# LIFE-CHANGING FOR SOME, BENEFITS EVERYONE

### **Disability Inclusion Action Plan**





The City of Parramatta Council acknowledges the Traditional Owners of the land and waters of Parramatta, the Darug peoples. Parramatta has been home to the Darug peoples for over 60,000 years, and they maintain an ongoing connection to country.

This connection to country transcends time and place and makes Parramatta an area of significance for the Aboriginal and Torres Strait Islander community. At City of Parramatta, we are committed to Reconciliation and to ensuring that Parramatta remains a place of choice to live, work and play for Aboriginal and Torres Strait Islander peoples.

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# OUR COMMITTMENT TO INCLUSION

Parramatta is a city in transformation, powering growth as Sydney's Central City. It's a revitalisation that includes significant infrastructure investment across transport, education, health, sport and culture.

It brings new opportunities for City of Parramatta Council to leverage this growth to meet the needs of our communities, guided by our vision to be Sydney's Central City, sustainable, liveable and productive – inspired by our communities.

As we progress that vision, it is essential to ensure that we also build a socially sustainable community in which all of our people share in that positive future. We are committed to creating an inclusive and accessible City for everyone who lives, works and visits the Parramatta local government area.

Australia is positively transforming its approach to supporting people with disability. Both Federal and State Governments have passed important pieces of legislation which address the needs of people with disability, and the National Disability Insurance Scheme now operating in Western Sydney introduces completely new ways to provide individuals living with disability with choice and control in their lives.

We recognise that the barriers people with disability encounter in participating in community life are not just about the individual or their impairment. Disability arises from the interaction between people living with impairments and the physical, attitudinal, communication and social barriers they face in their environment. Our Disability Inclusion Action Plan seeks to address these barriers to accessibility and inclusion through direct action or advocacy. Our aim is to create opportunities for people with a disability to be involved in all areas of life in our community.

Implementing the Plan will reach across all areas of the Council, and will be supported by providing the management focus and resources needed to translate our commitment into effective results. We will be reporting on our initiatives both within Council, and into the wider community via our annual reporting requirements.

The actions Council will take in implementing this Plan will not only result in improved outcomes for people living with disability, but also have a positive impact on the wider community. Everyone benefits from better access, and we all benefit from living in a community that values inclusion and diversity.



### PARRAMATTA IS FOR EVERYONE Focus group participant

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# OUTLINE OF OUR DISABILITY INCLUSION ACTION PLAN

This Plan outlines the practical steps the City of Parramatta Council will take over the next four years to create a more inclusive community for people with disability who are living in the Parramatta local government area.

It outlines how Council proposes to address the four key focus areas nominated by people with disability as being of primary importance to them in creating an inclusive community:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to services through better systems and processes.

After locating this Plan within our current Vision and Priorities and summarising the wider legislative framework for the planning process, the Plan examines some of the characteristics of people living with disability in our community. Council's strengths and our challenges in addressing the inclusion needs of this group are then outlined.

The Plan reports on our findings from the structured consultation processes we carried out with people with disabilities in our community, their support people and their families. The staff at the City of Parramatta Council also responded to the opportunity we provided to tell us their views about making Council a more inclusive organisation. Informed by that feedback, the Plan sets out a comprehensive set of actions and indicates how the implementation of the Plan will be resourced, monitored, evaluated and reported.

The Disability Inclusion Act 2014 defines disability as 'long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others'

# FULFILLING THE CITY OF PARRAMATTA COUNCIL VISION

### **OUR VISION**

We believe that our Disability Inclusion Action Plan is a vital part of our work to achieve the City of Parramatta Council's vision and implement our priorities for the City.

#### **A LIVEABLE COMMUNITY**

By addressing barriers to inclusion we ensure that people with disability can participate in their community giving them a greater sense of belonging and an improved quality of life.

In a liveable City everyone is able to move around freely and engage in all that the City has to offer, and the City meets the needs of its residents at all stages of their life.

#### **A PRODUCTIVE COMMUNITY**

The whole Parramatta community is stronger when everyone achieves their full potential. Businesses thrive and employers including Council benefit from having the diverse skills and talent of people with disability in their workforce.

Employment provides independence for people with disability, enabling them to live with dignity and security. They have the opportunity to contribute to a growing economy, reduce their reliance on government support, and experience a positive impact on their health and general wellbeing.

Children and young people with disability thrive when they have access to quality education alongside their peers and they graduate from school with meaningful pathways to further education.

#### A SUSTAINABLE AND RESILIENT COMMUNITY

Promoting the full inclusion of people with disability in our City is vital to Parramatta's ability to build a healthy, thriving and sustainable community. Barriers to access need to be overcome to make the physical environment available to all.

People with disability should be able to live to their potential with greater choice and control in their lives. With stronger connections to the wider community and improved health and wellbeing, they are able to build greater resilience.

#### **LEADING OUR COMMUNITY**

Parramatta is undergoing an unprecedented period of change, development and growth. Along with the benefits that will bring, there is also the challenge to ensure we shape a future for our City in which all people can share.

Our leadership in demonstrating best practice in access and inclusion, the transparency with which we work and the effectiveness with which we advocate for people with disability will help ensure that all people in our community are able to take advantage of the opportunities our City offers.

## THE CASE FOR INCLUSION

Personal choice and control is only possible when communities are inclusive of all people including people with disability. Real diversity is not achieved unless people with disability are provided with equal opportunity to participate in community life.

As a community we are poorer without a diverse range of viewpoints and individual perspectives.

Exclusion leads to disadvantage and discrimination, which have far-reaching negative impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt beyond the individual, with families in the broader community being negatively impacted by a noninclusive community.

Employment can provide independence, reduce reliance on benefits and improve the living standards of people with disability. This can have positive health impacts and contribute to a greater sense of self-worth.

Access to places and to processes benefits not only people with disability, but older people, parents with prams and business owners by expanding their business reach. There is a strong economic case to increase inclusion in our community.

### THE POLICY AND LEGISLATIVE CONTEXT FOR OUR PLAN

Australia is undergoing a period of dramatic and exciting reform in relation to disability policy and planning.

The ratification of the United Nations Convention on the Rights of Persons with Disabilities in 2008 signified a shifting attitude towards people with disability by acknowledging that they have the same rights as those without a disability and that their rights should be protected by law and promoted by Government.

For the first time all levels of government across Australia have committed to a unified, national approach to improving the lives of people with disability, their families and carers through the adoption of the National Disability Strategy in 2010.

In this 10-year plan for improving life for Australians living with a disability, their family and carers, State and Federal governments have committed to an approach where the individual is the centre of focus rather than their disability.

The NSW Disability Inclusion Act was passed by the NSW Parliament in 2014. It requires State and Local Governments to develop Disability Inclusion Action Plans to ensure that practical measures are taken at a State and Local level to uphold the rights of people with disability. This Act is based on a social model of disability which highlights that disability is not just about an individual or their impairment. Rather disability arises from the interaction between people living with impairments and the barriers they face in their physical, attitudinal, communication and social environments.

The City of Parramatta acknowledges that the onus to break down barriers rests with the community and that Council has a leadership role to play in this area.

A range of other legislation and policies are relevant to our Disability Inclusion Action Plan. The Disability Discrimination Act 1992 (DDA) states that discrimination on the basis of disability is unlawful. Council has an obligation to make facilities and services accessible and we are committed to ensuring we meet that obligation under the DDA.

### OTHER LEGISLATION RELEVANT TO THIS PLAN INCLUDES:

- Commonwealth Disability
   (Access to Premises Building) Standards 2010
- NSW Anti-Discrimination Act 1977
- Australian Standard (AS1428) -Design for Access and Mobility
- Disability Standards for Public Transport 2002
- Web Accessibility Nation Transition Strategy 2010

## UNDERSTANDING DISABILITY IN PARRAMATTA

In preparing this Plan we researched a range of data about the incidence and impact of disability in our community. Our sources included information provided by the Australian Bureau of Statistics (ABS) from surveys in 2011 and 2015, as well as data held within the City of Parramatta.

