



**Woollahra
Municipal Council**

Disability Inclusion Action Plan 2017

Adopted 26 June 2017



**Woollahra
Municipal
Council**



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1. OUR COMMITMENT TO DISABILITY INCLUSION



1.1 Message from the Mayor

I believe we all have a role to play in identifying and breaking down the barriers which prevent people with disability from accessing the same opportunities as everyone else.

This Disability Inclusion Action Plan is our commitment to doing more to achieve this objective.

Whilst this is our first stand-alone plan outlining how we will provide for people with disability, this is not our first step.

This Plan is our vision of what we intend to do next. We can always do more to provide for the people with disability who visit or live in Woollahra.

Our thanks goes to our local community who have shared their feedback from the perspective of living with disability, or caring and supporting people with disability.

We look forward to working with all levels of government and the community to deliver long term improvements to ensure a more liveable environment for all.

We hope you will join us.



Councillor Toni Zeltzer
Mayor of Woollahra



1.2 Message from the General Manager

This Disability Inclusion Action Plan highlights our leadership on, and commitment to, delivering practical changes for people with disability.

Our commitment is best demonstrated through the actions outlined in this Plan and in our other integrated planning documents.

We will be writing to the NSW Minister for Disability with a summary report on the implementation of this Disability Inclusion Action Plan.

This Plan, together with our continued community engagement and awareness building, will help us maintain focus on providing inclusive, accessible infrastructure, services, programs and activities for everyone in Woollahra.



Gary James
General Manager

2. VISION FOR WOOLLAHRA

2.1 Our Vision

As a NSW local council, it is our responsibility to plan for the needs of people with disability. Where possible, we will support people with disability to remain living in their homes and to stay active in their local community.

Our long-term strategic plan, Woollahra 2025, describes our vision statement as:

Woollahra will be a great place to live, work and visit where places and spaces are safe, clean and well maintained.

We are committed to improving accessibility and inclusion through:

- improved infrastructure;
- a well maintained environment;
- well planned neighbourhoods;
- community activities and facilities; and
- improved traffic and transport.

We provide financial assistance to Holdsworth Community who provide:

- Gaden Café and home meal delivery;
- community transport;
- neighbour aid, carer and dementia services; and
- social and leisure programs for people with disability.

We also:

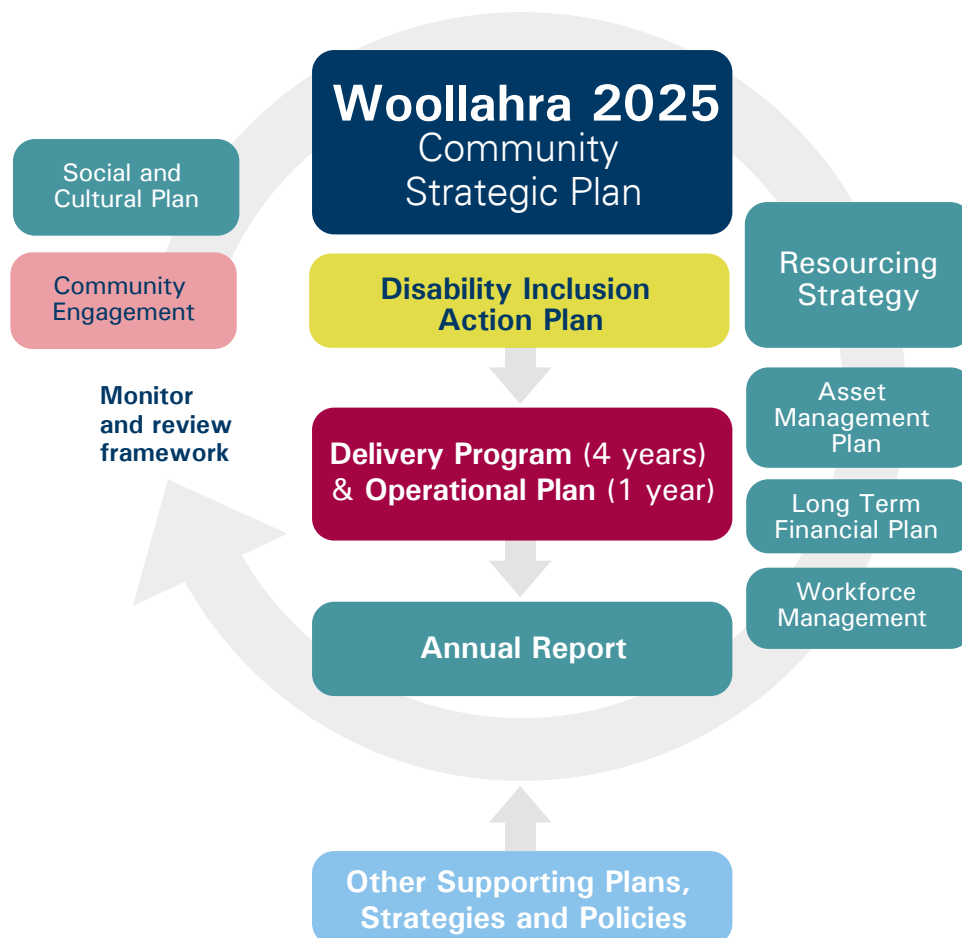
- coordinate and facilitate partnerships and outcomes;
- provide community development programs and activities;
- provide accessible venues, parks, playgrounds and library services;
- undertake strategic town planning;
- implement the Preschool disability support program; and
- provide information and referral.

2.2 About this Plan

The NSW Disability Inclusion Act 2014 commits NSW Government departments, local councils and other public authorities to work to make communities more inclusive and accessible for people with disability. The Act requires all local government organisations to produce a Disability Inclusion Action Plan (DIAP) by 1 July 2017 describing how Council will work to help people with disability access general support and services and fully participate in the community.

