- The completion of the Breadalbane Hall’s patio and pergola was celebrated in February 2020 with a romping Bush Bash and opening ceremony. It will offer disability access through the double glass sliding doors.
- Council encourages wide participation and interest in civic office
 - It will seek to ensure Council premises and associated facilities are accessible, including provision for sight or hearing impaired Councillors and those with other disabilities.
 - Transportation provisions outlined in this policy will also assist Councillors who may be unable to drive a vehicle.
 - In addition to the provisions above, the general manager may authorize the provision of reasonable additional facilities and expenses in order to allow a Councillor with a disability to perform their civic duties.
 - Councillors who are the principal carer of a child or other elderly, disabled and/or sick immediate family member will be entitled to reimbursement of reasonable carer’s expenses for attendance at official business, plus reasonable travel from the principal place of residence.

Uralla Shire Council

Building positive attitudes

- Council considers disability inclusion in all aspects of business.

Creating liveable communities

- An accessible change room for the Uralla swimming pool incorporating toilet, shower and basin in accordance with AS 1428.1 was constructed in the 2020-21 financial year as a response to community consultation.
- The car park at the swimming pool complex was also upgraded and expanded to include accessible parking.

Supporting access to meaningful employment

- Council is very receptive to employing people with a disability and making reasonable accommodations for their specific needs. At least one such person is a valued employee of Council with a whole team assisting them with transport and planning.

Improving access to mainstream services through better systems and processes

- Council meetings continued to be broadcast live during this year which improved access for people of all abilities.
- Special considerations were made for people that are older and people living with disability to access the Library individually, by appointment to reduce their exposure to potential infections.

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 and the extra attention given during COVID to keep people with immune deficiencies safe whilst still having access to services.

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

- Limited consultation opportunities due to COVID restrictions including lockdowns to prepare the new DIAP which is still progressing.

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

The Operational Plan 21-22 has actions that sit under the DIAP and more will be added to the new Community Strategic Plan and Delivery Program.

Wagga Wagga City Council

The Disability Inclusion Action Plan 2017-2021 has been integral in assisting Wagga Wagga City Council to be more inclusive and increase accessibility. It has impacted many areas within Council across its duration, with notable outcomes including:

- Installation of 4 x Adult Laydown Change tables (REST Centre at the Memorial Gardens, Bangayarra Walkway 144 Baylis Street, Mareveloo Bolton Park & Bolton Park Amenities)
- The development and delivery of an all-inclusive playground at Bolton Park
- Installation of 6 x Communication Boards in four of Wagga Wagga City Council's Parks/ Recreation spaces
- Installation of non-slip tiles in the Oasis Aquatic Centre and refurbishment 1 x adult change facilities
- Putting the Community Directory in an accessible online format and ensures inclusion of information on support services for people with disabilities
- Extensive refurbishment of the Civic Theatre with the focus on increased accessibility. 3 x accessible bathrooms, 2 located in front of house (one with external access) and one backstage. The bathroom implemented backstage also saw a permanent accessible lift. There was also the implementation of seating that can be removed for people with disabilities when required.
- New contracts awarded for the Employee Assistance Program (EAP) which now includes three (3) providers.
- Majority of Council owned services and facilities list accessibility options on their standalone webpages (Civic Theatre, Oasis Aquatic Centre, Booking of Community Halls etc). Accessible public toilets are noted on public toilet map (toiletmap.gov.au) and adult change room facilities are noted through mycommunitydirectory.com.au. Outstanding task are the accessible parking spaces mapping and ongoing task is to make sure it is updated and accurate
- Gaps and challenges in relation to employees with disability have been identified, including accuracy of data (influenced by individual disclosure) and barriers to employment. Initiatives and strategies are being explored to encourage disclosure and reduce barriers to employment whilst working towards a 10% target.
- Currently role out components of Bullying and Harassment through Code of Conduct (provided during onboarding). Sourced sit alone e-learning module and this is currently awaiting exec approval for Compliance Framework

- Regular promotion of this scheme is undertaken through Council News articles and ongoing promotion through community networks
- Work has been completed with the Wagga Wagga Access Reference Group to assist in the ongoing education and engagement of businesses to become more inclusive.
- Transport subsidy schemes have been promoted through networks and by all members of the Wagga Access Reference Group
- Funding was awarded through the Community category of the 20/21 Annual Grants program toward local services to increase access and inclusion service delivery
- The Wagga Wagga Access Reference Group did not meet during this period due to COVID due to the vulnerability of members. Communication however was maintained between agencies and WARG members to share information and updates.
- EEO training, awareness and information is provided to staff via Code of Conduct Training, Corporate Induction. Our eLearning modules and training programs are reviewed regularly.
- Culture Survey is expected to be undertaken in February 2021. If specific questions gauging workplace diversity and attitudes to inclusion and accessibility are not included in the Culture Survey, a separate survey will be undertaken with the support of Social Planning.
- A range of inclusive programs and exhibitions were developed and delivered during this period with highlights during this period including artists from The Art Factory being featured in the Artstate Wagga 2020 arts program. During this period the Library, Art Gallery and Civic Theatre provided a wide range of programs online, including livestreaming of performances and programs to maximise the opportunity for audiences to participate in these programs in adherence to COVID restrictions.
- The promotion of cultural facilities and programs available to services working with people with disabilities occurred during this period with a particular focus on sharing information and updates through Council News articles, Council website and various social platforms and via email through interagency networks
- Promotion of days and weeks that celebrate ability and diversity such as Mental Health Month, International Day of People with a Disability was promoted through community networks was completed to support such days/ weeks.
- 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 Promotion of item, has been undertaken through community networks.
- Accessibility upgrades were undertaken as a part of the Henwood Park Playground renewal. In addition path upgrades were undertaken at the Best Family Graves Park and the Central Park in Gobbagombalin. Additional path accessibility improvement works will be undertaken at the Sterling Boulevard Park during April 2021.
- The percentage of mobility parking scheme permit holders compared with number of licensed drivers in Wagga is 3.7%. The percentage of accessible parking spaces compared with total number of timed parking spaces is 3.1%. 32 accessible parking spaces currently exist compared to 39 required if the latter percentages is to be equal to the former percentage.
- The budget for new footpaths is only \$20,000. A significant quantum of this budget was allocated November 2020 for a new path to assist with Crime Prevention. Hence we will not be constructing any further new footpaths. Rollout of the Active Travel Plan is assisting with improving connectivity to community infrastructure.