The insights into disability in our community we gained from this research were supplemented by the consultation processes reported later in the Plan.

#### THE INCIDENCE OF DISABILITY IN CITY OF PARRAMATTA

In 2015 the ABS reported that almost 1 in 5 (18.5%) people in Australia were living with disability. Based on Parramatta's population in 2017, there are approximately 45,400 people living with disability in our City.

#### THE IMPACT OF DISABILITY IN THE CITY OF PARRAMATTA

Another way to understand the impact of disability is to imagine the incidence of various disability related outcomes if the City of Parramatta was a village of 100 people.



# If the City of

**1** people would have some type of disability

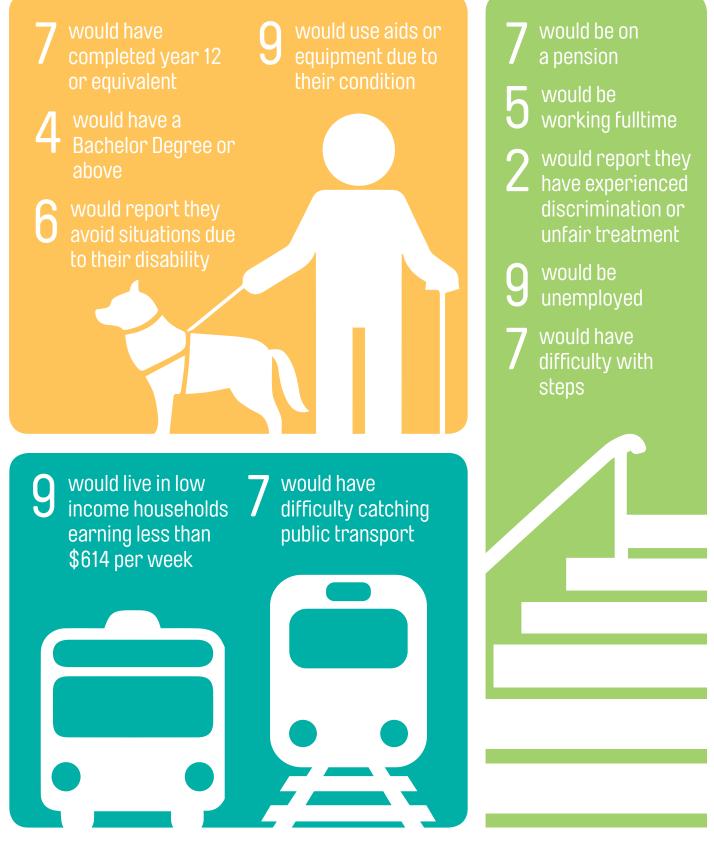
**5** would have a physical condition

would have cognitive or behavioural disorders

would need help with daily living activities such as showering and dressing

4 would participate in physical activities, visit public places and engage with friends and family

# Parramatta was a village of 100



Data Source: ABS Disability, Ageing and Carers, Australia: Summary of Findings, 2015 http://www.abs.gov.au/ausstats/abs@.nsf/mf/4430.0

## UNDERSTANDING PEOPLE WITH HIGHER NEEDS

The community impacted by disability is just as diverse as any other part of Australian society. Some people require a high level of support in their day-to-day lives, while many others live totally independently.

The following data reported by the ABS in 2011 gives insights into the challenges faced by people

#### Income

they are more likely to live in low income households earning less than \$614 per week - 23.1% compared to 10.7% of the total population



#### **Education**

22.5% of this group (aged 15 years+) hold non-school educational qualifications, compared to 53.4% of the total population

#### **Social Housing**

they are more likely to live in social housing – 15% compared to 4.2% of the total population



Labour Force Participation they are less likely to participate in the workforce – 10.4% compared to 67.1% for the total population



#### **THE CARER WORKFORCE**

A vital component of our Inclusion Plan must be addressing the prevalence and importance of the unpaid care workforce which is meeting the needs of people with disabilities, long-term illnesses or living with old age. with disability in the City of Parramatta LGA whose high level support needs required day-today assistance in areas such as showering and dressing.

Some 4% of the population of the City of Parramatta or 7,612 people were estimated to be in this group in 2011.

#### Unemployment

15.7% of the 93 people who identified as being in the labour force were unemployed compared to 5.9% of the total population



#### **Car Ownership**

they are more likely to live in a household with no motor vehicles –16.6% compared to 7% of the total population

#### **Internet Access**

they are less likely to have an internet connection – 49.8% compared to 81.3% of the total population



In 2011 there were 16,662 carers (10.5% of the total population) providing unpaid assistance to meet such needs.

Data source: ABS Census 2011 and the City of Parramatta ID Profile, http://profile.id.com.au/parramatta

## UNDERSTANDING OUR CHALLENGE

In preparing to develop this Plan, we reviewed the strengths that the City of Parramatta Council can draw on in meeting the challenges of building inclusion in the coming years. We also looked at areas where we can already see we will need to particularly focus to be successful.

## **OUR STRENGTHS**

#### **AN INCREASINGLY IMPORTANT PLACE**

Parramatta is increasingly acknowledged as the demographic and geographical heart of the City. It is the home of major city-scale initiatives which will drive employment and growth for the whole Western Sydney region, but particularly for our City.

As those initiatives roll out, the residents of Parramatta will be increasingly well connected across the City and within local neighbourhoods.

The City of Parramatta will increasingly be a centre of employment particularly as greatly improved public transport improves access.

### AN EXISTING NETWORK OF SUPPORTIVE AGENCIES AND SERVICES

Parramatta is located at the geographic heart of Sydney, and is already well resourced in terms of networks and agencies which support people with disability.

Our community includes committed not for profit disability service providers who advocate for and provide services to people with disability. Regional Government agencies are located here, one of Australia's largest health, research and education precincts is at Westmead and the University of Western Sydney is in our community.

Council is well placed to build on its current relationships to develop a range of partnerships with such bodies to address barriers to inclusion.

### OUR CURRENT ACCESS AND INCLUSION INITIATIVES

The City of Parramatta already addresses inclusion and access in a number of ways.

 Our Access and Equity Policy sets out guidelines for removing barriers in the design and delivery of information, programs, services and facilities, endeavouring to provide all community members with opportunities to enhance their overall social, cultural and economic wellbeing.

- Some of our programs and services actively support the inclusion of people with disabilities. These include programs and activities at the Riverside Theatres, in children's services, via lifelong learning activities and social support services, in recreation activities, drama workshops, at community events and in our libraries.
- Specific access and inclusion initiatives include hearing augmentation, providing Auslan interpreters, using accessible signage and pictures, and providing public computers with larger keyboards. Audio and vision adaptability, talking books and arranging audio descriptors and translation for theatre shows as well as sensory friendly environments are other examples.
- Council also supports, trains and mentors local community organisations to help strengthen their capacity to address local needs, including working with people with disabilities.
- Specific Council Advisory Committees include community members with experience and/or expertise in areas related to access and inclusion.

#### **DEVELOPING NEW FACILITIES**

In consultation with key stakeholders, Council is currently developing the concept and design framework for a fully inclusive playground. Informed by feedback from the community, we are also developing guiding principles that will inform future inclusive playground developments.

We spend more than \$2.5m each year constructing and upgrading footpaths across the LGA through our Pedestrian Access and Mobility Program.

# **OUR CHALLENGES**

#### PHYSICAL CHANGE IN THE CITY OF PARRAMATTA

The Parramatta CBD is currently experiencing a large amount of public and private investment and significantly more is planned to occur over the next 20 years.