We have in place many policies and processes - and provide services, activities and programs - that are accessible and inclusive. Developing a stand-alone DIAP that is also embedded within Council's other strategic documents provides Council with an opportunity to review current practices to enhance accessibility.

Our Disability Inclusion Action Plan is embedded throughout and complements Council's other strategic documents.



2.3 Developing this Plan

Steps taken in developing this Plan include:

1. **Aged and Disability Needs Study (2016)**

Comprehensive research into the current and future supply of, and demand for, services, supported accommodation, accessible public domain, and social/recreational activities for older people (aged 65 and over) and people with disability (across all ages), including a gap analysis and recommendations to address identified gaps.

The methodology for the study included current and forecast demographic analysis, reviewing the role of Council and comparative analysis with neighbouring councils, an audit and mapping of services, a review of the implications of local, State and Commonwealth government policy changes, documenting cases studies of best practice trends and innovation, and stakeholder and community engagement.

2. **DIAP Working Party**

This was formed in February 2017 with representation from across Council including open space planning, capital works, facilities, community, cultural and recreational services, events and communications.

3. **Focus Groups**

Sessions will be held with Holdsworth, Jewish Care and Miroma to consult on the draft DIAP.

4. **Community Feedback**

Feedback received through public exhibition of the draft DIAP will be incorporated to produce a finalised DIAP.



**Aged and Disability
Needs Study 2016**

3. HOW WE PLAN

We plan for the needs of people with disability in accordance with the policies and plans of local, regional, national and international agencies.

3.1 International policy drivers

The key theme of international policy drivers is inclusion and equality for people with disability. The United Nations Convention on the Rights of Persons with Disability is intended to protect the rights and dignity of persons with disabilities. The Convention works from the social model of disability that respects people with disability as full and equal members of society with human rights rather than objects of charity, medical treatment and social protection.

3.2 Commonwealth policy drivers

The key themes of Commonwealth policy drivers for people with disability are around independence, inclusion, ageing in place, and health and wellbeing.

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with disability, their families and carers. Some of the supports that will be funded include therapy, transport, accommodation, equipment modification, employment services and social participation.

The Commonwealth Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the DDA and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

3.3 State Government policy drivers

NSW State Government is responsible for the policy and planning that affects the lives of people with disability including planning for housing, transport, urban planning and education. Key themes of the State Government's policy drivers are health and wellbeing, supporting people to live independently, linking people to services, and supporting them to connect with their community.

Stronger Together is the NSW Government's plan to make the specialist disability service system more responsive to the needs of people with disability and their families and carers. It sets out a 10-year plan to provide more services in more flexible ways to better support people with disability and their families and carers.

Stronger Together established five reform directions:

- making access fairer and more transparent;
- helping people to remain in their own home;
- linking services to need;
- expanding options for people living in specialist support services; and
- creating a sustainable support system.

The *NSW Disability Inclusion Act 2014* provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:

- the same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;
- independence and social and economic inclusion within the community; and
- choice and control in the pursuit of their goals and the planning and delivery of their supports and services.



4. WHO ARE WE?

It is important to understand our community profile so that we can influence and work towards a more accessible and inclusive community.

The Woollahra LGA includes the suburbs of Bellevue Hill, Darling Point, Double Bay, Edgecliff, Paddington (part), Point Piper, Rose Bay (part), Vaucluse (part), Watsons Bay and Woollahra. In 2016 our estimated resident population was 59,860. By 2031, NSW Department of Planning and Environment forecasts indicate that our population will be around 67,250 people, representing a 19% growth from 2011.

According to the ABS Census of Population and Housing 2011, 2.4% (or 1,243 people) reported needing assistance with core activities because of a disability. This is a lower proportion than Greater Sydney (4.4%) and NSW (4.9%). While we had a lower proportion of persons in need of daily core assistance, proportions ranged from a low of 1.5% in Bellevue Hill to a high of 4.2% in Edgecliff. The five areas with the highest proportion of people of all age groups needing assistance were:

- Edgecliff (4.2%).
- Rose Bay (3.9%).
- Darling Point (3.3%).
- Woollahra (3.1%).
- Double Bay/Point Piper (2.9%).

The suburbs with the highest proportion of people needing core assistance in each age group were:

- 0 to 4 years: Vaucluse – Watsons Bay (4 people or 2.7%).
- 5 to 9 years: Double Bay – Point Piper (6 people, 2.3%).
- 10 to 19 years: Rose Bay (23 people or 3.7%).
- 20 to 59 years: Rose Bay (24 people, 0.8%).
- 65 years and above: Rose Bay (221 people or 3.3%).



The Aged and Disability Needs Study 2016 revealed that:

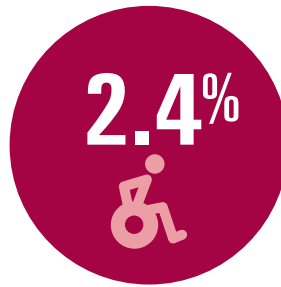
- there was a lower proportion of people who are unpaid aged and disability carers in the Woollahra LGA (10.1%) compared to Greater Sydney (10.9%) and NSW (11.4%),
- on average, people with disability in Woollahra LGA have an average household income of around \$92,990,
- 36% of all people with disability were employed in some capacity. This is lower than national figures, possibly because 44% of survey respondents had retired from paid employment, and;
- on average Woollahra residents with disability travel 5.88 km to access employment.