Walcha Council

Building positive attitudes

- Some community events were held to increase social inclusion and provide people with information and key contacts for accessing mental health support

Creating liveable communities

- Work is continuing on upgrading the footpaths throughout the community.
- Toilet upgrade at local parks
- The Community Transport bus has a wheelchair lift to enable low mobility users access services in the community

Supporting access to meaningful employment

- Walcha Council's systems are cloud based, and able to support remote work where needed.

- Council buildings have ramps to improve accessibility Improving access to mainstream services through better systems and processes
- No signification changes have been made to our website, however an upgrade is planned for 2022.
- 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?

- What engagement or feedback have you had from people with disability?
- How has this been incorporated into your current and future planning?
- No specific feedback was received during 2021, however the low mobility library users are always very appreciative of the home delivery service

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 still no people with disabilities (or their carer's)
- COVID continues to create challenges for all people in the community. Essential services where continued and modified to ensure vulnerable (disabled and aged) continued to receive assistance during lockdown periods.

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

- An advertisement was placed in the local media for a differently abled person to join the Community Care Advisory Committee, however no applications were received.

Walgett Shire Council

Building positive attitudes

- Throughout a challenging year our Council has engaged and promoted positive community behaviours, understanding and acceptance that all residents, people have a genuine right for equality and acceptance within our society.
- Our Council promotes inclusion on all levels and promotes inclusivity in all community based events, promotions and opportunities. We strive for this through regular meetings with services and agencies working with people with disabilities and partner with many in creating an accepting community. Our teams 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

- Accessibility is a priority focus of our Council throughout 2021. With numerous new developments of infrastructure and amenities throughout our remote communities. Implementing a continuous improvement model in delivering spaces and places for all community members to access, engage and enjoy is important to all community members. Walk ways, paths and accesses points to the parks within our Shire are regularly maintained ensuring "issue free" entry and exit points to facilities We meet with several members of community often to discuss issues around access and liveable communities to ensure we are consulting the people our decisions effect.
- With further improvements across communities envisaged for 2022/23 we believe our relationships with residents from all backgrounds is vital in informing and promoting that, we all have a role to play in creating some

of the most liveable communities in our western regions of NSW.

Supporting access to meaningful employment

Council can inform our employees who kicked off jobs here with Council are continuing in their roles and are encouraging fellow young people with disabilities to consider and look towards employment options within our workforce here at Council. Council is committed to assisting and creating easier less daunting transitions in the work place.

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

Our access and opportunities to the braider community and services/ agencies have been hindered by the recent COVID outbreaks across our LGA during the year.

However our relationships remain strong with agencies (Life Supports) and other NDIS providers operating throughout the Shire.

We continually seek, promote and encourage feedback and input from people with disabilities carers and inclusion outcomes for all.

This year we will be reviewing our DIAP and look to set about a series of interactive community consultations. We believe this consultations will inform our updated DIAP.

By offering "in place" opportunities and in most cases more structured sessions we are confident our up-dated DIAP will be both achievable and relevant to our community, access and inclusion issues across our Shire. This document will be a guide and reference for future planning within our LGA.

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

Ongoing issues with restrictions, lock downs, public health orders have impacted all Councils across the state. This is an area that you can never be sure of outcomes, or what might take place the next day and our team here at Council have implemented a system that instils positive outcomes. If we can't do it, cannot delivery it, restricted in how we do it... we roll with the punches and continue to focus on when, where and how we can deliver it... when we have the green light. If things are out of our control we look for a better outcomes further down the track.

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

This continues to be 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.

Warren Shire Council

Building positive attitudes

- Installation of shared pathways and lighting to facility healthy living and creating better infrastructure for the community, including the disabled and elderly.

Creating liveable communities

- The improvement of shared pathways and lighting, and better access to existing facilities.

Supporting access to meaningful employment

- Utilising local contractors where possible.

Improving access to mainstream services through better systems and processes

- The installation of a shared pathway to the Local Multi-Purpose Health Centre for the community and decreasing a safety risk of using the main road way, which previously existed.
- The installation of a shared pathway to the Local indoor gym and outdoor gym for the community makes access easier and encourages healthy lifestyle.

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

- Feedback has been positive. However better consultation with the public has been completed as part of community consultation of future programs and grants.
- The design of all new infrastructure includes disabled toilets and facilities

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

- Limited resources do impact on some projects and these are sometimes delayed until further grant funding can be sourced.

- All new infrastructure caters better for the disabled and elderly than previously

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

- Objective 3.1.4 of the Warren Community Strategic Plan
- "Maintain and enhance local pathway networks to meet needs of all sections of community"

Warrumbungle Shire Council

During 2020/21 Council was focused on completing the actions outlined in the Disability Inclusion Action Plan 2017-2021 and included in Delivery Program adopted in 2017.

- The Pedestrian and Access Mobility Plan is central to Council's plan to make our communities easier to get around and during the year shared paths were extended in Coonabarabran and Coolah; a new access ramp to the Coolah Council administration building was commenced; and works commenced to widen key pedestrian areas at Coonabarabran while also lowering guttering.
- Council regularly hosts events that promote inclusion and seek to build positive attitudes towards diverse abilities in the community, such as the Community Care Expo, 'Celebration of Togetherness' event and Oz Tag Knockout Day. Unfortunately, these events were cancelled or postponed in 2020/21 due to the COVID pandemic; however, regular communications were released promoting available support services.
- Council adheres to equal employment opportunity, and all employment and volunteer opportunities with Council are inclusive. Council buildings are accessible for staff and visitors. Further, during 2020/21 Council staff, including those with disabilities, were involved with the review of the Disability Inclusion Action Plan.
- Community consultation also commenced to review the Disability Inclusion Action Plan ahead of drafting a new plan for adoption after the 2021 local government election. Community members have expressed that greater consultation directly with people living with disabilities needs to be reflected in Council's plans. Feedback from community members will be incorporated into the Disability Inclusion Action Plan 2021-2025 and community consultation on the draft plan will incorporate

direct contact with individuals and disability groups to seek their feedback on the plan.