Such substantial infrastructure development creates significant change and challenge by disrupting the physical environment.

The logistics of getting about in a City going through such a transformation are challenging. Accessing services and public transport and providing for pedestrian traffic can be difficult for everyone, but particularly for people with disability.

The Community Transport services that are critical for transporting people to essential services can also be disrupted, while just ensuring everyone has access to the information they need to understand and deal with the changes is also difficult.

#### INCREASING PRESSURE ON AGEING INFRASTRUCTURE

The existing social and physical infrastructure in the Parramatta LGA is ageing, and in a significant number of cases our facilities don't meet access and inclusion principles.

Many people experience challenges getting around the City, due to inaccessible public transport, limited designated parking and ageing footpaths. Many services and businesses remain inaccessible.

Many of the Council's own buildings and facilities are not accessible to everyone, contributing to barriers that prevent inclusion for all.

A key challenge is that upgrading and retrofitting existing buildings and facilities to provide accessibility is costly and takes time.

#### **INEQUALITY IN THE COMMUNITY**

People with disabilities do not have the same opportunities as people without disability. Historical segregation and discrimination towards people with disability has resulted in them being disadvantaged. Their experience of barriers to participation in community life has limited their ability to fulfil their potential. As a consequence, people with disabilities in our community are more likely than others to experience poverty, live in poor quality or insecure housing and have low levels of education. They are more often socially isolated and have fewer opportunities to take part in community life.

Social and economic inequality weakens any community, and as we seek to develop a future for our City that all people can share in, addressing the social sustainability issues for people living with disability is a critical part of making our City stronger, more resilient, more productive, more sustainable and more liveable.

### REFORM AND CHANGE IN THE DISABILITY SECTOR

Arising from dramatic reforms in our national approach to disability, very substantial changes are underway in the ways in which people with disability are supported. While those changes are overwhelmingly positive, they nevertheless disrupt and challenge the ways in which such support has historically been provided.

The National Disability Insurance Scheme (NDIS) is central to these developments, replacing the historic model of government block funding grants for support being given to service providers, which then delivered their contracted service to the person with disability.

As part of its overall work with people with disability, the City of Parramatta Council has been a participant in delivering such programs, and has worked closely with other disability providers based in our community in providing a range of supports to meet their needs.

By contrast with the current model, NDIS delivers individuals choice and control by allocating them funding for an agreed package of disability supports which they can seek to purchase from the service provider of their choice.

While NDIS potentially brings many benefits, it is just being rolled out in Western Sydney, and many aspects of the new scheme are still being finalised. NDIS represents one of the greatest social reforms undertaken in our country in many decades, and brings change to all agencies and individuals involved with disability.

Everyone has to understand and navigate a new system which while it promises better support and is generally welcomed, is still being developed and established. Many aspects of the scheme are still being evolved, and its impact on all involved including the City of Parramatta Council is still developing and being assessed.

The NSW Government's role as a disability service provider is being closed down as the national scheme takes responsibility. Disability service providers in the not for profit sector are entering a competitive market in which they have to attract participants in ways quite different to their past practices.

With little or no government transition funding and in a constrained cost per service model these organisations have to reorganise, retrain and re-orientate themselves to succeed in a much more competitive market-based system.

Council will also have to review its service arrangements, as well as understanding the impact the new arrangements will have on the service providers with whom it has historically worked in the City of Parramatta LGA.

#### **REMEMBERING 'HIDDEN' DISABILITY**

When people think of disability, they often focus on physical disability. However, other disability needs must also be considered when planning for access and inclusion.

Disabilities that are not so obvious by simply looking at a person include mental illness, chronic medical conditions, brain injuries, learning disabilities, cognitive impairment, and hearing or vision loss.

Addressing barriers to inclusion for people with such 'hidden' disabilities can often be more complex. It requires careful consultation and having sufficient knowledge and appropriate skills available to ensure that people with such disabilities don't inadvertently fall through service gaps and fail to receive the support they require.



## CONSULTING OUR COMMUNITY

Having researched the nature of disability in our community, and systematically thought about Council's strengths and challenges in developing this Plan, we have set about ensuring we have a high-quality understanding of the barriers to inclusion experienced by people in the City of Parramatta LGA.

#### WHO WE CONSULTED

We advertised our consultations widely, inviting participation and seeking the views of the organisations and the individuals involved.

Posters and flyers were distributed to local disability services and made available in community libraries, at the Council's Customer Service desk, at the Heritage Centre and in local shopping centres.

Information about the opportunity was included in the Parramatta Pulse resident's newsletter, in the Council Administrators Column in the local newspaper and in the LEEP CommunityNet newsletter.

We advertised on Facebook, Twitter, LinkedIn and placed information on the Council's website.

Our email marketing and telephone campaign reached out across local services and other agencies in our community to invite their participation.

We contacted:

- Local schools
- Western Sydney Health Service
- Northcott Disability Services
- Flintwood Disability Services Inc.
- EarlyEd- Early Intervention Service
- Interaction Disability Services
- SDN Children Services
- The Deaf Society
- Royal Institute for Deaf and Blind Students
- Guide Dogs NSW

- Multicultural Disability Advocacy Association (MDAA)
- Vision Australia
- Family Advocacy
- Down Syndrome NSW
- Disability Employment services including Breakthru Employment, Ability Options, Max Employment, Sarina Russo job access
- Centrelink
- Ability Links
- Parramatta Koori Interagency
- Western Sydney Koori Interagency
- Sydney Olympic Park Authority
- Carers Australia
- HSnet
- Sydney Water
- Department of Justice staff networks
- Family and Community Services
- Ability Options

#### HOW WE DID OUR CONSULTATION

Three different channels were used to gain feedback from our community - discussion groups, a substantial community survey and a survey of our staff.

Two of the three focus groups we held in March 2017 were with people with disability and one was for carers and family members of people with disability.

The 29 people we consulted in depth in those groups included people with intellectual, physical and sensory disabilities, and people with mental illness and chronic medical conditions.

Participants covered a wide age range including parents of young children, high school students and people experiencing the limitations of ageing. Our Community Survey was published to the public in April 2017 via the City of Parramatta website and the telephone. Hard copies were available at Council's Customer Service Desk and at all Council Community Libraries.

Of the 229 people who completed the survey, 25% were people with disability, 21% a family member or friend of someone with disability, 21% worked in the disability sector and 15% were carers.

We also surveyed City of Parramatta Council staff about their views on making Council a more inclusive workplace for people with disability. We made their survey available online, via staff email and through our internal staff newsletter, with hard copies provided for our staff who don't have access to computers at their work. 156 staff members completed the survey.

# WHAT YOU TOLD US

The findings of our consultations were summarised in detailed written reports and presented back to Council. We used those findings as a key part of our discussions in developing the actions outlined later in this Plan.

Some of the key messages we heard are summarised below.

#### ATTITUDES AND PERCEPTIONS ABOUT DISABILITY

People have mixed experiences in relation to inclusion in Parramatta. Some felt that Parramatta is reasonably inclusive as they have had access to opportunities in our area.

However, others felt that Parramatta has a long way to go to become an inclusive City. They perceive there is very limited community awareness about the diversity of disability and they reported encountering negative and uninformed attitudes towards people with disability.

A lack of accessible parking and the inaccessibility of other facilities throughout the City are seen as significant barriers, and coping with the impact of damaged infrastructure such as broken footpaths represents real challenges for people with disability. The City of Parramatta Council was seen as having an important role to play in creating greater awareness of disability and in challenging community perceptions of people with disability.

To create 'an inclusive attitude' in our City, Council should provide training and information about different types of disability to its staff and to the wider community.

