



Draft
Disability Inclusion Action
Plan 2022–2026
Community Summary



Lord Mayor's Message

On behalf of the City of Parramatta, I am pleased to present the Disability and Inclusion Action Plan (DIAP) 2022–2026.

This plan demonstrates Council's commitment to better understand and respond to the needs of people living with disability in the City of Parramatta. It sets new goals and aligns them in four focus areas – creating liveable communities; developing positive attitudes and behaviours; supporting access to meaningful employment; and improving access to services through better systems and processes.

I look forward to working with our community to improve inclusivity for everyone.



Introduction

In 2018, the Australian Bureau of Statistics reported that 4.4 million (17.7%) of Australians were living with a disability.

Here in the City of Parramatta, 27,817 people (11.3%) reported a need for assistance in the 2016 Census.

The Disability Inclusion Action Plan expresses the City of Parramatta's commitment to working in partnership with the community to achieve greater outcomes of equity and inclusion for people with disability and their support networks.

- It recognises Council's responsibility to adhere to state, federal and global policies and makes an important contribution towards achieving the goals of the City of Parramatta Community Strategic Plan.
- It is specific to the Parramatta Local Government Area, its people, and those who visit for leisure, work and education.

This document provides a summary for Public Exhibition of the draft DIAP 2022–2026 outlining Council's ongoing commitments and newly identified actions.

The full document can be accessed at participate.cityofparramatta.nsw.gov.au/diap

Public submissions are welcomed. Please refer to the back page of this summary for ways you can provide your feedback.

Submissions close at 5pm on Tuesday 21 June, 2022.

OUR VISION:

"Sydney's central city, sustainable, liveable and productive – inspired by our communities".

- a liveable community
- a productive community
- a sustainable and resilient community

Preparation of the Draft Disability Inclusion Action Plan 2022–2026

Preparation of the Draft Disability Inclusion Plan involved a community engagement campaign which included the following:

- 1 People with lived experience
- 2 Disability sector workshops
- 3 Broad community consultation
- 4 Council Staff





Meet Sally

Sally is a resident of the Parramatta LGA and works in the Not-for-Profit sector. Outside of work, Sally loves walking, swimming and volunteering.

Sally has very limited hearing. She relies on high powered hearing aids, lip reading and assistive technology to support her communication.

Most people are surprised to learn she is severely or profoundly deaf but they also don't understand the effort that she puts into preparation for meetings and forums.

Sally says her access issues in the Parramatta LGA are covered well through hearing aid loops at train stations and Riverside Theatre. One thing she would love to see is closed captions for speakers and videos on City of Parramatta websites, at meetings and forums.

"It makes it so much easier for people with severe hearing loss to follow and to contribute to our community" she comments.

"I love living in the diverse and increasingly inclusive community that is Parramatta! Let me know if there is any way I can contribute".

Sally participated in the Online Community Forum. For more stories, visit participate.cityofparramatta.nsw.gov.au/diap

Council's Ongoing Commitment

Implementation of the City of Parramatta Disability Inclusion Action Plan 2017–2021 demonstrated the positive impact that can be created through ongoing and purposeful action.

Below is a list of actions that are **ongoing commitments** because they have been incorporated into daily operations and will continue as business as usual.

| DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS | CREATING LIVEABLE COMMUNITIES | SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT | IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES |
|---|---|---|---|
| <p>Ensuring people with disability are represented at Council's stakeholder workshops and community meetings</p> | <p>Improvement of the accessibility of footpaths, open spaces, and Council facilities and events by using inclusive checklists and policy guidelines</p> | <p>DIAP Project Officer – this role is responsible for supporting the implementing DIAP actions across Council and the greater community and increasing the awareness of and promotion of inclusion</p> | <p>Providing timely, relevant, and easy to read information through channels regarding access and inclusion improvements across Council services and facilities</p> |
| <p>Working with Council's Access Advisory Committee to raise awareness of disability and access issues</p> | <p>Ensuring setbacks for buildings in the Parramatta CBD and town centres within the City of Parramatta are accessible, including adopting wider footpath standards</p> | <p>The Diversity and Inclusion Consultant role champions a Council wide approach of these areas</p> | <p>Continually updating Council's website to provide up to date and effective information about access and inclusion in the LGA, including a link to the National Public Toilet map</p> |
| <p>Developed and distributed customer focused guidelines on access and inclusion for local businesses and visitor attractions and event organisers to guide how they include all their customers. We will continue to deliver activities to improve community awareness of disability and the social and economic benefits of inclusiveness</p> | <p>Inclusion of accessibility development controls within Development Control Plans (DCP), which guides development throughout our major precincts and Parramatta CBD</p> | <p>Development of a Diversity, Equity and Inclusion Strategy for Council which provides a framework for Council to create a more inclusive workplace by promoting a diverse and inclusive environment</p> | <p>Continue to provide Auslan interpreted performances and audio description at Riverside theatre performances</p> |