- Future planning includes options to meet accessibility accreditation for Council's website to provide a fuller range of options for people of all abilities to contact and interact with Council.

Waverly Council

The Waverley Inclusive Play Space Study provides strategic direction on how Council's existing play spaces can be improved to provide equitable and inclusive play opportunities for everyone. The study was recognised by industry experts and peers from around Australia and awarded the Strategic Planning Award at the Parks and Leisure Australia NSW/ACT Awards held in May 2021.

'Our Vision for Inclusion' is an awareness raising video addressing topics such as bullying, employment, relationships and social stigma faced by people with disability. The video was produced by the Waverley Community Living Program participants who work on advocacy projects and was launched to coincide with the International Day of People with Disability.

Due to the impact of the COVID pandemic some of our actions were delayed and have been rolled over with ongoing actions into an interim plan for the 2021- 22 period.

Building positive attitudes

Council values and supports inclusive attitudes and behaviours across Council and the community

- Our Vision for Inclusion video was launched to raise awareness on bullying, employment, relationships and social stigma faced by people with disability. Mental health support was a key theme of regional service provider interagencies
- Staff training and information provided by NSW Council for Intellectual Disability on how to support the employment of people with an intellectual disability
- Business Award for Inclusion was established. However, COVID impacted the annual awards
- Business Resource Centre established includes accessibility resources. Inclusive tourism strategies plan is delayed

Creating liveable communities

People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.

- Council's disability and children's services continued to deliver essential face to face services throughout COVID lockdowns. The Seniors Centre was relocated to the library whilst the Mill Hill Centre is refurbished
- Increased the delivery of access and inclusion initiatives by promoting Council's small grants program. The Small Grants program was rolled out. COVID impacted some projects. Forums were held with service networks to understand the impact of COVID. Continued service delivery for vulnerable people.
- Information resources were developed and promoted to support vulnerable people during the COVID pandemic, including NSW Health information and advice. Disability and Carer Gateways and My Aged Care were promoted.
- Events internal and external policies were updated to guide inclusion. Inclusive Events Guidelines is delayed.
- Disability networks were supported through venue support and grants. COVID impacted Inclusive beach initiatives.
- The concept design was endorsed to refurbish a social housing apartment block consisting of studio, 1 and 2 bed units to Liveable Housing Design Guidelines. The Waverley Housing Advisory Committee was re-established to consider recommendations for Council's affordable housing program.
- Promotion of liveable housing was delayed pending review of the website content.
- Street Count was completed. Support and accommodation options during the COVID pandemic resulted in a reduction in the number of people experiencing street homelessness.

All new Council assets, buildings and open spaces are designed to be fully accessible and Council proactively manages the built environment to meet our diverse community needs now and in the future.

- Bondi Pavilion restoration progressed, and temporarily accessible amenities and changing places were installed. Mill Hill Centre and Boot Factory refurbishment is in progress. Inclusive Play Study was completed. Bondi Beach play space was upgraded to include accessible features.
- Streetscape upgrades to prioritise pedestrian access were completed at Bondi Junction, Notts Avenue and Bronte Cutting. The Street design manual was updated, promoting universal design principles in the built environment. Two bus shelters were upgraded and 40km/hour zones implementation is in progress.

- Beach matting is placed out three times a week, weather permitting.

The community is a place where people can move about easily to access services and facilities and participate in community life.

- Work continues with transport agencies to improve the network through the Transport Committee.
- A trial of pick up and drop off points (PUDO) was completed. The need for accessible PUDO spaces to be identified and installed following trial
- Community bus spaces are scheduled for upgrade in 2021–22

Supporting access to meaningful employment

People of all abilities have access to meaningful employment

- A hybrid program of remote and face to face learning supports provided for adults with mild intellectual disability provided through the Waverley Community Living Program.
- NSW CID's 'More than Just a Job' staff training to support the employment of people with an intellectual disability.
- Review of volunteering policy and supporting documents in progress to ensure opportunities for volunteering are inclusive.

Improving access to mainstream services through better systems and processes

- New terms of reference to support a new access panel was developed and endorsed. A new Access Panel was recruited.
- Community Engagement Policy and Strategy include criteria for engaging people with disability. Community Well-being forum was held to inform the Community Well-Being strategy with further consultation planned.

Weddin Shire Council

Weddin Shire Council's DIAP, which aims to ensure that local services, facilities and programs provided by Council are as inclusive as they can be for all individuals was adopted by Council in June 2017.

Outcomes achieved through the WSC 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. Weddin Shire 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

Wentworth Shire Council Council's Disability Inclusion Action Plan was developed through a community consultation and research process. A review of Council documents and government policy took place together with a staff survey.

Community consultation involved talking with people from across the community and from a variety of stakeholder groups and members of the Shire, including a popup information stand at our Australia Day celebration and the active encouragement of resident input at Community Engagement sessions held across the Shire.

Actions undertaken from the plan in 2020-2021 include:

Ensure public consultation is undertaken

Surveys and Feedback

Council continues to provide all information seeking community input on its website. Council's advertising in the local newspaper includes 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.

Public buildings and spaces are accessible to all

Safety

- Council continues to upgrade its shared ways and footpaths across the municipality. This has included improvements to access in Buronga, Gol Gol and Dareton. Council continues to focus on ensuring that pedestrian access and mobility is monitored on an annual basis

and that improvements, upgrades and new infrastructure cater for the needs of people with a disability.