"Parramatta needs to create an awareness of deafness, need to be able to try and converse with everyone" (focus)

"Being treated as abnormal rather than as people" (survey)

"There appears to be very little recognition of the needs of people with intellectual disability in terms of inclusive activities" (survey)

### ACCESSIBLE PARKING AND SAFE DROP-OFF POINTS

The lack of accessible parking in Parramatta particularly the CBD was identified as a major access and therefore inclusion issue that must be addressed as a priority.

People often have no other transport option other than to drive to appointments or access facilities and events in Parramatta. However, the limited number of accessible parking spots currently provided is resulting in people receiving parking infringements.

The importance of providing well-advertised, safe drop off points throughout the CBD where parking is an issue was also stressed, both for individuals and for community transport services.

#### "Poor footpaths in many areas, lack of transport, inadequate parking for people with a disability" (survey)

#### **ACCESSIBLE TOILETS**

The lack of accessible toilets throughout the Parramatta LGA particularly in the CBD was highlighted as a major barrier to people freely accessing the City to take part in community life.

The lack of accessible toilets results in people having to or choosing to avoid the CBD, Parramatta Park and Lake Parramatta in particular. They have to carefully plan their outings to ensure they will not need to use amenities.

The lack of public toilets between the River Foreshore and Centenary Square particularly needs to be addressed.

Providing accessible toilets in all public buildings was identified as the second most important factor in making the City more accessible. Providing change tables in accessible toilets also needs to be considered.

"No accessible toilets between Riverside Theatre all the way to Town Hall or the station" (focus)

#### "You may have to limit liquids to avoid having to go to the toilet" (focus)

Parramatta Park is where people practice Bocce "we need to go all the way back to Harris Park if someone wants to go to the toilet" (focus)

#### **ACCESSING TRANSPORT**

Transport limitations were identified as a key barrier to accessibility as they challenge an individual's ability to independently move around the LGA.

Some train stations in the Parramatta LGA remain inaccessible. More needs to be done to ensure public transport generally is more accessible.

The varying attitudes towards people with disability demonstrated by transport staff adversely impact on the experiences of people with disability in using public transport.

Providing better training for transport staff and installing better signage were two key improvements suggested. Particular consideration needs to be given to how last minute timetable changes are communicated, including using different written and spoken formats.

People saw a role for Council to represent the needs of residents to transport authorities and advocate for fully accessible transport in Parramatta.

# *"I'm petrified of getting off the bus in a wheelchair, it's too steep. I have to rely on the driver to put the ramp down. It's cheaper than catching a taxi" (focus)*

"Sometimes I catch buses or trains and they have a journey written on the top if there is a delay I cannot hear the announcement; they should provide information in a visual way" (focus)

#### ACCESSIBLE PATHWAYS AND TRAFFIC CONSIDERATIONS

Being unable to easily get around the City was also identified as a major barrier to inclusion. Providing continuously accessible paths of travel between facilities and services in the City, the suburbs and public areas was identified as a priority.

Poor quality footpaths and uneven surfaces also present an important challenge because they unnecessarily make traveling more difficult and less safe.

"Paving near station, a lot of the tiles are loose and stick up and it will bump people in wheelchairs and you hit them and could fall over" (focus)



### SPORTING, CULTURAL AND RECREATIONAL OPPORTUNITIES

The importance of sporting and recreational opportunities for people with disability was highlighted, with many people currently going outside the LGA for such opportunities.

People of all ages need more inclusive opportunities in our LGA.

The most important factor to help make Parramatta more accessible raised in our consultations was to involve people with disability in planning such events.

Early consideration of venues, transport, toilets and parking was identified as vital to making community programs and events more accessible.

Ensuring our planned new aquatic centre is fully accessible was a particular concern and the need for thorough consultation with people with disability in the planning of the facility was stressed.

*"Lack of jobs, inclusion, need more sporting events for them, must be able to get into places easily e.g. no swinging doors, toilets" (survey)* 

#### **EFFECTIVE COMMUNICATION**

The lack of consistent and clear information about what's available in the LGA for people with disability was seen as creating barriers to inclusion. Overall awareness of the inclusive programs currently offered by Council is low. The most responsive and inclusive services were identified as Libraries, Customer Service Centre, and the Heritage and Information Centre. Major events were also seen as responsive and inclusive.

Interestingly, the existing programs most highly rated for inclusion by those who use them were not well known to the broader group. This includes the drama programs and sensory friendly performances offered by Riverside Theatre and inclusion support at childcare services.

People are seeking varied methods of communication including the Council website, newsletter, Parramatta Pulse and Local papers. Email was identified as the preferred method of communication.

Communication about whether our major events are accessible for those with disability was identified as particularly important.

The Council's website needs to be further developed to make it more accessible and easier to navigate. A specific section of the site should include relevant and targeted information relating to inclusive programs, employment opportunities and facilities for people with disability.

#### "Great role of Riverside Parramatta for people with disability, which increases their quality of life" (survey)

#### **EMPLOYMENT OPPORTUNITIES?**

Access to meaningful employment opportunities is an issue of concern for many people who are actively looking for paid employment but having limited success.

As an employer, Council could increase employment opportunities for people with disability by designing roles to suit them, providing more flexible work hours, making work places more accessible, and employing people through transition to work programs.

City of Parramatta staff identified many actions Council could take to encourage diversity within the workforce. They included making facilities and infrastructure more accessible, increasing disability awareness training, encouraging flexible working arrangements, and enhancing communication.

"IT IS GOOD TO SEE PARRAMATTA CITY TAKING FURTHER STEPS FOR PEOPLE WITH DISABILITY TO BE INCLUDED AND TO BE GIVEN A VOICE."

(survey)

# **IMPLEMENTING OUR PLAN**

Over the four years of this plan, Council is committed to making a substantial difference to the inclusion of people with disability in the Parramatta LGA. This includes incorporating specific actions into Council's Operational/Delivery Plans for the period.

Our choices in implementing the Plan will be informed by Council's Socially Sustainable Parramatta Framework Values for Decision-making

In our work we are being

- Collaborative we work together to achieve social sustainability
- Equitable first and foremost, we help those who need it most
- Courageous we will take fearless decisions for our community and implement them where it is the right thing to do
- Honest we act openly, transparently and ethically
- Respectful it is our strength, and everyone is welcome here

Overall management responsibility for the Plan will be appointed, with specific actions in the Plan to be implemented and evaluated by the relevant service areas of Council.

An Internal Advisory Panel made up of representatives across Council divisions will be established to coordinate, evaluate and report on its implementation.

The Internal Advisory Panel will ensure meaningful targets and measures are established to evaluate progress in implementing the Plan.

Sufficient resources will be provided to employ a Project Officer with responsibility for oversight of the implementation of its actions.

An annual review of our progress in implementing the Plan will be undertaken, the community will be further consulted on our actions, and the plan will be renewed in 2021 for the following four years.

#### **REPORTING ON OUR PLAN**

Consistent with the legislative requirements for Disability Inclusion Action Plans, we will

- Submit this plan to the NSW Disability Council
- Register the Plan with the Australian Human Rights Commission
- Monitor its internal implementation
- Report on the outcomes of our Disability
   Inclusion Action Plan in Council's Annual Report
- Submit the report to the appropriate Minister in the State Government.



