

# Draft Randwick & Waverley Regional Disability Inclusion Framework & Action Plans



# Regional Disability Inclusion Framework and Action Plan

## Executive Summary

Randwick and Waverley Councils have developed a joint regional framework to support a consistent approach to disability planning across the Eastern Suburbs. This is particularly relevant as residents move around the region to access and use a wide range of facilities and services.

A comprehensive joint community consultation process was undertaken to define the regional level framework. During the consultation period, council staff spoke to a wide range of people with disability, their service providers, carers, family members and council staff involved in delivering services to its communities. A survey was also conducted which can be access on-line and in paper to give residents who weren't able to attend our workshops the opportunity to have their say.

The outcomes of all the consultation activities and submissions received were collated and reported in detail in a separate document entitled *DIAP Consultation Report* (Funktion, 2017). The consultation outcomes were then used to construct a regional framework and informed our detailed disability inclusion planning activities. Based on these outcomes, and building upon existing strengths, operating and resourcing environment, the councils went on to develop its Action Plans.

The regional framework consists of 12 high level strategies summarised in *Consultation Outcomes and Strategies* on pages 14 -17. Strategies will be finalised following the public exhibition period.

## 1. Introduction

Randwick City and Waverley Councils have committed to the development of a joint regional framework to support a consistent approach to disability planning across Sydney's Eastern Suburbs. This framework will promote joint projects and guide both councils' work in strengthening the connectivity of town centres, services and key destination points. Over the next five years, the councils will implement practical and achievable actions to increase accessibility in services and events, information provision and promoting participation and positive community attitudes.

## 2. Purpose of the Plan

Local councils, including Randwick and Waverley, have a long standing history of implementing disability planning initiatives. Key achievements include upgrading and building new accessible recreational and cultural facilities; delivering community services and capacity building programs to meet the identified needs of people with disability.

This new plan builds on the strengths of the councils' existing work commitments, and sets out the actions and priorities for maintaining and improving access and inclusion for people with disability.

The Eastern Suburbs Regional Disability Inclusion Framework:

- Expresses shared strategies for delivering information, services, infrastructure and facilities to enable people with disability to participate equally in their communities.
- Acknowledges the need for a regional framework to guide disability action planning across adjoining councils to more accurately reflect the fact that residents access services and facilities beyond their LGA boundaries.
- Establishes strategies for continuous improvement in relation to access and inclusion
- Meets our legislative obligations under the NSW Disability Inclusion Act 2014, Commonwealth Disability Discrimination Act 1992 and the Commonwealth Carers (Recognition) Act 2010

## 3. Definition of persons with disability

*Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.*

United Nations Convention on the Rights of Persons with Disabilities 1

Disability does not discriminate. People with a disability are represented in every age groups, cultural and socio-economic backgrounds. Council recognises that people with a disability often face many barriers preventing them from participating fully in community life. These can be:



- physical barriers – such as uneven footpaths, inaccessible buildings, streetscapes or facilities due to steps or absence of parking
- operational barriers – such as where a person is unable to submit or access information
- social attitudes – such as negative perceptions and attitudes towards people with a disability and older people.

#### **4. Statement of commitment**

Randwick City Council and Waverley Council have developed a joint framework to deliver the Disability Inclusion Action Plan (DIAP).

By working collaboratively with community partners, business, government and non-government agencies, we can help improve people's experiences so that everyone has the opportunity to participate in community activities across the eastern suburbs.

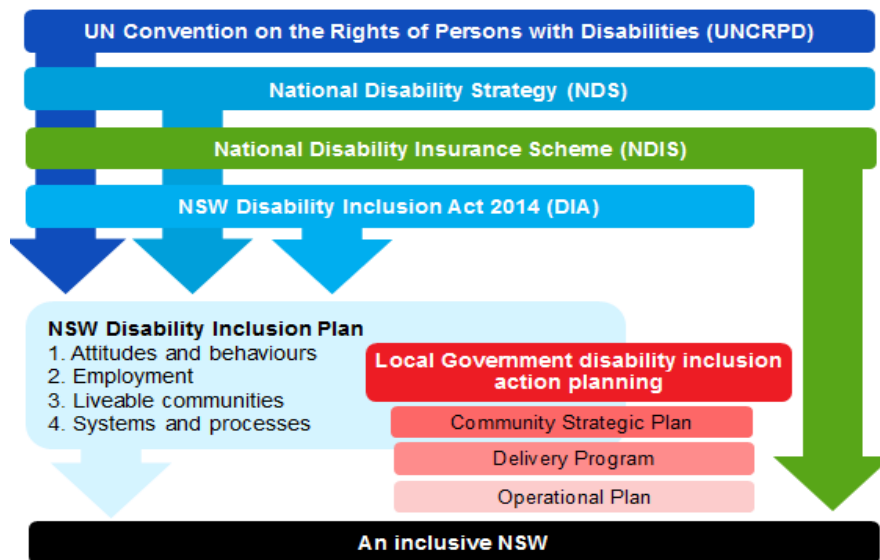
We are committed to meeting our legal obligations under the Disability Inclusion Act, Disability Discrimination Act and Carers Recognition Act. The draft DIAP is also about adopting a holistic, inclusive approach that goes beyond compliance to enable people with disability to enjoy meaningful participation in community life.

We hope to achieve our commitment to inclusion by:

- Consulting and engaging people with disability in the design and development of key Council initiatives and services.
- Advocating for inclusion of universal design principles within the built environment and open spaces to support dignified and independent access.
- Integrating access and inclusion actions in Council's policies, strategies and projects.

#### **5. Legislation underpinning the DIAP**

The diagram below shows the Commonwealth and State legislation that informs the development of local government and how this RDIAP fits into Councils' other planning processes and day to day operation.