Libraries

- Wentworth Shire Libraries continued to increase and upgrade its stock of large-print, audio and digital products available for borrowers during the 2020-2021 financial year.

Proactively deliver services which cater for all residents

Technology

- Council's Disability Inclusion Plan continues to be available to the public on Council's website. Council is currently undertaking an audit of its websites against the Web Content Accessibility Guidelines.

Strategy 4.3 Communicate effectively to the public

Communication

- Council continues to increase its social media presence through Facebook, where information is provided in basic English wherever possible. The weekly Community Noticeboard advertisement in Sunraysia Daily each Saturday also helps increase the range of information available about Council's activities in an easy to read format, as does the Council Connects newsletter which is available on Council's website and in the NSW Standard following each Ordinary Council meeting. 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.
- Council has also recently updated its Community Engagement Strategy to help guide future consultation and engagement with all sectors of the community.

Willoughby City Council

Building positive attitudes

- Willoughby City Council (WCC) Volunteer Handbook was updated to include a section on access and inclusion.
- Induction process for all new volunteers includes a session on access and inclusion.
- At Home with Willoughby Volunteer Handbook updated to include advice on 'Good Communication Practices' when dealing with a diverse range of people.

- Lower North Shore Commonwealth Home Support Volunteer training sessions recommenced. Training sessions provided to support and provide information on volunteering roles including training such as Accidental Counsellor and Managing Difficult Behaviours.
 - Lower North Shore Annual Volunteer Expo took place at the WCC Dougherty Community Centre.
 - Children and Youth Services Staff Development day moved online and focused on Assessment and Rating.
 - Children with disabilities are welcomed into our services, Nominated Supervisors have supported staff to support children and their families.
 - Consideration to be given to Disability Inclusion Training module to be delivered internally to Children's Services staff as part of the next Corporate Training Calendar.
 - Children and Youth Services staff provided with resources and publications promoting inclusive practices during staff meetings and via email. All staff encouraged to seek out additional training as required.
 - Council online induction process being launched early 2021/22 as part of new on boarding process. On boarding process includes a module on Equal Employment Opportunities including access and inclusion.
 - Council Website includes text to speech plugin (ReadSpeaker) has been activated across all websites and sub-sites. Allows on-screen text – including linked documents – to be read aloud (“Listen” button).
 - The media and marketing operating procedures now includes, as part of business as usual, inclusion of people with disabilities in a range of digital and print collateral (social media, website, promotions and print newsletter).
 - Council's new websites include Events and Tourism (Accessible Tourism – The Visit Chatswood) websites. Media and marketing contributed to the development of these websites ensuring accessibility requirements were met.
 - Better Business Partnership business accreditations are ongoing as per program requirements. Individual action items regarding improving accessibility are agreed with each business as required in consultation with BBP Program Manager.
 - 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. Due to COVID-restrictions the dance continued to be provided on-line with a return to face-to-face and on-line in June 2021. The dance will continue to be provided in hybrid fashion to allow for greater access to regional and rural participants wishing to join this event.
 - Connect, Collaborate, Celebrate art completion celebrated Social Inclusion week and International Day of People with a Disability. The competition saw 34 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 April at various accessible facilities across the LGA
 - Willoughby City Council Men's and Women's Shed
 - Be Connected Tea and Tech Sessions
 - Lower North Shore Disability Interagency Forums.
 - Lower North Shore General Agency Forum
 - Blend Art Exhibition Space Exhibition
 - Chatter Cino Dementia Café
 - Dougherty Community Centre approved as Dementia Friendly Environment
 - Volunteer Exhibition
 - Council provides community services for people with a disability including Meals on Wheels, Linen and Out & About transport and Social Support group services.
 - Council's People with Disability and Older Adults webpages were updated with links to various support services including the NDIA, Carers Gateway, providers and employment services, My Aged Care.
- Creating liveable communities**
- The WCC Access & Inclusion Committee continued to meet on a monthly basis (both face-to-face and via Zoom) 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.
 - Access and Inclusion committee have provided advice on access and inclusion issues within the LGA on projects such as:

- Redevelopment of the Willoughby Leisure Centre
- Chatswood Chase Shopping Centre Upgrade
- WCC Bus Stop Upgrades
- Spring Street Disability Parking
- WCC Resilience Plan
- The Committee reviewed and endorsed the annual review of DIAP actions and measures.
- A disability accessible bus is provided by the Council's contractor to operate on the Council's LOOP bus service.
- The disability accessible bus is in operation on the free Artarmon LOOP bus service during the weekday morning and afternoon peak periods. During the inter-peak periods the bus operates on the designated free The Loop bus routes.
- The accessible bus used in the Artarmon Loop and The Loop bus service will be modified in July 2021 to include a new step at the front door of the bus.
- A conditions of use and responsibilities for Artarmon Loop and The Loop bus service relating to passenger conditions of use and driver responsibilities is under development. The information will be released following approval. The release of this information is targeted for late 2020/ 21 – early 2021/22.
- Assessment of existing bus stops was completed in 2021. Design works has been undertaken on some bus stops to confirm positioning and levels.
- Input for the design of bus stop pads was sought from Access and Inclusion Committee.
- Standard drawings have been created for bus stop improvement works.
- Works will be scheduled as per available budget and any input received.
- Identification and assessment of new bus stops for the Castle Cove to Chatswood, Chatswood to Northbridge and Castle Cove to Northbridge via Middle Cove bus routes is to be undertaken.
- A bus route and timetable review is underway. The draft information will be released for community feedback in late 2021/2022. Route and stop changes will be undertaken in 2021/22 following approval.
- A focus of the Safe City Unit Plan 2021-2022 is to ensure that disabled parking areas are available for people with disabilities.
- Measures are in place to ensure Mobility Parking Scheme Cards are used in accordance with the conditions of use and such use is only enjoyed by bona-fide persons.
- The Safe City unit also has a focus on keeping paths and other pedestrian areas free of obstructions that would compromise the access of people with disabilities.
- A dedicated page for accessible parks/ playgrounds is promoted on the People with Disability page. <https://www.willoughby.nsw.gov.au/Community/Community-services/People-with-Disability/Accessible-Parks-and-Playgrounds>
- As parks and playgrounds are upgraded, the Web Team and Open Space team work together to ensure all accessible features are listed on the individual parks pages and linked to the above page.
- Redevelopment of Willoughby Leisure Centre is schedule to take place 2022 and will include an adult change facility and other accessible features including an extra accessible toilet and ramped swimming pool.
- Event information on websites and marketing materials includes accessibility information including best travel routes on how to get there.
- Every effort is made to ensure all activities at all events are accessible. For example, events at The Concourse provided accessible features (Australia Day, Lunar New Year and Culture Bites concerts, music sessions,) such as ramps to grassed areas, clear signage, seated and wheelchair accessible spaces, disabled toilets, lifts from carpark to green spaces.
- Endeavour to have all art installations at ground level but when a platform is required, ramps are installed to ensure access.
- All marketing material, print and digital, meet accessibility standards so information is readily available and easy to understand/read.
- Impacted by COVID, many events and engagement opportunities are now run online or have an online component, making them more available to diverse community members.