## CITY OF PARRAMATTA COUNCIL DISABILITY INCLUSION ACTION PLAN 2017-2021

### KEY FOCUS AREAS

#### DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

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

#### **CREATING LIVEABLE COMMUNITIES**

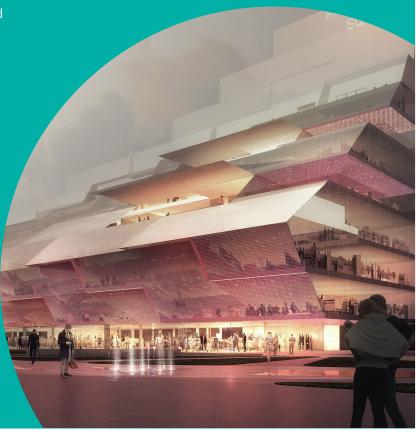
Liveable communities are achieved by applying the principles of universal design. These ensure that products, environments, programs and services are designed to be usable by all people of different ages and abilities over time, to the greatest extent possible and without the need for adaptation or specialised design.

### SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Employment and economic security are closely related for most people. Employment contributes to independence and feelings of self-worth, social interaction and mental health, and increased opportunities to support individual choice and control. 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 descriptions and online testing and poor career planning opportunities.

#### IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

People with disability commonly have difficulty navigating systems and processes to access the services and support they need. Some of their difficulties stem from the quality of service and training provided for frontline people, the nature of the systems and processes required to access the services and the lack of accessible options for communicating, accessing information or providing input or feedback. A substantial range of communication formats may be needed.





## 1. DEVELOPING POSITIVE ATTITUDES AND BEHAVIOURS

The City of Parramatta Council is committed to promoting and developing positive and inclusive attitudes and behaviours towards people with disability across the community.

| Objectives  | Actions   | Outcomes   | Time frame<br>2017-2021 | Responsibility   |
|---|---|--|-------------------------|--|
| 1.1 City of<br>Parramatta staff<br>have increased<br>awareness and  | Provide mandatory inclusion<br>training for all staff and<br>Councillors  | Induction includes a disability<br>awareness training module<br>Training attended  | 2018                    | Human Resources<br>Governance  |
| knowledge of<br>access and<br>mechanisms for  | Incorporate inclusion practices into HR policies  | HR polices reviewed  | 2017                    | Human Resources  |
| inclusion   | Develop and distribute staff<br>guidelines for communicating<br>respectfully with people with<br>disability   | Staff have access to and<br>are more informed about<br>appropriate and available<br>methods of communication<br>with people with disability                    | 2017                    | Community Care/<br>Community Capacity<br>Building                        |
|   | Provide customer service staff<br>with information and training<br>on the National Relay Service  | Customer needs better<br>met through service staff's<br>increased use of the National<br>Relay Service   | 2018                    | Customer Service<br>Manager  |
| 1.2 Increased<br>Community<br>awareness of<br>disability and<br>the social and<br>economic benefits<br>of inclusiveness                             | Work with the Access<br>Advisory Committee to raise<br>awareness of disability issues<br>in Parramatta Community  | Awareness of disability related<br>issues in the wider Parramatta<br>Community increases   | 2017 - 2021             | Community Capacity<br>Building   |
|   | Utilise Council Advisory<br>Committees to consult and<br>advise on access issues  | Effective Advisory Committee<br>consultation results in real<br>input into projects, including<br>communication campaigns<br>about inclusion                   | 2017 - 2021             | Community Capacity<br>Building   |
|   | Develop and distribute<br>customer focused guidelines<br>on access and inclusion for<br>local businesses  | Increased knowledge and<br>capacity results in local<br>businesses becoming more<br>accessible and inclusive   | 2017                    | Community Capacity<br>Building<br>Economic Development<br>Place Services |
|   | Ensure community diversity<br>including images of people<br>with disability is represented<br>in Council publications   | The diversity of the community<br>including people with disability<br>is truly represented in Council<br>publications, social media and<br>marketing materials | 2017 - 2021             | Marketing / Media and<br>Communications                                  |
| 1.3 Increase<br>internal awareness<br>of our Disability<br>Inclusion Action<br>Plan to promote<br>inclusion across<br>business and the<br>community | Engage Council's senior<br>leaders in the delivery of the<br>outcomes of the Inclusion<br>Plan via reporting at Executive<br>Team meetings and at<br>Cascade meetings | Council leadership is<br>committed to and active in<br>achieving the outcomes of the<br>Inclusion Plan   | 2017 - 2021             | CEO / Lord Mayor and<br>Councillors                                      |

## 2. CREATING LIVEABLE COMMUNITIES

The City of Parramatta Council is committed to increasing the participation of people with disability in all aspects of community life. We are committed to ensuring that buildings, facilities and open space across Parramatta are accessible to everyone, and that our events, services and activities are inclusive of everyone. We will work with external stakeholders to promote inclusion and accessibility in the community.

| Objectives  | Actions  | Outcomes  | Time frame     | Responsibility   |
|---|--|---|----------------|--|
| 2.1 Ensure new<br>and upgraded<br>public<br>buildings,<br>facilities and<br>open spaces<br>meet Disability<br>Discrimination<br>Act (DDA) | Develop a time framed schedule to<br>ensure existing Council buildings<br>and facilities are made accessible,<br>include it in Council's Asset<br>Management Strategy and note it in<br>its long term Financial Plan<br>Include accessibility projects in the<br>Buildings Capital Renewal Program<br>and action them according to the<br>Program and the Plan | Capital works Accessibility Plan<br>is developed and funded<br>Council Buildings and Facilities<br>become increasingly accessible<br>according to the Renewal Plan  | 2017 - 2018    | Manager<br>Asset Strategy<br>& Property<br>Management<br>(ASPM)                  |
|   | Update procedures to include<br>requirement for access audits by<br>ACAA accredited access consultants<br>in development applications for<br>public infrastructure and commercial<br>developments  | Designs for public infrastructure<br>and commercial developments<br>processed through Council's<br>DA system fully meet universal<br>access requirements  | 2017 - 2018    | Manager<br>Development and<br>Traffic  |
|   | Provide Council staff involved in<br>developing new or upgraded assets<br>with an internal access expert's<br>advice and direction on access<br>requirements under the Building<br>Code of Australia (BCA) and the<br>Disability Discrimination Act (DDA)  | Access/universal design expert<br>appointed on staff to advise<br>on development applications,<br>projects and assets<br>New and upgraded Council<br>assets adhere to Disability<br>Discrimination Act (DDA) and<br>Building Code of Australia<br>(BCA) standards | 2017 - ongoing | Manager<br>Regulatory<br>Services  |
|   | Review Council's Project<br>Management process (PMO) to<br>ensure access in accordance with<br>the DDA and BCA is addressed<br>at the planning, design and<br>implementation stages of all<br>development  | Council's Project Management<br>process ensures all Council<br>assets comply with the<br>requirements of the BCA and<br>the DDA   | 2017 - 2018    | Head of PMO<br>in consultation<br>with Council's<br>Access Advisory<br>Committee |
|   | Council's Project Management<br>process (PMO) is used for all<br>projects related to the upgrade or<br>development of Council assets -<br>buildings, facilities and open spaces,<br>as well as internal and external<br>service development  | New and upgraded Council<br>assets adhere to DDA and BCA<br>standards   | 2017 - ongoing | All Areas  |