People with disability in the Woollahra LGA

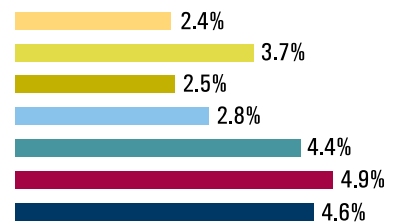


reported a **condition** that indicates disability*

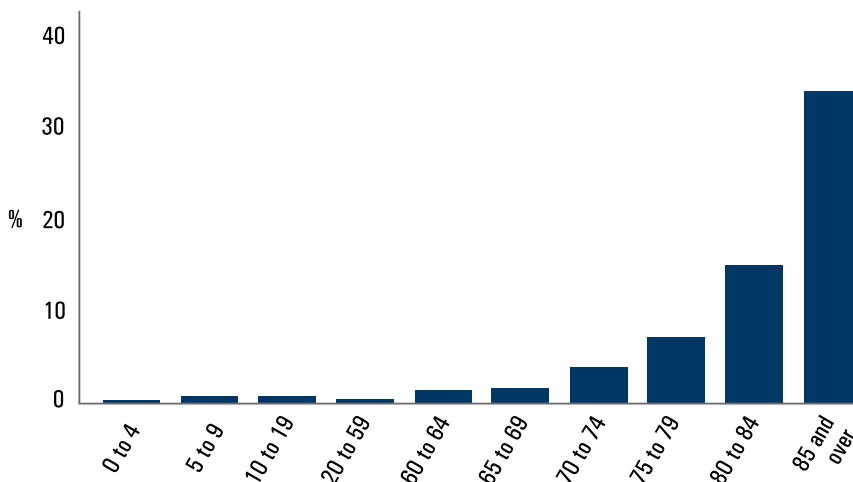


need **assistance** with core activities

Compared to:



Need for assistance by age group



are **unpaid** carers

Data source: ABS Census 2011, compiled in Profile.id

* From Micromex telephone survey of 397 respondents

5. HOW DID WE CONSULT?

5.1 Aged and Disability Needs Study

In 2016 we completed comprehensive research into current and future supply of and demand for older people (aged 65 and over) and people with disability of all ages in regards to:

- support services;
- supported accommodation;
- accessible public domain; and
- social/recreational activities.

*Stakeholder and community engagement completed
March – April 2016:*

Telephone survey: 397 people

- 100 people with disability
- 15 carers
- 107 older people aged 65+.

Council staff workshop: 16 Council staff.

Face to face interviews with local service providers: Jewish Care, Holdsworth Community, and Miroma.

Telephone survey with local service providers.

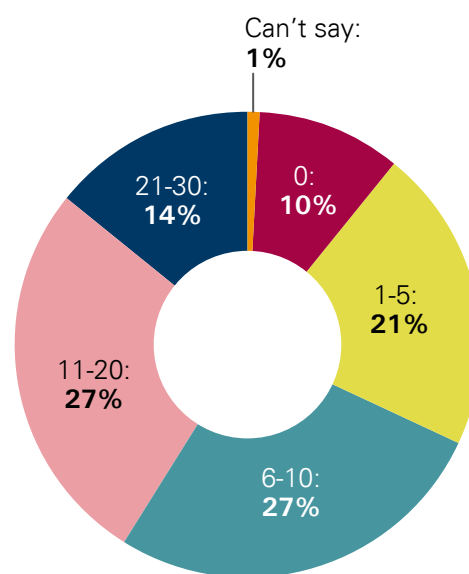
Telephone interviews with neighbouring Councils and Government Agencies.

Meetings with local aged and disability social groups.

5.1.1 What did we find?

- The telephone survey indicated that around 18% of Woollahra residents self-reported as having one or more health conditions that constitute a disability, the most frequent being 'physical conditions' (including hearing loss, sight loss - 10%) and 'mental health conditions' (7%).
- People with disability living in our community have a high level of overall life satisfaction, though this was slightly lower than for those aged 65 years and over and for total residents. Carers reported a lower level of life satisfaction than people with disability.
- 78% of people with disability had accessed health services in the past month (compared with 66% of those aged 65+). Attitudinally, those with disability rated satisfaction with their health significantly lower than did residents in general and the 65+ cohort.
- Around 6% of people with disability surveyed indicated they would need to move out of the LGA because of affordability and 12% due to failing health. There is currently no group housing for people with disability in the Woollahra LGA, and this was identified as a gap by two local service providers and through consultation with a disability social group.
- 16% of those with disability indicated they were unable to leave their home on their own (only 3% for the 65+ cohort), and 9% indicated there are public venues they are unable to access and that they encounter communications issues when out and about.
- The main services accessed by people with disability in the past month were health (78%), active recreation and fitness programs (47% - of which over 50% of those were outside the LGA), passive recreation programs or cultural activities (17%) and organised social outings (16%).
- 10% of those with disability had not participated in any social events outside their home in the past month. 25% would like more social support / opportunities to socialise (39% of those under 65 years).
- Transport concerns were raised on several open-ended questions: damaged footpaths, more/improved public transport services and lack of parking were key issues mentioned.
- 31% of people with disability identified that they have felt isolated or lonely in their homes in the past month.

Number of times participated in social events or activities outside the home in the past month