Supporting Access to Meaningful Employment

- A statement on Equal Employment Opportunity (EEO) and Inclusion is included in all job advertisements and is referenced in Position Descriptions.
- With the implementation of a new Council wide IT system a component will be added specifically on EEO and Inclusion focusing on recruitment and training which will further improve awareness.

- Equal Employment and Inclusion training will be provided to all staff who are part of the interview panel process.
- A Work Health and Safety checklist is included within the induction process and includes access and any adjustments if required.
- All Position Statements for new/replacement roles are reviewed to remove any barriers that are not essential requirements. For example, we no longer require a driver's license unless essential and any other unnecessary physical requirements are removed. As part of Council's Wellbeing strategy there will also be a focus on design from a mental health point of view.
- Discussions on sourcing are also held in relation to roles that could be used for traineeships or development including how to support people with a disability
- As part of all recruitment (pre and post interview) candidates are asked if any adjustment or access requirements are needed. These are then managed by People & Culture Unit. This has been in place since July 2019
- At induction an ergonomic adjustment hand-out is included and discussed. A WHS Specialist is employed on an as-needed basis to conduct work place assessments.
- Working from Home also allows a wider range of people to apply for roles and to ensure appropriate adjustments are in place.
- People & Culture Business Partners discuss any specific needs during the HR induction.
- PEEP awareness is provided to Emergency Management team and wardens in regular training.
- Better Business Partnership revised its Appraisal/Accreditation process to an online assessment and action plan for local small businesses to improve overall sustainability.
- Accessibility benchmarking was included in the Business Health and Staff sections of the assessment.
- BBP Program Managers assess current level of accessibility and inclusion and recommend improvement actions to be undertaken by the business where required.
- 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 About transport, social support group and individual services and Chatter Cino Dementia Café.
- Willoughby Leisure Centre provides facilities and classes that are inclusive.
- Court 1 at The Willis has been converted into a multi-sport accessible hard court that is now available for use.
- Access improvements have been implemented at the following WCC parks:
- Market Garden Park - a new kerb ramp from car park to playground
 - Beauchamp Park - a new accessible path from Rose St to the pavilion
 - Muston Park - a boardwalk from the Warrah St entry
 - Croquet greens - new paths
 - Lowanna Park - new paths and accessible picnic setting
 - Northbridge Oval - a new accessible bubbler and bottle refill
 - Kenneth Slessor Park - a new path to an existing picnic setting
- Information regarding disability recreation and creative arts opportunities were provided under the relevant Council Directories and included:
- 2020 Social Inclusion Week and International Day of People - art competition titled Connect, Collaborate, Celebrate. The completion saw 34 local artists with disabilities exhibit their work at the easily accessible Dougherty Community Centre. This event was provided in collaboration with Dougherty Community Centre and Visual Arts Team with the aim of helping this inclusion exhibition grow.
- Visual Arts team supported Arts & Cultural grant recipient Natalia Stawyskyj to produce a short film 'The Inaccurate Perception of Lara Grace', and present it to the Willoughby Community at two free screenings with Q&As, at the Dougherty Community Centre and The Concourse Urban Screen.

Accessible Systems, Information or Processes

- 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.

- The screenings attracted audience members who also experience disability. Natalia is an emerging filmmaker with lived experience of disability, and the short film included the experience of disability as part of its overall thematic.
- Visual Arts and DCC partnered to host the 'No Place Like Home' exhibition that was exhibited across both the Foyer Exhibition Space and the Blend Café, Dougherty Community Centre. The exhibition was presented by Link Wentworth and showcased artwork from its residents.
- 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 provided a Lower North Shore General Interagency Committee to gain feedback from community groups regarding access issues.
- Council participates in and provides a venue for the Northern District Disability Network and Lower North Shore Interagency Meeting – Bush to the Beach.
- Access and Inclusion is embedded within community consultation and engagement for major capital works including upgrades to parks and facilities.
- Dance to the Nines Working group provides venue and support for planning Dance to Nines quarterly dance to make it totally inclusive.

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 shutdown and restrictions.
- Funding acquired for the refurbishment of Dougherty Community Centre which will include

a new a disability toilet and 2 new ambulant toilets.

- Upgrade of Willoughby Leisure Centre scheduled for 2022 to include an adult change facility and other accessible features.
- Collective Impact Project is currently being implemented and ongoing.

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

- Currently drafting the Willoughby City Councils 2022-2026 Disability Action Inclusion Plan 2022 – 2026 which will include internal and community engagement.
- Affordable Housing Project – implementation of adaptable and accessible features. Affordable housing options within the LGA currently housing a number of people with disabilities and will continue so into the future.
- Community Perception Survey

Additional information and comments about the information provided (include any contentious issues)

- Currently in the process of developing Willoughby City Councils new Disability Action inclusion plan 2022 – 2026.