| Objectives  | Actions   | Outcomes   | Time frame       | Responsibility  |
|---|---|--|------------------|---|
| 2.1 Ensure new<br>and upgraded<br>public<br>buildings,<br>facilities and<br>open spaces | Advocate on behalf of the<br>community to the property owners<br>of 126 Church St to address access<br>issues as part of discussions about<br>extending the Council lease   | Undertake an access audit<br>by an accredited auditor,<br>in consultation with the<br>Access Advisory Committee<br>and implement the<br>recommendations of the audit | 2017 - 2018      | Asset Strategy<br>& Property<br>Management<br>(ASPM)                                    |
| meet Disability<br>Discrimination<br>Act (DDA)  | Engage an access consultant to<br>ensure the Parramatta Square<br>development meets DDA<br>requirements and incorporates<br>principles of universal design<br>Ensure that the architects and the<br>cross-Council working group (5PS<br>Working Group) are fully aware<br>of access and inclusion matters<br>to ensure the design of the 5PS<br>building meets the community's<br>needs | The design of Parramatta<br>Square including the 5PS<br>building uses universal design<br>to ensure access for all   | 2017 - 2020      | Director Property<br>Development<br>Group   |
|   | Consult with the community, Access<br>Advisory Committee and industry<br>experts to understand the necessary<br>provisions for inclusion in the new<br>aquatic leisure centre   | New Aquatic Centre will be<br>universally designed and fully<br>accessible   | 2017 - 2020      | Project Manager<br>/ Recreation<br>Planner  |
| 2.2 Provide<br>continuous<br>accessible<br>travel pathways                              | Continue existing Pedestrian Access<br>and Mobility Plan with the long term<br>aim to have an accessible footpath<br>in every street in the LGA   | Continuous accessible<br>pathways support travel<br>throughout the LGA   | 2017 and ongoing | Manager Civil<br>Infrastructure   |
| throughout the<br>LGA   | Deliver the Parramatta CBD<br>Pedestrian Strategy   | An accessible Paths of Travel<br>Network within the Parramatta<br>CBD prioritises pedestrians<br>including people with<br>disabilities                               | 2017 - 2021      | City Strategy -<br>Parramatta Ways  |
| 2.3 Ensure<br>new Affordable<br>Housing properties<br>are designed to be<br>accessible  | Negotiate to enable affordable<br>housing properties to be designed<br>in accordance to Liveable Housing<br>Design Guidelines as part of<br>voluntary planning agreements<br>(value capture process)  | Council's new Affordable<br>Housing properties are<br>designed to meet Gold<br>Standard of the Liveable<br>Housing Design Guidelines                                 | 2017 - ongoing   | Service Manager<br>Land Use<br>Planning   |
| 2.4 Increase<br>access to public<br>spaces  | Advocate to Parramatta Park<br>Trust to ensure the best possible<br>accessibility outcomes in Parramatta<br>Park on behalf of the community   | Effective communication with<br>Parramatta Park Trust regarding<br>current access issues<br>Facilities in Parramatta Park are<br>accessible for all                  | 2017 - ongoing   | Major Events<br>Community<br>Capacity Building<br>Councillors                           |
|   | Include set-backs for Buildings<br>in the CBD/Town centre areas of<br>Parramatta  | Ensure footpaths have a<br>generous width and that<br>standards on wider path widths<br>are adopted  | 2017 - ongoing   | Manager<br>Land Use<br>Planning and<br>Urban Design                                     |
|   | Investigate locating street names<br>on buildings, smart poles, removing<br>barriers in public spaces and co-<br>locating signs   | Ensure all public domain plans/<br>design declutter the street and<br>allow for easier access  | 2017 - ongoing   | Manager Land<br>use Planning and<br>Urban Design/<br>Manager Traffic<br>and Development |
|   | Continue to upgrade parks and<br>open spaces to comply with current<br>access legislation   | Develop and implement a<br>time-framed plan to increase<br>accessible sports facilities,<br>grounds, parks and reserves  | 2018 - 2021      | Manager Open<br>Space and Natural<br>Resources  |

| Objectives  | Actions  | Outcomes  | Time frame     | Responsibility   |
|---|--|---|----------------|--|
| 2.4 Increase<br>access to public<br>spaces  | Continue to renew and install<br>Council's regional and district<br>level playgrounds to incorporate<br>accessible and inclusive play<br>elements and a continuous<br>accessible path of travel between<br>the key elements  | All new and upgraded<br>playgrounds meet current<br>access legislation  | 2017 - 2021    | Manager Open<br>Space and Natural<br>Resources                               |
|   | Use universally accessible park/<br>street furniture, bubblers, BBQ's,<br>fixtures and facilities when<br>renewing/upgrading open and<br>recreation space  | All upgraded open and new<br>recreation spaces comply with<br>the DDA   | 2017 - 2021    | Manager Open<br>Space and Natural<br>Resources/<br>Manager Place<br>Services |
|   | Incorporate accessible parking,<br>toilets and seating when renewing<br>Council's sports grounds and<br>facilities   | All renewed sports grounds<br>and facilities comply with the<br>DDA and meet universal design<br>principles   | 2017 - 2021    | Manager Open<br>Space and Natural<br>Resources                               |
|   | Continue to plan, design and<br>construct an inclusive playground at<br>Ollie Web Reserve in consultation<br>with stakeholders and user groups   | Design and procurement<br>complete<br>Playground constructed  | 2018 - 2019    | Service Manager<br>Capital Projects<br>/ Manager Place<br>Services           |
|   | Develop guidelines to inform future inclusive playground development   | Increased number of best<br>practice inclusive playgrounds<br>across the LGA  | 2018 - 2019    | Manager Open<br>Space and Natural<br>resources                               |
| 2.5 Increase<br>the number of<br>accessible public<br>toilets in the LGA                | Undertake a strategic review of the<br>location and appropriateness of<br>existing accessible toilets<br>Develop recommendations to<br>increase the provision of accessible<br>toilets<br>Investigate providing adult change<br>table facilities                   | Based on the recommendations<br>of the Review, increase the<br>provision of accessible toilets<br>and adult change table facilities<br>in the LGA   | 2019           | Executive Team   |
|   | Implement a major upgrade of the<br>Lake Parramatta Kiosk to ensure<br>toilets comply with current access<br>legislation Consider installing adult<br>change table facilities  | Lake Parramatta Kiosk facilities<br>meet current access standards<br>and legislation and comply with<br>universal design principles   | 2018-2021      | Manager Open<br>Space and Natural<br>Resources                               |
| 2.6 Encourage<br>the promotion of<br>accessible for all<br>design (universal            | Provide universal design principles<br>training for senior staff involved in<br>planning, design, development and<br>delivery of Council assets  | Increased knowledge and<br>commitment to principles of<br>Universal Design within Council   | 2018           | Manager Human<br>Resources   |
| design principles)<br>in the planning of<br>infrastructure and<br>buildings             | Develop an access awareness kit<br>for developers including information<br>about universal design and<br>adaptable /liveable housing   | Developers are made aware of<br>the benefits of providing best<br>practice accessibility  | 2018           | Community Care/<br>Community<br>Capacity Building                            |
| 2.7 Ensure the City<br>remains accessible<br>during major<br>upgrades across<br>the LGA | Target specific areas of concern (i.e.<br>where development sites impact<br>on the environment, footpaths,<br>travel paths) by pro-actively sending<br>rangers to monitor and resolve<br>issues prior to them being reported<br>rather than reacting to complaints | Reduced numbers of cases<br>where accessibility impacts are<br>recorded<br>Better management of the<br>impact of the upgrades on the<br>community<br>Community attitudes towards<br>the developments are more<br>positive | 2017 - ongoing | Service Manager<br>Health and<br>Building Services                           |
|   | Increase the number of rangers and parking officers  | Improved capacity to deal<br>with parking and other issues<br>generated by development<br>sites across the LGA  | 2017 - 2018    | Service Manager<br>Health and<br>Building Services                           |