*Image Source: Local Government NSW and NSW Family and Community Service - Disability Inclusion Action Plan guidelines Local Government.*

Other relevant legislation and standards that inform Councils' work include:

- Commonwealth Disability Discrimination Act 1992.
- Australian Standard (AS 1428) - Design for Access and Mobility.
- Disability Access to Premises Buildings Standards 2010.
- Disability Standards for Accessible Public Transport 2002.
- Web Accessibility National Transition Strategy 2010.

## 6. Integration with Council's day to day and reporting functions

All NSW local councils operate within the Integrated Planning and Reporting Framework, comprising of a long term Community Strategic Plan (describing the goals and aspirations of our community), a Delivery Program (containing a 4 year work program) and an annual Operational Plan. This Operational Plan sets out the tasks, projects or actions that are to be delivered in a given year to achieve its Community Strategic Plan objectives. Annual and quarterly reports are prepared to inform the community about the progress and achievements of each Council's articulated community goals and aspirations.

### 6.1 Implementation and Funding

The actions of a Council's Disability Action Plan will progressively be carried out through its annual Operational Plan. Council departments with responsibility for the different work areas will schedule in new tasks or actions each year for completion over the course of this five year Plan.

The Council is expecting to absorb the DIAP implementation costs through its annual resource allocation process. Many actions are already being implemented as part of Council's day to day functions, and does not require additional funding. There are however a number of actions which may require improvement works, such as identification of new funding, such as

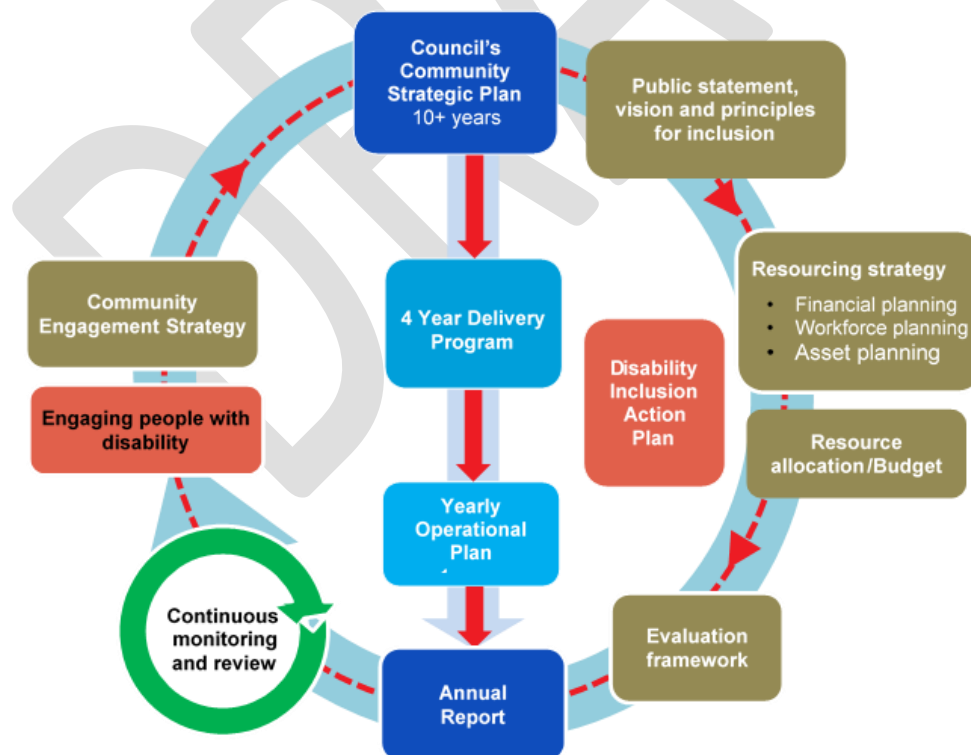
purchasing specialist equipment or making structural alterations to older buildings to improve accessibility. Under these circumstances, the Council will deliver a planned schedule of works funded through its annual budget cycle over a number of years. There may also be opportunities for the Council to seek funding from other external sources to help with the cost of identified improvement works.

## 6.2 Monitoring, Reporting and Evaluation

The progress of the actions will be monitored and reported on a quarterly basis as part of the Council's monitoring and reporting cycle. Council staff will formally review its Action Plan every five years. In addition, it will also evaluate the effectiveness of the actions as they are being delivered. Therefore some of the identified actions may need to be modified in response to changed external circumstances beyond the Council's control. An example of this is the implementation of ageing and disability funding and sector-wide policy reforms being rolled out by the State and Federal Governments commencing from July 2017.

## 6.3 Integrated Planning and Reporting Framework

Figure 1 below depicts in detail the relationship between the DIAP and Council's Integrated Planning and Reporting Framework.

