

City of Parramatta Council

Disability Inclusion Action Plan 2022-2026

Outcomes Framework Including Updated Actions, 2024

This document provides the vision, outcomes and associated actions for Council's Disability Inclusion Action Plan 2022-2026. After sharing the Plan's vision, medium and short-term outcomes are presented in order of Focus Area, which are prescribed by the NSW Government. Outcomes are the positive changes Council intends to create within Council and the wider community. Council actions leading to these outcomes are listed directly below the related short-term outcome.

This document can be read in combination with the Outcomes Framework Diagram also available on the Disability Inclusion Action Plan webpage.

The Vision for City of Parramatta Council's Disability Inclusion Action Plans

An accessible and inclusive Parramatta, where people with disability can develop their potential and participate in community life as equal community members.

Focus Area 1: Developing Positive Community Attitudes and Behaviours

Medium Term Outcome 1.0: Council and wider community support inclusion and diversity, recognising the social and economic benefits for all.

Short Term Outcome 1.1: Parramatta Local Government Area residents, workers and visitors have a greater awareness of access and inclusion for people with disability and its benefits.

Associated Action:

1.1.1 Deliver activities and coordinated communications marking International Day of People with Disability to raise awareness on access and inclusion.

Medium Term Outcome 2.0: Parramatta LGA community members with disability feel like they belong.

Short Term Outcome 2.1: Council publications display a greater proportion of images of people with disability to better reflect community diversity.

Associated Action:

2.1.1 Increase image library stock of people with disability participating in the local community for use across Council publications through a disability- focused photography project.

Short Term Outcome 2.2: Inclusive customer care is practiced widely across council front-line services.

Associated Actions:

2.2.1 Implement inclusive customer care practices at the Parramatta Aquatic Centre, with development of inclusive guides and training of front facing staff.

2.2.2 Incorporate Auslan interpreted Story Time Sessions into Library programming.

2.2.3 Work with Autism Spectrum Australia (ASPECT) to provide staff learning opportunities and improve service delivery, sites and programming to be Autism friendly.

- 2.2.4 Become a Member of the Hidden Disabilities Sunflower program with key customer service sites working to become registered Sunflower Friendly sites.

Short Term Outcome 2.3: Staff and the community have greater awareness of Council's commitment and improvements to accessibility of Council services and facilities.

Associated Action:

- 2.3.1 Deliver Internal and external communications demonstrating progress and raising awareness on improved access and inclusion under the current Disability Inclusion Action Plan.

Focus Area 2: Creating Liveable Communities

Medium Term Outcome 3.0: Accessible and inclusive places & facilities across the LGA for people with disability.

Short Term Outcome 3.1: Increase in accessible and inclusive Council infrastructure and facilities.

Associated Actions:

- 3.1.1 Increase in permanent digital wayfinding kiosks across the Parramatta CBD to support better access and inclusion for the sight impaired.
- 3.1.2 Improve inclusion in the public domain through consideration in planning and design for quiet spaces as retreats from sensory overload.
- 3.1.3 Ensure civic building PHIVE services and facilities are accessible and inclusive for people with disability.
- 3.1.4 Increase public and internal information on accessible playgrounds in the LGA, including an access audit of all playgrounds and identification of accessible playgrounds on Council's website.

Short Term Outcome 3.2: Increase in Council Staff and organisational capacity to provide accessible and inclusive infrastructure and facilities.

Associated Action:

- 3.2.1 Deliver internal learning and development opportunities on Universal Design to increase knowledge and consistent application across Council planning and design activities.

Focus Area 3: Supporting Access to Meaningful Employment

Medium Term Outcome 4.0: People with disability can access meaningful employment with City of Parramatta Council.

Short Term Outcome 4.1: Increase in Council capacity to provide equal opportunity and support for people with disability in recruitment processes.

Associated Actions:

- 4.1.1 Maintain Council Australian Network on Disability Annual Membership
- 4.1.2 Utilise Australian Network on Disability Membership to develop a Workplace

Adjustment Policy for adoption by July 2024.

4.1.3 Undertake Australian Network on Disability “Disability Confident” recruitment education to increase inclusive recruitment practices and access to employment for people with disability.

4.1.4 Adjust Council recruitment processes and procedures based on consultation and best practice to improve access and inclusion in recruitment for people with disability.

Short Term Outcome 4.2: Increase in meaningful employment opportunities within City of Parramatta Council for people with disability.

Associated Action:

4.2.1 Implement a Work Experience Pathways via Early Careers Framework in partnership with Autism Spectrum Australia to develop a more inclusive workplace and work experience opportunities for people with Autism.

Medium Term Outcome 5.0: City of Parramatta Council is an inclusive workplace, with opportunities for employees with disability to grow and progress through the organisation.

Short Term Outcome 5.1: Increase in Council capacity to provide an inclusive workplace for employees with disability, with equal opportunities for professional development and progression.

Associated Actions:

5.1.1 Deliver internal inclusion education activities to increase understanding of inclusive practices for people with disability and the benefits of inclusion.

5.1.2 Implement a Disability Employee Resource Group to support Council in creating an inclusive workplace for people with disability.

Focus Area 4: Improving Access to Information and Services through Improved Systems and Processes

Medium Term Outcome 6.0: Council delivers according to best practice and advocates for people with disability to access the services and supports they need.

Short Term Outcome 6.1: Council’s disability support services demonstrate best practice and deliver valued outcomes for participants, as partners.

Associated Actions:

6.1.1 Develop and implement a record keeping system to track and demonstrate client progress under the NDIS coordination service model within a best practice framework, with indicators for outputs and client outcomes.

6.1.2 Deliver best practice NDIS coordination services, demonstrating person-centred support that empowers clients to exercise choice and control, advocates to address barriers on accessing support, and supports direct advocacy for reasonable adjustments.

6.1.3 Develop a Disability Consumer Rights Checklist for all people with disability as consumers of goods and services, to incorporate into NDIS coordination services and disseminate widely through the community and services.

Medium Term Outcome 7.0: Council systems and processes are accessible and user friendly for all staff and the wider community.

Short Term Outcome 7.1: Council ICT systems are continuously improved to be accessible for all staff and the wider community.

Associated Action:

7.1.1 Pursue increased accessibility of the City of Parramatta website, working towards a 2.1 Level AA rating for International (Industry) standard Web Content Accessibility Guidelines (WCAG) and a minimum *Siteimprove* rating of 83 points.

Short Term Outcome 7.2: Council processes are continuously improved to ensure all services are accessible for all staff and the wider community.

Associated Action:

7.2.1 Investigate improved options to accept verbal submissions on Council's website and Participate Parramatta and implement changes to submission processes according to results.

Updated 11 November 2024

Community Capacity Building Team