| Objectives  | Actions  | Outcomes   | Time frame     | Responsibility  |
|---|--|--|----------------|---|
| 2.7 Ensure the City<br>remains accessible<br>during major<br>upgrades across<br>the LGA | Increase the number of building compliance officers  | Council has sufficient<br>capacity to deal with more<br>serious issues generated by<br>development sites across the<br>LGA   | 2017 - 2018    | Service Manager<br>Health and<br>Building Services                |
| 2.8 Increase<br>access to parking<br>and transport                                      | Improve signage for set-down and pick-up areas   | Upgraded signage makes set-<br>down and pick up areas more<br>visible to motorists   | 2017 - 2018    | Manager Traffic<br>and Transport                                  |
|   | Advocate for all commercial car<br>parks to be accessible  | <ul> <li>All commercial car parks<br/>provide:</li> <li>Dedicated parking</li> <li>Entry ticket machine within<br/>driver's reach</li> <li>Easy ticket removal</li> <li>Accessible pay machines</li> <li>Reachable exit machine at<br/>gates</li> <li>Reachable help button<br/>which evokes response</li> </ul> | 2018 - 2020    | Manager<br>Asset Strategy<br>and Property<br>Management<br>(ASPM) |
|   | Review installation of set-down and<br>pick-up areas near key services in<br>the LGA<br>Ensure increased access for<br>Community Transport vehicles  | Investigation informs adoption<br>of comprehensive resourced<br>plan to improve facilities   | 2018 - 2019    | Manager Traffic<br>and Transport                                  |
|   | Update Council's website to include<br>information about set-down and<br>pick- up areas  | Council website provides up to<br>date and complete information<br>about set-down and pick-up<br>areas   | 2017 - 2018    | Manager Traffic<br>and Transport                                  |
|   | Advocate for changed State laws<br>to allow disability parking permit<br>holders to extend short stay parking<br>limits to provide longer set-down<br>and pick-up times  | Develop case and present to<br>Councillors<br>Council lobbies State<br>Government<br>Longer parking times agreed   | 2018           | Manager Traffic<br>and Transport<br>Councillors                   |
|   | Ensure all large scale<br>redevelopment sites where new<br>streets are introduced provide<br>accessible parking and drop off<br>and pick up points (Including<br>redevelopments such as Carter<br>Street, Wentworth Point, Melrose<br>Park, Rydalmere ADHC site, Epping<br>Town Centre and Camellia)   | All new large scale<br>developments have adequate<br>accessible parking and drop-off<br>and pick up-points included  | 2017 - ongoing | Manager Land<br>Use Planning and<br>Urban Design                  |
|   | Prioritise on-street parking in the<br>CBD for short term parking, parking<br>for people with disabilities, loading<br>zones and visitor pick-up and<br>set-down (private, community and<br>coach)   | Maintain sufficient supply of<br>publicly available short term<br>spaces in close proximity to the<br>CBD following the Light Rail<br>development  | 2017 - 2021    | Manager Traffic<br>and Transport                                  |
|   | <ul> <li>Advocate to Transport NSW to<br/>improve the accessibility of public<br/>transport on behalf of the community<br/>including: <ul> <li>Accessibility at Harris Park station</li> <li>Changed bus driver awareness<br/>and attitudes</li> </ul> </li> <li>Better signage</li> <li>Communicating last minute<br/>timetable changes</li> <li>More accessible transport<br/>options</li> </ul> | Council has raised issues on<br>transport accessibility identified<br>in consultations on this Plan<br>with Transport NSW<br>Potential solutions explored<br>Transport accessibility<br>improved   | 2018 - 2019    | Lord Mayor<br>Councillors   |

| Objectives  | Actions  | Outcomes  | Time frame     | Responsibility  |
|---|--|---|----------------|---|
| 2.9 City events<br>are accessible and<br>inclusive for all          | City events audited by an access consultant  | Audit results in actions<br>informed by recommendations<br>for improved access  | 2017           | Service Manager<br>Major Events   |
|   | Develop accessible events<br>guidelines and a checklist for<br>external and internal events  | Guidelines and checklist<br>developed<br>Improved planning for events<br>increases the opportunities<br>for all residents and visitors to<br>experience City of Parramatta<br>events  | 2017 - 2019    | Service Manager<br>Major Events   |
|   | Develop internal and external<br>communication plans for event<br>accessibility and inclusion  | Increased knowledge<br>about event accessibility<br>and inclusiveness amongst<br>the community and City of<br>Parramatta staff  | 2017 - 2019    |   |
|   | Consult people with disability<br>regarding their experience of<br>inclusion at events   | Continuous improvement<br>feedback informs evaluation<br>and planning for future events   | 2017 - 2121    |   |
| 2.10 Increase<br>access to<br>recreational and<br>sporting programs | Provide people with disability with<br>opportunities for accessible and<br>inclusive participation in sport and<br>recreation programs, so their needs<br>are met  | People with disability have<br>increasing access to inclusive<br>programs at our recreation,<br>aquatics and community<br>facilities<br>More people with disability<br>participate in sport and<br>recreation               | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs                                   |
|   | Provide information about the<br>accessibility of recreation, aquatics<br>and community facilities   | Information is available is<br>accessible formats and via the<br>web<br>People plan visits to our<br>facilities with knowledge and<br>confidence  | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs                                   |
|   | Use recreation databases and<br>publications to promote accessible<br>and inclusive sport and recreation<br>programs for people with disability                    | People with disability<br>increasingly access sport and<br>recreation programs in their<br>local area   | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs                                   |
|   | Develop an inclusive sports and<br>recreation directory for the LGA<br>including on the Council's website  | Improved information about<br>accessible sport and recreation<br>opportunities supports greater<br>participation  | 2018 - 2019    | Manager<br>Recreation<br>Facilities and<br>Programs                                   |
|   | Plan and deliver an annual Activate<br>Inclusion Sports Day for people with<br>disability in partnership with Sport<br>NSW   | People with disability can<br>'come and try' sports at their<br>own pace, taking account of<br>individual levels of ability and<br>engagement   | 2017 - 2018    | Manager<br>Recreation<br>Facilities and<br>Programs                                   |
|   | Plan and deliver a bi-annual<br>accessible and inclusive workshop<br>for recreation providers, sporting<br>and community groups in<br>partnership with Sport NSW   | Local organisations have<br>greater capacity to engage with<br>and deliver activities for people<br>with disability   | 2018 - 2019    | Manager<br>Recreation<br>Facilities and<br>Programs<br>Community<br>Capacity Building |
|   | Ensure that early planning of<br>recreation projects considers<br>access and inclusion for people with<br>disability, with particular focus on<br>Universal Design | People with disability have<br>greater and more enjoyable<br>participation in recreation<br>because consideration of<br>access and inclusion was built<br>into the planning, construction<br>and final approval of projects | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs                                   |