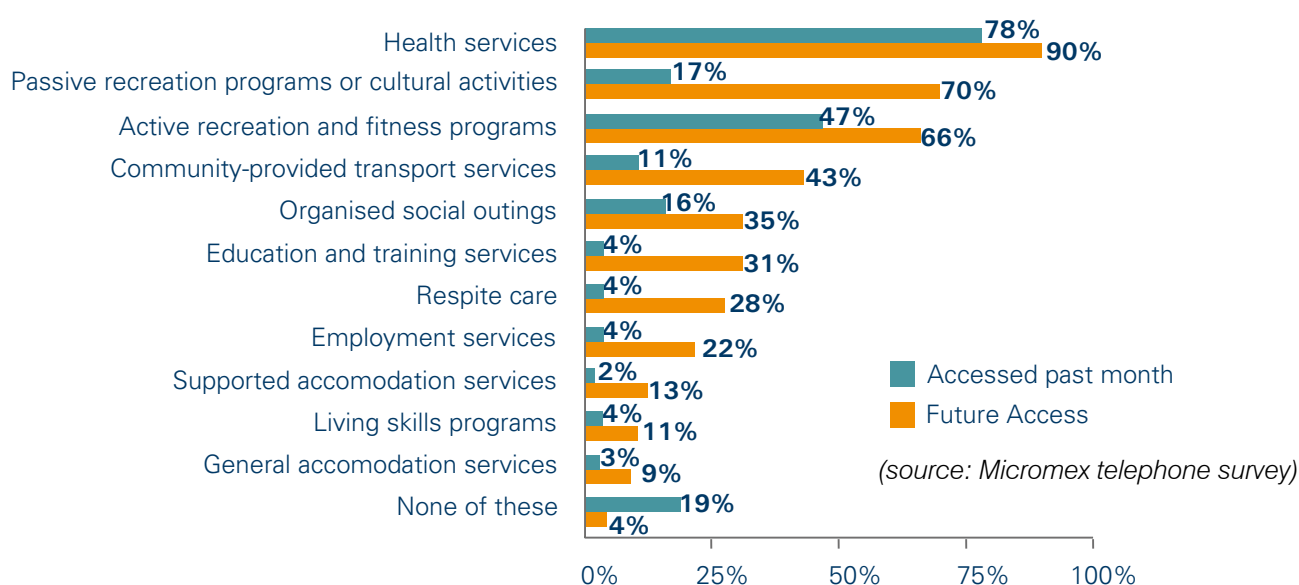


(source: Micromex telephone survey 2016)

5.1.2 Implications

- There is a lower proportion of people in Woollahra with disability (core need of assistance) than average, indicating that the high cost of housing in the area may be a barrier to living here.
- The proportion of people who identify as having some form of disability (18%) is similar to the national average.
- The proportion of people needing assistance with core activities and people who identify as having some form of disability increases with age.
- People with disability in Woollahra LGA earn higher than average incomes and therefore, mostly have the capacity to afford to access services and programs to meet health and social service outcomes. However, some earn less than \$25,000 annually and therefore these residents need access to affordable or free social services and opportunities.
- 70% of people with disability expressed an interest in 'passive recreation or cultural activities' and 66% 'active recreation and fitness programs'. There may be an opportunity for Council to better communicate the availability of accessible active recreation and fitness programs and/or develop new programs.
- Service providers and people with disability indicated a need for improvements including: accessible public transport; night time social activities - particularly for young people with disability; inclusion into mainstream activities through improved access to community facilities, parks, venues and shopping areas; more cultural activities rather than physical; and activities in small groups where people can recognise each other.

Current and desired access to services, people with disability March/April 2016



6. WHAT WE PLAN TO DO

We will work on the following recommendations from the Aged and Disability Needs Study adopted on 12 September 2016.

- Work in partnership with local services to increase access to information about quality public and private services.
- Continue to support local disability service and program delivery through access to Council venues.
- Consider a regional approach to a published Community Information Directory.
- Integrate planning across Council to improve the accessibility of the public domain, parks and venues including universal design principles, seating and shade, rest stops and public toilets.
- Participate in advocacy and education to improve public transport options.
- Facilitate increased group housing and universally designed housing locally.
- Create a community that enables people with disability to participate independently in mainstream activities.

We will address these recommendations in a range of strategies, priorities and actions, with specific responsibilities, timeframes and performance measures to keep us on track in building a more inclusive and accessible community.

In accordance with the NSW Disability Inclusion Plan we will work towards;

- **Promoting positive attitudes and behaviours** - the development of positive community attitudes and behaviours towards people with disability;
- **Creating liveable communities** - the creation of more liveable communities for people with disability;
- **Improving employment opportunities** - the achievement of a higher rate of meaningful employment participation by people with disability and through inclusive employment practices; and
- **Improving systems and processes** - more equitable access to mainstream services for people with disability through better systems and processes.

Our plan is summarised on the following pages, with the detailed plan provided in Appendix 1.

6.1 Promoting Positive Attitudes and Behaviours

We encourage attitudes and behaviours that are inclusive and respectful and work in partnership with our community to encourage positive attitudes towards disability. Attitudes about and behaviours towards people with disability can be the single biggest barrier to participation and inclusion.

Some of our achievements to date include:

- liaising with Job Access to encourage people with disability to apply for positions with Council;
- offering Disability Awareness Training to staff and members of the community;
- hosting Mental Health 1st Aid training each year for the community;
- hosting Access Forums that raise community awareness and develop skills around addressing accessibility;
- providing training for the Preschool Inclusion Support Teacher and other preschool staff in supporting inclusion; and
- training of Customer Services staff to use the National RELAY Service telephone for hard of hearing and/or speech impaired.

6.1.1 Our plan for promoting positive attitudes and behaviours:

Improve staff knowledge about options for accommodating disability in the workplace.

- Provide training for staff that sit on recruitment panels at webinar/seminar introducing Job Access and Disability Awareness Training (annual).
- Provide Mental Health and Disability Awareness Training for all public facing staff on how to recognise and respond to customers who have mental health issues or disability (ongoing).

Improve staff skills to apply access and inclusion principles in their key job responsibilities.

- Continue to provide training for Preschool Inclusion Support Teacher and other preschool staff in supporting inclusion (ongoing).
- Continue to provide training for Customer Services staff in National RELAY Service (annual).

Ensure staff have access to relevant resources to support inclusion.

- Prepare access and inclusion guidelines for community and cultural events (short term).

Review Council guides, policies and procedures to ensure inclusivity and accessibility features.

- Review Corporate Style Guide to ensure font sizes suitable for sight impaired and accessible language (short term).
- Review disability section of the online form for external events (short term).

Increase the visibility of people with disability in Council publications and communications.

- Develop and consult with Disability Services Australia about an image library that includes appropriate images (short term).

Provide education and information programs for the community.

- Continue to provide mental health information sessions (ongoing).
- Continue to provide Access Forums: skills development and awareness raising workshops covering a range of access barriers (ongoing).

Identify new programs targeting people with disability.