Wingcarbee Shire Council

Attitudes and Behaviours

- Council has launched the See Me, Hear Me Campaign. Postcards highlight stories of those in the community who are service users, service staff and the services available locally and is designed to support, promote and create awareness. Additional stories have been prepared for print to be distributed across the Shire.

Creating liveable communities

- Provision of additional accessible parking space at the Moss Vale War Memorial Aquatic Centre and supply of accessible parking spaces at the end of the Kirkham Road reconstruction project in Bowral
- Commencement of the construction of the Renwick Shared Path, which will connect Renwick to Mittagong Railway Station via a footpath of approximately two kilometres in length. This 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 was provided as part of renewal works.
- Council received a NSW Government grant under the Everyone Can Play 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.

Supporting access to meaningful employment

- Plans are underway to deliver the disABILITY AWAREness training for staff online. The training is designed to promote awareness of the barriers, both environmental and attitudinal, experienced by people with a disability and identify ways in which these barriers may be overcome.

Improving access to mainstream services through better systems and processes

- The Master Locksmith Access Key (MLAK) system is continually reviewed 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
- New Council website was designed with a goal of meeting Web Content Accessibility Guidelines. The current rating is WCAG 2.0AA but aiming for an AAA rating.

Council has undertaken various projects and upgrades since our first DIAP was adopted in June 2017, which have included:

- New accessible toilet facilities built across the Shire including Berrima, Bowral, Moss Vale
- Introduction of: Tova Tafel at Moss Vale Library
- Accessibility upgrades incorporating lighting, mobility, counter heights, power points/data point access, hearing loops

- All abilities play spaces built and completed at Market Place, Berrima and Seymour Park, Moss Vale with Lake Alexandra, Mittagong in the initial stages of upgrading to an all abilities play spaces
- Renewal of accessible bus stops starting in Robertson
- New Council website was launched in February 2021 to comply with web content accessibility guidelines and currently working towards a AAA rating
- Council launched 6th December 2021 a new community engagement survey working towards developing the new DIAP to ensure we continue to meet the needs of everyone in our community.
- Upgrade of Council building including full accessibility requirements at the Civic Centre and current work in progress at the new Bowral Memorial Hall
- Moss Vale, Argyle Street – pedestrian walkway over railway line
- Bong Bong Common upgrading disabled parking and signage
- An access ramp was constructed at the Wingello Community Hall and the internal toilet was converted to meet accessibility standards.
- Elevator was installed at the Eridge Park Bowral Rugby Clubhouse as part of the upgrade works for accessible access to the first floor.
- Improved access to toilets at Burrawang Oval, Winifred West Park and Leighton Gardens was undertaken as part of renewal works.
- New signage for public toilets, with consistent branding and international signage symbols will be reviewed and developed in 20/21.
- Delivery of the Renwick shared path which has ramps at intersections that meet access requirements in accordance with the Australian Standards – this project will connect Renwick to Mittagong Railway Station via Bong Bong Rd, Mary Street, Colo Street and Railway Parade.

Wollondilly Shire Council

In June 2017, Wollondilly Shire Council adopted the Disability Inclusion Action Plan 2017- 21. The NSW Disability Inclusion Act requires all Councils to report on the progress of implementation of their DIAP's in their annual reports to align with their current reporting processes. Wollondilly Shire Council's current Disability Inclusion Action plan was due for completion on June 30th 2021, with

a new plan to be adopted by Council and to begin on the 1st July 2021.

However, due to the COVID pandemic and the postponement of Local Government elections the current DIAP has been extended until 30th June 2022. Wollondilly Shire Council remains committed to actively engaging with our community to hear their personal experiences and recommendations to help inform a new Disability Inclusion Action Plan in 2022. The extension of the current DIAP is supported by Local Government NSW (LGNSW) and the NSW Disability Council.

Promoting Positive Attitudes and Behaviours

- Council delivered a series of fortnightly Café Connect workshops supporting health and wellbeing, social connections and access to programs supporting digital literacy. The program was aimed at supporting people of all abilities with a particular focus on community members over the age of 55.
- Youth Voices was an initiative to give children and young people of all abilities affected by the Green Wattle Creek bushfire event the opportunity to have fun, meet new people and share their stories and experiences of the fire event. The Youth Voices short-film produced by Wollondilly Shire Council and Short Black Films captured the experiences of youth and children impacted by the Black Summer bushfires and identified the supports that could be put in place to support children and young people in future disaster events.

Creating liveable communities

- Developments within Wollondilly have potential to impact people's health and wellbeing – positively and negatively. In March 2021 Wollondilly Council adopted a Social and Health Impact Assessment (SHIA) and guidelines to help mitigate those impacts. SHIA aims to identify, anticipate, understand and manage the social and health outcomes using the social determinants of health framework for new development proposals, policies and planning proposals.
- New accessible features were completed at Douglas Park Sportsground which included a fully compliant brand new MLAK key accessible toilet with ambulant facilities as well as a 2.5m wide shared pathway around the sportsground.

Supporting access to meaningful employment

- Council, through its Youth Advisory committee delivered 43 youth driven community events,

training days and activities aimed at supporting local youth to develop their skills to access meaningful employment. 222 young people accessed the project 'Adulting 101' participating in a range of opportunities including accredited RSA and RCG certificates, Barista and Customer Service Training, Study Cram and interview skills. Reasonable adjustments were made to support a number of youth living with a disability to engage fully in this project.

- Council continue to work in partnership with My Gateway to provide traineeship and apprenticeship opportunities for young people looking to enter the workforce with a starting point in Local Government.

Improving access to mainstream services through better systems and processes

- Council is committed to ensuring that our website is available to our residents and visitors in an accessible format. Website training has been implemented across Council to ensure staff who regularly update the site are doing so within the Web Content Accessibility guidelines. A training manual has been included in the training with content focused strongly on user experience and accessibility.
- Council launched the 'Customer Portal', an online tool to allow residents to manage and track their customer service requests. The system has assisted in making Council staff mindful of problems which are causing the most concern in the community, helping in the process of prioritising work programs

Wollongong City Council

A key achievement this year was the adoption of our new Plan. The new Plan builds on the culture of inclusion across Council and the good outcomes delivered through the previous Disability Inclusion Action Plan. It is pleasing that despite the COVID pandemic we have been able to deliver the majority of scheduled actions from our Plan.