Ongoing Commitments (continued)

| DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS | CREATING LIVEABLE COMMUNITIES | SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT | IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES |
|--|--|--|---|
| Developed an inclusive sport and recreation directory for the LGA | Ensuring all large-scale redevelopment sites where new streets are introduced have accessible parking and drop off points | | Continue to offer modified performances and support materials to create a more accessible environment for people on the autism spectrum |
| Provide people with disability opportunities for accessible and inclusive participation in sport and recreation programs especially during the school holidays | Ensuring that early planning of parks and recreation projects considers access and inclusion for people with disability, with particular focus on Universal Design | | Development of strong partnerships with the Disability Sector to ensure programming is guided by best practice approaches to inclusive programming |
| Coordinate the delivery of a program of activities to mark the International Day for People with a Disability 2021. Continuing this coordination yearly | Creation of inclusive and accessible playgrounds for example Ollie Webb Reserve. Continue to incorporate universal design principles in the design of new and upgraded playgrounds | | Ensuring Council meetings are inclusive, and the community are involved in decision making processes. Council meetings are now webcast with a mobile hearing loop available |
| | Upgrading parks and open spaces to be compliant with current access legislation and standards | | |

Ongoing Commitments (continued)

| DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS | CREATING LIVEABLE COMMUNITIES | SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT | IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES |
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| | <p>Ensuring new and upgraded public buildings, facilities and open spaces meet Disability Discrimination Act (DDA) National Construction Code/ BCA and the Disability (Access to Premises) Standards requirements as well adhere to universal design principles. Examples include the Council's new Parramatta Aquatic & Leisure Centre and Civic building PHIVE (5 Paramatta Square)</p> | | |
| | <p>Employed a Universal Design Project Officer who has reviewed up to 400 council projects on access and inclusion. This role continues to provide vital oversight on inclusion throughout Council projects</p> | | |
| | <p>By continually managing areas of concern, we will ensure the City and Local Government Areas remain accessible during the major upgrades</p> | | |

New Actions

In 2022–2026, City of Parramatta Council has identified these **new actions** across the four focus areas, through conversations with the community and with Council.

Focus Area 1

DEVELOPING POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS

- Deliver Inclusion Education activities (for staff and Councillors) to increase understanding of inclusive practices
- Develop an Inclusive Customer Care Guide-with roles/responsibilities for all front facing staff
- Develop a Communications Plan to promote the DIAP and its achievements internally and externally
- Coordinate delivery of a program of activities to mark International Day of People with a Disability

Focus Area 2

CREATING LIVEABLE COMMUNITIES

- Deliver training on Universal Design principles to staff involved in planning and design to ensure consistency of application
- Leverage Destination NSW's implementation of inclusive and accessible training workshops for tourism operators in the LGA
- Increase the installation of permanent and temporary digital wayfinding kiosks around Parramatta's CBD to ensure visually impaired people have better access
- Design new Council Chambers in Parramatta Square to enable and encourage access and full participation by Councillors and community members with access needs
- Creation of quiet spaces to escape sensory overload in existing and new public areas to increase access for all

Focus Area 3

SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

- Implement Council's Diversity, Equity & Inclusion Strategy to develop a more inclusive workplace
- Join Australian Network on Disability (AND) bronze membership and activate Access and Inclusion Index to enable benchmarking
- Undertake Australian Network on Disability (AND) Disability Confident recruitment education for Talent Acquisition staff to increase access to employment and ensure inclusive work practices
- Implement a Disability Employee Resource Group (ERG) to increase awareness of disability inclusion and improve inclusive work practices

Focus Area 4

IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS & PROCESSES

- Work towards developing subject matter experts on inclusion and access in each Directorate to support the application of inclusive practices
- Working towards achieving Web Content Accessibility Guidelines (WCAG) 2.1AA to continually improve access to information
- Develop inclusive guidelines for content, this includes language, contrast, font/size/spacing, representation in imagery to ensure accessibility of information produced
- Develop a robust Outcomes Measurement Framework. Working collaboratively with subject matter experts, and the community to create a framework that will track progress on improving outcomes

Have your say



For more information and to have your say scan the QR code or visit:
participate.cityofparramatta.nsw.gov.au/diap

Online: participate.cityofparramatta.nsw.gov.au/diap

Email: diap@cityofparramatta.nsw.gov.au

Verbal: participate.cityofparramatta.nsw.gov.au/verbal-submissions

Post: **City of Parramatta Council**
Subject: Submission on Draft DIAP
PO Box 32, Parramatta NSW 2124

Submissions should include your name and address.

You can view a printed copy of the draft DIAP at your local City of Parramatta library and Council's Customer Contact Centre, 126 Church Street, Parramatta (during business hours).

To use the National Relay Service visit relayservice.gov.au and provide them with the City of Parramatta contact number: **1300 617 058**.

Submissions close at 5pm on Tuesday 21 June, 2022.