| Objectives   | Actions  | Outcomes  | Time frame     | Responsibility  |
|--|--|---|----------------|---|
| 2.10 Increase<br>access to<br>recreational and<br>sporting programs  | Consult people with disability at the inception stage of all recreation projects   | Feedback from people with<br>disability informs the planning,<br>construction and final approval<br>of all recreation projects  | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs             |
|  | Seek advice from the Access<br>Advisory Committee and as<br>necessary a report from a qualified<br>access and inclusion consultant at<br>the inception stage of all recreation<br>projects | Planning, construction<br>and final approval stages<br>of all recreation projects<br>informed by advice from<br>Advisory Committees and<br>where necessary and access<br>consultant | 2017 - ongoing | Manager<br>Recreation<br>Facilities and<br>Programs             |
| 2.11 Increase<br>access to<br>Riverside Theatre<br>performances and<br>programs  | Continue to provide Auslan<br>interpreted performances, and audio<br>description at Riverside Theatre<br>performances  | Blind or vision impaired and<br>deaf audiences have increased<br>and enhanced opportunities<br>to attend accessible theatre<br>events   | 2017 - 2021    | Riverside<br>Theatre Access<br>Coordinator /<br>Programing team |
|  | Continue to run, develop and<br>expand inclusive drama workshops<br>in accessible venues   | People with disability have<br>increased opportunities to<br>participate in professional<br>inclusive skills based drama<br>activity  | 2017 - 2021    | Riverside<br>Theatre Access<br>Coordinator /<br>Programing team |
|  | Develop information documents on<br>Riverside venues and presentation<br>shows for guidance for people on<br>the Autism Spectrum   | Increased information<br>empowers and supports<br>the choices of people who<br>experience environmental<br>triggers   | 2017 - 2021    | Riverside<br>Theatre Access<br>Coordinator /<br>Programing team |
|  | Consult with disability sector<br>community groups   | Increased understanding of<br>disability sector needs better<br>informs decisions on the use of<br>theatre resources  | 2017 - 2021    | Riverside<br>theatre Access<br>Coordinator /<br>Programing team |
|  | Program and promote open<br>captioned and audio described<br>cinema when available   | Increased choices and<br>opportunities for people with<br>disability to attend public film<br>screenings  | 2017 - 2021    | Riverside<br>Theatre Access<br>Coordinator /<br>Programing team |
| 2.12 Improve<br>access and<br>inclusion to<br>Council's Library,<br>community and<br>cultural services<br>and activities | Access and inclusion are considered<br>as priorities in the planning and<br>development stage of Council's new<br>libraries (Parramatta Square and<br>Wentworth Point)                     | The new Libraries are<br>accessible and fitted with<br>advanced technologies to meet<br>the varied needs of users   | 2017 - 2021    | Director Property<br>Development<br>Group                       |
|  | Investigate opportunities to increase<br>the involvement of people with<br>disability in library programs  | Consultation informs<br>planning of ways to increase<br>participation by people with<br>disability in library programs  | 2017 - 2019    | Manager Library<br>Services                                     |
|  |  | Participation by people with<br>disability in library programs<br>increases   | 2019 - 2021    |   |
|  | Continue to provide Social Support<br>Services to people with disability<br>and people over 65 years in line<br>with funding agreement   | Council provides high quality<br>services to support residents<br>to learn new skills and connect<br>with community   | 2017 - 2021    | Service Manager<br>Community Care                               |

## 3.SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

The City of Parramatta Council is committed to increasing meaningful employment opportunities for people with disability.

| Objectives   | Actions  | Outcomes  | Time frame  | Responsibility   |
|--|--|---|-------------|--|
| 3.1 Increase<br>employment<br>of people with<br>disability within<br>City of Parramatta<br>Council | Implement a disability employment<br>strategy including guidelines<br>that address alternative forms of<br>application, job design and flexible<br>working hours | Diversity Employment Strategy<br>Officer employed<br>Diversity Employment Strategy<br>developed and implemented | 2017 - 2018 | Human Resources<br>Social and<br>Community<br>Services |
|  | Adjust recruitment processes to<br>increase numbers of supported<br>employment positions   | Supported employment<br>recruitment increased to 10%<br>Supported employment<br>positions valued and effective  | 2018 - 2020 | Human Resources  |

## 4. IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

The City of Parramatta Council is committed to ensuring people with disability have equal access to information, services and complaint mechanisms.

| Objectives  | Actions  | Outcomes  | Time frame           | Responsibility                            |
|---|--|---|----------------------|---|
| 4.1 People with<br>disability are<br>included in<br>consultation<br>processes | Increase membership of people with<br>disability in the Our City Your Say<br>online panel<br>Ensure people with disability are<br>represented at Council's stakeholder<br>workshops and community meetings | 20 people with disability join<br>the Panel annually<br>A target of people with<br>disability established for each<br>in-person consultation    | 2017 - 2021          | Research and<br>Consultation<br>All Areas |
| 4.2 Council<br>projects<br>address access<br>and inclusion<br>objectives      | Review the integration of disability<br>access and inclusion prompts in<br>Council's Project Management<br>Framework (PMO) to ensure<br>proactive consideration of access<br>and inclusion issues          | Council's project management<br>system ensures access and<br>inclusion issues are addressed<br>in the planning stage of all<br>Council projects | April - June<br>2018 | PMO Manager                               |

| Objectives  | Actions  | Outcomes   | Time frame     | Responsibility  |
|---|--|--|----------------|---|
| 4.3 Barriers that<br>prevent people<br>with disability<br>from seeking to be<br>elected to Council<br>are addressed | Review Councillor's Expenses and<br>Facilities Policy to ensure it contains<br>provisions to address the needs of<br>a Councillor living with disability and<br>support them in fulfilling the role                      | Support provided to Councillors<br>with disability assists them to<br>effectively undertake their role   | 2017 - 2021    | Governance  |
| 4.4 Council<br>meetings are<br>inclusive and<br>the community<br>are involved in                                    | Continue to webcast Council meetings   | Increased involvement of<br>community members who<br>cannot physically access<br>meetings in Council's decision<br>making processes                      | 2017 ongoing   | Governance  |
| decision making<br>processes  | Develop a process to ensure<br>access issues are addressed when<br>organising Council meetings and<br>selecting locations  | All Council meetings are held at accessible locations  | 2017 - 2018    | Governance  |
|   | Review portable hearing loops as an<br>option to enable Council meetings<br>to be accessible for the hearing<br>impaired   | An informed decision is made<br>whether purchasing portable<br>hearing augmentation is a<br>suitable option for Council<br>An appropriate action plan is | 2017           | Governance  |
|   |  | implemented  |                |   |
| 4.5 Increase<br>access to<br>information  | Investigate best practice methods to<br>provide information in formats which<br>can address varied communication<br>needs  | Increased knowledge of<br>delivering information in<br>alternative formats shapes staff<br>actions   | 2017 - 2018    | Marketing and<br>City Identity<br>/Media and<br>Communications                    |
|   | Develop protocols for<br>communicating essential information<br>to people with a sensory impairment<br>and people who require easy-to-<br>read documents   | Council delivers essential<br>information in a variety of<br>formats which meet varying<br>communication needs in the<br>community                       | 2018 - 2019    | Marketing and<br>City Identity<br>/ Media and<br>Communications                   |
|   | Maintain website Web Content<br>Accessibility Guidelines (WCAG) 2.0<br>Ievel AA rating   | Council Website provides<br>information in formats that<br>are easily accessible and<br>understood and comply with<br>relevant standards                 | 2018           | Marketing and<br>City Identity<br>/ Media and<br>Communications                   |
| 4.6 Increase<br>community<br>awareness of<br>Council's services   | Make City of Parramatta Visitor<br>Access Maps available via the<br>Council website  | Council's online Visitor Access<br>Maps are being used by the<br>community   | 2017 - 2018    | Community<br>Capacity Building<br>/Media and<br>Communications                    |
| which support<br>access and<br>inclusion  | Council's website provides up to<br>date and effective information about<br>access and inclusion in the LGA,<br>including a link to the National Public<br>Toilet Map  | Council's website is<br>increasingly used as a source<br>of information on access and<br>inclusion   | 2017 - 2018    | Community<br>Capacity Building/<br>Community<br>Care/ Media and<br>Communications |
|   | Provide regular and up to date<br>information about access and<br>inclusion improvements and<br>upgrades to Council services and<br>facilities   | Information is provided via<br>Parramatta Pulse, Scoop<br>newsletters and the CoP<br>website<br>Internal and external audiences<br>are better informed   | 2017 - ongoing | Marketing and<br>City Identity<br>/ Media and<br>Communications<br>All areas      |
| 4.7 Establish a<br>Council Officer<br>Advisory Panel<br>for the Disability<br>Inclusion Action<br>Plan              | Establish an Internal Advisory Panel<br>representing various sections of<br>Council with the stated role of<br>overseeing, evaluating and reporting<br>on the implementation of this<br>Disability Inclusion Action Plan | Internal Advisory Panel<br>established and meets<br>quarterly<br>Advisory Panel provides<br>regular feedback on the<br>implementation of the Plan        | 2017 - 2018    | Manager Social<br>and Community<br>Services                                       |