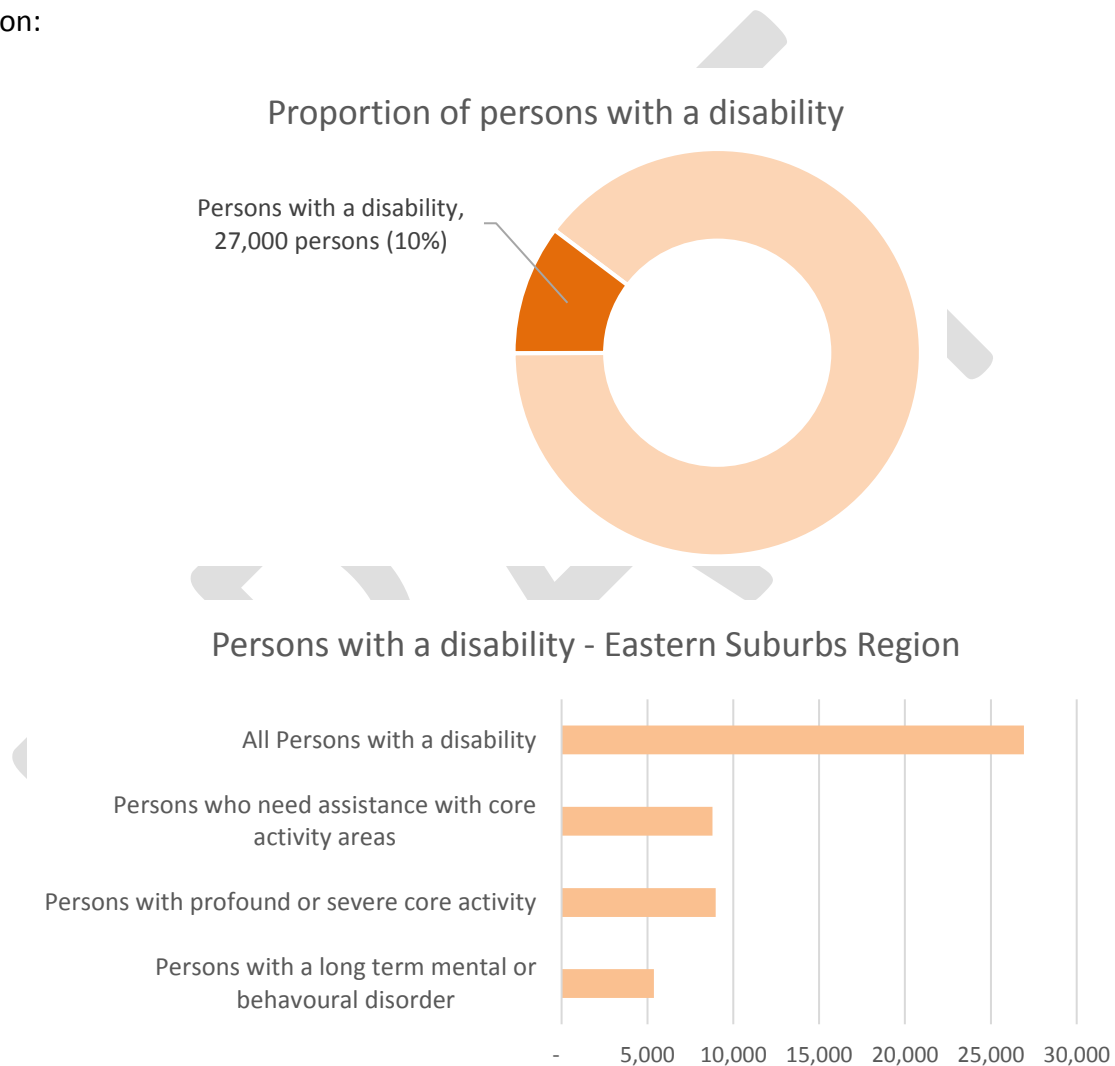


## 7. Disability in the Eastern Suburbs Region

### (Randwick, Waverley and Woollahra LGAs)

The Eastern Suburbs Region covers an area of 57.9 square kilometres and has a population of 261,703<sup>2</sup>. Of these, it is estimated that 27,000 have a disability. The actual number of people with disabilities in the Region is not available. However an estimate has been calculated by extrapolating data from the ABS 2015 Survey of Disability, Ageing and Carers – NSW, and the ABS 2016 Census.

Below is a snapshot of some key characteristics of people with disabilities in the Eastern Suburbs Region:



- 1 in 3 people with disability, aged between 15 and 64 years and living in the community, said they did not go out as often as they would have liked.<sup>1</sup>
- Greater than 1 in 4 people with disability use a communication aid.<sup>1</sup> This equates to 6,700 persons.
- 1 in 5 persons between 15 and 44 years have said they have experienced discrimination due to their disability in the last 12 months (2015). This equates to

915 persons. This is 10 times greater than for persons with a disability aged 60 or over years.<sup>1</sup>

- 12 % of people with a disability have made modifications to their home because of health conditions.<sup>1</sup> This equates to 3,240 persons
- A person with a disability is almost 5 times more likely to be living in a state housing authority dwelling.<sup>2</sup>
- People with disability are less likely to be either working or seeking work. Only 51% people with disabilities aged between 15 and 64 years are either working or seeking work, compared to 83% of people with no disabilities.<sup>1</sup>
- 16,663 persons living in the Region provided unpaid assistance to a person with a disability.<sup>2</sup>

## Explanatory Notes:

### Methodology for estimating people with disability in the Eastern Suburbs Region

This disability snapshot of the Eastern Suburbs Region (Randwick Waverley and Woollahra LGAs) have used the ABS 2016 Census statistics<sup>2</sup> to provide the numbers of the whole population by age and the ABS 2015 Survey of Disability Ageing and Carers,<sup>1</sup> data for NSW to provide estimates of the proportion of persons with disabilities across by each age range.

The ABS Census 2016 in Table G18 identifies the number of persons needing assistance for core activities by age. This data does not capture all persons with disabilities, it does provide some method to establish more detailed comparison between, NSW and each of the LGAs. These comparisons were combined with the Survey proportions to develop a more locally relevant estimate of persons with disabilities.

### Calculations

Estimated number of persons with disabilities by age range = ABS 2016 Census number of person by age range x ABS Survey of Disability Ageing and Carers Proportion of Disability by age range x (Proportion, by age, of persons need for assistance total of 3 LGAs)/ Proportion of persons need for NSW). Total estimated number of persons with disabilities = Sum of all estimated persons with disabilities by age range with disabilities. Proportion of person with disabilities = Sum of all estimated persons with disabilities by age range with disabilities/ total number of persons ABS Census 2016

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<sup>1</sup> ABS 2016 Census of Population and Housing – Usual Residence

<sup>2</sup> ABS 2015 Survey of Disability, Ageing and Carers - New South Wales



## 8. Achievements

Over the years, Randwick City Council and Waverley Council have completed many projects to improve access to facilities and services. The councils regularly hold joint capacity building initiatives to assist residents who are frail and people with disability. Both councils build new buildings that meet access standards and where possible, upgrade older buildings to be more accessible. The councils have also upgraded parks, leisure and recreational facilities to be inclusive. Some of these services and facilities are shown below.