- Facilitate a community activity for International Day of People with a Disability on 3 December (annual).



Skills
COMMUNITY WORKSHOP



MENTAL HEALTH FIRST AID

This course teaches skills in how to assist people experiencing a mental health crisis, mental health problems or the early stages of a mental illness. Participants will learn about the signs and symptoms, where and how to get help and what sort of help has been proven to be effective.

This course is ideally suited for community minded people who actively participate in community activities and events, such as volunteers, club members and staff, community organisations, etc.

THURSDAY 26TH & FRIDAY 26TH MAY
9:00AM - 4:30PM
WOOLLAHRA COUNCIL

\$30 (includes manual and access)

For more information, go to book.woollahra.nsw.gov.au
OR call 9391 7186

Presented by:



woollahra.nsw.gov.au



free
COMMUNITY TRAINING



DISABILITY AWARENESS TRAINING
Untangle some of the myths held about people with disabilities.

This free, full day workshop has been developed to empower locals to work effectively and confidently with people with disabilities and to help create a supportive community for people with disability.

Who should attend?
Anyone wishing to become more community minded - ideal for those working in a community-facing role, running a business, or looking to improve their work skills. This training is not aimed at disability workers.

Subjects covered:

- The diverse nature of disability and individual needs
- Barriers / accessibility issues experienced
- Appropriate language

In partnership with:



SATURDAY 9AM - 4PM
31 OCTOBER
WOOLLAHRA COUNCIL
Bookings essential

For more information, or to book, visit dat15.eventbrite.com.au or call 9391 7182.



woollahra.nsw.gov.au

6.2 Creating Liveable Communities

We are committed to providing and enhancing places where people of all abilities can move about easily, access services and facilities and participate fully in the recreational, social, cultural and economic life of the Woollahra community.

Liveable communities actions relate to community services; recreational, cultural and social activities; planning and development; outdoor spaces; transport and way-finding; buildings and facilities; and residential planning and approvals.

We have demonstrated this commitment in the following ways:

- our Customer Service Centre is an accessible building with ramps and a lift, disabled parking and low desks for wheelchair accessibility;
- Woollahra Libraries are all fully accessible. For example, the purpose built Woollahra Library at Double Bay is fully accessible, with disabled parking access, a continuous path of travel, accessible toilets, availability of a hearing loop and an accessible lift which travels from the ground floor to all levels of the Library;
- we provide a Home Library Service for house-bound people or people with limited mobility;
- we employ a qualified Inclusion Support teacher at the Woollahra preschool to support the integration of and provide support to children with additional needs;
- we have recently upgraded the former Woollahra Seniors' Centre including installation of a lift, ramps and accessible amenities;



Our Customer Service Centre's low desk and accessible entry

- we have upgraded the Woollahra Preschool to improve access by installing a lift;
- a recent upgrade of the playground at Holdsworth Community Centre as an all-abilities playground;
- funding Holdsworth each financial year to run accessible and inclusive programs and activities for the community;
- providing a number of accessible and inclusive social and recreational activities for the community, including a Men's Chat Group, Seniors' Festival and Easy PC IT skill development for seniors;
- mowing road verges and bringing out bins for those who are unable to do this themselves;
- abiding by the Australian Standards in regards to design and construction – upgrade to streetscapes are completed in line with best practice and aim to ensure universal access;
- installation of wayfinding signage at many parks, such as Gap Park, Sir David Martin Reserve and Cooper Park;
- processes for residents to apply for a disabled parking bay in a residential area and the issuing of Health Carers Parking Permits to allow parking for registered health care professionals attending a residents' property to provide at-home health care services. There are currently 3,015 Mobility Parking Spaces in the Municipality: 2,794 individual, 114 organisation and 107 temporary; and
- our planning controls support and encourage accessible developments.



**Holdsworth Community
Centre playground upgrade**

6.2.1 Our plan for creating liveable communities:

Ensure we meet best practice universal access Australian Standards in regards to design and construction of Council venues and facilities.

- Undertake an access audit of all Council owned venues for hire and community buildings (mid term).
- Develop policy & procedure in regards to universal access in the design and construction of Council venues and facilities (medium term).

Promote the accessibility features of Council owned buildings and venues.

- Install signage highlighting that the Customer Service Centre and Council Chambers are accessible (short term).
- Promote accessibility features of all accessible facilities and venues (ongoing).

Ensure access is improved when Council venues and buildings are upgraded.

- Develop an upgrade plan to increase the number of Council's community venues for hire and community buildings that are accessible (short term).

Identify accessible parks, amenities and public spaces throughout the Municipality.

- Audit parks and public spaces for accessibility features such as continuous path of travel and toilets (mid term).
- Undertake a feasibility study into including braille in wayfinding signage (medium term).
- Undertake access audit on footpaths and develop program of works (long term).

Program works to increase accessibility of parks, amenities and public spaces.

- Consider including wayfinding signage in Master Plans and Plans of Management for sites throughout the Municipality (short term).
- Install accessible toilets at Chiswick Gardens (ongoing).
- Increase number of accessible pram ramps and tactile indicators on steps throughout the Municipality (ongoing).

Publicise accessibility of parks, amenities and public spaces.

- Promote access features of parks, amenities and public spaces, such as the wheelchair accessible ramp and water wheelchairs available at Watsons' Bay baths and the all abilities playground at Holdsworth Community Centre (short term).



Gap Park wayfinding signage

Council will continue to fund Holdsworth to run programs and activities for the community.

- Ensure availability of community transport and other programs and services through Holdsworth (annual).

Provide services to support people to live independently.

- Develop a policy and procedures for Council organising for bins to be brought out for those unable to (short term).
- Develop and implement a policy and procedure for the mowing of road verges for those unable to mow their own (short term).
- Promote local Home Maintenance and Modification services (ongoing).

Provide the Home Library Service.

- Review and promote the home library service for housebound people/people with limited mobility (ongoing).