Building positive attitudes

Council delivered a range of projects to promote positive community attitudes and behaviours towards people with disability, including:

- 'We are us' community mural project at Pioneer Hall in MacCabe Park Wollongong. A group of 19 young people from the Disability Trust School Leavers Support Service aged 18-23 were engaged in a series of printmaking workshops facilitated by artist Jill Talbot to inform the mural design. Through the artistic

process, the young people brainstormed expressive concepts as a group and created individual artworks about themselves and their place within the Wollongong community. The themes of these artworks were also about how these young people see themselves; how they imagine their futures; and the things that spark their lives. Signage was installed at the mural with a QR code linking back to Wollongong City Council's Illawarra Stories platform so that people could view the mural and listen to the young people talk about their experience. Collaborated with Shellharbour City Council to deliver the 'Not All Disabilities are Visible. A Local Stories Project'. A series of short films and story boards to celebrate International Day of People with Disability were produced. The stories focused on the 2020 theme, 'Not All Disabilities are Visible.' The project featured residents across the two local government areas telling their stories about the impact their less visible disabilities have on their lives. The stories captured in the short films showed the diversity of 'invisible' disabilities. The project aimed to raise awareness of the damaging myths and stereotypes that surround people with disability. The short films were launched on Thursday 3 December for International Day of People with Disability.

- Delivered an outdoor fitness program in Lang Park Wollongong for young people with disability. Fitness instructors from Council Leisure Centres provided instruction at each of the sessions about how to safely use the outdoor fitness equipment. Each session included a healthy morning tea.
- Delivered exercise programs for young people with disability at Lakeside Leisure Centre. Students are enrolled in 10-week programs that align with the school terms.
- Introduced a 'Library After Hours' program to provide opportunity for people with autism to attend our libraries for activities and quiet borrowing. The program alternates between Corrimal Library and Wollongong Library each month. Staff and volunteers completed Autism Awareness training in preparation for the introduction of the program.
- Staff have completed Dementia Awareness training.
- Continued the 'Visually Impaired Knitters' group facilitated by an occupational therapist from Guide Dogs NSW at Wollongong Library. The group met monthly with their carer and/or dog.
- Partnered with the Deaf Society to provide an English course in Auslan at Wollongong

Library. The nine-week course covered subjects taken from Certificate I in Access to Vocational Pathways, such as Use Digital Technology for Basic Workplace Tasks; Write Basic Workplace Information and Read and Respond to Basic Workplace Information.

- Partnered with Kiama Community College and Personnel Group to deliver an Administration course for people with disability. The course targeted people with disability or mental health condition, offering pathways into employment in the Illawarra and Shoalhaven.
- Hosted a 'Gingerbread House' making workshop at Wollongong City Library with Auslan Interpreter.
- Facilitated 'Art and Dementia Tours' at Wollongong Art Gallery.

Creating liveable communities

Council delivered a range of projects to improve access to the built environment for people with disability, including:

- Upgraded seven unisex accessible toilets. These being: Council Administration Building, Corrimal Tennis Court, Bellambi Surf Life Saving Club (SLSC), Towradgi SLSC, Webb Park, Wisemans Park and Bulli Community Centre. Ambulant toilets were also included at Towradgi SLSC, Webb Park and Bellambi SLSC.
- Delivered a new accessible toilet amenity with adult change table and hoist at Austinmer Bathers Pavilion.
- Installed 27 new footpaths and associated kerb ramps.
- Upgraded eight existing footpaths and associated kerb ramps.
- Installed five new cycle/pedestrian shared paths.
- Upgraded footpaths and kerb ramps at Cringila, Corrimal and Helensburgh town and village centres.
- Installed two new accessible parking spaces in Council car parks.
- Upgraded four accessible parking spaces across the LGA.
- Improved access at seven bus stops including the addition of tactile ground surface indicators and continuous accessible paths of travel from the bus stop to bus boarding point.
- Built a new fenced playground at Cringila with accessible parking, continuous accessible paths of travel and a braille map and signage.

- Designs for new accessible adult change facilities at Port Kembla Beach Pavilion and the Wollongong Botanic Garden.
- Worked in partnership with the Disability Trust and local research group to design an All Ages and Abilities play space for Stuart Park, North Wollongong. The play space has received funding through the Australian Government. Detailed design, environmental approvals and applications for further external funding are currently being progressed to enable the future construction of the playground.

Supporting access to meaningful employment

Council has provided opportunities for people with disability to participate in work experience, including:

- Provided one school-based traineeship for a student with disability and one targeted cadetship.
- Work experience was suspended in 2020/21 due to COVID.

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 27 Council Officers.
- Delivered Dementia Awareness Training for Council Officers.

Improving access to mainstream services through better systems and processes

Council undertook projects to increase access to information, including:

- Developed Easy English versions of our Disability Inclusion Action Plan 2020- 2025 and FOGO information.
- Developed accessible web content guidelines for Council staff when updating our websites.
- Updated the Library's Social Stories to include COVID safe information.
- Added subtitles to all videos posted onto the library's online platforms.
- Embedded subtitles into the video production process to make the content more accessible for the community.
- Promoted Council services for people with disability at the Illawarra Disability Options Expo.

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

- Engaged 25 young people with disability from school leavers support services to gather their ideas for an All Ages All Abilities play space in Stuart Park Wollongong.
- 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

Building positive attitudes

- In 2020/21, Council endeavoured to build positive attitudes around disability by providing six disability awareness training sessions for staff that sit on selection panels. Mental health and disability awareness was also incorporated into six EEO presentations as part of the staff induction program. Most of Council's Community and Culture staff have voluntarily completed online 'become a dementia friend' Dementia Australia training.
- Awareness raising workshops for the community have included a 'Living Well with Dementia' webinar where one of the three guest speakers was a lady living with dementia, a 'Connecting Through Art' online interactive art activity for people with dementia and their carers and a 'Carers Health & Wellbeing' information webinar presented by Carers NSW.