Chifley Playground



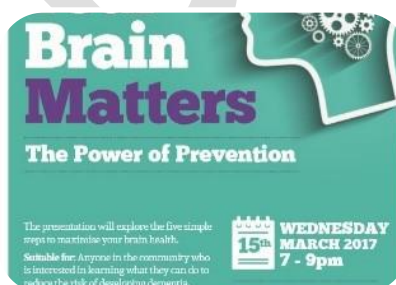
Mill Hill Community Centre



Home Modification and Maintenance



Tactile Tours - Sculpture by the Sea



Health and Wellbeing Information Sessions



Beach Wheelchairs



Social Housing  
Program



Waverley Community  
Living Program



Living Local, Staying  
Connected Housing  
Forum



Coogee Seniors Gym

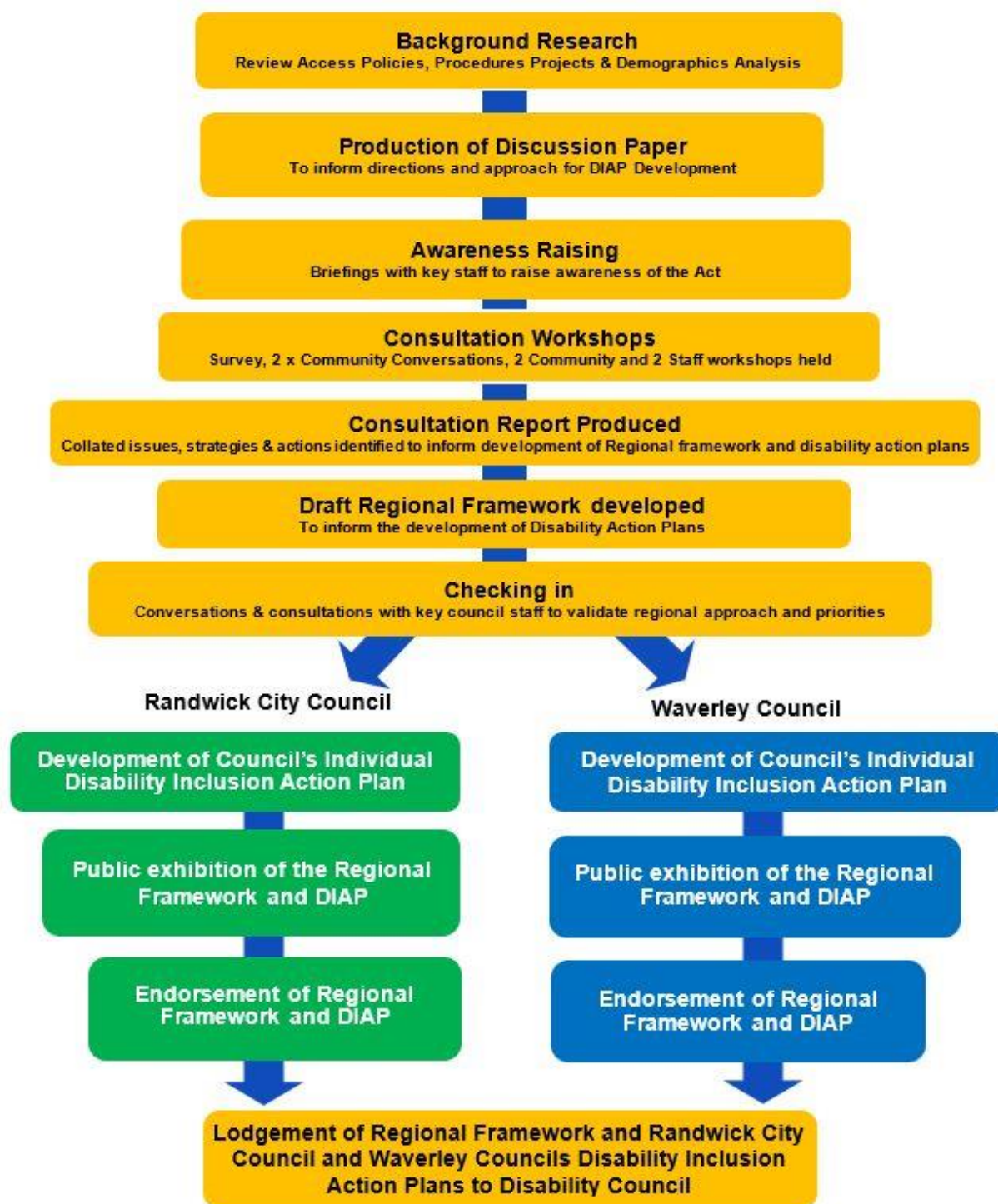


Homelessness Registry  
Week



Frenchmans Reserve  
Outdoor Gym

## 9. Developing the Regional Framework and Disability Action Plan



**Note: Plain English versions of the Disability Plans will be produced after Council endorsement**



## 10. Community Consultation Activities

This section contains a summary of the key outcomes and community conversations held in April 2017 as part of our joint community consultation activities. A detailed report on the outcomes entitled, Consultation Report: Randwick & Waverley Councils DIAP Planning (May 2017) prepared by Funktion, can be made available upon request.