Provide the Preschool Inclusion Support program.

- Continue to implement the Preschool Inclusion Support Program at the Woollahra Preschool to support inclusion of children with additional support needs (ongoing).

Provide a range of accessible community and cultural development projects and programs.

- Review the range of community development projects and programs available and, where possible, make more accessible and inclusive (ongoing).
- Review the range of cultural development projects and programs available and, where possible, make more accessible and inclusive (ongoing).

Advocate for increased accessible private parking and community transport.

- Review information on website and processing of applications for disabled parking bays located in residential areas (ongoing).
- Review Health Carers Parking Permits scheme to allow parking for registered health care professionals attending a residents' property to provide at home care (ongoing).
- Continue to fund Holdsworth to provide community transport (annual).

Advocate for maintenance and upgrade, of accessible public transport facilities.

- Advocate for installation of a lift and access features at Edgecliff Railway Station (medium term).

Ensure housing options for people with disability through the provision of adaptable housing.

- Use of planning legislation SEPP (Housing for Seniors or People with Disability) 2004 and Chapter E8 of WDCP 2015 that supports housing for seniors or people with disability (ongoing).
- Review works schedule to ensure 94A levy funds are directed to Council's current buildings to improve disabled access (medium term).
- Regular monitoring of availability of aged and disability housing (annual).

6.3 Improving Employment Opportunities

Employment provides economic security, contributes towards self-esteem, provides occasions of social interaction and increases a person's opportunities for choice and control. The many barriers encountered by people with disability during the recruitment process and those seeking career development contribute to employment rates for people with disability being significantly lower than those without disability across all sectors.

A commitment to improving our capacity to recruit and support a diverse workforce has been demonstrated in the following ways:

- contact with a National Disability Recruitment Coordinator to assess and improve Council's fitness to employ people with disability;
- Council's Equal Employment Opportunity Policy (EEO) defines disability discrimination, responsibilities of staff and Council and remedies for instances of discrimination;
- a Reasonable Adjustment Policy that outlines procedure for making adjustments to the workplace to accommodate disability is in development; and
- a long standing contract with Print Factory Group, an organisation that places people with disability in employment.

6.3.1 Our plan for improving employment opportunities:

Ensure recruitment practices are inclusive.

- Re-establish partnership with National Disability Recruitment Coordinator to assess and improve access to employment for people with disability at Council (annual).
- Continue Council's EEO Policy that defines disability discrimination, responsibilities of staff and Council, remedies for instances of discrimination (short term).
- Finalise and implement Reasonable Adjustment Policy that outlines procedure for making adjustments to the workplace to accommodate disability (short term).
- Review EziSuite recruitment program to attract candidates with disability and encourage diversity (short term).
- Add a specific disability inclusion and reasonable adjustment policy to the EEO Management Plan to ensure a diverse and skilled workforce, a workplace culture displaying fair workplace practices and behaviours and improved employment access and participation by EEO groups (annual).

Improve Council capacity to deliver contracts that support employment of people with disability.

- Continue contract with Print Factory Group (ongoing).
- Investigate suitable tasks for new supported employment contracts (short term).

6.4 Improving Systems and Processes

We are committed to easy systems and processes that remove barriers to accessing mainstream services and support people of all abilities to participate fully.

We are aware of and responsive to the needs of people of all abilities and have demonstrated commitment to disability inclusive systems and processes by:

- producing a disability services directory that is updated annually;
- implementing the Woollahra Preschool Priority of Access Guidelines and Supporting Children with Additional Needs procedure;
- the Woollahra community is able to register for events via a range of accessible options including Eventbrite, telephone and in person; and
- copies of both the Small Sculpture Prize exhibition guide and the Libraries' *What's On* are printed in large print.



Woollahra Preschool

6.4.1 Our plan for improving systems and processes:

Ensure inclusive and accessible policies and procedures for all Council activities.

- Continue to allow registration for events and activities through a range of accessible options (ongoing).
- Increase the number of community activities held in accessible venues (ongoing).
- Consult with people with disability when reviewing and updating the Disability Directory (annual).
- Investigate the development of a regional Community Information Directory for services for people with disability (short term).
- Continue to implement the Woollahra Preschool Supporting Children with Additional Support Needs procedure and Priority of Access Guidelines (annual).
- Test the usability of the Small Sculpture Prize large print exhibition guide (short term).
- Test the usability of the Library *What's On* large print guide (short term).

Ensure inclusive and accessible communication for all Council services and activities.

- Update Council website to include accessibility features of Council's venues and facilities (short term).
- Review Council's website against standard WCAG 2.0 (medium term).
- Promotional flyers to use plain language, consider inclusive illustrations and details about accessibility of the venue (ongoing).

Inclusive Customer Service Charter.

- Review Customer Service Charter to ensure commitment to assisting all customers and directing customers to the appropriate service if it is not provided by Council (annual).

Inclusive crisis communications and business continuity plan.

- Consider and include actions to quickly communicate with people with vision or sight impairment during a crisis as part of Council's crisis communications and business continuity plan (short term).

7. MONITORING AND EVALUATION

Our Disability Inclusion Action Plan is embedded throughout and complements Council's other strategic documents.

Implementation will be monitored and reported as part of Council's usual Integrated Planning and Reporting Framework, on a quarterly basis and annually in Council's Annual Report.

We will monitor the success of this plan through:

- completion of actions in this Plan within timeframes;
- evaluation of programs, services and activities in relation to attendance and satisfaction levels;
- regular assessment of the number of people with disability accessing employment, services and programs managed by Council;
- evaluation of trends per annum on the availability of accessible accommodation, venues, facilities, parks, open space and public spaces throughout the Municipality;
- completion of new policies and procedures that encourage improved access and inclusion within timeframes; and
- community feedback and satisfaction surveys undertaken every 4 years to determine attitudes towards services for people with disability.