Creating liveable communities

- Council's work towards creating liveable communities included adding the accessibility features of Council's venues for hire to the website as well as having a designated accessibility webpage, which promotes access features of parks, amenities and public spaces.
- Building upgrades in 2020/21 to improve accessibility were undertaken to Sir David Martin Reserve Sail Loft toilets, Percival Park toilet and change room and the installation of a new lift at Woollahra Gallery at Redleaf. A motorised adult change table has also been installed at The Gonyah – one of Council's venues for hire. The table does not require a hoist as the height is adjusted by remote control, allowing for transfer directly from a wheelchair to the table as the table goes very low near the floor. A guard rail allows for the

table to be safely raised to be at the height of the carer for the care required.

- Park upgrades have seen the construction of an accessible pathway along the historic Gap Park Tramway, and a successful submission for a \$120,000 NSW Government 'Everyone Can Play' grant to renew the Plumb Reserve playground amenities to ensure this playspace meets the needs of disability groups. Council also continues to prioritise and complete kerb ramps and other universal accessibility facilities within our program of capital works, based on community requests and via our routine inspections - 51 new or upgraded accessible ramps were installed in 2020/21.
- Council provides significant funding to Holdsworth Community to provide a range of services to the Woollahra community, including community transport, carer and dementia services, social and leisure activities for seniors and people with disabilities, and home meal delivery.
- Through the Community and Cultural Grants Program, in 2020/21 Council has contributed to the funding of projects that provide: additional free transport to and from medical appointments; pathways for individuals living with disability to actively play or volunteer in local sports club activities, thereby fostering inclusion and greater social and health outcomes for that individual; an art exhibition showcasing the artistic talents of individuals living with disability; a free online art program for people aged over 70 years who live at home; an awareness walk and family fun day for people living with disability and their families, friends and carers; peer support group meetings for people living with mental illness; and online seated dance classes for those more vulnerable in our community during the pandemic.
- Council continues to organise for bins to be brought out for 15 residences and mows the verges on behalf of 5 residences who are unable to do these tasks themselves. Council currently provides 43 disabled parking bays installed in residential areas, along with four Health Carer Parking Permits for registered health care professionals attending a residents' property to provide at home care.
- The Woollahra Preschool's Inclusion Support Program supports the inclusion of children with additional support needs, reflected in children's individual learning plans and meetings held with the parents and allied service providers to review each child's progress and set objectives for the next term.

Supporting access to meaningful employment

- So as to support access to meaningful employment for people living with disability, Council continues to educate hiring managers on support provided by Job Access. Interview and Selection training with a Job Access component has been delivered on three occasions in 2020/21. The provision of supported employment contract, however, was not possible this financial year due to Public Health Orders

Improving access to mainstream services through better systems and processes

- Council endeavours to provide accessible systems, information and processes by allowing the community to register for events and activities via an online booking system, via phone, email or in person. As many activities and events have been hosted online this year due to Public Health Orders, this has allowed for a wider diversity of people registering and participating. Activities that were held in person this year were held at either the fully accessible Council Chambers or at the Woollahra Library at Double Bay.

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

- At its meeting of 22 February 2021, Council established an Inclusion (Disability, Aged and Carers) Advisory Committee with 4 community members with lived experience. The role of the Committee is to provide advice on the development, implementation, monitoring and review of Council policies, strategies, plans and infrastructure to assist in making the Woollahra LGA a more pleasant place to live and move around for all. The Committee will be consulted with as part of the development of Council's next iteration of our DIAP.

Yass Valley Council

Building positive attitudes

- Online disability awareness training for Council staff sourced. Community Services and Library staff promoted availability to staff.
- Online information on making your event accessible guide to local and regional event organisers made available on Council's website as part of event information.

- Managers undertook Aboriginal Cultural Awareness training. Further training to be considered annually as part of Council's Learning & Development Plan.
- 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 of People with Disability to promote inclusion to the general community.
- Promote the importance of access to businesses in the main street of Yass. A pre and post survey to determine business owners' attitudes towards access was conducted.
- Access must be considered as part of any approval for publicly accessible buildings and is routinely part of pre-lodgement discussions.

Creating liveable communities

- Audit Council buildings and facilities to ensure compliance with related standards. Prepare an annual program of accessibility upgrades for public halls and amenities. Design completed and approved for Administration Office entrance with works completed.
- A disabled toilet facility has been provided in Council's Administration Office, but access to it is not compliant. Nor further work is planned on the present facility as Council is arranging for the design and development of new administrative offices as part of a new Council Precinct.
- A project brief has been prepared to undertake 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.
- Automatic doors at the Yass Visitor Information Centre has been installed.
- Priority given to DIAP actions that are integrated with actions that are contained in the PAMP.
- Completed the development and implementation of 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.

Supporting access to meaningful employment

- Working with disability services employment organisations to identify opportunities for employment and work experience at Council and within the community.
- Reviewing Council's recruitment processes, forms and languages for accessibility.

Improving access to mainstream services through better systems and processes

- Audit of accessibility undertaken for Council's current communication methods (print and social media) to comply with level AA in the W2C's Web Content Accessibility Guidelines.
- Format for printed documents altered so captions included for all illustrations/ photographs and colour contrasting being used.
- Investigated implementation of a process that will facilitate communication with customers who have a disability has now been completed. This may include promotion of new accessible technologies including web self -service, web chat and video calls. A report was provided to the Access Committee.
- An audit has been completed to improve access to health services by working with NSW Health including Southern Local District and the Yass Community Consultative Committee to identify gaps in service provision and seek funding to maximise access. Ongoing advocacy is being 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. Council has provided an annual report to the Community Access Committee that confirms the number of Development Applications submitted to Council for works that have resulted in improvement to publicly accessible infrastructure.