Our consultation activities were designed to engage the community and council staff across the Randwick and Waverley local government areas to achieve the following objectives:

- Inform the community of the DIAP planning process and how they could participate and have a say
- Capture feedback about existing services and facilities and the importance of these
- Gather feedback on any major gaps or issues not currently being addressed
- Provide an opportunity for participants to discuss and identify opportunities to make the community more inclusive
- Understand what Council is doing well and where Council should focus on making improvements

Promoted to people with disability, families and carers, disability service providers, community organisations and individuals, the consultation process involves:

- A survey that could be completed on-line, on paper or by telephone, targeting all members of the community (62 respondents)
- Community conversations were held with two focus groups participated by representatives from Eastern Sydney Multicultural Project and Eastern Suburbs Mental Health Support Group (10 participants)
- Two community workshops held and attended by people with a range of disability, families and carers, disability providers and community organisation advocates (80 participants)
- Three internal council staff workshops comprising of senior executives, frontline customer service staff and relevant officers from various departments across the whole of council (59 participants)

## Consultation methodology

### SURVEY

#### What is it?

- Survey that could be completed online, on paper or by telephone
- Written submissions were also invited

#### Target Group

All members of the community

#### Number of respondents

62 survey respondents  
2 written submissions

#### Dates

Between 20th March – 14th April

### COMMUNITY CONVERSATIONS

#### What is it?

2 focus groups

#### Target Groups

- Eastern Sydney Multicultural Project
- Eastern Suburbs Mental Health Support Group

#### Number of participants

10 overall (5 in each group)

#### Dates and Locations

24th April Espresso Bar Spring Street (ES Multicultural Project) & Church in the Marketplace (ES Mental Health Support Group)

### COMMUNITY WORKSHOPS

#### What is it?

- Workshops held with community members & Inter-agencies

#### Target Group

People with disability, families & carers, community organisations

#### Number of participants

80 participants

#### Dates and Locations

- 4th April Workshop 1
- Waverley Community & Seniors Hall, Bondi Junction
- 5th April Workshop 2 – Lionel Bowen Library, Maroubra
- 19th April Workshop 3 – Interagency meeting

### STAFF WORKSHOPS

#### What is it?

- Pre-workshop survey
- Workshops held with internal staff

#### Target Group

Executive Team and council staff from cross section of council departments

#### Number of participants

59 participants (excluding Executive Management Team)

#### Dates and Locations

- April-May (Executive team)
- 3rd May Margaret Whitlam
- Recreation Centre (Community Engagement & Frontline staff)
- 4th May Lionel Bowen Library,
- Maroubra (Built Environment & Open Space staff)



## 11. Consultation Outcomes and Strategies

Regional strategies were informed by the outcomes of the community consultation sessions and survey results. These outcomes are grouped into the 4 classified areas identified in the NSW Disability Plan, namely:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes

### 1. Focus area: Attitudes & Behaviours

This focus area aims to build community awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviours towards people with disability.

#### Key Findings

- Negative attitudes and behaviours have been described as the single greatest barrier to social inclusion for people with disability
- Negative attitudes are often determined by fear, or a lack of awareness or social interaction with people with disability, and more likely to occur where the disability is 'invisible'. For example, people experiencing intellectual and mental health difficulties are often misunderstood and made to feel unwelcome in many aspects of community life.
- Lack of available information about inclusive and accessible places and activities reduces opportunities for people with all abilities to connect and participate in mainstream activities.

#### Regional strategies to support the development of positive attitudes and behaviour

- 1.1. Provide community awareness raising activities to support inclusive attitudes and behaviours
- 1.2. Increase staff understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities
- 1.3. Engage with the local business communities to promote the benefit of providing accessible services, environments and inclusive communications

## 2. Focus area: Liveable Communities

This focus area aims to increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

### Key Findings

- Difficulty moving around the community was by far the biggest barrier to full community participation in cultural, social and leisure activities. The community wants better support and access to beaches and swimming facilities, places to exercise, socialise and play.
- There is often insufficient information available about accessible and inclusive events programs, services and amenities offered in the community
- Inaccessible footpaths and continuous travel paths, limited access to parking, and community transport pick up and drop off zones restrict access to essential services, represents major challenges.
- There is insufficient and appropriately located drop off and pick up points for people with limited mobility (e.g. walking frame users, frail elderly) at front entrance of key destinations and shopping centres. The optimal drop off and pick up points are usually monopolised by bus zones that prohibits quick drop off and pick up of people with limited mobility.
- Community transport is a highly valued and essential service but the charge fees are not considered affordable for people on fixed pensions or receive disability incomes. In addition clients of community transport experience difficulty booking trips at short notice, and have expressed the need for out of business hours transport options.
- The community reported a need for better access to consistent information about in-home independent living support services. Concerns were raised about long waits for home care, and the quality of some home care providers.
- People with disability affected by the uncertainty of the National Disability Insurance Scheme (NDIS) would like better access and information about the changes to the service and funding environment.
- People with a mobility disability reported that there is not enough accessible housing stock and are faced with limited accommodation options. People experiencing mental health issues in particular identified challenges in affording rent and maintaining stable tenancies.

## **Regional strategies for increasing participation of people with disability in all aspects of community life**

- 2.1 Work with partner agencies to increase access to services and information that support people to live independently
- 2.2 Recreational and cultural activities and events are inclusive and actively promoted.
- 2.3 Advocate for increased diversity of housing stock that is affordable and accessible
- 2.4 Increase access to Council facilities, venues, parks and beaches
- 2.5 Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning

### **3. Focus area: Employment**

This focus area aims to support and improve opportunities for people with disability to gain meaningful employment, which will enable them to exercise choice and control over their own lives as a result of financial security.

#### **Key findings:**

- Lack of employment opportunities; inadequate or ineffective employment agency services to support individuals with disability e.g. job training, work experience opportunities leading to meaningful and permanent employment.
- Lack of awareness of employment support services that are available to people with disability. This may be due to either information not appropriately communicated to relevant sections of the community or that there is simply insufficient information being made available.
- Employers are not aware of financial incentives and assistance available to support employment of people with disability. This makes the job application and interview process difficult for them
- People experience difficulty finding information about what job vacancies might be accessible and inclusive and which employers are willing to consider employing a person with disability
- Community participants indicated limited awareness of employment opportunities within Council and Council policy regarding diversity and inclusion

## **Regional strategies for improving employment opportunities for people with disability**

- 1.1 Support and increase local employment opportunities
- 1.2 Ensure that the Council's workforce & recruitment policies and procedures support disability and inclusion principles

## **4. Focus area: Systems and Processes**

This focus area aims to ensure that people with disability are able to make informed choices about available services provided by government agencies. Some of the challenges stem from frontline staff's lack of awareness of the needs of people with disability; systems and processes that do not support accessibility and inclusion; and the lack of accessible options for people to choose from when communicating, accessing information, or providing input or feedback.