As with Council's other strategic documents, Council's DIAP will be modified and updated as required. In addition to an annual review, the subsequent DIAP will be adopted by Council and published on Council's website.

A copy of the final DIAP will be submitted to The Disability Council NSW.

8. REFERENCES AND GLOSSARY

8.1 References

Micromex Research for Cred Consulting and Woollahra Council, Aged and Disability Needs Study, March/April 2016

Woollahra Council Aged and Disability Needs Study, Cred Consulting, August 2016

Local Government NSW – NSW Disability Inclusion Action Planning Guidelines for Local Government

8.2 Acronyms and Glossary

DIAP: Disability Inclusion Action Plan

NDIA: The National Disability Insurance Agency (NDIA) is an independent statutory agency whose role is to implement the National Disability Insurance Scheme (NDIS).

National Disability Insurance Scheme (NDIS): A reform aimed at improving the lives of people with disability. People with disability, who meet the access requirements (e.g. must be under 65), will have the right to decide their own best interests, and choice and control over their lives and the supports they receive. The NDIS replaces the existing state system with an approach based on an entitlement to support people with disability. When the NDIS is fully operational, an estimated 140,000 people in NSW will be able to access supports – this is an increase of approximately 50,000.

People with disability: The UN Convention on the Rights of Persons with Disabilities states defines people with disability as: *“Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”*

This definition follows the social model of disability, which sees ‘disability’ as a result of the interaction between people living with impairments (i.e. a medical condition that leads to disability), and barriers in the physical, attitudinal, communication and social environment. In this context, *“it is not the inability to walk that keeps a person from entering a building by themselves but the stairs that are inaccessible that keeps a wheelchair-user from entering that building”*⁴. The social model of disability is now the internationally recognised way to view and address “disability”.

SEPP 5: State Environmental Planning Policy No 5 – Housing for Older People or People with a Disability.

APPENDIX 1 - OUR DETAILED PLAN

The timeframes listed overleaf are:

Short Term (ST): under 2 years

Medium Term (MT): 2 – 4 years

Long Term (LT): 5 + years

Ongoing (O): as required

Annual (A): once per year

THEME: ATTITUDES AND BEHAVIOURS

Strategy	Focus area	Priorities	Action	Responsibility	Timing
Deliver high quality services that meet customer expectations (IP&R 11.5)	Training	Improve staff knowledge about options for accommodating disability in the workplace	Provide training for staff that sit on recruitment panels at webinar/ seminar introducing Job Access and Disability Awareness Training.	HR & OD	A
			Provide Mental Health and Disability Awareness Training for all public facing staff on how to recognise and respond to customers who have mental health issues or disability.	HR & OD	O
		Improve staff skills to apply access and inclusion principles in their key job responsibilities	Continue to provide training for Preschool Inclusion Support Teacher and other preschool staff in supporting inclusion.	Community Development	O
			Continue to provide training for Customer Services staff in National RELAY Service. Provide training to relevant staff on designing dementia friendly environments	Customer Services HR & OD	A O
Improve communication with the community and increase awareness of Council's activities (IP&R 10.1)	Events and activity promotion	Ensure staff have access to relevant resources to support inclusion	Prepare access and inclusion guidelines for community and cultural events.	Community Development	ST
		Review Council guides, policies and procedures to ensure inclusivity and accessibility features	Review Corporate Style Guide to ensure font sizes suitable for sight impaired and accessible language. Review disability section of the online form for external events.	Communications Communications	ST ST
		Increase the visibility of people with disability in Council publications and communications	Develop and consult with Disability Services Australia about image library that includes appropriate images.	Marketing and Projects	ST
Increase engagement in community activities (IP&R 1.2)	Community Programs	Provide education and information programs for the community	Continue to provide mental health information sessions. Continue to provide Access Forums: skills development and awareness raising workshops covering a range of access barriers.	Community Development Community Development	O O
		Identify new programs targeting people with disability	Facilitate a community activity for International Day of People with a Disability on 3 December.	Community Development	A

THEME: LIVEABLE COMMUNITIES

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
Enhance local community, cultural and recreation facilities to become more attractive, integrated and accessible (IP&R 5.1)	Council venues and facilities	Ensure we meet best practice universal access Australian Standards in regards to design and construction of Council venues and facilities	Undertake an access audit of all Council owned venues for hire and community buildings.	Property & Projects	MT
			Develop policy & procedure in regards to universal access in the design and construction of Council venues and facilities.	Property & Projects	MT
		Promote the accessibility features of Council owned buildings and venues	Install signage highlighting that the Customer Service Centre and Council Chambers are accessible.	Technical Services	ST
			Promote accessibility features of all accessible facilities and venues.	Libraries/ Community Development	O
		Ensure access is improved when Council venues and buildings are upgraded	Develop an upgrade plan to increase the number of Council's community venues for hire and community buildings that are accessible.	Community Development/ Property & Projects	ST
			Council to explore compiling a contact list of community members to act as a reference group for consultation as and when infrastructure upgrades arise	Community Development	O
Provide attractive, connected and safe parks, sport grounds, foreshore areas and other public spaces (IP&R 5.3)	Public spaces	Identify accessible parks, amenities and public spaces throughout the Municipality	Audit parks and public spaces for accessibility features such as continuous path of travel and toilets.	Open Space and Trees	MT
			Undertake a feasibility study into including braille in wayfinding signage.	Open Space and Trees	MT
			Undertake access audit on footpaths and develop program of works.	Engineering	LT
		Program works to increase accessibility of parks, amenities and public spaces	Consider including wayfinding signage in Master Plans and Plans of Management for sites throughout the Municipality.	Open Space and Trees	ST
			Install accessible toilets at Chiswick Gardens.	Property & Projects	ST
			Increase number of accessible pram ramps and tactile indicators on steps throughout the Municipality.	Engineering Services	O