### **Key findings**

- The community has difficulty getting the information they need to enable them to move around the community, access venues and facilities, participate in social and recreational activities and events, access education and obtain employment. This makes it hard for them to plan and engage in community activities and access required services.
- The information and communications format used by Council and other services don't fully meet the needs of people with literacy or cognitive difficulties. The need for Easy Read format is indicated, and in different key languages.
- The community wants to be actively involved in the planning and design of public spaces and facilities to better inform council of the needs and challenges confronting people with disability when moving around in the public domain.

### **Regional strategies for ensuring our communications systems and processes are inclusive**

- 4.1. Increase access and awareness of council information, feedback systems and services for people with disability
- 4.3 Ensure Council's community consultation and engagement processes are inclusive, and support participation of a diverse range of users.

## Identification of Top 10 Priority Areas

Workshop participants and survey respondents told us that they would like the Council to, in the first instance, work on the following top 10 priorities shown below:

1. **Moving around the community:** Improve accessibility of parking, drop-off/pickup points, community & public transport and accessible footpaths.
2. **Information about accessible facilities and services:** Provide a range of information related to accessible and inclusive activities, venues and services
3. **Opportunities for people with invisible disabilities:** Increase opportunities for people living with disability, including those experiencing communication, mental health, sensory and cognitive difficulties, to participate in council managed mainstream events and activities.
4. **Attitudes and behaviours** from the general community and local businesses
5. **Lack of employment** and limited work experience opportunities
6. **Housing options** to meet the demand for affordable, accessible and supported housing
7. **Home modifications** need for ongoing supports for home modification and maintenance
8. **Inadequate accessible cultural and recreational opportunities** to facilitate or encourage participation
9. **Public events** are not fully accessible or inclusive
10. **Transition to NDIS:** uncertainty and lack of information about procedures, funding and services

The Consultation Report containing suggestions and ideas collated from surveys, submissions and workshops will be used as a key reference document to help shape the development of our action plans over the next 5 years.

We acknowledge that some of the suggestions and issues identified by community members are beyond the Council's sphere of influence and responsibility. Under such circumstances, relevant council officers will advocate for and work with the different state agency representatives to secure satisfactory or 'best possible' solutions.

Other external forces that limits a council's ability to implement accessibility principles in the public domain are the:

- Policy changes relating to aged and disability funding levels and service delivery (e.g. sector reforms and the NDIS)
- Decisions made by key State and Federal Government authorities (e.g. housing, public transport, roads and traffic authorities)
- Historic land use patterns, topography and ageing infrastructure
- Car usage, traffic and parking congestion



# Draft Waverley Council Disability Inclusion Action Plan 2017 - 2021



## Message from the Mayor

The Disability Inclusion Action Plan (DIAP) recognises the underlying social responsibility of Local Government to work in partnership with others to remove barriers to participation in our communities, to protect the rights of people with disability and to promote the value of diversity and inclusion.

Waverley and Randwick City Councils have worked together to achieve a more coordinated approach to making our communities inclusive, accessible and welcoming. This draft plan addresses important new priorities resulting from the NSW Disability Inclusion Act 2014 includes a series of actions to improve the lives of people with disability, their friends, family and carers.

Many of the proposed actions build on the success of previous work, and harness new and emerging opportunities. We anticipate that far reaching national reform in the area of disability funding and targeted application of new technologies, for example, will positively impact on the experiences of people affected by disability.

Accessible environments are easy for everyone to get around. Inclusive communities provide people with disability opportunities for participation in the diverse social and cultural life and facilitate access to meaningful employment and training opportunities. This plan sets out practical ways of collaborating with our partner agencies, local business, services and networks to work towards a more inclusive community.

We have been impressed by people's genuine interest and energy in working with us during recent consultations on this plan. We are now seeking broader community feedback on the draft action plan and hope you will be able to provide input. An inclusive community benefits everyone – let's work together to make it happen.

*Sally Betts, Mayor of Waverley*

## Disability in the Waverley LGA

The estimated resident population of the Waverley Council area is 73,366, with a population density of 79.35 persons per hectare.<sup>2</sup> The below statistics will be updated for the final report with data from the 2016 Census as it is released by the Australian Bureau of Statistics.

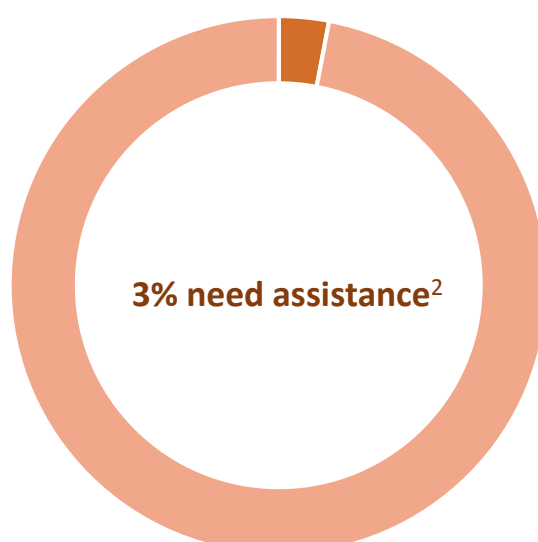
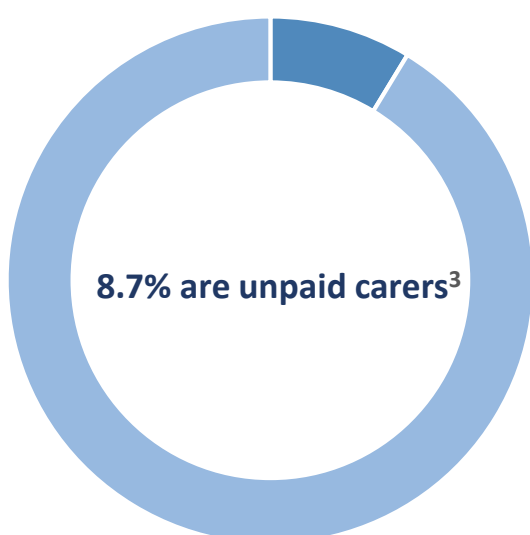
73,366

Residents in Waverley <sup>2</sup>



An estimated 12% have a disability <sup>1</sup>

## Disability and Carers



<sup>1</sup> ABS 2015 Survey of Disability, Ageing and Carers - New South Wales

<sup>2</sup> ABS 2016 Census Usual Resident Population

<sup>3</sup> ABS 2011 Census Usual Resident Population

## Monitoring, Reporting and Evaluation

The DIAP is a dynamic document that is updated annually to reflect current needs and issues. Strategies and actions may be modified to reflect changes caused by factors such as demographic trends, policy and legislative changes, social planning activities, input from Council departments and feedback from the community.

To monitor the plan Council will

- Co-ordinate a cross Council working group to identify new opportunities for access and inclusion and report on the implementation of the DIAP
- Appoint executive level staff to be responsible for integrating access and inclusion outcomes into individual work plans.
- Consult with the Access Advisory Committee to monitor implementation by providing progress reports

Council will annually:

- Revise and update the list of strategies and actions in the Delivery Program and Operational Plan.
- Prepare an annual report documenting the achievements of the previous year
- Submit an annual evaluation report

## Key Initiatives

The following initiatives are examples of how we will address community consultation priorities:



### People, Movement and Places Strategy

Difficulty moving around the community easily is the biggest barrier to community participation. Waverley Council's People Places and Movement strategy will prioritise pedestrian movement within Waverley and take a range of action to improve transport options for all the community. A walking strategy, for example, will audit existing conditions across the entire LGA and prioritise works that Council can undertake, as part of its maintenance and capital works programs.



### Co-design project trial

Engaging people with disability and people with a lived experience of disability in planning, development, implementation and review of inclusion initiatives is at the very heart of the social model of disability and disability inclusion itself. Whilst new building works are built to access standards, projects sometimes fail to meet the needs of people with a variety of needs due to disability. Even minor modifications can result in a much improved outcome for the user. Design flaws can be avoided by engaging a range of experts and end users early in the design of projects. Council is keen to explore and trial new collaborative partnerships to deliver co-design project opportunities with service providers, sector experts, designers and end users, such as the Bondi Beach Access Project.



### Access Bondi Beach

Residents and visitors with disability want to access and experience the sand and ocean. While beach wheelchairs are already available at Bondi, Waverley Council has received a grant from Surf Lifesaving NSW to further improve access to Bondi beach. Within the first year of the plan we will utilise this funding to implement an accessible and independent beach wheelchair loan system, make beach wheelchair matting available and widen the access ramp to enable users of the beach wheelchairs easier access to the sea and sand. In the longer term, we will develop and implement an eastern beaches access strategy to identify and prioritise access improvements for all beaches and deliver training for lifeguards to build their awareness and skills when assisting people with disability



## Waverley Disability Action Plan 2017-2021

Inclusive attitudes and behaviours	Council values and supports inclusive attitudes and behaviours across Council and the community			
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
<b>1.1 Provide community awareness raising activities to support inclusive attitudes and behaviours</b>	1.1.1 Deliver a community awareness program with partner agencies to promote inclusive attitudes and increase understanding of hidden disability	Caring	# of partnership activities annually	Short Ongoing Yrs 1 - 4
	1.1.2 Increase visibility of people with disability in Council publications, website and promotional materials	Positioning	# of publications that promote positive images of people with disability	Short Ongoing Yrs 1-4
<b>1.2 Increase staff understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities</b>	1.2.1 Integrate disability awareness training into council's Learning and Development Framework for induction and ongoing training	Performance	# training sessions held # of staff undertake training	Short Ongoing Yrs 1-4
	1.2.2 Provide ongoing opportunities for staff to develop knowledge and skills to apply access and inclusion principles and practices within their key job responsibilities	Performance	# of targeted training opportunities # of information resources distributed	Short Ongoing Yrs 1-4

<b>1.3 Engage with local business to promote the benefit of providing accessible services, environments and inclusive communications</b>	1.3.1 Continue to award good practice in access and inclusion through Council's Local Business Awards	Shaping	# of Business Awards for access and inclusion	Short Ongoing Yrs 1-4
	1.3.2 Promote the commercial benefits to local business of inclusive business and employment practices	Shaping	# of resources and promotions	Medium Yrs 2-4
<hr/>				
<b>Liveable Communities</b>	<b>People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access</b>			
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Responsibility</b>	<b>KPI</b>	<b>Timeframe</b>
<b>2.1 Work with partner agencies to increase access to services and information that support people to live independently</b>	2.1.1 Develop business models of excellence for Waverley's services for older people, people with disability and children	Life	# of services retaining quality performance standards # of clients # of programs annually	Short Ongoing Yrs 1-4
	2.1.2 Increase the delivery of access and inclusion initiatives in the region by working with partner agencies and promoting Council's small grants program	Caring	# of new access and inclusion initiatives # of partnerships / joint projects undertaken # interagency meetings	Short Ongoing Yrs 1-4