THEME: LIVEABLE COMMUNITIES

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
		Publicise accessibility of parks, amenities and public spaces	Promote access features of parks, amenities and public spaces, such as the wheelchair accessible ramp and water wheelchairs available at Watsons' Bay baths and the all abilities playground at Holdsworth Community Centre.	Communications	ST
Encourage independent living for older people and people with special needs (IP&R 2.3)	Support services	Council will continue to fund Holdsworth to run programs and activities for the community	Ensure availability of community transport and other programs and services through Holdsworth	Community Services	A
		Provide services to support people to live independently	Develop a policy and procedures for Council organising for bins to be brought out for those unable to.	Civil Operations	ST
			Develop and implement a policy and procedure for the mowing of road verges for those unable to mow their own.	Open Space and Trees	ST
			Promote local Home Maintenance and Modification services.	Community Development	O
		Provide the Home Library Service	Review and promote the home library service for housebound people/people with limited mobility.	Libraries	O
Provide the Preschool Inclusion Support program	Continue to implement the Preschool Inclusion Support Program at the Woollahra Preschool to support inclusion of children with additional support needs.	Community Development	O		
Increase engagement in community activities (IP&R 1.2)	Community and cultural projects and programs	Provide a range of accessible community and cultural development projects and programs	Review the range of community development projects and programs available and, where possible, make more accessible and inclusive.	Community Development	O
			Review the range of cultural development projects and programs available and, where possible, make more accessible and inclusive.	Cultural Development	O

THEME: LIVEABLE COMMUNITIES

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
Improve the management of public parking on-street and off-street (IP&R 6.2)	Parking	Advocate for increased accessible private parking and community transport	Review information on website and processing of applications for disabled parking bays located in residential areas.	Engineering Services	O
			Review Health Carers Parking Permits scheme to allow parking for registered health care professionals attending a residents' property to provide at home care.	Engineering Services	O
			Continue to fund Holdsworth to provide community transport.	Community Services	A
Promote provision of better, more integrated public and community transport (IP&R 6.3)	Public transport	Advocate for maintenance and upgrade, of accessible public transport facilities	Advocate for installation of a lift and access features at Edgecliff Railway Station	Engineering Services	MT
Encourage diversity in housing choice to suit a changing population (IP&R 4.4)	Universal design and access	Ensure housing options for people with disability through the provision of adaptable housing	Use of planning legislation SEPP (Housing for Seniors or People with Disability) 2004 and Chapter E8 of WDCP 2015 that supports housing for seniors or people with disability	Strategic Planning and Development Control	O
			Review works schedule to ensure 94A levy funds are directed to Council's current buildings to improve disabled access	Strategic Planning and Development Control	MT
			Regular monitoring of availability of aged and disability housing	Community Development	A

THEME: EMPLOYMENT

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
Deliver high quality services that meet customer expectations (IP&R 11.5)	Employment	Ensure recruitment practices are inclusive	Re-establish partnership with National Disability Recruitment Coordinator to assess and improve access to employment for people with disability at Council.	HR & OD	A
			Continue Council's EEO Policy that defines disability discrimination, responsibilities of staff and Council, remedies for instances of discrimination.	HR & OD	ST
			Finalise and implement Reasonable Adjustment Policy that outlines procedure for making adjustments to the workplace to accommodate disability.	HR & OD	ST
			Review EziSuite recruitment program to attract candidates with disability and encourage diversity.	HR & OD	ST
			Add a specific disability inclusion and reasonable adjustment policy to the EEO Management Plan to ensure a diverse and skilled workforce, a workplace culture displaying fair workplace practices and behaviours and improved employment access and participation by EEO groups.	HR & OD	A
		Improve Council capacity to deliver contracts that support employment of people with disability	Continue contract with Print Factory Group.	Property and Projects	O
			Investigate suitable tasks for new supported employment contracts. Council's procurement staff to explore adding suppliers with good disability employment records to the preferred provider list.	HR & OD/ Property & Projects Records	ST O

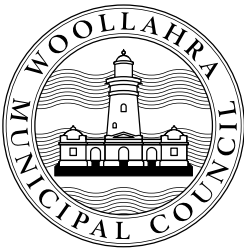
THEME: SYSTEMS AND PROCESSES

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
Increase engagement in community activities (IP&R 1.2)	Community activities	Ensure inclusive and accessible policies and procedures for all Council activities	Continue to allow registration for events and activities through a range of accessible options.	Marketing and Projects	O
			Increase the number of community activities held in accessible venues.	All	O
			Consult with people with disability when reviewing and updating the Disability Directory.	Marketing and Projects	A
			Investigate the development of a regional Community Information Directory for services for people with disability.	Marketing and Projects	ST
			Continue to implement the Woollahra Preschool Supporting Children with Additional Support Needs procedure and Priority of Access Guidelines.	Community Development	O
			Test the usability of the Small Sculpture Prize large print exhibition guide.	Cultural Development	ST
			Test the usability of the Library What's On large print guide.	Library Services	ST
Improve access to information (IP&R 1.3)	Communication	Ensure inclusive and accessible communication for all Council services and activities	Update Council website to include accessibility features of Council's venues and facilities	Communications	ST
			Review Council's website against standard WCAG 2.0	Communications	MT
			Promotional flyers to use plain language, consider inclusive illustrations and details about accessibility of the venue	Marketing and Projects	O

THEME: SYSTEMS AND PROCESSES

Strategy	Focus area	Priorities	Actions	Responsibility	Timing
Deliver high quality services that meet customer expectations (IP&R 11.5)	Customer service	Inclusive Customer Service Charter	Review Customer Service Charter to ensure commitment to assisting all customers and directing customers to the appropriate service if it is not provided by Council.	Customer Services	A
		Inclusive crisis communications and business continuity plan	Consider and include actions to quickly communicate with people with vision or sight impairment during a crisis as part of Council's crisis communications and business continuity plan.	Communications	ST





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Council would like to thank everyone who has contributed to the development of this Plan.