	2.1.3 Promote information to help people better understand consumer directed care and to exercise choice and control in choosing services	Caring	# of initiatives to support people to transition to NDIS & My Aged Care	Short Ongoing Yrs 1-4
	2.1.4 Develop and publish access maps for major centres, detailing continuous paths of travel, accessible toilets, equipment and mobility parking	Caring Positioning	# access maps developed and published	Medium Yrs 2-4
<b>2.2 Recreational and cultural activities and events are inclusive and are actively promoted.</b>	2.2.1 Review event management processes and procedures to increase the accessibility and inclusiveness of events held in the region	Enriching	Review completed # accessible and inclusive events	Short Yr 1
	2.2.2 Increase and promote recreational, social and cultural programs that are inclusive accessible	Enriching	# of new opportunities for people with disability to participate in activities and events	Short Ongoing Yrs 1-4
<b>2.3 Advocate for increased diversity of housing stock that is affordable and accessible</b>	2.3.1 Maintain Waverley's social housing program for older people and people with a mild intellectual disability and continue to advocate to NSW Government for increased diversity of housing stock that is affordable and accessible	Caring	# of social housing units  # of advocacy activities	Short – Medium Ongoing Yrs 1-4

	2.3.2 Explore options to mandate universal housing design standards in Councils urban planning policy and work with partner agencies to showcase universal housing design initiatives	Shaping	# of Living Local , Staying Local recommendation and study finalised	Medium - Long Yrs 2-4
	2.3.3 Continue to advocate for and support housing and homelessness partnerships and initiatives to deliver housing outcomes	Caring	# of partnerships # coordination meetings	Short Ongoing Yrs 1-4
<b>Liveable Communities</b>	<b>All new council assets, buildings and open spaces are designed to be fully accessible and Council proactively manages the built environment to meet our diverse community needs now and in the future</b>			
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Responsibility</b>	<b>KPI</b>	<b>Timeframe</b>
<b>3.1 Increase access to Council facilities, venues, parks and beaches.</b>	3.1.1 Design all new council assets, buildings and open spaces to disability access standards and universal design principles	Futures Renewal Creating	# new assets design to universal design principles # user studies informing project outcomes	Medium – Long Ongoing Yrs 2-4
	3.1.2 Continue to provide an annual capital works program to upgrade footpaths, pedestrian crossings, kerb ramps and bus shelters to universal design principles	Creating	Program implemented # actions against access of audits	Short Ongoing Yrs 1- 4

3.1.3 Implement strategies to improve beach wheelchair loan systems and access to designated beaches	Caring Creating	# beach access project completed and Plan of management developed	Short Yrs 1-2
3.1.4 Investigate a Recharge Scheme for disability motorised scooters	Shaping	Report completed	Medium – Long Yrs 2 - 4

<b>Liveable Communities</b>	<b>The community is a place where people can move about easily to access services and facilities and participate in community life.</b>			
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Responsibility</b>	<b>KPI</b>	<b>Timeframe</b>
<b>4.1. Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning</b>	4.1.1. Work with relevant public transport agencies to improve the transport network in the region for people with disability	Caring Shaping	# meetings with agencies  Action plan developed	Medium - Long Yrs 2-4
	4.1.2 Increase the number of drop off and pick up zones in town centres, and outside key destination venues and facilities	Shaping	# of zones	Medium Yrs 2- 3
	4.1.3 Increase the number of designated accessible parking spaces at key venues/facilities and monitor and enforce the appropriate use of mobility parking	Shaping	# mobility parking spaces # enforcement initiatives	Medium Yrs 2- 3
	4.2.1 Develop a Wayfinding strategy that meets the needs of people with disability and prioritise upgrading signage in major centres	Creating	# of actions for access	Long Yrs 3-4



<b>Meaningful employment</b>	<b>People of all abilities have access to meaningful employment.</b>			
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Responsibility</b>	<b>KPI</b>	<b>Timeframe</b>
<b>5.1 Support and advocate for local employment opportunities.</b>	5.1.1 Opportunities for learning and skills development for adults with mild intellectual disability are provided through the Waverley Community Living Program	Caring	# activities # clients assisted	Short Ongoing Yrs 1-4
	5.1.2 Work with stakeholders to develop and publicise essential information on how to access employment support services	Caring	# of information resources	Short ongoing Yrs 1-4
	5.1.3 Develop and promote information for employers about financial incentives and assistance available to support employment of people with disability	Caring	# of information initiatives	Medium Yrs 2-3
<b>5.2 Ensure that Council's workforce, recruitment policies and purchasing procedures support diversity and inclusion principles.</b>	5.2.1 Evaluate Council's employment policy and practices to remove barriers and improve opportunities to support a diverse workforce	Performance	Review completed # actions implemented	Short Yrs 1-2
	5.2.2 Explore the development of a program to support internships, traineeship and apprenticeship opportunities within Council	Performance	# opportunities for people with disability	Medium Yrs 2-3
	5.2.3 Review Council's volunteering policy to ensure opportunities for volunteering are inclusive	Caring Performance	Review completed # opportunities for people with disability	Medium Yrs 2-3

<b>Systems and Processes</b>	<b>Council is an organisation that is aware of and responsive to the needs of people of all abilities.</b>			
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Responsibility</b>	<b>KPI</b>	<b>Timeframe</b>
<b>6.1 Increase access and awareness of council information, feedback systems and services for people with disability.</b>	6.1.1 Council publications and documents are available in a diverse range of formats and the website is compliant with WCAG 2.0	Digital	Website compliance met # of formats available # of Communication guidelines developed	Short Yr 1
	6.1.2 Explore digital technology solutions and innovative communication systems such as implementing the Snap, Send, Solve App	Digital	# of initiatives	Short Yrs 1-2
<b>6.2 Council community consultation and engagement processes are inclusive and support participation and the views of a diverse range of users</b>	6.2.1 Review Council's consultation processes, including the structure and role of Council's Access committee, to support participation and engagement of a diverse range of people in Council initiatives.	Performance Caring	Review completed and engagement strategy developed List of experts / access champions developed	Long Yrs 1-4

6.2.2 Identify and involve people with relevant expertise and lived experience of disability during the planning & design stages of major development and upgrades, policy development and purchase of equipment	Life Futures Renewal	2 co-design projects per year # of user studies informing projects	Short Ongoing Yrs 1-4
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